

# NAHP Update

## Shining a Light on Some Good News

### IN THIS ISSUE

- 5 Be Recognized for Providing Quality Housing
- 7 Plenty of Ways to Continue Professional Development

There are plenty of memes and daily news reports about how bad 2020 has been so far between a worldwide pandemic, social unrest, natural disasters and a presidential election. Therefore NAHMA wanted to shine a light on some of the good that has been quietly happening around the country. NAHMA asked member management companies to submit stories and photographs highlighting the staff, volunteers and residents that have been going above and beyond during these difficult times.



Ms. Pat and Bayberry's Community Garden

### ALCO MANAGEMENT

#### A Little 'Extra' for the Residents at Bayberry

Bayberry Apartments is a 163-unit Section 8/LIHTC community in Chattanooga, Tenn. Over the last three years, the entire team at Bayberry had a vision for not only providing housing for the community, but also a much more far-reaching vision of transforming the community and helping to improve the quality of lives for these residents.

This team exudes "Alco's Core Values" of caring, anticipation, responsiveness and growth. The team at Bayberry has been successful in creating partnerships with community and social service agencies, churches and nonprofits each year allowing them to add to the services they can offer the residents.

It was full speed ahead for 2020 and then COVID-19 hit. Due to Centers for Disease Control's guidelines and the

very nature of the pandemic, most all of Bayberry's plans and services to the residents were cancelled. However, the needs of the residents still remained and in some cases, the need was greater!

To the rescue ... Patricia Gurley-Hollins, Bayberry's resident services coordinator. All of the residents and Bayberry team members fondly refer to her as "Ms. Pat"—she is a legend!

*continues on page 2*



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

While she knew there would be limitations on the help Bayberry could provide the residents, she also knew not to give up. Hence, she thought of a community garden for the residents at Bayberry. Residents could get involved and could easily maintain social distancing.

Earlier in the year, Ms. Pat had enrolled in gardening classes with the University of Tennessee Agriculture Extension Office. Ms. Pat was planning on learning the art of gardening to share with the residents. COVID-19 cancelled these classes.

So, Ms. Pat found residents that had years of practical gardening experience and solicited their expertise to start Bayberry's community garden. While she started small, the garden has yielded corn, green beans, tomatoes, squash and cucumbers.

Ms. Pat and her team fill small baskets with vegetables and give the baskets to residents, and will continue to do so until the summer harvest is over. Now, she has plans for fall planting and a fall harvest! With the success of the community garden, the Bayberry team has plans for a larger garden next year.

While Ms. Pat has become the "head gardener," she has continued in her role in working with United Way, nonprofits, social service partners, churches and other organizations in an effort to help fill the need. She also managed to continue Bayber-



Staff from Beacon Residential communities distribute fresh produce, masks and hand sanitizer to residents.

ry's Summer Reading Program for the children. She solicited local churches to provide tents and volunteers in order to host the program outside. The volunteers helped the children in continually wearing masks and maintaining social distancing.

### BEACON RESIDENTIAL MANAGEMENT LP Communities Provide Fresh Produce

Beacon Residential Management LP is fortunate to have staff across its 20,000 apartment homes working hard to help residents during the COVID-19 pandemic. The staff of Old Colony, Lenox and Camden Apartments, all in Massachusetts, distributed boxes of fresh produce to residents. In addition to providing food, donations of masks and hand sanitizers were distributed to the communities. It has been a team effort and commitment across the portfolio to provide wellness calls and assistance during this difficult time.

### ALCO MANAGEMENT 'Food Truck' Delivers Nachos To Pershing Park Patrons

The Pershing Park Apartments



team in Memphis, Tenn., is not letting COVID-19 keep them from going above and beyond to show they care and appreciate their residents. They have routinely sponsored events to build community between neighbors, residents and staff. Nacho Day has become a community favorite. But, with all the restrictions imposed right now, they had to get creative in their approach.

So, in June the team hosted a "NA-CHO" Day To Catch the Virus So Stay Safe Nacho Day!

Staff prepared nachos and cold lemonade to serve to residents who lined up responsibly outside the office. To practice social distancing and to create a food truck flair to the event, they served the gooey and crunchy goods to participants through the lobby window just like a typical food truck experience.

The event was tremendously successful with around 60 smiling and laughing children, teens and adults making their way through the line.

continues on page 3



“It’s important that we stay connected to our residents even during these crazy times” said Sharlita Langston, community manager. “We all just thought this would be a fun and safe way for us to show our residents that despite having to do business differently because of the virus, we still care.”

