



TOGETHER ■ TOWARDS ■ TOMORROW

Seattle Convention Center • April 15-16, 2025

Session Schedule

ALL SESSIONS WILL BE HELD AT THE SEATTLE CONVENTION CENTER
ALL SPEAKERS AND TOPICS ARE TENTATIVE AT THIS TIME

Monday, April 14 – Pre-Convention Sessions *separate registration fee required*

8:00 am-5:00 pm

Fair Housing Compliance (FHC) – Michael Alexander

The requirements set forth in the Fair Housing Act and Section 504 regulations are enormously complex and far-reaching. NAHMA's Fair Housing Compliance™ (FHC™) course trains managers to understand these complex regulations, and provides clear instructions on fair housing laws.

The comprehensive, practical training manual for this course includes ready-to-use documents and forms to conduct a Section 504 Self-Evaluation and sample Transition Plan. The course teaches a step-by-step approach to determining the administrative and financial feasibility of making units accessible. Not only does NAHMA's Fair Housing course cover the application process, which includes screening, accepting, and rejecting applicants, it also presents instruction on developing company-wide policies and procedures.

Additional fee and registration required for this course

Nspire – US Housing Consultants

Our NSPIRE Specialist Course breaks down what NSPIRE is and isn't and how it affects everyone – from the boardroom to the boiler room. Our NSPIRE Training workshop includes a high-level review of NSPIRE Standards, Scoring, Policies, and Procedures. We clearly explain what managers and maintenance need to know to succeed at REAC Inspections. Most importantly, we teach the best way to understand the NSPIRE requirements so that you understand why properties must always remain prepared.

To be unaware of or to fail to take these changes seriously at any level of your organization is to put your property at risk.

Understanding the NSPIRE Standards, Scoring, and Procedures

This course is much more than just a maintenance course. We discuss regulatory requirements, online systems, and required reporting in a way accessible to all. We also teach effective oversight and daily planning methods, which are key to full compliance with REAC NSPIRE. Above all, we discuss what can be done to create better living environments and how to reduce the stress of deferred maintenance.

Serious Changes Require Serious Curriculum

NSPIRE's requirements align with the International Building Code (IBC), International Code Council (ICC), UFAS/ADA Accessibility Requirements, and fire and life safety standards. The ACE Certification course addresses the basis for NSPIRE standards while sharing all requirements: We do not simply gloss over the bare minimum. The NSPIRE Specialist ACE Certification seminar provides a comprehensive understanding of all standards clearly and concisely. It's important to us that everyone can learn these sometimes tricky rules.

NSPIRE Means Housing Compliance

NSPIRE standards refocus the inspection process on Health and Safety, essential Building Safety Codes, and Unit Conditions. These new physical inspection requirements are a new way of thinking that everyone from executives to property managers to professional inspectors to maintenance professionals must know. Those used to conducting HQS and UPCS Inspections need to understand the step-by-step requirements of what makes something a deficiency. They also need to know how to test components properly. Our training gives you all that in a way that's easily understandable and complete.

Additional fee and registration required for this course

Tuesday, April 15

7:30 am -9:00 am

Continental Breakfast/Exhibit

After checking in, head to the exhibit hall for a continental breakfast and explore exhibitors showcasing new products, solutions, and interactive experiences for affordable housing professionals. Discover the latest in software and services for multi-family property management and connect with experts!

9:00 am -10:15 am

General Session **Walk a Mile in My Shoes** *Michael Alexander*

Michael Alexander will kick off the convention with an impactful and interactive session focused on approaching others with sensitivity and empowerment. Through a series of challenges, Michael will help participants build greater awareness and empathy. Ample time for group discussion and engagement will allow for deeper connection and insight.

10:15 am -10:45 am

Exhibit Break

Take a coffee break in the exhibit hall and get your passport stamped for a chance to win exciting prizes!

