

Managing the Maintenance Department

The Virtual Version: October 19 - 22, 2020

The Maintenance Department is a critical part of every housing authority. It can be an authority's biggest asset. Or not.

This seminar, presented by NAHRO, is designed to help maintenance supervisors, managers and other key personnel ensure their operations are an asset. It addresses essential personnel management and leadership skills, as well as practical methods for handling everyday activities such as work standards, control, work orders, staffing levels, and equipment maintenance.

The virtual version of the seminar will be divided into four segments, given from 1:00 p.m. to 4:00 p.m. on each of the four days. *An agenda for each segment appears on the reverse side of this page.*

"Managing the Maintenance Department" will be led by NAHRO trainer Beth Turner who retired as the Executive Director of the Lycoming County Housing Authority after 17 years of service with the agency. During her tenure there, she managed a staff of 33 employees specializing in the maintenance and property management of 649 public and privately held housing units and 675 rental voucher units. Her agency was the recipient of several NAHRO Awards of Excellence and NAHRO Awards of Merit for innovation in the management of affordable housing.

Previous to her housing authority experience, her career included nearly 10 years of management in the operation of mortgage brokerage companies specializing in FHA/VA new construction. Her certifications include PHM and SPHM, and she served on the NAHRO National Housing Committee from 2000-2003.

Seminar Registration

Due: Friday, October 9, 2020

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

Seminar Cost

WPHDA member: \$300/person

Non-member: \$325/person

(Fee includes electronically transmitted seminar materials.)

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



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Agenda

Segment 1, October 19, 1:00 to 4:00 p.m.

Introduction
Overview of maintenance management
Elements of maintenance management
Positive outcomes of good maintenance management

Segment 2, October 20, 1:00 to 4:00 p.m.

Planning your work objectives
Work analysis
Prioritizing work items
Scheduling

Segment 3, October 21, 1:00 to 4:00 p.m.

Budgeting
Procurement

Segment 4, October 22, 1:00 to 4:00 p.m.

Aspects of customer service
Work relationships
Personnel management
Documentation
Maintenance plan

Wrap-up and final instructions