### THE MICHAELS ORGANIZATION

#### Michaels Partners to Provide Free Testing

At the height of the pandemic, The Michaels Organization partnered with the city of Jackson, Miss., and the Jackson Hinds Comprehensive Health Center to bring free COVID-19 testing to its residents at Wood Village Apartment Complex with a testing truck run by local volunteers.

This initiative is in keeping with The Michaels Organization’s mission to lift the lives of its residents beyond just providing great buildings to live in—they strive to ensure the comfort, safety and growth of all of their communities, which has become more important than ever during these difficult times.

In order to convey the importance of safety, Mayor Chokwe Antar Lumumba and his wife Ebony Lumumba, were among the first people tested at the free clinic.

“I want the Jackson residents to expect we will meet them where they are,” the mayor said. “We want to make certain that we’re doing all that we can to have a comprehensive response.”

Many residents at Wood Village Apartment Complex also took advantage of the opportunity. Resident Michelle Henry said, “It really wasn’t that bad. I closed my mouth, opened my mouth wide, and I didn’t even know she was through. So, the test takes less than 10 seconds to get done and can save not just my life, but the life of all I come in contact with.”

The Michaels Organization takes the safety and comfort of its residents very seriously, so it was proud to be able to offer this crucial service to the residents of Wood Village Apartment Complex. Particularly in apartment communities with shared spaces, it is very important to keep everyone

**A resident at Wood Village Apartments gets tested for COVID-19.**

healthy and informed so as to limit the spread of the virus.

The Michaels Organization’s method of putting its residents first has always been a cornerstone of how it does business and this practice has proved to be extremely important in such uncertain times. With the free-testing clinic in Jackson, Miss., and similar initiatives all over the country, Michaels strives to prove to its residents that it will always have their back.

### MMS GROUP

*A resident at Evergreen Senior Housing took the time to write the following letter about the property manager and send it to the corporate office.*

I have been living here for over a year. Since the first day I met Mary Rauchet, property manager of the Evergreen Senior housing complex, I thought she was a go-getter and acted very professional and welcoming.

I would like to commend Mrs. Mary Rauchet for doing an outstanding job, for keeping myself and other well informed. She kept us safe and out of harm’s way by informing us any requirements to keep safe and a little less stressed. I want to thank her and her employer, for the outstanding job that they have done during this time that the COVID-19 virus has devastated people around the world taking many countless lives. **NU**

# NAHPUpdate

fall 2020  
volume 18 | number 4

#### PRESIDENT

Timothy Zaleski, SHCM, NAHP-e  
[Tim.Zaleski@McCormackBaron.com](mailto:Tim.Zaleski@McCormackBaron.com)

#### EXECUTIVE DIRECTOR

Kris Cook, CAE  
[kris.cook@nahma.org](mailto:kris.cook@nahma.org)

#### MANAGER, EDUCATION & TRAINING

Natasha Patterson, ACA  
[npatterson@nahma.org](mailto:npatterson@nahma.org)

#### DIRECTOR, MEMBERSHIP

Brenda Moser  
[brenda.moser@nahma.org](mailto:brenda.moser@nahma.org)

#### EDITOR

Jennifer Jones  
[jjones@nahma.org](mailto:jjones@nahma.org)

#### DESIGN

Mary Butler

#### 2020 NAHMA CERTIFICATION REVIEW BOARD

##### Chair

Gwen Volk, SHCM, NAHP-e, CPO, FHC

##### Vice Chair

Rich Skoczylas, FHC, SHCM, NAHP-e, CPO

##### Members

Cindy Lamb, SCHM, NAHP-e  
Gianna Richards, SHCM, NAHP-e  
Julie Wall, NAHP-e, FHC, CPO, SHCM  
Angie Waller, FHC, SHCM, NAHP-e, CPO, ACPO

NAHP Update is published four times a year by the National Affordable Housing Management Association, 400 North Columbus St., Suite 203, Alexandria, VA 22314, Phone 703-683-8630, website: [www.nahma.org](http://www.nahma.org)

**SUBSCRIPTIONS:** Complimentary to NAHMA credential holders.

**QUERIES:** Letters to the Editor and other queries should be sent to Jennifer Jones, NAHMA manager of communications and PR, [jjones@nahma.org](mailto:jjones@nahma.org) or to the address above.

**NOTICE:** Contents of NAHP Update should not be regarded as the final authority on policies, regulations and legal or other issues. Opinions are those of the authors and do not necessarily represent opinions or policies of NAHMA’s board of directors or staff or consultants. NAHMA is not liable in any way for omissions or inaccuracies.

