



PO Box 199
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www.pahma.org

2018 SPRING CONFERENCE

For Maintenance Staff and Managers

Thursday, April 19, 2018
DoubleTree by Hilton, Pittsburgh-Cranberry
(formerly the Four Points Sheraton Pittsburgh-North)
910 Sheraton Drive, Mars, PA 16046

WHO SHOULD ATTEND: These sessions are designed for all levels of experience and years of service for management agent staff, maintenance staff and front line on-site staff managing affordable housing.

WHAT: **PAHMA has added more sessions to include both Maintenance and Management staff.**

Morning Session 1: Property Management – “Dealing with Difficult People”

designed for management agent staff and on-site managers; eligible for CECs for those with a current PA Real Estate License.

Do you recognize these people? The Know-it-Alls, The Passives, The Dictators, The “Yes” people, The “No” People and The Complainers? Well after this seminar you and your staff will be better equipped to: understand the difficult people in your lives, know specifically what to do and say, be less of a target for difficult people and bring out the best in people. Linda Domme from Fred Pryor Seminars will provide you with an informative presentation, practice exercises, and a group discussion to “Help you Deal with the Difficult People in Property Management.”

Morning Session 2: Environmental Hazards

designed for maintenance staff and on-site managers.

LSCI will be providing a training on the environmental hazards that we face in the affordable housing industry. From Asbestos, Bloodborne Pathogens, Mold to Lead Based Paint and More. A training certificate will be issued upon completion and can be used toward the NAHMA Maintenance credentials program.

Afternoon Session 1: Real Estate Rules & Regulations

for management agent staff and front line on-site managers; eligible for CECs for those with a current PA Real Estate License.

The PA Real Estate Commission requires all PA Real Estate licensees to take at least (3) hours of continuing education in topics related to Commission Rules & Regulations; this session will meet that requirement.

Afternoon Session 2: How to Deliver Exceptional Customer Service

for maintenance staff, management agent staff, and front line on-site managers

We have asked Linda Domme from Fred Pryor Seminars to provide us with exceptional and outstanding customer service tips that will help you: remain calm in the most demanding situations, make your residents & staff feel important, say “no” and be firm without antagonism, understand residents & staff who communicate poorly, and be successful with the most difficult-to-deal-with people. This session isn’t just for maintenance, managers will also benefit from this presentation. A training certificate will be issued upon completion and can be used by your maintenance staff toward the NAHMA Maintenance Credentials Program.

SEE OTHER SIDE FOR MORE INFORMATION

CONTINUING EDUCATION CREDITS:

The two sessions of the Spring Conference designed for management are eligible for (7) hours of Real Estate Continuing Education Credits (CECs) for the 2018 requirement period. PAHMA is again working with the Academy of Real Estate Careers to provide accreditation for this conference. There is an additional/separate fee of \$55 for CECs as well as an additional enrollment form required.

COST:

Early Bird Pricing: Member of PAHMA \$199 / Nonmember \$299
Price increase of \$25 April 4th

EARLY-BIRD DISCOUNT THROUGH APRIL 3RD . Please complete the Registration Form (and Enrollment Form if requesting CECs) and return with your check(s). Fees must be paid prior to the workshop. PAHMA members receive a \$100 discount!

visit www.pahma.org/membership/ for information on becoming a member

The seminar will begin with check-in from 8:00 to 8:30 a.m. Lunch and refreshments are included with the registration fee. The seminar will end by 4:30 in the afternoon.

FOR OVERNIGHT RESERVATIONS:

Please contact the DoubleTree by Hilton directly at (724) 776-6900 / 1-800-222-8733. Call by 5:00 p.m. Tuesday, March 28th and mention PAHMA to receive a special group rate ... OR ... use our Personal Online Group Page.

http://doubletree.hilton.com/en/dt/groups/personalized/P/PITMADT-SPR-20180418/index.jhtml?WT.mc_id=POG

Be sure to register early. Seating is limited and prices increase April 4th .

