



# Affordable Housing Management Convention 2021

## Attendee Orientation

**Whether it's your first virtual convention ever or just your first AHMA virtual convention, this attendee orientation will set you up to get the most out of your Conference & Trade Show virtual experience!**



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# 2021 Convention Schedule

Tue, Apr 20

Wed, Apr 21

8:00 AM	8:00 AM - 10:00 AM Opening Session - Funders Panel																					
8:30 AM								8:30 AM - 10:00 AM AHMA Annual Meeting														
9:00 AM																						
9:30 AM																						
10:00 AM	10:00 AM - 11:30 AM Managing Work Orders and Maintenance Operations during COVID-19			10:00 AM - 11:30 AM RD MFH Prepayment Prevention			10:00 AM - 11:30 AM Top 10 Fair Housing Tips			10:00 AM - 11:30 AM Disaster Preparedness and Recovery			10:00 AM - 11:30 AM Hot Topics			10:00 AM - 11:30 AM Management Occupancy Review (MOR) Tips & Tricks						
10:30 AM																						
11:00 AM																						
11:30 AM	11:30 AM - 1:30 PM Virtual Trade Show	11:30 AM - 12:00 PM Virtual Trade Show Welcome										11:30 AM - 1:30 PM Virtual Trade Show	11:30 AM - 12:00 PM Virtual Trade Show Welcome									
12:00 PM		12:00 PM - 12:30 PM Lunch session											12:00 PM - 12:30 PM Lunch session									
12:30 PM		12:30 PM - 1:30 PM Power Roundtables - COVID-19 Impacts Best Practices	12:30 PM - 1:30 PM Power Roundtables - HUD	12:30 PM - 1:30 PM Power Roundtables - Maintenance Issues Best Practices	12:30 PM - 1:30 PM Power Roundtables - Resident Relations Best Practices	12:30 PM - 1:30 PM Power Roundtables - Rural Development	12:30 PM - 1:30 PM Tuesday PM Break				12:30 PM - 1:30 PM Power Roundtables - COVID-19 Impacts Best Practices	12:30 PM - 1:30 PM Power Roundtables - HUD	12:30 PM - 1:30 PM Power Roundtables - Resident Relations Best Practices	12:30 PM - 1:30 PM Power Roundtables - Rural Development	12:30 PM - 1:30 PM Power Roundtables - Resident Service Coordinators	12:30 PM - 1:30 PM Wednesday PM break						
1:00 PM																						
1:30 PM	1:30 PM - 3:00 PM How to Increase Your Rents: Maximizing Your Property's Contract Renewa			1:30 PM - 3:00 PM Legal Session			1:30 PM - 3:00 PM The Role of the Service Coordinator In 2021			1:30 PM - 3:00 PM Communications Best Practices for Housing Providers During COVID-19 and Beyond			1:30 PM - 3:00 PM LIHTC Income/Asset Verifications and Calculations			1:30 PM - 3:00 PM Vacancy and Damage/Unpaid Rent Special Claims: Don't Leave Extra Money on The Table!						
2:00 PM																						
2:30 PM																						
3:00 PM	3:00 PM - 3:15 PM Tuesday Closing Session																					

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- Sign in and edit Profile.....5
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## Sign in and edit Profile

Learn how to:

- sign into the Virtual Convention Platform (Follow your link)
- edit your profile





Follow your email link  
to claim your account  
and sign in!

## Log in to 2021 Annual Convention

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Top Menu

This is the Home Screen, it includes our wonderful sponsors and speaker descriptions. You can also edit your profile, view the convention agenda and speakers, visit our virtual exhibit hall, and check out our virtual convention game to earn prizes!



### Registration Fees

AHMA Member: \$250  
Nonmember: \$325

Registration closes on April 16, 2021



# 2021 Washington Affordable Housing Management Convention

presented by: Affordable Housing Management Association of Washington (AHMA)

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Please upload a JPG or PNG image file. We recommend a square image of minimum 300x300px size with the person's face in the center.

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This will only be shared with exhibitors you allow. It will not be displayed on your profile.

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## Convention Agenda and Joining a Session

Learn how to:

- Navigate the Agenda
- Select sessions to attend
- Join sessions
- How to participate in chats, polls, and download files from speakers



To view the  
Convention Agenda  
and join sessions  
select the “Schedule”  
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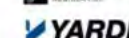
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1:00 PM PDT

Tuesday, April 20

8:00 AM PDT

Opening Session - Funders Panel

Troy McVicker will be our host for the entire conference. He will give instructions and information as well as FUNERGI...

