

WEDNESDAY, MAY 21 SESSIONS:

FAIR HOUSING UPDATES & REFRESHER

Presented by: Steve Chupinka, Academy of Real Estate Careers

Who Should Attend: All Affordable Housing Managers, Maintenance & Staff

This session will cover any Fair Housing changes and/or updates as well as a refresher on Fair Housing laws and common scenarios/violations to watch for.

*PA Licensed Real Estate CEC available (fulfills 2 of the 5 hours mandatory topic this cycle) - form & fee required

AGENCY RELATIONSHIPS

Presented by: Steve Chupinka, Academy of Real Estate Careers

Who Should Attend: PA Real Estate Licensees, Brokers & Staff

Agency Relationship is a PA Real Estate Commission Mandatory Topics for the 2024-2026 renewal period (3 Hours in Agency Relationship plus 2 hours in Fair Housing).

*PA Licensed Real Estate CEC form & fee required

Note: Both this and the Fair Housing session fulfills the 5-hour CEC for PA Licensed Real Estate License Mandatory Topics for the 2024-2026 cycle

MOR & NSPIRE FROM A MANAGER'S POINT OF VIEW

Presented by: Lisa Buettner, Vice President, Crossgates Management, Inc.

An interactive session discussing:

MOR: Management Occupancy Reviews can be stressful. This session will help property managers navigate the inspection process. How to prepare, what are the most current findings and how to avoid findings. Lisa B. has worked on both sides, an MOR inspection and property management. Lets get your questions answered.

NSPIRE from a Manager's Point of View: The new physical inspection requirements are more than just a checklist and the standards can seem overwhelming. It is a new way of thinking that everyone from executive to property managers, and maintenance professionals need to understand. This session will be your opportunity to hear about the inspection process from a Manager's point of view.

Lisa Buettner, Vice President, Crossgates Management, Inc.

Prior to joining Crossgates Management, Lisa was a Senior Asset Manager for Pennsylvania Multifamily Asset Managers. Lisa had her own consulting company where she assisted owners of affordable housing with HUD inspections and regulations. She has been in the affordable housing industry for over 35 years. She is an IREM CPM and ARM, a Quadel AHM, and holds several LIHTC Certifications through NCHM, NAHB and Quadel. She previously was a member of the PAHMA Board of Directors.

THURSDAY, MAY 22 SESSIONS:

OCCUPANCY TODAY

Let's unscramble the puzzle together!

Presented by: Lisa Buettner, Vice President, Crossgates Management, Inc.

Have you lost your confidence in HUD rules and regulations? Let me help you! I will present some of HUDs most recent changes in Recertifications, income calculations, Gig income and verification to use (Uber, Lift, Instacart), lump sum payments, inheritance, over the counter medical expenses...Please send your specific questions so that I can address them on the day of the class.

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SUPPORT COORDINATOR ROUNDTABLE

Presented by: Tylin Colston, Tamara Diggs & Dawn Bartha, PHFA

This roundtable session will provide attendees the opportunity to have interactive discussions, share your experiences and to learn from others in the same field. With moderated conversation, attendees can use this time to ask questions, gain insight and ideas, learn about resources and gain comradery among their peers. This session is designed to encourage and empower attendees to continue the wonderful work they have begun in the communities they serve.

Tylin Colston, Housing Services Representative, PHFA

While Tylin's title at the Pennsylvania Housing Finance Agency is a Housing Services Representative at Pennsylvania Housing Finance Agency (PHFA), she looks at herself as a Housing Resource Specialist. She has nearly 10 years of wide-ranging experience in the housing field. Tylin is passionate about helping individuals and families find and maintain stable housing. Tylin also strives to make a meaningful impact in the community with her commitment to advocating for affordable and accessible housing solutions for all.

Tamara Diggs, Housing Services Representative, PHFA

Tamara is currently a Housing Services Representative at PHFA with about 2 years' experience in housing services. Tamara has over 15 years' experience working in behavioral health and community-based services. Tamara is looking forward to growing her knowledge and experience in housing services to continue to be of service throughout the community.

Dawn Bartha, Manager of Housing Services, PHFA

Dawn Bartha holds a BS in Psychology from Slippery Rock University with a minor in Women's Studies and a MS in Counseling from Duquesne University. Dawn has extensive experience in affordable housing, working as a resident service coordinator for over 5 years before moving to Pennsylvania Housing Finance Agency. After being the housing services representative for western Pa for a little over 6 years, in March of 2022, Dawn became the Manager of Housing Services, where she hopes to continue to be an advocate for supportive services, ensuring individuals can obtain self-sufficiency and age in place. Dawn enjoys spending time with her family (including her canine furbabies), volunteering as a community sports coach, reading mindless mysteries and daydreaming about traveling the world!

MASTERING YOUR MAINTENANCE ROUTINES

Presented by: Mark Cukro, Plus One, Inc - Service Team Training

This course is designed for Managers, Staff and Maintenance Team that want to learn how to create a more effective service department.

Have you wondered how we will get through and past these current challenges, staff shortages and what we should be doing in the field and office?

In this session, we will discuss proven methods to navigate through challenges, difficult times, master new routines for productivity and become more proficient and prepared for the new future of our industry.