10:45 am -12:15 pm

Tax Credit Track **LIHTC Training** Part 1 - Program Regulations and Unit Eligibility – Heather Wezensky

Program Regulations and Unit Eligibility

Origins of the LIHTC Program

Program Partners

Important Time Frames - Placed in Service,

Credit Period, Compliance Period, Extended Use Period

Project Definitions

Recapture

Minimum Set-Asides

Fractions & Credits

Two Thirds Rule

Acquisition and Rehab Tax Credits

Building Identification Numbers

Qualified Allocation Plans

Additional Program Layering

Unit Eligibility

Fair Housing

Non-Transient Occupancy

General Public Use Rule

LIHTC and Section 504

Services and Amenities

Allowable Fees

Common Area vs. Commercial Space

Model, Security, Residential Rental Units and

Single Room Occupancy Units

Special Rules such as Vacant Unit, Next

Available Unit, and Unit Transfers

HOME Requirements & HOME Rents and

Section 8 Voucher Holders

Calculating Max Income Limits

Income Limit Implementation Dates

Calculating Max Rent Limits (Maximum

Allowable Rent)

Supportive Services

Utility Allowances

Regulatory Track **HOTMA Eligibility Essentials** – US Housing Consultants

HUD's Final Rule on HOTMA results in massive changes in how we determine household eligibility. While this is a HUD rule, it is critical to understand that HOTMA does not only HUD Programs, but it also has a major impact on other affordable housing programs as well.

Calculating Income

The Housing Opportunity through Modernization Act (HOTMA) has substantially changed how income is calculated for affordable housing programs.

In this session, US Housing Consultants will provide a comprehensive review of calculating income under HOTMA. This session will not only cover the HOTMA changes but will also provide a refresher on how to calculate common income sources that were not impacted by HOTMA.

Join us for this essential webinar to enhance your understanding of HOTMA and ensure your compliance with updated income calculation practices.

Topics to be discussed include, but not limited to:

- Safe Harbor Income Determinations
- De Minimis Errors
- Determining Household Size
- Earned & Unearned Income
- Income Inclusions & Exclusions
- Cash & Non-Cash Contributions
- Child Support & Alimony
- Student Financial Assistance

Basic Track Fair Housing Basics: What You Should Know – Mike Chin & Mack Mayo

This session provides an overview of fair housing laws and covers common fair housing issues and examples of disability and reasonable accommodations, race discrimination, harassment, and retaliation.

Maintenance Track Dangerous Drugs Awareness Training – pt 1 - Jason Moline

This training provides an in-depth understanding of the dangers of fentanyl and methamphetamine, including how to recognize contamination, prevent exposure, and respond effectively to emergencies. Participants will gain practical knowledge of safety protocols, protective measures, and the use of life-saving tools like Naloxone, ensuring they are equipped to handle fentanyl-related risks confidently.

Misc Track How to close MORS – Shannon Moseley, CMS **ADVANCED**

Join CMS staff for best practices on how to close the MORs.

12:15 pm -1:45 pm

Lunch and Awards Presentation

Join us for lunch as we recognize and celebrate the outstanding achievements of this year's industry award recipients.

1:45 pm -2:00 pm

Exhibit Break

Take a break in the exhibit hall for some afternoon goodies.

2:00-3:30 pm

Tax Credit Track LIHTC Training Part 2 Applicant Eligibility and Certification *Heather Wezensky*

Application Process	Assets of all household members
Household Composition	Calculating Annual Income
Whose Income Should You Include?	Additional Calculation Rules
Live-in Aides	Tenant Income Certifications and
Student Status of all household members	Effective Dates
Section 8 Student Rule	Annual Recertifications
Income of all household members	Leases

Regulatory Track HOTMA Eligibility Essentials – US Housing Consultants **Calculating Assets**

Household Assets are a vital part of determining income eligibility and as we know,

household assets can range from checking accounts to tenant-owned real estate. Knowing how to handle every kind of asset is vital in working with all affordable housing programs.

In this session, learn what is included as a household asset and how to calculate income from assets when determining a household's gross annual income.

Topics to be discussed include, but not limited to:

- What is an asset?
- Personal Property
- Asset Threshold
- Retirement Accounts – Excluded Asset
- Actual & Imputing Asset Income
- Asset Limitation (Section 8 Only (including 202/8))

Basic Track Creating a Culture of Excellent Customer Service – Arden Clise

Creating a culture of exceptional customer service starts at the top. In this focused training, leaders will master nine essential steps to transform their organization's service culture. When leaders model and champion outstanding service behaviors, they create a ripple effect that influences how employees treat both external customers and colleagues. Participants will learn to establish clear service standards, provide meaningful recognition and develop accountability systems that motivate their teams to deliver extraordinary experiences—ensuring excellent service becomes embedded in their organization's DNA and drives measurable business results.

