

NAHP Update

Help Residents Achieve Their Educational Dreams

BY JENNIFER JONES

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The National Affordable Housing Management Association (NAHMA) has two initiatives geared toward helping affordable housing residents achieve their educational goals and needs your help promoting them to your residents.

The NAHMA Educational Foundation scholarship provides up to \$2,500 for selected recipients to help with costs associated with attending an accredited college or trade school. The online application is available on the NAHMA website, <https://www.nahma.org/about/educational-foundation/>, and is due May 15. A promotional flyer to share with residents is also available on the foundation's webpage.

Additionally, NAHMA's annual AHMA Drug-Free Kids poster and art contest provides national winners with an educational scholarship. Contest entries are initially sent to the local AHMAs with finalists forwarded to NAHMA to compete in the national contest. Please check with your local AHMA for its deadline and entry rules. To



determine your local AHMA, visit the AHMA Directory, <https://www.nahma.org/membership/ahma-directory/>.

HELPING HAND WITH EDUCATION

The NAHMA Educational Foundation is accepting applications for scholarships to be awarded to worthy student residents in 2020. This year will be the 14th consecutive year that the foundation has

made scholarships available. To access the application, visit <https://nahma.communityforce.com>. The deadline for completed applications is 10 p.m. Eastern on Friday, May 15. In 2019, over 70% of applicants filing a completed application received a scholarship.

Eligibility for the program requires that an applicant be a resident in good standing at an AHMA/NAHMA affiliated

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NATIONAL AFFORDABLE HOUSING MANAGEMENT ASSOCIATION (NAHMA)—Protecting the Interests of Affordable Housing Property Managers and Owners

apartment community and be either a high school senior with a minimum GPA of 2.5, a general equivalency diploma holder or a matriculated student with a minimum GPA of 2.3 at an accredited college or trade/technical school. The foundation will no longer accept applications from students in graduate-level programs.

The process requires applicants to complete the online application form, as well as provide two academic and/or professional references, an essay and a certification of residency in good standing form. A grade transcript through the fall 2019 is also necessary and is the only application component sent via U.S. mail to the foun-

scholarship program administrator, at 215-262-4230 or at bjohnson@tmo.com.

Last year, the foundation awarded 109 scholarships totaling \$272,500 to worthy student residents.

"The NAHMA Educational Foundation Board of Directors is excited to be releasing the scholarship application for the 14th consecutive year. We fully anticipate that each of our individual scholarships will be worth \$2,500 again this year as we continue our endeavor to make our scholarships financially meaningful to resident recipients. Another goal for 2020 will be to expand our footprint to more states across the country. The foundation remains



downloading and sharing the [promotional flyer](#). The foundation is hopeful that 2020 will bring in more completed applications than in any of the previous years the program has been in existence.

A subtheme has been added to reinforce a more positive use of time and to encourage a broader range of submissions. The underlying message for the contest will continue to have a drug-free theme but the association also wanted to open the door for more avenues of expression. The subtheme for the 2020 contest is My Voice Will Be Heard: Speaking the Language of Love.

Entries must be submitted to your local [AHMA](#). The winners of the local contests are then forwarded to NAHMA for the national competition. Please check with your local AHMA for deadlines and contest rules.

The contest is open to children who live in a family community of a NAHMA and/or a local AHMA member company; residents who are 55 years or older who live in a com-

"THE NAHMA EDUCATIONAL FOUNDATION Board of Directors is excited to be releasing the scholarship application for the 14th consecutive year. We fully anticipate that each of our individual scholarships will be worth \$2,500 again this year as we continue our endeavor to make our scholarships financially meaningful to resident recipients," Alice Fletcher, NAHMA Educational Foundation chairperson, said.

dition. All necessary forms are provided within the web-based application at <https://nahma.communityforce.com> and no hard copies are needed.

Anyone with questions about the application process or the scholarship program in general should contact Dr. Bruce W. Johnson, NAHMA

steadfast and unwavering in our sincere appreciation for the support of the program provided by our sponsors and donors that make it all possible," Alice Fletcher, NAHMA Educational Foundation chairperson, said.

Please assist the foundation in promoting the scholarship program to your residents by

SHOW OFF RESIDENTS' TALENTS

NAHMA has kicked off its annual AHMA Drug-Free Kids poster and art calendar contest. It anticipates that more than 5,000 children, elderly and residents with special needs nationwide will be participating in the calendar art contest this year.

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HELPING RESIDENTS ACHIEVE, continued from page 2

munity of a NAHMA and/or a local AHMA member company; and residents who live in a permanent supportive housing community or Section 811 community of a NAHMA and/or a local AHMA member company.

