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## **PAHMA Annual Report for 2017**

2017 was the Professional Affordable Housing Management Association's (PAHMA's) 31<sup>st</sup> year as a non-profit industry trade group for affordable housing owners and managers. PAHMA's mission statement is:

- To educate owners and management agents involved in affordable housing
- To facilitate the exchange of information between the affordable housing industry and appropriate regulatory agencies
- To promote continued viability and excellence in affordable housing

PAHMA brought several timely and affordable training opportunities to its members in 2017, and was again able to offer these quality seminars and workshops at low cost in comparison to other industry providers. In cooperation with National Affordable Housing Management Association (NAHMA), PAHMA offered a series of three Soft Skills Webinars; 16 members took advantage of at least one webinar. PAHMA will continue to offer these webinars in 2018.

PAHMA offered six seminars/workshops in our Spring Training Series in addition to the annual Fall Conference. Following is a list of the 2017 events and the total number of registrations for each:

- Occupancy (Pittsburgh) – 172 (19% increase over 2016)
- Occupancy (Erie) – 41 (18% decrease from 2016)
- Spring Conference for Maintenance – 174 (41% increase over 2016)
- Rules and Regulations – 77 (mandatory training for PA Real Estate license holders)
- Fair Housing – 187 (no change in attendance from 2016)
- LIHTC – was included at the 2017 Fall Conference
- Annual Fall Conference – 385 (12% decrease from 2016, our 30<sup>th</sup> anniversary)

This was the 4<sup>th</sup> year PAHMA offered training in Erie, Pennsylvania. In addition, 31 Vendors participated in our Marketplace at the 2017 Fall Conference.

This was the sixth year that PAHMA sponsored a program for affordable housing staff to earn real estate license continuing education credits in seminars covering relevant information relating to the multifamily rental housing. This was accomplished by partnering with a Pennsylvania accredited real

estate school. Continuing education credits (CEC) were earned by 77 participants during the Spring Series and 53 at the Fall Conference.

In partnership with the University of Pittsburgh, for the second year, PAHMA sponsored 6 hours of continuing education credits for social services program staff that have a social work license.

Based on input from members and industry partner changes, PAHMA plans to provide beginner training for HUD members, as well as continue service coordinator training.

Seminars and workshops planned for 2018 include:

- Soft Skills Webinars, in cooperation with NAHMA: July 31<sup>st</sup> and November 27<sup>th</sup>
- Occupancy Training and Updates (Pittsburgh) – March 21  
DoubleTree by Hilton, Mars, PA
- Occupancy Training and Updates (Erie, PA) – March 22  
Bayfront Sheraton, Erie, PA
- Fair Housing for Managers & Maintenance – April 11  
DoubleTree by Hilton, Mars, PA
- PAHMA Spring Conference for Maintenance Staff & Managers – April 19  
DoubleTree by Hilton, Mars
- LIHTC & SHCM Exam – May 16-17 – DoubleTree by Hilton, Mars
- Fall Conference – October 10-11  
Seven Springs Mountain Resort, Champion, PA

2017 was the twelfth year for the PAHMA Platinum Awards, designed to recognize superior efforts of affordable housing owners, management agents, and community managers in providing high quality affordable housing. A panel of independent judges selected the best performing properties from the applicants for the following categories and the winners were announced at our annual Fall Conference. The 2017 winners were:

- Interior Design (Pre - 1995)  
Julie Walker, Sunbury Fields Apartments, Butler, PA (SeniorCare Network)
- Interior Design (Post-1995)  
Pamela Thompson, Orchard Hill, Indiana, PA (Trek Development)
- Curb Appeal – (Pre - 1995)  
Sr. Anne Wambach, Benetwood Apartments, Harborcreek, PA (Benedictine Sisters)
- Curb Appeal – (Post - 1995)  
Denise Burdzy, Grandview Pointe, Blairsville, PA (Trek Development)
- Marketing and Communication –  
Barbara Hodapp, Grandview Manor, Erie, PA (PK Management)
- Excellence in Resident Services  
Patty O'Brien, Bedford Hills Apartments, Pittsburgh, PA (McCormack Baron Mgmt.)

