

# 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](mailto: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