

Public Housing Manager (PHM) Seminar & Exam

May 23 - 26, 2016, Park Inn, Indiana, PA

In today's world of complex regulation, the PHM certification remains a valid credential. It demonstrates an understanding of the basic principles of public housing management in the asset management environment.

Now, NAHRO offers this training in a format that minimizes staff time away from their agency. Prior to the live seminar, an individual completes modules *online* on the history of public housing, ethics and maintenance. Then, the three-day classroom session focuses on the administrative processes of public housing management, the roles and responsibilities of the public housing manager, the functions of occupancy, effective communication skills, key principles of public housing management, safety and security and market viability. Case study exercises bring the training to life. The certification exam is given on the morning of the fourth day. A complete seminar agenda appears on the reverse side of this page.

NAHRO's trainer will be Beth Turner, former Executive Director of the Lycoming County Housing Authority. While there she managed a staff of 33 employees and an organization owning and operating more than \$53 million in property assets with an annual budget of more than \$2.3 million. Previously, she served as the deputy director of the agency, as well as the Capital Fund Coordinator. Before her housing experience she worked for several years as a branch manager for Norwest Savings, Parent Federal Savings and Mortgage Associates.

Seminar Cost

Course and exam:

WPHDA members: **\$675/person**

Non-members: **\$690/person**

Course without exam: Deduct \$50 per person

Fee provides a HUGE savings from standard NAHRO fees, plus the savings in time and travel!

(Fee includes course materials, breaks, and lunches on both days.)

Hotel Reservation

Deadline: Monday, May 9

Park Inn by Radisson, Indiana

1395 Wayne Avenue
Indiana, PA 15701

A special rate of \$89 per night plus taxes is available until the deadline. Call the hotel at **724-463-3561**.

(Tax-exempt agencies must present their certificates when checking in.)

Seminar Registration

Due: Monday, May 9

Return enclosed registration form with check payable to Western Pennsylvania Housing Directors Association.

Questions? Please contact Julie Kascal at 412.661.0591 or events@wphda.org

PHM Certification Seminar & Exam

May 23 - 26, 2016

8:30 a.m. to 4:30 p.m. on Days One-Three
(Registration starts at 8:00 a.m. on first day)

Day One

- Introductions, Housekeeping, Expectations
- Overview of e-learning sessions for History of Public Housing, Maintenance, and Ethics
- Administration
- Property Management Model
- Roles and Responsibilities of the Housing Manager
- Public Housing Assessment System (PHAS)
- Asset Management/Property Based Management Overview
- Budgets and Income Sources
- Performance Measures, Budgeting

Day Two

- Occupancy Cycle Overview
- Occupancy and Marketing: Targeting and De-concentration
- Rent Collection Issues
- Federal Requirement of the Lease
- Lease Enforcement
- Lease Grievance and Eviction Regulatory Requirements
- The Manager's Role in Security and Safety

Day Three

- Management Style Dynamics
- Conflict Management Models and Techniques
- Effective Communications
- Effective Problem-Solving: Model and Practice
- Supervision Basics and Effective Practices
- Property Management Case Study
- Closure - Examination Preparation, Evaluations, Certificates

Day Four

8:30 - 10:30 a.m.

- PHM Certification Examination