Local AHMAs will select up to three winning posters, photographs, websites, computer art or other media—such as tile, macramé, needlework, etc. (other media must be submitted as a photograph)—from each category (i.e., elderly, special needs and each children's grade level).

There are five grade categories for children based on the grade level the contestants have completed by June 2020:

- Kindergarten-first grade
- Second-third grade
- Fourth-sixth grade
- Seventh-ninth grade
- 10th-12th grade

All AHMA winning submissions are forwarded to NAHMA where a distinguished panel of judges will select the 13 winning entries that will appear inside the pages of the NAHMA 2021 Drug-Free Kids Calendar, including submissions from children, elderly and residents with special needs. One special entry will be selected as the grand prizewinner, which will appear on the cover. Only children are eligible to become the grand prizewinners.

The national contest

entries are judged on the artist's ability to create a submission with the My Voice Will Be Heard: Speaking the Language of Love contest subtheme, along with the main drug-free message.

Specifically judges consider:

- Interpretation of the My Voice Will Be Heard: Speaking the Language of Love
- Interpretation of the drug-free message
- Originality of the submission
- Quality: Is the art submission appealing to the eye?
- Overall Artistic Ability: Does the art submission show some degree of creativity and skill for its age group? Will the submission be able to be reproduced with reasonable quality and clarity?

Posters must be done on poster board (or heavy art paper) measuring 22 inches x 28 inches. Any media may be used for the posters, including paints, crayons, color pencils, chalk and collage, but contestants are advised to ensure that the media selected results in a flat surface, and can be adequately protected against damage.

Not allowed on any poster or other forms of art are trademarked cartoon characters, proper names of individuals, product brand names or the name of the development or AHMA.

Children, elderly and residents with special needs in communities from across

the nation who participate in the annual art contests held by regional and state AHMAs are eligible to be selected as Regional AHMA art contest Honorable Mentions and will have their artwork featured nationally in a special section of the NAHMA calendar. These participants are in addition to those that will be selected as national winners.

The winners of each local AHMA's contest receive various prizes from the AHMA.

All winners of the national contest receive educational scholarships in the form of a check awarded by the NAHMA Educational Foundation. The grand prizewinner receives \$2,500, national winners receive \$1,000 and honorable mentions receive \$100. All national winners also appear in the 2021 NAHMA calendar with a short artist bio and photo.

Additionally, the national contest's grand prizewinner, whose art will appear on the cover of the calendar, receives a trip to Washington, D.C., where he or she will be honored at the NAHMA Fall Meeting Oct. 25-27, 2020.

The official rules and necessary entry forms are available in [English](#) and [Spanish](#) on the NAHMA website. **NU**

Jennifer Jones is manager of communications and public relations for NAHMA.



Data and Research that Support Affordable Housing

HUD User is the source for affordable housing research, reports, and data from the U.S. Department of Housing and Urban Development's Office of Policy Development and Research (PD&R). Visit huduser.gov to explore the various resources available on HUD User, including Income Limits and Fair Market Rents for assisted housing units.

To find out about the latest affordable housing data and research releases from PD&R, subscribe to receive email updates and check out *The Edge*, PD&R's online magazine.



Connect With HUD User



Programs Help Residents Get Connected

In today's world, having a computer, laptop or some sort of smart device is no longer a luxury. It is practically a necessity for things such as doing school work, seeking employment and accessing health or social services, just to name a few. However, for people living in affordable housing it is an expense that can be low on the priority list, if it makes the list at all.

According to the Pew Research Center, "On one hand, Americans—both broadband users and those who do not have broadband—are increasingly likely to view home broadband as a key tool for accessing information that is important to their lives. But at the same time, the monthly cost of broadband service is now cited by a plurality of non-adopters as the most important reason for not having a home broadband subscription"

In an effort to combat the digital divide, the Department of Housing and Urban Development (HUD) and nonprofit partners EveryoneOn and US Ignite launched a pilot program in 2015, ConnectHomeUSA, which brings together stakeholders in the corporate and nonprofit sectors to offer HUD-assisted households free

or low-cost internet access, computing devices and digital literacy training. Participating companies include AT&T, Best Buy, Comcast, Cox and T-Mobile, among others. Additionally, the Federal Communication's Commission offers the Lifeline program with its partner Universal Service Administration Company that provides discounts on phone and internet to qualified low-income consumers.

According to the ConnectHomeUSA Playbook, "As of 2016, 46% of families living in public housing do not have high-speed internet at home or rely solely on smartphones. These Americans are missing out on the high-value educational, economic, and social impact of the internet, and are being left behind. Kids on the wrong side of the 'homework gap' lack the tools they need to do their coursework outside of school."