**COPYRIGHT:** Contents of NAHP Update are protected by copyright and may not be reproduced, in whole or in part, without permission and attribution.



# 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](http://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



# Be Recognized for Providing Quality Housing

BY JENNIFER JONES

Looking for something to celebrate during troubling times? Enter the NAHMA 2020 Communities of Quality (COQ) Awards competition. The submission deadline to NAHMA is Nov. 5.

The entry process highlights all the good you do as a community. Winners get bragging rights and residents can be proud of the place they call home. If you are already a nationally recognized Community of Quality, you have already done the hard work. If you have not yet achieved national recognition, there is still time.

To enter the awards competition, a property must first apply for and achieve national recognition as a NAHMA Community of Quality with a minimum score of 325 points on its National COQ Recognition application. The

deadline for submitting a National COQ Recognition application to a local AHMA for consideration is Sept. 3.

However, for properties already participating in the National COQ Recognition program, download the COQ Awards application today and start preparing your entry for submission to NAHMA by Nov. 5.

“The Communities of Quality Awards honor the achievements of affordable housing providers who make an unprecedented contribution to developing outstanding properties for families of modest means. NAHMA believes it is essential that outstanding affordable properties—and the individuals who maintain them—be publicly recognized for providing quality housing that offers a safe, healthy environment,” Timothy Zaleski,



2019 COQ winner, Nielson Villa

SHCM, NAHP-e, NAHMA president, said. “They are communities supplying essential programs and services for their residents. These awards bring valuable well-deserved attention to the important work we are all doing.”

The COQ Awards recognize outstanding property management companies providing the highest quality of safe, affordable multifamily rental housing in communities across the country. Judging is based on a point system that takes into account your National COQ Recognition Program application and the required COQ Awards application essay. All affordable multifamily properties may compete—it doesn’t matter how big or small your community may be, where it is located, or which affordable rental program (HUD, RD or LIHTC) it participates



in. To download a copy of the COQ Awards brochure, visit [https://www.nahma.org/wp-content/uploads/2020/05/COQ\\_brochure\\_2020\\_FINAL.pdf](https://www.nahma.org/wp-content/uploads/2020/05/COQ_brochure_2020_FINAL.pdf).

Detailed application information and submission materials for the NAHMA COQ National Recognition and COQ Awards programs are available on the NAHMA website at <https://www.nahma.org>.

*continues on page 6*

## COQ Awards Sponsors

**HD SUPPLY MULTIFAMILY SOLUTIONS:** With 50,000-plus items and free, next-day delivery on most items to most areas, HD Supply Multifamily Solutions is your source for maintenance supplies, fabrication, installation, and renovation services. Our 700-plus account representatives serve more than 130 markets, providing personalized service backed by the strength of a national company. To order call 1-800-431-3000 or at [hdsupplysolutions.com](https://hdsupplysolutions.com).

**MOHAWK INDUSTRIES:** Mohawk Industries is a leading global manufacturer that creates products to enhance residential and commercial spaces around the world. Mohawk’s vertically integrated manufacturing and distribution processes provide competitive advantages in the production of carpet, ceramic, laminate, wood and luxury vinyl flooring. Our industry-leading innovation has yielded products and technologies that differentiate our brands in the marketplace and satisfy all remodeling and new construction requirements. Our clients put trust in Mohawk brands because they are synonymous with quality, longevity and innovation. For more information, visit [mohawkind.com](https://mohawkind.com).

[nahma.org/awards-contests/communities-of-quality](http://nahma.org/awards-contests/communities-of-quality).

The COQ Awards competition has five categories:

- Exemplary Family Development
- Exemplary Development for the Elderly
- Exemplary Development for Residents with Special Needs
- Exemplary Development for Single Room Occupancy Housing
- Outstanding Turnaround of a Troubled Property

Award winners will be notified in early January 2021 and will receive their awards in a special ceremony at the NAHMA Biannual Top Issues in Affordable Housing Winter Conference, March 10-12, 2021.

This year's COQ Awards program is jointly sponsored by HD Supply Multifamily Solutions, a leading supplier of maintenance and renovation products to the multihousing industry, and Mohawk Industries, a leading global manufacturer that creates products to enhance residential and commercial spaces around the world.

An overview of the COQ program, along with the awards' detailed application



An overview of the COQ program, the national recognition program and the awards' detailed application information and submission materials are available at the NAHMA website at <http://www.nahma.org/awards-contests/communities-of-quality/>.



