



keynote speaker

Vernice Armour

*Zero to Breakthrough™ Expert
America's First African American
Female Combat Pilot*

As featured on Oprah Winfrey, CNN, Tavis Smiley, NPR, and others, Vernice Armour's dynamic style and presentation methods have impacted many organizations and individuals. She blends a high-energy presentation style with humorous anecdotes, powerful visual and audio tools, and meaningful content de-

signed to educate and edify while it entertains. Vernice stands on many shoulders, a strong legacy, and is highly sought after for her message of "Zero to Breakthrough™". For more information on Ms. Armour, visit her website at www.VerniceArmour.com

DOVER DOWNS®

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Group Room Rates: \$155 per night single/double

You must indicate that you are with PennDel AHMA to receive the group rate.

Please note: The hotel registration cutoff date at the group rate is October 5, 2009.

After that date rooms will be confirmed based on availability.

Directions will be e-mailed with confirmations two weeks prior to the event or visit www.PennDelAHMA.org.

Dare to Care

PennDel AHMA is conducting a food drive benefitting The Food Bank of Delaware. Bring your donation of a non-perishable food or non-food item(s) to the Conference Registration Desk and receive a ticket for a chance to win a door prize.

Visit our website at www.PennDelAHMA.org for details.



Continuing Education Credits provided by this program

The National Affordable Housing Management Association provides credits toward the National Affordable Housing Professional (NAHP) Certification and renewal, the Specialist in Housing Credit Management (SHCM), and the Certified Professional of Occupancy (CPO).



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2009

Fall

Management Conference

Get in the game



**Wednesday & Thursday
October 28 & 29, 2009**

**Dover Downs Hotel & Casino
Dover, Delaware**



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2009 Fall

Management Conference

October 28 & 29, 2009

Dover Downs Hotel & Casino
Dover, Delaware



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Housing Management Association
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7:30 AM – 9:15 AM

Conference Registration and Breakfast

9:30 AM – 10:30 AM

Three Concurrent Education Sessions

HUD Handbook 4350.1 REV-1 CHG-2 Chapter 6

Conducting Management Reviews

Speakers: Randall J. Scheetz, U.S. Dept. of HUD, Philadelphia Program Center and Jon Grobert, Philadelphia Multifamily Asset Managers (PMAM)

Session Description: The updated HUD Handbook 4350.1, Chapter 6 reveals significant revisions made to align the on-site tool, form HUD-9834, Management Reviews for Multifamily Housing Projects with current HUD policy. Learn about the new scoring and ratings and how your understanding of all the changes will assist you with improving management operations while assisting HUD with detecting and correcting operational deficiencies before they become major issues.

Spring Training for Managers

Speakers: Suzanne Sigmund, CPM, HCCP, Community Realty Management, Inc.; Richard K. Skoczylas, CPM, AIMCO

Session Description: Review the basic skills of property management at our spring training session so that you can have a positive impact on the bottom line and help your team win. Enhance your fundamental skills and get ready for the rigors of the "MAJOR LEAGUE" challenges that face us every day in the field. PLAY BALL!!

EIV and You, An Update

Speaker: Carolyn Anastasi, CAOM and Daniel Sumile, Project Manager, U.S. Dept. of HUD, Philadelphia Program Center

Session Description: The "Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs" Final Rule that was published in the Federal Register on March 27, 2009 (74 FR 13339) makes the use of Enterprise Income Verification (EIV) for Multifamily mandatory, effective September 30, 2009. This session will provide guidance to owners and management agents on using the data in EIV for verifying employment and income of individuals participating in the Section 8 Multifamily Housing

programs. The session will also discuss policies and procedures in obtaining, handling, and maintain any information obtained from EIV.

10:45 AM – 11:45 AM

HUD Handbook 4350.1 REV-1 CHG-2 Chapter 6

Repeat session. See speaker and description for 9:30 a.m. session.

Tax Credit Compliance Update

Speakers: Cindy Deakyne, DSHA and Frank Dorwart, PHFA

This session will provide an update on compliance requirements from DSHA and PHFA. Hear about the most frequently encountered compliance issues; tips for avoiding non-compliance; HERA changes affecting the tax credit program; data requirements for the DSHA & PHFA online compliance reporting systems.

EIV and You — An Update

Repeat session. See speaker and description for 9:30 a.m. session.

11:45 AM – 1:15 PM

Luncheon

Guest Speaker

Governor Jack Markell of Delaware

Excellence in Housing Awards

Recognition of Communities of Quality™ Properties

1:30 PM – 2:45 PM

General Session

Share the Wealth

Panelists: Representatives from DSHA, U.S. Dept. of HUD, NAHMA, PHFA

Session Description: Our distinguished panel will share a wealth of information and updates on HUD, DSHA, PHFA and NAHMA hot topics and issues.

