

National NAHRO Training—Certification

Public Housing Manager Seminar with Certification Exam (C-PHM)

(Hosted by Nebraska NAHRO in Lincoln, NE)

Monday-Friday, October 2-6, 2017

**Training Site/Lodging: Graduate Lincoln,
141 N. 9th Street, Lincoln, NE**

Call (402) 475-4011 or 402-475-4031 (Lodging Code: NAHRO):

Or, click on [NAHRO](#) (Group Booking Code: 171001NAHR):

Sunday, October 1st – Thursday, October 5th - \$91.00/night

(Attendees book on their own—Lodging RSVP Cut-off Date: September 10, 2017)

Lunch is on your own every day (Monday-Friday)

Public Housing Manager Seminar with Certification Exam (C-PHM) Provided by Beth Turner, NAHRO:

By achieving NAHRO's C-PHM designation, an individual has demonstrated that he/she understands the role and responsibility of a property manager and the major functions of property management in the context of public housing. The individual understand the concepts of asset management, including occupancy, maintenance, inspections, safety and security, marketing, leasing, site-based budgeting, and Federal Regulations related to these functions. She/he understands the principles of effective communication and the dynamics of supervising staff. He/she is aware of and practices Fair Housing. This individual understands the importance of and agrees to adhere to the highest standards of professional ethical conduct. Note: the certification description may be modified and/or changes as Job/Practice Analysis are completed.

Tentative Schedule:

Day 1: 8:30 a.m. - 4:30 p.m.	Day 2: 8:30 a.m. - 4:30 p.m.	Day 3: 8:30 a.m. - 4:30 p.m.
<ul style="list-style-type: none"> *Introductions, Housekeeping, Expectations *History of Public Housing *Property Management Model *Role and Responsibility of the Housing Manager *Major Functions of Management *Asset Management/Property Based Management Overview *Ethics Principles 	<ul style="list-style-type: none"> *Ethics Continues *Application of Ethics Principles in Day-to-day Activities *Management Style Dynamics *Conflict Management Models and Techniques *Administration *Performance Measures and the Property Operating Budget 	<ul style="list-style-type: none"> *Occupancy Cycle Overview *Occupancy and Marketing: Targeting and De-concentration *Key Regulatory Issues *Federal Requirements of the Lease *Lease Enforcement
Day 4: 8:30 a.m. - 4:30 p.m.		Day 5: 8:00 a.m. - 10:30 a.m.
<ul style="list-style-type: none"> *Effective Problem-Solving: Model and Practice *Effective Communications and Lease Enforcement *Rents, Lease Grievance and Eviction Regulatory Requirements *Role of the Housing Manager in Maintenance *Maintenance Types, Skills and Priorities *"The Maintenance Show" - Properties, VAP, Inspection *Supervision Basics and Effective Practices *The Manager's Role in Security and Safety *Closure - Examination Preparation, Evaluations, Certifications 		<p>Exams</p> <p>Report at 8:00 a.m.</p> <p>Exam begins at 8:30 a.m.</p>

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**Registrations must be received by September 15, 2017.
Late registrations WILL NOT be accepted.**

Please register the following persons for this seminar (please print clearly):

NAME	Title	E-Mail

**Registration Price Before August 31, 2017
(any postmarked before August 31st)**

_____ @ \$500 NE NAHRO Member
_____ @ \$800 Non NE NAHRO Member

**Registration Price After August 31, 2017
(any postmarked after August 31st)**

_____ @ \$600 NE NAHRO Member Late
_____ @ \$900 Non NE NAHRO Member Late

REGISTRATION FOR C-PHM EXAM

_____ @ \$100 per Participant

\$ _____ Total Amount of Check Enclosed

Hard copy of the training material (electronic copy included in registration fee)

\$75 per hard copy x _____ number of hard copy training materials
(Breaks will be provided. *Lunch in on your own Monday - Friday*)

Check # _____ Amount \$ _____

Cancellation and Refunds: To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training. Cancellation to attend training received within 30 days of the training will not be refunded, the agency can send a substitute attendee if the original registrant can't attend. No exceptions will be made.

For questions, please contact
Renee Williams at sc40406@windstream.net (402) 367-3587
Patti Reick clarksonha@hotmail.com (402) 352-2431

Mail Check and Registration Form to:
NE Chapter of NAHRO
% Heather Looper
6223 Princess Margaret Drive
Lincoln, NE 68516

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Please note that the candidates for CMPO can sit for the CMPO certification exam when the NAHRO Certified Public Housing Manager (C-PHM) exam is administered. If there are others in the organization that wish to sit for any other NAHRO Certification Exam (listed below and at www.nahro.org/certification-exams) they would be available as well as all have a two hour allotted time for the exams. Please note the fee for a NAHRO Certification Exam not taken in conjunction with a NAHRO training is **\$200** (a \$100 savings off the non-member fee of \$300).

Name	Title	Email

You can participate in one of the following exams without attending the C-PHM Training during the week, as long as you have met all the requirements for the exam. The exam date is October 6th.

Mark which of the following exam you will be taking.

- [Certified Public Housing Manager \(C-PHM\)](#)
- [Certified Specialist of Occupancy-Public Housing \(CSO-PH\)](#)
- [Certified Specialist of Occupancy-Housing Choice Vouchers \(CSO-HCV\)](#)
- [Certified Specialist of Inspection-Housing Quality Standards \(CSI-HQS\)](#)
- [Certified Specialist of Inspection-Uniform Physical Condition Standards \(CSI-UPCS\)](#)
- [Certified Specialist of Maintenance \(CSM\)](#)
- [Certified Manager of Property Operations \(CMPO\)](#)
- [Certified Manager of Voucher Operations \(CMVO\)](#)
- [Certified Management Executive \(CME\)](#)

\$_____ amount enclosed for NAHRO Certification Exam

If you have been working on getting your CMPO the last 5 years, you are welcome to attend the C-PHM training but do the test for the CMPO if you have meet all the qualifications needed for the CMPO.

If you need to take on-line classes prior to the exam, make sure you are checking it out NOW as some of the classes are only offered once or twice prior to the October 2-6, 2017 training and exam date. For example: the on-line Ethics for Management class is only available in May 10-11th and August 9-10th. If requirements are not completed prior to October 6, 2017, you will not be able to do the exam.

***For questions, please contact
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Instructor: Elizabeth (Beth) A. Turner



Beth Turner recently retired as the Executive Director of the Lycoming County Housing Authority after 17 years of service with the agency. During her tenure at the housing authority, she managed a staff of 33 employees specializing in the maintenance and property management of 649 public and privately held housing units and management of a 675 rental voucher program. Her responsibilities included fiscal management, personnel management, property oversight, housing rental voucher program administration, capital needs planning, construction contract oversight, physical needs assessments, preventative maintenance program development, safety and quality control, and overall management of an organization owning and operating more than \$53 million in property assets. In related experience, she has worked in planning and development of new housing properties, acquisition and rehabilitation of multi-unit sites, tax credit housing development and Section 8 project based administration. 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 as a member of the NAHRO National Housing Committee from 2000-2003. Her agency has been the recipient of several NAHRO Awards of Excellence and NAHRO Awards of Merit for innovation in the management of affordable housing.