

NAHP Update

Invest in Yourself and Achieve Professional Goals

BY JENNIFER JONES

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You can never go wrong when investing in yourself, and NAHMA can help you achieve your professional goals. NAHMA offers several professional education and certification programs. Visit the 2022 NAHMA/AHMA [Education & Event Calendar](#) for a list of courses in your area.

Julie Edmonds, vice president of Cornerstone Corporation, is a firm believer in taking advantage of professional educational opportunities when they present themselves. She has earned the NAHP-e, FHC, CPO, SHCM and BCD from NAHMA.

"The more education you can get, the more confident you feel," she said. "I always liked school. I liked learning and have always enjoyed learning."

At Cornerstone Corporation, Edmonds encourages the employees to earn professional certifications. In fact, employees are required to take educational courses relevant to their current position within their first year of employment. Employees can also take training for positions they aspire to.



"We firmly believe in cross-training," Edmonds said. "Anything they think they would be interested in, we encourage our employees to take the courses. Anything directly related to affordable housing, we pay for fully."

EDUCATIONAL COURSES

Earn one of NAHMA's professional credentials, which are dedicated solely to recognizing and promoting the achievement of the highest possible professional standards in affordable housing manage-

ment. Programs include:

[National Affordable Housing Professional](#)

(NAHP) is the only professional credential program with stringent requirements dedicated solely to recognizing and promoting the achievement of the highest possible standards in affordable housing management. Any person actively engaged in affordable housing, committed to advancing professional property management and constantly improving his or her management skills, should

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

seek the NAHP designation. The NAHP credential program 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 professionals involved with properties developed and operated under the Low-Income Housing Tax Credit (LIHTC) program. The SHCM certification 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.

“THE MORE EDUCATION you can get, the more confident you feel.”

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 nondiscrimination, allowances, adjusted income, certifying tenants and annual recertification. The CPO is a requirement for NAHMA's NAHP credential 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 laws. This course's comprehensive, practical training manual 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 determining the administrative and financial feasibility of making units accessible. The FHC is a required course for NAHMA's NAHP credential program.

Blended Compliance Designation (BCD) is a comprehensive program designed to cover advanced topics related to working with the HUD 4350.3 Occupancy handbook (version REV 1-Change 4), such as managing mixed-finance properties, managing corporate access to HUD

secure systems, managing front-line 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. It 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 CGPM provides 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.

Take advantage of the National Affordable Housing Management Association's training and certification opportunities and add value to yourself as a professional. **NU**

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

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PRESIDENT

Michael Simmons, NAHP-e
msimmons@crmrresidential.com

EXECUTIVE DIRECTOR

Kris Cook, CAE
kris.cook@nahma.org

MANAGER, EDUCATION & TRAINING

Natasha Patterson, ACA
npatterson@nahma.org

DIRECTOR, MEMBERSHIP

Brenda Moser
brenda.moser@nahma.org

EDITOR

Jennifer Jones
jjones@nahma.org

DESIGN

Mary Butler

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Prove You're a Community of Quality

The [Communities of Quality](#) (COQ) National Recognition Program is just one of the ways NAHMA and its members change the perception of affordable housing. By using a series of third-party inspections and reporting, communities certify that they meet stringent standards in physical maintenance, financial management, programs and services, employee credentials and other criteria—only the best of the best qualify to call themselves a COQ property. And the digital smart badge program makes it easier for properties to promote the achievement on their corporate and property websites.

Property managers or owners of affordable multifamily rental housing in the U.S. can apply for COQ [National Recognition](#) any time during the year. Applicants



tially through a Fannie Mae grant, sets national standards that take an objective look at what makes an excellent multifamily affordable housing community using such independent, verifiable measuring sticks as Real Estate Assessment Center scores, Department of Housing and

affordable housing for elected officials and the public.

COQ recognition is a good marketing tool for management companies, allowing them to show clients how much they care about maintaining high standards and how they will maintain their clients' property. Additional-

Mill Pond Apartments is a 2021 Community of Quality award winner.

and affix the COQ logo to correspondences and other communications tools to bolster that sense of pride of place year-round. The COQ certification helps attract top-notch staff. Moreover, the recognition also creates some bragging rights.

Another benefit of the recognition program, and one of the impetuses for its creation, was establishing credibility, especially when lobbying elected officials on the importance of funding affordable housing programs. By assigning verifiable quantitative value to what makes up a quality community, NAHMA can provide affordable housing data by state, property management company, and [AHMA](#) through its database of COQ properties on its website. **NU**

PROPERTY MANAGERS OR OWNERS of affordable multifamily rental housing in the U.S. can apply for COQ National Recognition any time during the year.

must score a minimum of 225 points to receive COQ certification or 200 points for properties with 49 units or less. Properties that score more than 325 points are eligible to compete in the annual [COQ Awards](#) competition. Awards applications are due Nov. 3.

The program, funded ini-

Urban Development reports, third-party inspections, employee development, and resident enrichment services.

COQ recognition has many benefits, not just for the management company responsible for the property but also for the staff and residents. The program also helps dispel the myths surrounding

ly, it illustrates the hard work the on-site personnel and volunteer boards put in while projecting professionalism.