PAHMA suspended its Diamond Awards in 2017.

PAHMA has been recognized in the past by NAHMA, a national industry trade group, for its achievements. In November, PAHMA submitted an entry for NAHMA's 2017 AHMA Innovation Award in which we highlighted efforts to confront the opioid epidemic. The second day of the Fall Conference was dedicated to this subject, providing attendees relevant information using the tagline "Prevention Is the Best Intervention".

There are currently 107 PAHMA member organizations, which include five new member companies. Within those companies, 45 housing communities are nationally recognized by NAHMA as Communities of Quality. We are proud of our affordable housing properties managed and operated by our members. Our marketing initiative continued by reaching out to over seventy-five affordable housing colleagues in West Virginia with information on membership and training. To increase revenue and build industry relationships, PAHMA developed a Vendor Membership Program, and one vendor member was accepted in 2017.

PAHMA dues for annual membership were set at \$225 for 2017 and continue with rolling registrations to provide a full 12 months of benefits for our members. A membership application is sent annually to each member company for renewal of their membership for the following year. A portion of each member's dues is paid to NAHMA, allowing the member access to the "members only" section of NAHMA's website. PAHMA's dues for 2018 have been set at \$240.

PAHMA itself is a member of NAHMA and the National Leased Housing Association (NLHA). Both organizations work at the national level to represent the interests of the affordable housing industry with Congress, HUD and others. We believe it is beneficial for PAHMA to belong to these two associations.

Gianna Solari, Past NAHMA President, graciously accepted PAHMA's invitation to facilitate its Strategic Planning Session for the third year. She conducted a two-day session where PAHMA's goals were developed for 2018 and beyond. Ms. Solari also reviewed some NAHMA programs and their benefits to PAHMA members. Affordable housing current events were also discussed.

During 2017 PAHMA became a member of Pennsylvania Association of Nonprofit Organizations (PANO). PANO is a statewide membership organization serving and advancing PA's nonprofit sector. As a member, PAHMA was able to utilize PANO resources to review and update its bylaws, which were then approved by the general membership.

2017 is the seventh year for our Job Posting Page on our website at [www.PAHMA.org](http://www.PAHMA.org). Owners and management agents who are members of PAHMA can place job announcements on the website free of charge. Affordable housing staff can use our website to seek job or career opportunities that may be available. We see this service as a value to both our members and their employees working at affordable housing properties.

Development of PAHMA's website continued in 2017 through the services of Critical Syntax and Board Member Tammy Jones. We strive to provide our members, as well as visitors to our site, with a website experience that is both easy to use and meets their needs.

We participated again this year in the NAHMA Art and Poster Contest. The theme for the 2017 contest was *“Learning Will Get Me Where I’m Going – Reaching for Knowledge”*. 6 entries were submitted to the national competition from the 13 entries received at the local level. One of our artists was selected as a National Winner and the artwork is featured in the 2018 NAHMA calendar for the month of June. The winning artist is a resident of an affordable family housing community managed by McCormack Baron Management Services. This year, PAHMA hit a record high of 2,907 in calendar sales. THANK YOU to our members who placed those calendar orders! Proceeds from those sales benefit the NAHMA Educational Scholarship Program. PAHMA will again participate in the art contest for 2018 and encourages our members to promote the scholarship program to their residents.

2017 marked our third year of working with RTC Admin for administrative support. Paula Bresnei, known to many as PAHMA Paula, heads RTC Admin. Working with her firm remains beneficial to PAHMA and we will continue this relationship in 2018.

This year PAHMA saw one its founders retire from the Board of Directors. Bob Easley was honored at the Fall Conference with the first ever PAHMA President’s Award. The Board of Directors of PAHMA is committed to the objectives of the mission statement and will work to achieve these objectives again in the coming year. For more information about PAHMA, including 2018 planned activities, please visit our website at [www.PAHMA.org](http://www.PAHMA.org).