Melissa Ciliento

USDA RD

TyeRae Guined

Washington State  
Department of Commerce  
Compliance Asset  
Management Supervisor

Troy McVicker

Event Source NW

Becki Meyer

USDA RD

Eric Siebens

USDA RD

Melissa Donahue

Washington State Housing  
Finance Commission

Eileen Hearty

HUD

Carlita Mendez

CMS  
CMS Director

Daniel Murillo

City of Seattle, Office of  
Housing  
Policy and Equitable  
Development Manager

8:00 AM - 10:00 AM PDT

10:00 AM PDT

Managing Work Orders and Maintenance Operations during COVID-19

RD MFH Prepayment Prevention

Top 10 Fair Housing Tips

This is the convention schedule. Sessions will be listed in chronological order.

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1:00 PM PDT

Tuesday, April 20

8:00 AM PDT

### Opening Session - Funders Panel

Troy McVicker will be our host for the entire conference. He will give instructions and information as well as FUNERGI...

- Melissa Ciliento  
USDA RD
- Melissa Donahue  
Washington State Housing Finance Commission
- TyeRae Guined  
Washington State Department of Commerce Compliance Asset Management Supervisor
- Eileen Hearty  
HUD
- Troy McVicker  
Event Source NW
- Carlita Mendez  
CMS CMS Director
- Becki Meyer  
USDA RD
- Daniel Murillo  
City of Seattle, Office of Housing Policy and Equitable Development Manager
- Eric Siebens  
USDA RD

8:00 AM - 10:00 AM PDT

Concurrent sessions will be listed next to each other



10:00 AM PDT

Managing Work Orders and Maintenance Operations during COVID-19

RD MFH Prepayment Prevention

RD's Prepayment Prevention Program is a riddle to most who face it. Unfortunately, that keeps a lot of owners who want ...

Top 10 Fair Housing Tips

What are the top Fair Housing issues and what can you do to prevent having problems. This session will go over these su...



1

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2

1:00 PM PDT

Tuesday, April 20

8:00 AM PDT


## Opening Session - Funders Panel

Troy McVicker will be our host for the entire conference. He will give instructions and information as well as FUNERGI...

 **Melissa Ciliento**  
USDA RD

 **TyeRae Guined**  
Washington State  
Department of Commerce  
Compliance Asset  
Management Supervisor

 **Troy McVicker**  
Event Source NW

 **Becki Meyer**  
USDA RD

 **Eric Siebens**  
USDA RD

🕒 8:00 AM - 10:00 AM PDT

 **Melissa Donahue**  
Washington State Housing  
Finance Commission

 Eileen Hearty  
HUD

 **Carlita Mendez**  
CMS  
CMS Director

**Daniel Murillo**  
City of Seattle, Office of  
Housing  
Policy and Equitable  
Development Manager

10:00 AM PDT

## Managing Work Orders and Maintenance Operations during COVID-19

## RD MFH Prepayment Prevention

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## Top 10 Fair Housing Tips

What are the top Fair Housing issues and what can you do to prevent having problems. This session will go over these su...

- [\[1\]](#)
- [\[2\]](#)
- [\[3\]](#)

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1:00 PM PDT

Tuesday, April 20

8:00 AM PDT

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City of Seattle, Office of Housing Policy and Equitable Development Manager
- Eric Siebens  
USDA RD

8:00 AM - 10:00 AM PDT

10:00 AM PDT

Managing Work Orders and Maintenance Operations during COVID-19

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Top 10 Fair Housing Tips

What are the top Fair Housing issues and what can you do to prevent having problems. This session will go over these su...

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Melissa CilientoUSDA RD

TyeRae GuinedWashington State Department of Commerce Compliance Asset Management Supervisor

Troy McVickerEvent Source NW

Becki MeyerUSDA RD

Eric SiebensUSDA RD

Melissa DonahueWashington State Housing Finance Commission

Eileen HeartyHUD

Carlita MendezCMS CMS Director

Daniel MurilloCity of Seattle, Office of Housing Policy and Equitable Development Manager

8:00 AM - 10:00 AM PDT

10:00 AM PDT

Managing Work Orders and Maintenance Operations during COVID-19

Covid-19 has had quite an impact on property management and maintenance operations. We have work orders that haven't bee...