2019 COQ winner, Castle Square

information and submission materials are available at the NAHMA website at <https://www.nahma.org/awards-contests/communities-of-quality/awards>. All COQ nationally recognized properties are eligible to highlight their accomplishments through the use of Digital Smart Badges on their properties' websites, enabling web visitors to see, and validate, their National COQ Recognition status through a simple "click and verify" process.

The AHMAs will also be honoring their local NAHMA Communities of Quality program participants. Please check your local AHMA's program details; a



directory of the AHMAs is available on the NAHMA website, at <https://www.nahma.org/membership/ahma-directory>.

For more information about the COQ program and awards, contact Paulette Washington at 703-683-8630, ext. 110 or [pwashing@nahma.org](mailto:pwashing@nahma.org).

[ton@nahma.org](mailto:ton@nahma.org).

NAHMA looks forward to judging numerous applications in every category from every AHMA. The time to start preparing applications is now. **NU**

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

# Plenty of Ways to Continue Professional Development

A pandemic is no reason to avoid continuing in your [professional development](#) journey. NAHMA offers affordable housing professionals eight credentials. Given the various in-person restrictions put in place because of COVID-19, many of the courses are now being offered online. Visit the [2020 NAHMA/AHMA Education & Event Calendar](#) for a list of courses in your area.

Earn one of NAHMA's prestigious professional [credentials](#), which are dedicated solely to recognizing and promoting achievement of the highest possible professional standards

achieves these goals by requiring continuing education and participation in the industry.

■ **National Affordable Housing Professional-Executive (NAHP-e)** is similar to the NAHP but was designed to recognize affordable housing management executives. To qualify, you must have at least five years of affordable housing experience with a minimum of three (of the five) years as an active owner, CEO, managing agent, asset manager, district/regional manager or equivalent.

■ **Specialist in Housing Credit Management (SHCM)** has been developed by NAHMA especially for management

(HUD) Handbook 4350.3 including the latest revisions. Each participant receives an updated version of the handbook in the course. An extensive course manual covers topics from eligibility criteria, standards, tenant selection and screening to non-discrimination, allowances, adjusted income, certifying tenants and annual recertification. The CPO is a requirement for NAHMA's NAHP designation program.

■ **Fair Housing Compliance (FHC)** course trains managers to understand the complex Fair Housing Act and Section 504 regulations and provides clear instructions on fair housing

sion REV 1-Change 4), such as managing mixed-finance properties, managing corporate access to HUD secure systems, managing frontline staff in their occupancy compliance duties and more.

■ **National Accredited Housing Maintenance Technician (NAHMT)** and **National Accredited Housing Maintenance Supervisor (NAHMS)** were conceived and designed to recognize those apartment housing maintenance professionals, who, through their completion of strict NAHMT and NAHMS requirements, have met the highest possible industry standards.

■ **Credential for Green Property Management (CGPM)** is for on-site managers, maintenance staff and supervisors of frontline staff, and is based on green building principles and best practices, and the HUD Office of Affordable Preservation (OAHP) established guidelines, with training offered by OAHP-recognized trainers. The Credential for Green Property Management will provide management companies and owners a mechanism for meeting their initial and ongoing training commitments to OAHP if they have opted for a green Mark-to-Market restructuring.

To learn more about the [NAHMA educational programs](#), contact Natasha Patterson, ACA, manager of Education & Training Programs, by phone 703-683-8630 ext. 117 or email [npatterson@nahma.org](mailto:npatterson@nahma.org). -JJ NU

**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.**

in affordable housing management. Programs include:

■ **National Affordable Housing Professional (NAHP)** is the only professional certification program with stringent requirements dedicated solely to recognizing and promoting achievement of the highest possible standards in affordable housing management. Any person actively engaged in affordable housing, who is committed to the advancement of professional property management and the constant improvement of his or her management skills, should seek the NAHP designation. The NAHP certification program