2:45 PM – 3:00 PM Refreshment Break

3:10 PM – 4:10 PM

Three Concurrent Education Sessions

Don't Let the Bedbugs Bite!

Speakers: Kerry Weidenhammer, Wingate Management Company; Hope Dalton, Western Pest Services; Eric Glatsky, Western Pest Services

Session Description: Bedbugs in Multifamily

Housing — how to find them, how to get rid of them, a management perspective.

Don't Strike Out

Key Steps to Providing Top Quality Customer Service

Speaker: Michael B. Simmons, CPM, Community Realty Management, Inc.

Session Description: In this session you will learn about selecting the best team members and instilling a winning mindset for team members to deliver great customer service. Hear about the things that detract from superior customer service and tools to measure how your customers evaluate your organization's service efforts. See how you can determine if your property or organization is under control and make it easier for you to deliver top notch customer service.

Creating Accessable Living Options For Nursing Home Residents

Speaker: Larry Cessna, Ingleside Homes and Bruce Connus, Liberty Housing Dev. Corp.

Session Description: This session will explore options to help residents under 60 transition out of institutions and back into the community. Properties will learn how to utilize their accessible units, create additional accessible units, and locate funding for accessible modifications. Also, learn about alternatives to the Assisted-living Conversion Program.

4:15 PM – 5:15 PM

Three Concurrent Education Sessions

Reasonable Accommodations

Speaker: Barbara J. Gadbois, Deputy Attorney General, Delaware Department of Justice; Patricia McGarvey Knebls, Civil Rights Attorney, U.S. Dept. of HUD

Session Description: What is a Reasonable Accommodation and who is entitled to one? What does the law require? What is "reasonable"? This session will answer these questions and discuss the delicate balance of rights and responsibilities under current civil rights law.

Developing Your Greatest Assets

Speaker: Enis L. Hartz, CPM

Session Description: Have you ever heard the expression "at 5 o'clock your greatest asset leaves the building"? This session will explore

the key ingredients for employee development. Learn how to motivate your staff, enhance their strengths, diminish their weaknesses and elevate yourself as a superior supervisor.

10 Easy Ways to "Green" Your Community

Speaker: Christy Metz, Planned Companies

Session Description: Do you keep putting off going "Green" because of budget restraints? Going "Green" does not necessarily mean making a large capital investment or spending a lot of money on retrofitting. There are quick, inexpensive (even FREE) ways you can "green" your property that will provide you with an immediate return. Join us and get ready to GO GREEN!

5:15 PM – 7:30 PM

Vendor Expo

Includes Buffet Dinner

8:00 PM – 11:00 PM

Networking Reception

Entertainment Sponsor



Thursday, October 29

7:30 AM – 8:45 AM

Buffet Breakfast

9:00 AM – 10:15 AM

General Session

Fair Housing Update

Speaker: Wanda Nieves, Region III, FHEO, U.S. Dept. of HUD

10:15 AM – 10:30 AM Break

10:30 AM – 12:00 PM

Keynote Address

Zero to Breakthrough™

Vernice Armour

Successful businesses and individuals learn to recognize, adapt and respond—not react—to change and the emergence of obstacles. How you respond is key! Learn the steps to shattering "Zero Mentality" and winning with "Breakthrough Mentality". Unleash the potential for Breakthroughs at work and in your personal life with this proven system.

Keynote Speaker Sponsor



Get in the game



Registration

2009 PennDel AHMA Fall Management Conference

Name _____

Management Company _____

Property _____

Mailing Address _____

City _____ State _____ Zip _____

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E-mail (required for confirmation notices) _____

Payment by Check: Amount Enclosed \$ _____

Credit Card Payment: Circle card type — VISA MasterCard Discover

Card Number _____

Amount to Charge \$ _____ Exp Date _____

Signature _____

Registration Type:

- ★ **Early Bird:** registration received by 10/7/09
 - \$300 per Member \$400 per Non-Member
- ★ **Regular:** registration received between 10/8/09 & 10/23/09
 - \$400 per Member \$500 per Non-Member
- ★ **On-Site:** \$500 Member / Non-member

Not sure if you're a member? Member companies and affiliate property members are listed on www.PennDelAHMA.org

This fee may be an allowable project expense.

Registration deadline: 10/23/09

Mail registration form, along with payment to: PennDel AHMA, P.O. Box 44, Riverton, NJ 08077-0044

Make checks payable to: PennDel AHMA

Online Registration & More Information: www.PennDelAHMA.org

Phone: 856-786-2183 / Fax 856-786-1264

Cancellation Policy: Registration fees may be refunded less a \$50 cancellation charge if the cancellation is received in writing fourteen days prior to the event. Within fourteen days of the event, no refunds are available but substitutions are allowed.

★ Visit www.PennDelAHMA.org for complete session and speaker information.