Maintenance Track Dangerous Drugs Awareness Training – pt 2 - Jason Moline

This training provides an in-depth understanding of the dangers of fentanyl and methamphetamine, including how to recognize contamination, prevent exposure, and respond effectively to emergencies. Participants will gain practical knowledge of safety protocols, protective measures, and the use of life-saving tools like Naloxone, ensuring they are equipped to handle fentanyl-related risks confidently.

Misc Track Advanced Fair Housing: Tips on How to Address and Prevent a Fair Housing Complaint – Mike Chin & Mack Mayo **ADVANCED**

This session provides tips on how to prevent a fair housing issue and best practices to ensure compliance with fair housing laws.

3:45-5:15 pm

Tax Credit Track LIHTC Training Part 3 - Documentation, Recordkeeping, and Compliance Reporting and Monitoring – Heather Wezensky

State Agency Monitoring
Program Data Reporting
HERA
Annual Owners Certifications
The State Agency Management Review Reports
Review of IRS Form 8609
8823 Guide and Review of each Non-Compliance Topic
Good Cause Evictions
Fraud Owner/Taxpayer & Applicant/Resident
Record Retention

Regulatory Track HOTMA Eligibility Essentials – US Housing Consultants Calculating Adjusted Income

The Housing Opportunity through Modernization Act (HOTMA) has substantially changed how adjusted income is calculated for HUD, Rural Development and the HOME Program (when applicable, at recertification).

This session will provide a comprehensive review of determining adjusted income under HOTMA. This session will not only cover the HOTMA changes but will also provide an overview refresher on how to determine adjusted income that were not impacted by HOTMA.

Topics to be discussed include, but are not limited to:

- Dependent Deduction
- Child Care Expenses and Hardships
- Disability Assistance Expenses and Hardships
- Elderly/Disabled Household Deduction
- Medical Expenses and Hardships

Basic Track Etiquette Essentials for Professional Success Arden Clise

Business is made or lost on first and on-going impressions. Those who present themselves with polish, confidence and courtesy will inspire trust and respect in staff, clients and colleagues. Learn the essential skills you need to succeed in business and professionally represent the corporate brand.

First Impressions

Why etiquette is important and how it has evolved
YOU are the company

Digital Diplomacy

Virtual meeting etiquette
Email dos and don'ts

Effective and Confident Communication

The language you use sends a message to others
It's not what you say it's how you say it

Workplace Etiquette

Showing courtesy and respect to co-workers
Common courtesies: office gossip, workplace issues and cubicle etiquette

Maintenance Track Mental Health for Maintenance Personnel Ruben Rivera-Jackman

Maintenance personnel team members are often the eyes and ears for the affordable and subsidized housing provider. They engage with residents and enter their apartments to complete work orders. They often are the first to encounter resident issues and concerns. This module has been developed to provide a basic overview of common mental health disorders residents may be experiencing in their communities. The goal is to provide guidance regarding addressing and reporting concerns and keeping themselves safe.

After successfully completing this module, participants will be able to:

1. Explore the behavioral issues associated with untreated mental health conditions
2. Enhance their awareness and knowledge treatment and medication options.
3. Recognize tips for responding to challenging behaviors.
4. Identify Resources

Misc Track AHMA Annual Meeting **ADVANCED**

Please send at least one representative from your organization. We will present the AHMA Board of Director candidates and provide voting instructions. Additionally, there will be presentations by Eileen Hearty of HUD, Kris Cook of NAHMA, and Larry Anderson of Rural Housing Preservation Associates. Glori Houston, President of AHMA, will chair the meeting.

5:15 pm -6:30 pm

Happy Hour Networking Break

Wrap up this insightful day with some fun networking and light refreshments!

Wednesday, April 16

7:30 am -9:00 am

Continental Breakfast/Exhibit

Kick off day 2 with continental breakfast and networking in the exhibit hall.

9:00-10:30 am

Tax Credit Track Conquering Student Eligibility– US Housing Consultants **ADVANCED**

There are student eligibility requirements applicable to each of the four major housing programs, LIHTC, HUD, Rural Development, and the HOME Program. These requirements affect whether a household is eligible to occupy a unit or receive rental assistance. While each program has student eligibility requirements, the requirements are not the same for each program, which can pose a compliance challenge for housing professionals dealing with layered properties.