Recently, Leo Delgado, president of Converged Services Inc. (CSI), spoke at a conference on the digital divide. He shared the stage with a previous NAHMA Educational Foundation scholarship winner who said she used to have to take the bus to the library each day so she could do her homework because her mom could not



afford internet at home.

"There are millions of people that don't have access to affordable internet and can't function in society without it," he said.

While CSI provides technology to multifamily housing communities and community associations, Delgado said he is passionate about letting the residents know about the discounted programs that can help them in their individual homes.

"There is a thinking out there that those in affordable housing don't have the means for connectivity. That's not true, they don't have the opportunity. They want these products," Delgado said. "To be able to buy high-speed internet for \$9.95 a month is a great benefit."

The discount programs vary in what they offer and have eligibility requirements, but for the most part, anyone receiving HUD housing assistance can qualify.

Comcast's Internet Essentials, for example, provides 15 megabits per second download/2 megabits per second upload internet speeds for \$9.95

per month plus tax, which includes in-home Wi-Fi at no cost. There is also an option to purchase a discounted computer for \$149 and there is access to free online and in-person training classes and limited access to Xfinity Wi-Fi hot spots outside of the home.

By contrast, AT&T Access provides tiered internet speeds and pricing—ranging from \$5 to \$10 per month—depending on the speeds available where you live. In-home Wi-Fi and access to the AT&T Wi-Fi hot spot network are included.

Delgado said it is important for management companies to make their residents aware of these discount programs. It is not just about playing games or watching movies. With internet connectivity, not only do students have the ability to do homework—at home—seniors can stay connected to loved ones, and people with disabilities can use technology to do everyday tasks.

"The world we were in 10 years ago has dramatically changed," he said.—JJ NU



AVAILABLE RESOURCES

ConnectHomeUSA: <https://connecthomeusa.org/>

EveryoneOn: <https://www.everyoneon.org/>

FCC's Lifeline Program: <https://www.fcc.gov/general/lifeline-program-low-income-consumers>

Enter Your Community For the Vanguard Awards

The deadline for nominating a property for one of NAHMA's 2020 Affordable Housing Vanguard Awards is June 5. The [application](https://www.nahma.org/awards-con-tests/vanguard-awards/) can be downloaded from the Vanguard Award webpage, <https://www.nahma.org/awards-con-tests/vanguard-awards/>.

The Vanguard Award recognizes new, quality multifamily affordable housing development or significant rehabilitation of an existing property or structure. The

Last year, NAHMA honored four communities, including Gateway North Apartments, which is managed by Peabody Properties Inc., as the Vanguard Award winner for New Construction in the small category.

"Being honored on the national level has only served to further solidify our team's already high commitment to outstanding customer service and resident satisfaction. Our team takes immense pride in the fact their site was cho-

for each category, which include: New Construction, two subcategories: more than 100 units and under 100 units; Major Rehabilitation of an Existing Rental Housing Community; Major Rehabilitation of a Nonhousing Structure into Affordable Rental Housing; Major Rehabilitation of a Historic Structure into Affordable Rental Housing

"The Vanguard Award complements NAHMA's Communities of Quality (COQ) [National Recogni-](#)

"BEING HONORED ON THE NATIONAL LEVEL has only served to further solidify our team's already high commitment to outstanding customer service and resident satisfaction. Our team takes immense pride in the fact their site was chosen," Whitney Pulsifer, senior director of strategic initiatives for the Peabody Companies, said.

award pays tribute to developers of high-quality affordable housing; demonstrates that exceptional new affordable housing is available across the country; demonstrates the creativity and innovation that must be present to create exceptional properties given the financing and other challenges to development; highlights results of private-public partnerships required to develop today's affordable housing; and shares ideas for unique design and financing mechanisms with industry practitioners to further stimulate creative development in the affordable multifamily industry.

sen," Whitney Pulsifer, senior director of strategic initiatives for the Peabody Companies, said. "Since being awarded this distinction, synergies have developed between the on-site team, ownership and the residents, and is evidenced through their positive daily interactions, ability to collaborate and ever-growing rapport."

Affordable multifamily housing communities that are less than 3 years old—as of June 5, 2020—may apply, based on date of completion of new construction or completion of major rehab. Please note: A management company may submit only one entry

[tion Program](#), through which multifamily properties are certified as having achieved a high standard of excellence in the way they are managed, the services they provide residents, the experience and training of personnel, and other criteria," said Kris Cook, executive director of NAHMA. "The Vanguard Award was created to honor communities that are too new to meet the qualifications for the COQ program. As the properties mature, they will become eligible—and will be encouraged—to enter NAHMA's COQ National Recognition Program."