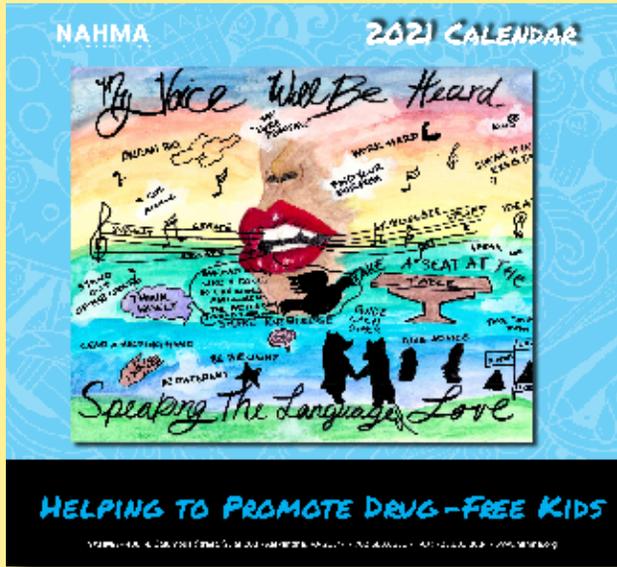
professionals involved with properties developed and operated under the Low-Income Housing Tax Credit (LIHTC) program. The SHCM is designed by management professionals for management professionals to ensure they have attained the knowledge, experience and competence required to excel in the housing credit property management industry. The SHCM is offered in association with the National Apartment Association Education Institute (NAAEI).

■ **Certified Professional of Occupancy (CPO)** is the only comprehensive program covering the entire Department of Housing and Development

laws. The comprehensive, practical training manual for this course includes ready-to-use documents and forms to conduct a Section 504 Self-Evaluation and sample Transition Plan. The course teaches a step-by-step approach to determine the administrative and financial feasibility of making units accessible. The Fair Housing Compliance is a required course for NAHMA's NAHP certification program.

■ **Blended Compliance Designation (BCD)** is a comprehensive program designed to cover advanced topics related to working with the HUD 4350.3 Occupancy handbook (ver-

# 2021 NAHMA DRUG-FREE KIDS CALENDAR



## ORDER YOURS TODAY!

The winners have been chosen!  
The cover art selected!

It's time to order your 2021 NAHMA Drug-Free Kids Calendars—at the same affordable price as last year!  
Just \$5.50 each! The \$5.50 calendar cost is a Department of Housing and Urban Development and Department of Agriculture allowable project expense.

*Also, place your order by Nov. 13, 2020, and enter the NAHMA Lucky Draw for free prizes!*

### NAHMA Lucky Draw Prizes!

- 3 Free NAHMA Meeting Registrations (Value: \$430-\$655 each)
- 5 copies of A Practical Guide to Tax Credit Management (Value: \$30 each)
- 5 copies of the Understanding Insurance and Risk Management book (Value: \$35 each)
- 5 American Express Gift Cards (Value: \$100 each)

### Drawing will be held on Dec. 11, 2020

Calendars make great holiday gifts for your properties, community event giveaways and colleagues. This year's theme, "My Voice Will Be Heard: Speaking the Language of Love" is illustrated through the unique poster art created by children, seniors and adults with special needs living in affordable housing. Support the drug-free message today. Send in the order form at right without delay. Or, download order form through the Online Store at [www.nahma.org](http://www.nahma.org).

# 2021 NAHMA DRUG-FREE KIDS CALENDAR ORDER FORM

*Order by Nov. 13, 2020, and enter the NAHMA Lucky Draw!*

**YES**, I would like to order 2021 Drug-Free Kids Calendars and show my ongoing support of drug-free and safe community housing. If I order by Nov. 13, 2020, I will be entered into the NAHMA Lucky Draw for the prizes listed.

**\*Please print clearly. All fields required. Incomplete forms will not be processed.**

Name: \_\_\_\_\_

Apt. Complex: \_\_\_\_\_

Shipping Address (no P.O. Boxes): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Management Company: \_\_\_\_\_

Name of AHMA: \_\_\_\_\_

**Number of Calendars:** \_\_\_\_\_ X \$5.50 (in Virginia add 6% sales tax)\*\*

\* Shipping & Handling Extra: 1-10 calendars ordered, shipping & handling is \$2 per calendar; 11 to 49 calendars, \$1 per calendar; 50 to 99 calendars, flat rate of \$30; 100 or more calendars, flat rate of \$50.

\*\* The \$5.50 calendar cost is a Dept. of Housing & Urban Development and Dept. of Agriculture allowable project expense.

**TOTAL:** \$ \_\_\_\_\_ . \_\_\_\_\_

### PAYMENT INFORMATION (Orders For Less Than 100 Must Be Prepaid)

Please check one:

Check or Money Order Enclosed (Made payable to NAHMA)

VISA       Master Card       American Express

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Authorization Signature: \_\_\_\_\_

#### Mail To:

NAHMA Calendar Order  
400 North Columbus St.  
Suite 203  
Alexandria, VA 22314

**Or**

#### Download Order Form:

[www.nahma.org](http://www.nahma.org)  
in the NAHMA Online Store  
Or Fax: 703-683-8634  
Allow 3-4 weeks for delivery  
of calendar