This session will review the student eligibility requirements for the below affordable housing programs:

- Low-Income Housing Tax Credit (LIHTC)
- Housing and Urban Development (HUD)
- Rural Development (RD)
- HOME Investment Partnerships Program

Regulatory Track *–this session has been cancelled*

Basic Track Sticks and Stones... How to Address Adult Bullying at your Community – Heather Wezensky

It's not just younger residents that are victims of bullying, adult bullying is on the rise, and this aggressive resident behavior is becoming more and more difficult for property management professionals to handle; not to mention, the Fair Housing risks to management if the situations are not handled in a timely manner. In this informative session, Heather Wezensky will provide strategies for on-site staff and upper management to successfully identify adult bullying, and how to proactively deal with aggressors and most importantly the victims. We will provide real world examples and offer solutions to ensure that the behavior is addressed and offer suggestions to lessen impact of bullying on the health and well-being of your residents. We will offer ideas to set-up a no adult bullying campaign and the best way to implement new on-site policies.

Maintenance Track Biohazard Cleanup After a Death Involving Body Fluids – Rick Bennett

This training provides property management professionals with the essential knowledge and best practices for handling biohazard cleanup following a death that involves body fluids, including natural causes, suicide, or accidents. The course focuses on ensuring the safety of staff, tenants, and the surrounding environment while complying with legal and regulatory requirements.

Key topics include:

- Understanding biohazardous materials such as blood, urine, and other bodily fluids that may carry infectious pathogens like Hepatitis, HIV, and MRSA.
- Legal considerations including OSHA regulations and local laws for handling biohazards and waste disposal.
- Health and safety risks to property management staff and tenants.
- Proper use of Personal Protective Equipment (PPE) and safety protocols.
- Step-by-step procedures for securing the area, assessing contamination, and calling in professional cleanup services.
- The importance of emotional sensitivity when dealing with traumatic death scenes and maintaining respectful communication with tenants.

- Documentation requirements for insurance and liability purposes, and the need for professional biohazard cleanup services to handle dangerous situations safely.
- By the end of the training, property managers will be equipped with the tools and knowledge needed to respond effectively and safely to biohazard situations, ensuring compliance and minimizing risk to people and property.

Misc Track Legislative Update – Housing Law Mack Mayo

The 2025 legislative session is currently in full swing and will end on April 27, 2025. This session will give you a broad overview of the various laws being considered, enacted, or rejected by the Washington Legislature on all housing law topics – ranging from settling evictions to rent control to lot splitting to additional prohibited lease provisions.

10:30 am -10:45 am

Exhibit Break

Take a coffee break in the exhibit hall.

10:45 am-12:15 pm

Tax Credit Track Conquer LIHTC Acquisition/Rehab Without Ending Up in Rehab – US Housing Consultants **ADVANCED**

Tax Credit/LIHTC housing projects are aging, and many are in need of rehab and recapitalization. The challenges that come with this are many, and the rules can be complex.

This session will provide attendees with the information needed to maintain compliance when conducting an acquisition/rehab at a tax credit project.

Topics covered include, but are not limited to:

- Certification of Existing Tenants
- Unit Transfers
- Key Deadlines
- Maximizing Credit Delivery
- Overview of Resyndication
- Overview of the Uniform Relocation Act

Regulatory Track Best Practices in Grievance Policies – panel

Join a panel of industry veterans for an interactive session on Best Practices for dealing with Tenant Complaints.

Basic Track Cracking the Code: Mastering Affordable Housing File Audits. – Heather Wezensky

Dive into the world of affordable housing compliance in this hands-on workshop which is perfect for anyone looking to submit flawless files that sail through internal and/or third-party compliance review scrutiny or simply wanting to ensure that they have perfectly compliant files for their next monitoring agency management review.

During this session, participants will:

1. Learn key components of an effective affordable housing file auditing including creating checklists
2. Explore common compliance issues and how to identify them
3. Discuss best practices for maintaining accurate and compliant files
4. Participate in a hands-on group activity, auditing a mock file to apply learned concepts

Heather Wezensky, President of STAR Compliance Consulting will guide you through the auditing process, sharing insights and tips gleaned from years of experience in the field. The highlight of this session is the collaborative group exercise, where you'll work with peers to audit a sample file, fostering discussion and knowledge exchange.

Whether you're new to affordable housing compliance or looking to refine your auditing skills, this session offers valuable takeaways to improve your organization's regulatory adherence and operational efficiency. Don't miss this opportunity to sharpen your auditing acumen and network with fellow housing professionals!