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Welcome New Certificants!

NAHP-e

- >> John D. Elliot
Beacon Communities LLC
Waterbury, CT
- >> Amanda Fernandes
Beacon Communities LLC
Boston, MA
- >> Darlene Perrone
Beacon Communities LLC
Boston, MA
- >> Kristie Rizzo
Beacon Communities LLC
Boston, MA
- >> Matthew Tobyne
Beacon Communities LLC
Boston, MA
- >> Michael Wood
Beacon Communities LLC
Boston, MA

NAHP

- >> Kristine Kleindienst
WinnCompanies
Springfield, MA
- >> Ingelcia Lewis
Maloney Properties Inc.
Kingwood, TX
- >> Bomani J. Sundai
WinnCompanies
Boston, MA
- >> Viorika Zeqo
2 Life Communities
Framingham, MA

NAHMT

- >> Paul Poulin
First Realty Management
Boston, MA

Earn one of NAHMA's prestigious professional credentials, which are dedicated solely to recognizing and promoting achievement of the highest possible professional standards in affordable housing management. **For more information, go to www.nahma.org and click on Education.**



One Foot In Two Worlds

NAME: Jeffrey Huang, CPO, CGPM, SHCM, FHC, NAHP, CAM

MANAGEMENT COMPANY: WinnResidential

POSITION: Senior Property Manager

While Jeffrey Huang was attending Suffolk University in Massachusetts he accepted an accounting internship at WinnCompanies to gain “some real-world experience,” he said. What the Newton, Mass., native ended up gaining was a career.

“This industry, I didn’t know about it,” Huang said. “I ended up joining Winn full-time after I graduated college. I’ve been with Winn for nine years now.”

Huang currently serves as the senior property manager at the Village at Brookline while overseeing two other property

managers in Brighton and Roxbury, creating a combined portfolio of more than 500 units.

“I love the satisfaction of giving a family a set of keys when they wouldn’t have had that otherwise—giving residents an actual home to live,” he said.

The issue of homelessness is personal to Huang. While his family was never homeless, money was tight when he was growing up. His parents came to America from Taiwan with little money and two small children in tow. Huang was born in Newton, but his two older brothers were born in Taiwan and Japan respectively.

Since his father was a chef who started working in the restaurant industry at the age of 13, he had dreams of moving to America to open his own restaurant and provide a better future for his family. Once the family settled in America, they

put down roots by opening a Chinese restaurant, which they still own. Huang started working there in sixth grade and still puts in shifts on weekends and evenings when he can. He also tries to find time to spend with his wife of two years, Tiffany, their 2-year-old daughter, Zoey, and Oreo, their dog. In addition, the Huangs are expecting their second child in July.

“Right now, I have a full-time job at Winn, a semi full-time job at the restaurant and a young family at home. I try to find time to sleep,” he said. “It’s been a challenge to carve out family time.”

One day he may be faced with having to decide whether to take over the family business when his parents retire or to continue in the property management industry.

“Both routes have been good to me and have had a big

impact on my life,” he said. “If the restaurant wasn’t involved, I’d definitely stay at Winn for my entire career.”

For now, he is focused on becoming a better manager by expanding his industry knowledge while also helping develop his team.

“Every day is a new challenge. You may be dealing with residents who may or may not be respectful or having conversations you aren’t comfortable with,” he said. “In the end, I like helping people.”

Even though Huang has a full schedule, he said he is actually a laidback person who is easy to talk to and is fun to be around.

“I might look stern and serious. But, I’m open to doing anything. If you need me, I’ll be there,” he said. “I’m not afraid of a new experience or challenge—as long as it doesn’t put us in jail.”—JJ NU

ENTER YOUR COMMUNITY FOR THE VANGUARD AWARDS, *continued from page 6*

[Vanguard Award applications](#) and information about [entry fees](#), judging criteria, the benefits of winning an award and more is on NAHMA’s website at [nahma.org](#). Click on [Vanguard Award Overview](#).

“As someone who has submitted entries since the inception of the program

back in 2010, the biggest piece of advice I can impart is to start your application as soon as possible! Give your teams ample time and opportunity to collect all the necessary details, request support letters and develop compelling narratives,” Pulsifer said. “Additionally, while comprehensive—

the Vanguard application process allows us to promote and celebrate the achievements of often under-recognized assets, their on-site teams and resident populations on the national level. Simply put, this is an incredible opportunity that doesn’t come often. It’s, without doubt, a very worth-

while endeavor and one that we aim to participate in year after year!”

Winners of the 2020 Affordable Housing Vanguard Awards will be recognized at an awards ceremony at the NAHMA fall meeting in Washington, D.C., Oct. 25-27. NU