Scott Ployer, CPM, CSM, MFE, NAHP-e, CGPMNational Property Management Strategies Group, LLC President & CEO

10:00 AM - 11:30 AM PDT

RD MFH Prepayment Prevention

RD's Prepayment Prevention Program is a riddle to most who face it. Unfortunately, that keeps a lot of owners who want ...

Larry AndersonGet RD Done Right! Consultant/Advocate for Rural Rental Housing

10:00 AM - 11:30 AM PDT

Top 10 Fair Housing Tips

What are the top Fair Housing issues and what can you do to prevent having problems. This session will go over these su...

Anita MosemanThe Monfric Group President

10:00 AM - 11:30 AM PDT

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Daniel Murillo

City of Seattle, Office of Housing  
Policy and Equitable Development  
Manager

Melissa Ciliento

USDA RD

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Troy McVicker will be our host for the entire conference. He will give instructions and information as well as FUNERGIZE the conference with fun music, games and prize drawings. After the welcome and some prize drawings we will hear updates from Funders and regulators:

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Melissa A. Donahue, Acting Director, Asset Management & Compliance Division, Washington State Housing Finance Commission  
Becki Meyer, Regional Director, Western Region, Field Operations Division, Multifamily Housing, Rural Development  
Wa State Dept of Commerce (invited)  
City of Seattle, Office of Housing (invited)  
Moderator: Carlita Mendez, CMS Director

Opening Session - Funders Panel

42926

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On this page you will find all the speaker for the session as well as a description of the session

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Wa State Dept of Commerce (invited)  
City of Seattle, Office of Housing (invited)  
Moderator: Carlita Mendez, CMS Director


Opening Session - Funders Panel

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### Opening Session - Funders Panel

- Eileen Hearty**  
HUD
- Melissa Donahue**  
Washington State Housing Finance Commission
- Becki Meyer**  
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- Troy McVicker**  
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- Carlita Mendez**  
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USDA RD
- TyeRae Guined**  
Washington State Department of Commerce  
Compliance Asset Management Supervisor

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## Legal Session



**Randy Redford**  
Puckett & Redford, PLLC  
Owner

🕒 1:30 PM - 3:00 PM PDT on Tuesday, April 20

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Governor Proclamations, local eviction moratorium orders, and federal CARES Act amendments continue to change tenancy termination and rent collection procedures for landlords. Learn the latest and what happens when eviction moratorium expire.

Legal Session

**Survey links**

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📄 60 Day Notice to Terminate for sale of property	📄 🗑️
📄 CDC declaration	📄 🗑️
📄 Covid-19 emergency Orders	📄 🗑️
📄 Declaration of Management in compliance with emergency order for computer	📄 🗑️
📄 HOLDOVER DECLARATION.	📄 🗑️

Some sessions will have files available for download. You may find them by going to the “Files” tab on the menu.

Make sure to thank our great convention sponsors!



## Virtual Exhibit Hall

Learn how to:

- Navigate the Virtual Exhibit Hall
- Visit an Exhibitor page
- How to participate in chats, polls, and download files from exhibitors

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Service Coordinators

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Coordinators




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B

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C

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All the exhibitors have unique pages filled with information available to any attendee. Make sure to download their files and videos for extra points toward the convention game!

2021 Annual Convention: Organ... X

ahmaofwconvention2021.us2.pathable.com/organizations/FyZR7aoeyt8a62P6o#/?limit=10&sortByFields[0]=isPinned&sortByFields[1]=lastActivityAt&sortByOrders[0]=-1&sortByOrders[1]=-1&uid=JSMjKjDuNNksznHAu

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Simplifying life for every member of your connected community

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REAL ESTATE SOFTWARE

Welcome to the MRI Software Virtual Booth! MRI Software provides intuitive software and expert consulting services for all major stakeholders in the affordable housing life cycle - from financing and development to asset, investment, subsidy, and property management.

With organizations facing new challenges and having to rely on digital technology more than ever, MRI offers solutions that can ease some of your burden while allowing you to stay connected to those in your communities.

Meet us live

ENTER VIDEO MEETING

Conversation Staff Files Polls

NEW CONVERSATION

Michelle Bernardi a day ago


Wish

Wish we were in person this year!