Now, more than ever we need leadership that can look out for their team, get them what they need as well as get results that matter and make a measurable difference.

If you want to learn some new ways to approach, handle, organize and navigate through everything then this session is HIGHLY recommended for the entire team.

Here is what will be discussed!

- Tips, tricks, and insights for work orders – How to catch up when you are behind.
- Organize and prioritize the day – Technician skillsets, location, proximity and other insightful considerations.
- How to navigate emergency repairs today and prepare for the future.
- Coaching and Motivating the team through challenges and setting them up for success.
- What new tools and equipment will really make a difference that everyone will benefit from.
- Best practices for service, maintenance and reducing liability.
- Predictive, Proactive and Reactive maintenance and when to choose each approach.
- Preparing for the upcoming season – How to get ready and what to do to reduce service requests. Including HVAC and what is coming soon in the industry.
- Maintaining a level of superb service & interaction with residents and everyone on site.

TRANSFORMATIONAL COACHING

How to effectively coach and have the conversations that matter

Presented by: Mark Cukro, Plus One, Inc - Service Team Training

How to effectively coach and have conversations that matter

Effective Transformational Coaching is about getting below the surface and bringing out authentic potential in people, helping them achieve their goals, the goals of the team and improving performance individually and collectively.

In this session you learn how to dive deep, get to the essence of what makes a genuine difference in mindsets for your team and associates and how to engage in more meaningful conversations that transform perspectives and help bring out the best in everyone.

There are different levels of performance, and you'll have to adapt your style for each one of them to coach effectively. It is not simply telling people what to do and expecting results. So, if you want to get more out of coaching, have more meaningful conversations that lead to transformation, change and performance, this session is highly recommended.

WHAT YOUR MAINTENANCE TEAM IS NOT TELLING YOU BUT WANTS TO

Presented by: Mark Cukro, Plus One, Inc - Service Team Training

This course is designed for Managers, Staff and Maintenance Team that want to learn how to create a more effective service department.

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WHAT EVERY MANAGER NEEDS TO KNOW ABOUT MAINTENANCE

Presented by: Mark Cukro, Plus One, Inc - Service Team Training

This course is designed for Managers, Maintenance, and anyone in the office that wants to learn how to create a more effective service department.

You will learn new approaches to communicating effectively with the service team and understanding the value of many of the products we use such as carpet, vinyl, and mechanical systems.

We will dispel many of the myths and you'll learn how to hire better associates and get behind the rehearsed answers. This class gets rave reviews and it will change the way you view maintenance and deliver service to residents and each other.

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Mark Cukro, Plus One, Inc - Service Team Training

Mark is the President of Plus One Consulting, Inc. and founder of Service Team Training and maintenance videos.com. Mark is a national speaker and a leading resource in the field of service team development and training.

His certifications include CAPS, CAMT I, CAMTII, CPO, CPO Instructor with the PHTA, EPA proctor for the NEW 608 certification as well as all HVAC Excellence courses. Mark is also a NAAEI Instructor and worked on the development of the new CAMT program. Prior to Starting his own company, he was the Director of Service Team Development for Colonial Properties Trust, Inc, a New York Stock Exchange traded company with 148 properties and over 48,000 apartment homes.

On a personal note, Mark is also a professional Jiu Jitsu Coach and owns and operates a Martial Arts Academy in Harrisburg, NC.

TROUBLE SHOOTING WITH DON'S APPLIANCES

Presented by: Don's Appliances

Don's Appliances is an appliance store with ten locations in the Pittsburgh, PA area. We specialize in appliance service including: delivery, installation, and repair. We carry refrigerators, freezers, cooktops, stoves, wall ovens, ranges, microwaves, hoods, dishwashers and disposals. We also stock front load and top loading washers, dryers, and pedestals.

SUPPORTING ADDICTION RECOVERY

Presented by: Mallory Bole, Butler Faces of Recovery

This session will discuss strategies for Service Coordinators to effectively support residents from diverse backgrounds and experiences dealing with addiction recovery. Participants will gain a deeper understanding of cultural factors that can impact addiction, and learn strategies for building trust and rapport with residents going through varying phases of addiction recovery.

ACCESSING RESOURCES: Connecting People Across PA to Information and Resources

Presented by: Mary Evrard, Allegheny County Department of Human Services (DHS) Office of Developmental Supports (ODS) affiliation for identification purpose

When a person needs assistance where do you refer them to - what is available and how do people access resources?

- Resource Hubs
- Community resources and helpful organizations
- Food assistance
- Government benefits
- Funded services in a persons Home and Community Based Services for seniors and people with disability

Mary Evrard, Allegheny County Department of Human Services (DHS) Office of Developmental Supports (ODS) affiliation for identification purpose

Mary Evrard has been committed to the human services field for over 40 years. She has supported people with disabilities through a provider agency. For the last 20 years she has worked at a county department of human services. Mary's experiences as a family and professional caregiver inform her commitment. Being able to assist families, caregivers, the community, and colleagues motivates her to continuously learn about and share resources and information. Mary recognizes that knowledge of and access to supports and services can be life changing.