Maintenance Track **Maintenance Personnel's Role in Reporting Hoarding Concerns** Ruben Rivera-Jackman

Maintenance personnel team members are often the eyes and ears for the affordable and subsidized housing provider. They engage with residents and enter their apartments to complete work orders. They often are the first to encounter resident high clutter and/or hoarding issues and concerns. This module has been developed to provide a basic overview of high clutter and hoarding disorders residents may be experiencing in their communities. The goal is to provide guidance regarding addressing and reporting concerns and keeping themselves safe.

After successfully completing this module, participants will be able to:

1. Enhance their awareness and knowledge regarding Hoarding Disorder.
2. Recognize strategies to ensure public safety.
3. Understand the role mental health plays.
4. Explore assessment tools of home environment and functioning.
5. Identify Resources

Misc Track HOME Program TyeRae Guined, Commerce

This session will focus on the ongoing programmatic and compliance requirements of the HOME Program as administered by the Department of Commerce. Topics will include VAWA, waitlist requirements, annual rent, and utility allowance (UA) approvals and ongoing certification requirements. The session will also address the impact of the delayed implementation of the HOME Final Rule on NSPIRE and HOTMA.

12:30 pm -1:45 pm

Networking Lunch

Don't miss the chance to connect with exhibitors and colleagues over a networking lunch in the exhibit hall!

1:45-3:15 pm

Tax Credit Track The Not-So “Average Income” Set-Aside – US Housing Consultants **ADVANCED**

In 2018 the Low-Income Housing Tax Credit was introduced to a significant change – the “Income Average” Minimum Set-Aside election. While the addition of this set-aside was very exciting, the IRS left questions that needed to be answered.

By fully understanding the requirements of the Average Income Election and the impact on credit delivery and credit recapture, housing professionals are better equipped to ensure that a project's Minimum Set-Aside Test is met initially and continually maintained.

Topics to be discussed include, but are not limited to:

- Overview of the LIHTC program Minimum Set-Aside (MSA) Requirements
- Understanding the Available Options
- Effect of the Owner's Multiple Building Election of the MSA
- Method of Achieving the Average Income Set-Aside
- Calculating Income and Rent Limits based on the Average Income Set-Aside

- Complying with the Available Unit Rule at an Average Income Project
- Potential Effects of Noncompliance at an Average Income Project

Regulatory Track WSHFC Hot Topics - WSHFC Staff

Join WSHFC Portfolio Analysts as they discuss HOTMA Clarifications, updated forms and procedures, and more.

Basic Track Emergency Preparedness for Affordable Property Managers – Michael Alexander

Are you prepared to handle emergencies at your property? This course covers the essential steps and responsibilities of affordable property managers when disaster strikes. Key topics include:

- Understanding the responsibilities of property owners and managing agents in an emergency.
- Creating and implementing a comprehensive disaster plan.
- Establishing a reliable system for tracking and communicating with residents.
- Effectively managing interactions with the media during a crisis.
- Maintaining an up-to-date contact list for emergency situations.

By the end of this class, you will have the tools and knowledge to develop a disaster plan that aligns with the 4350.1 requirements and ensures the safety and well-being of your residents and property.

Maintenance Track Ethics for Maintenance Technicians – Ruben Rivera-Jackman

Maintenance techs often enter residents' homes, making trust essential. Ethics training is crucial for maintenance technicians working in affordable housing communities because it ensures they uphold integrity, professionalism, and respect while interacting with residents and handling property responsibilities. Affordable housing communities serve diverse populations. Ethics training helps prevent misconduct, privacy violations, and discrimination.

After successfully completing this module, participants will be able to:

1. Define workplace ethics and integrity.
2. Recognize common ethical challenges in maintenance roles.
3. Understand the importance of treating all residents with fairness, respect, and without bias.
4. Explore ethical scenarios.
5. Identify resources.

Misc Track Evictions – Overview & Best Practices– Mack Mayo

The federal, state, and local rules and regulations governing unlawful detainers (“evictions”) in Washington State seemingly shift by the hour. Mack will guide you through the lifespan of an eviction in Washington, from notices to judgments and post-judgment remedies (and even appeals), and will highlight trends impacting the affordable housing community so that you can manage your portfolios with risk management and cost efficiency.

3:15 pm -3:30 pm

Closing Session

Join us for closing remarks and final prize drawings.