For additional information, please contact PAHMA at info@pahma.org or leave a message at (412) 445-8357.

\$100 MEMBER DISCOUNT FOR EACH PARTICIPANT ... BE SURE THAT YOUR MEMBERSHIP IS UP TO DATE

CANCELLATION POLICY:

NO REFUNDS WILL BE GIVEN FOR CANCELLATIONS WITHIN SEVEN DAYS OF THE EVENT OR FOR REGISTRANTS WHO FAIL TO ATTEND.
POLICY MAY BE WAIVED IF CANCELLATION IS DUE TO "FORCE MAJEURE" REASONS. ALL CANCELLATION REQUESTS MUST BE MADE IN WRITING TO:
PAHMA, PO BOX 199, GLENSHAW, PA 15116 OR TO INFO@PAHMA.ORG

FOR YOUR COMFORT:

SINCE ROOM TEMPERATURES ARE DIFFICULT TO REGULATE TO EVERYONE'S SATISFACTION, LAYERED CLOTHING IS STRONGLY RECOMMENDED

EVENT ETIQUETTE:

ALL ATTENDEES ARE REQUIRED TO ABIDE BY THE EVENT ETIQUETTE AND STANDARDS OF BEHAVIOR POLICY WHICH CAN BE FOUND ON OUR WEBSITE, WWW.PAHMA.ORG, AND WILL BE AVAILABLE IN HARD COPY AT EACH EVENT.

IN THE EVENT OF SPEAKER CANCELLATION: PAHMA RESERVES THE RIGHT TO SUBSTITUTE THE SPEAKER/TOPIC AND/OR RESCHEDULE THE TRAINING.

FOR MORE INFORMATION: CONTACT US AT INFO@PAHMA.ORG OR LEAVE A MESSAGE AT 412-445-8357

PAHMA Spring Conference for Managers and Maintenance Staff

Thursday, April 19th 2018

DoubleTree by Hilton, Pittsburgh-Cranberry

910 Sheraton Drive, Mars, PA 16046

formerly the Four Points Sheraton, Pittsburgh-North

Company/Management Agent Name _____

Property Name _____

Street Address _____

City, State & ZIP Code _____

Business Telephone _____ E-Mail _____

Emergency Contact & Telephone _____

CHECK HERE IF YOU DO NOT WANT YOUR EMAIL ADDRESS ADDED TO THE PAHMA CONTACT LIST

SPECIAL NEEDS: PLEASE LET US KNOW IF YOU REQUIRE ANY SPECIAL ACCOMMODATIONS OR DIETARY NEEDS

Please list the name of each Participant and E-mail Address (use the back of the form if needed):

E-mail address required for notification of any seminar changes

Name of Participant	Choose your AM Session	Choose your PM Session	CECs Yes or No	Email address

EARLY BIRD DISCOUNT THROUGH April 3rd

Participants: PAHMA Members _____ x \$199 (\$224 starting 4/4/18) \$ _____

Non-Members _____ x \$299 (\$324 starting 4/4/18) \$ _____

**SAVE \$100 for each participant – visit www.pahma.org/membership/ for information on becoming a member

CECs (optional) _____ x \$55 (\$ 65 starting 4/4/18) \$ _____

Payment must be received prior to the seminar.

MAIL YOUR REGISTRATION FORM and PAYMENT BY April 3rd to guarantee Early-Bird Pricing
checks should be made payable to PAHMA and sent to: **PO Box 199, Glenshaw, PA 15116-0199**

REGISTER EARLY. SEATING IS LIMITED. PRICE INCREASE of \$25 April 4th

FOR CREDIT CARD PAYMENTS:

Name as it appears on the card _____

Credit Card Number _____

Expiration Date _____ CVC Code _____

Email Address for Receipt _____

contact info@pahma.org if assistance is needed with credit card payments