Reply Like


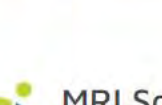
00:51



- 

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Simplifying life for every member of your connected community



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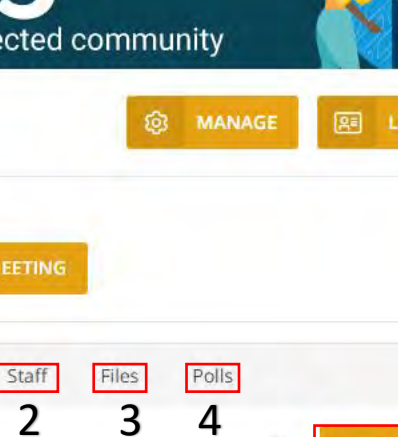


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Meet us live

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Conversation1

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Visit the exhibitors during their virtual trade show hours!

34



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Michelle Bernardi

a day ago

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Reply

Like

You can leave your contact information and a message by selecting this icon

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SEE ALL



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### Leave your card



Your full profile, including email address and phone number (if provided), will be shared.

You can optionally include a message

LEAVE CARD



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Conversation Staff Files Polls

NEW CONVERSATION



Michelle Bernardi

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Reply Like

## Convention Game

Learn how to:

- Navigate the Game Tab
- How to earn points
- How to view your points
- How to view the leader board



To view the Convention Game rules find the “Game” Tab on the Top Menu



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2021 Washington Affordable Housing Management Convention  
presented by: Affordable Housing Management Association of Washington (AHMA)

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### Registration Fees

AHMA Member: \$250  
Nonmember: \$325

Registration closes on April 16, 2021



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Game

Apr 12, 2021 - Apr 21, 2021

The Convention Game offers multiple ways for you to earn points. Some are very easy (add a session to your agenda or upload a profile picture) and others are more involved (set up a private meeting). You can start earning points as soon as you sign in to the conference website. A few of the ways to earn points are listed below. Remember, the more you participate, the more points you earn. The more points you have, the better chances you have to win fantastic prizes. Prizes will be awarded throughout the whole convention. Keep an eye out for extra codes to earn extra points.

Activities

Join a virtual trade show live meeting

Every time

10 pts

Participate in a group video meeting

Only once

10 pts

Watch a webinar

Every time

10 pts

Contact Exhibitor/Sponsor

Only once

10 pts

Watch exhibitor/sponsor videos

Every time

10 pts

Download exhibitor/sponsor files

Every time

10 pts

Add a session to your agenda

Every time

10 pts

Accept private meeting

Only once

10 pts

Request private meeting

Only once

10 pts

Send private message

Only once

10 pts

Post message in discussion

Only once

10 pts

Participate in poll

Every time

10 pts

Add profile photo

Only once

10 pts

Leaderboard

2

460 points

1

470 points

3

450 points

4

390

5

390

6

360

7

360

8

320

9

240

10

200

11

200

12

180

13

180

Score History

No Score

You have not scored any points yet

The Convention game is a way to stay engaged, have fun networking, and increase your chances of winning fabulous prizes!

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2021 Annual Convention: Game

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1/13 Completed

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Only once

10 pts

Watch exhibitor/sponsor videos

Every time

10 pts

Download exhibitor/sponsor files (1)

Every time

10 pts

Add a session to your agenda

Every time

10 pts

Accept private meeting

Only once

10 pts

Request private meeting

Only once

10 pts

Send private message

Only once

10 pts

Post message in discussion

Only once

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4

390

5

390

6

360

7

360

8

320

9

240

10

200

11

200

12

180

13

180

Score History

10 pts

Apr 15, 2021

Download exhibitor/sponsor files at 11:08 AM

10 pts

The “Activities” chart shows you how you can earn points!

Your “Score History” will tell you how you earned points!

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2021 Annual Convention: Game

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Apr 12, 2021 - Apr 21, 2021

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10 pts

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Every time

10 pts

Add a session to your agenda

Every time

10 pts

Accept private meeting

Only once

10 pts

Request private meeting

Only once

10 pts

Send private message

Only once

10 pts

Post message in discussion

Only once

10 pts

Participate in poll

Every time

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Only once

10 pts

Leaderboard

2

460 points

1

470 points

3

450 points

4

390

5

390

6

360

7

360

8

320

9

240

10

200

11

200

12

180

13

160

Score History

10 pts

Apr 15, 2021

Download exhibitor/sponsor files at 11:08 AM

10 pts

Check your ranking on the leader board.  
Office bragging rights are on the line!

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# Thank you for Supporting the Affordable Housing Management Convention

**Please log into the Virtual Convention Platform and set up your profile  
before the Opening Session - Tuesday, April 20, 2021 8:00 am**

**Webinars and files are available!  
Exhibitor information is live!  
Start earning Game Points today!**