The program also helps residents feel more secure and even proud to be living in a community that has earned the COQ designation. Some properties hold resident celebrations, put up banners

Enroll the Next Generation of Leaders

To encourage owners/agents to get more of their staff involved in direct participation in NAHMA, the [Buy Some, Get Some](#) (BSGS) plan allows companies to receive free associate memberships based on the number of current NAHMA executive memberships they maintain and the number of affordable units they manage.

Companies with more than 20,000 units that have and/or purchase five executive-level memberships at the existing discount rates receive four free associate memberships under the plan. Companies with 6,000-20,000 units and four executive memberships receive three free associate memberships, while companies with less than 6,000 units and two executive



committee participation, etc.

With an associate membership, these future leaders would have access to a range of mentors in NAHMA's executive members, who have vast industry knowledge and

Additional benefits for associate members include access to the Members Only content on the NAHMA website and discounted registration to future meetings.

Other NAHMA mem-

COMPANIES WITH MORE THAN 20,000 UNITS that have and/or purchase five executive-level memberships at the existing discount rates receive four free associate memberships under the plan.

memberships receive one free associate membership.

The free associate memberships provide an opportunity for management companies to enroll the next generation of leaders in their company in NAHMA. The association believes the up-and-comers would benefit significantly from a NAHMA membership through such opportunities as leadership development, networking,

diverse real-world experience.

Associate members also receive the latest news concerning the affordable housing industry thanks to timely legislative NAHMA analysis updates, email blasts for breaking Department of Housing and Urban Development (HUD) and Rural Development regulatory updates, and bimonthly issues of NAHMA News highlighting the issues facing the industry.

bership initiatives include a small-tier associate membership for companies with less than a 1,000 units and a BSGS program for AHMA's.

To learn more about NAHMA [membership](#) opportunities or to take advantage of the BSGS program, contact Brenda Moser, director of membership and meetings, by calling 703-683-8630, ext. 114, or emailing brenda.moser@nahma.org. NU

Welcome New Certificants!

NAHP

- >> Cheryl Middleton
Fairfield Residential
South Borough, MA
- >> Elaine Kari
Moderate Income
Management Company
Princeton, NJ
- >> Torie L. Haynes
Mansermer Inc.
Lawrenceville, GA

NAHP-e

- >> Cheryl Middleton
Fairfield Residential
South Borough, MA

NAHMS

- >> Daniel Bowen
Wise County
Redevelopment &
Housing Authority
Coeburn, VA

**Awarded between January–April 2022.*

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. Programs include:

- National Affordable Housing Professional (NAHP™)
- National Affordable Housing Professional-Executive (NAHP-e™)
- Specialist in Housing Credit Management™ (SHCM™)
- Certified Professional of Occupancy™ (CPO™)
- Blended Compliance Designation (BCD)
- Fair Housing Compliance™ (FHC™)
- National Affordable Housing Maintenance Technician (NAHMT™)
- National Affordable Housing Maintenance Supervisor (NAHMS™)
- Credential for Green Property Management

For more information, go to www.nahma.org and click on Education.



Tough but Rewarding Vocation

NAME: Frank DuPree, NAHP-e, CPO, SHCM

MANAGEMENT COMPANY: Vista Capital Management Group

POSITION: CEO and President

Frank DuPree was providing asset management services when a client mentioned they were not happy with their management company.

The conversation with the client eventually led to DuPree creating the Vista Capital Management Group

asset management services for approximately 3,000 units throughout the Southeastern and Mid-Atlantic regions of the United States.

“Every single day is different. No two days are the same, and you don’t get bored in property management,” DuPree said. “I was in affordable housing before it was as visible as it is today. It’s about creating opportunities. A lot of cities are going through gentrification, and people are being displaced. The challenge is finding out where we can house everyone.”

Besides his NAHP-e,

of Home Builders, a Certified Property Manager awarded by the Institute of Real Estate Management (IREM), and holds the CCIM designation awarded by the Certified Commercial Institute. Additionally, Vista Capital has been designated an Accredited Management Organization by IREM.

Early in his career, DuPree wanted to work for U.S. Shelter. They told him he needed on-site experience first, so he worked on-site and gained experience serving in various capacities involving asset and property

they were based in Greenville, my hometown. They were on the cutting edge.”

At Vista Capital, DuPree said he likes interacting with all the people associated with affordable housing, including the residents, owners, regulatory agencies, and in-house and field employees.

“In doing the right thing on a daily basis we are successful in providing excellent service for all our constituents,” DuPree said. “Our corporate goals are to grow, provide a great service, help our employees to become the next leaders in the industry.”

DuPree advises anyone considering a career in property management to associate themselves with a very good company with sound principles and solid ethics.

“It’s a tough vocation, but it’s rewarding,” he said. “It’s a worthy vocation. For the right person, it brings promise and opportunity.”

DuPree is married with one adult son, who is also married, and two grandchildren. —JJ NU

“I WAS IN AFFORDABLE HOUSING before it was as visible as it is today.

It’s about creating opportunities.”

in Greenville, S.C., in 2006, of which he serves as CEO and president. DuPree has been in property management since 1978.

Currently, Vista Capital, which has about 80 employees, provides property and

CPO and SHCM from NAHMA, he holds real estate broker’s licenses in North Carolina, South Carolina, and Georgia. He is a Housing Credit Certified Professional awarded by the National Association

management.

“Their philosophy is you can’t supervise people if you don’t know what they are doing,” DuPree said. “At the time, U.S. Shelter was the largest property management company in the nation, and