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## **PAHMA**

### **Annual Report for 2018**

2018 was the 32<sup>nd</sup> year that the Professional Affordable Housing Management Association (PAHMA) continued 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

In continued cooperation with NAHMA, PAHMA offered two Soft Skills webinars; and in a new partnership with RockyAHMA, brought you a webinar on Bedbugs. 17 members took advantage of these training opportunities. PAHMA will continue these partnerships in 2019.

PAHMA also offered six seminars / conferences in 2018; including training in Erie, Pennsylvania for the 5<sup>th</sup> consecutive year. Following is a list of the events and the total number of registrations for each:

- OCCUPANCY (Pittsburgh) – 178 (4% increase)
- OCCUPANCY (Erie) – 39 (2% decrease)
- FAIR HOUSING – 173 (7% decrease)
- SPRING CONFERENCE for Managers and Maintenance – 102 (41% decrease in attendance from previous year). "Rules and Regulations" for Real Estate CEC was also offered with 26 attending.
- LIHTC – 66 registered (last offered 2016 -2% decrease) – 25 took SHCM Exam
- ANNUAL FALL CONFERENCE – 407 (10% increase) Vendors Fall Conference – 31

This was the seventh 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 (CECs) were earned by 21 participants during the Spring Training Series and 64 at the Fall Conference.

Through partnership with the University of Pittsburgh, 2018 marked the 3<sup>rd</sup> year that PAHMA was able to sponsor 6 hours of Continuing Education Credits for social services program staff with a social work license.

PAHMA has several timely and affordable training opportunities scheduled in 2019, again at low cost compared to other industry providers. Based on input from members and industry partners PAHMA plans to provide training for HUD and tax credit members, as well as continue training opportunities for service coordinators.

Planned seminars and workshops for 2019 include:

- Webinars
- Occupancy Training and Updates (Pittsburgh) – March 26  
DoubleTree by Hilton, Warrendale, PA
- Fair Housing (Pittsburgh) – April 9 – DoubleTree by Hilton, Warrendale
- Fair Housing (Erie) – April 10 - Bayfront Sheraton, Erie, PA
- PAHMA Spring Conference for Maintenance – April 24 – DoubleTree by Hilton, Warrendale
- Real Estate CEC New Mandatory Sessions – Advertising / Property Management; and Rules & Regulations – May 22- DoubleTree by Hilton, Warrendale
- Boutique Advocacy Session – June (date and venue TBD)
- Fall Conference – October 10-11 – Seven Springs Mountain Resort, Champion, PA

2018 closed with 110 PAHMA members, including 5 new member organizations. Within our membership companies, 46 housing communities are nationally recognized by NAHMA as Communities of Quality. We are proud of the affordable housing properties managed and operated by our PAHMA members. In an effort to increase membership, PAHMA continued its marketing initiative by reaching out to 130 affordable housing partners in West Virginia, New York and Ohio. These efforts did not gain positive results and will not be continued.

PAHMA dues for annual membership were set at \$240 for 2018 and continued on a rolling registration providing 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. PAHMA's dues for 2019 remain at \$240.

As a means to increase revenue and build industry relationships, PAHMA developed a Vendor Membership Program. One vendor participated in 2018. Since the Vendor Membership Program is a new endeavor for PAHMA, and still 'under construction', the membership was extended for a second year to the participating vendor.

Additionally, PAHMA is a member of the National Affordable Housing Management Association (NAHMA) and the National Leased Housing Association (NLHA). Both of these groups work on the national level to represent the interest of the affordable housing industry with Congress, HUD and others. We believe it is beneficial for PAHMA to belong to these two associations. A portion of each member's dues is paid to these associations, allowing access to important information on their websites.

2018 was the thirteenth (13<sup>th</sup>) year for the PAHMA Member Platinum Awards. The awards are designed to recognize the 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 with the winners being announced at our annual Fall Conference. The 2018 winners are:

- Curb Appeal – (Pre - 1995)  
Tyrone Townhomes, Tyrone, PA: Sharon Huber, Millennia Housing
- Curb Appeal – (Post - 1995)  
Saint Francis Xavier Apartments, McKean, PA: Patricia Weber, HANDS
- Excellence in Resident Services  
Second East Hills, Pittsburgh: Walter Wilson / Lee Spencer, CT & Associates
- Interior Design (Pre - 1995) – no entries
- Interior Design (Post-1995)  
The Commons at North Aiken, Pittsburgh: Michelle Lloyd, Presbyterian SeniorCare
- Marketing and Communication  
The Commons at North Aiken, Pittsburgh: Michelle Lloyd, Presbyterian SeniorCare

Gianna Solari, past NAHMA President, graciously accepted an invitation from PAHMA’s Board of Directors to again facilitate its Strategic Planning Meeting. For the fourth year, Gianna conducted a two-day session where PAHMA’s board members develop goals for the following year. Ms. Solari also reviewed some NAHMA programs and their benefits to PAHMA members. Affordable housing current events were also discussed.

PAHMA renewed its membership with the Pennsylvania Association of Non-Profit Organizations (PANO) for 2018. PANO is a statewide membership organization that advances non-profit resources to increase their standards of excellence. As a member, PAHMA has utilized resources to review and update the By Laws and to attend webinar trainings at little or no cost. Administrative Assistant Paula Bresnei and the PAHMA Board Secretary participated in a webinar addressing ‘Guidelines for Board Minutes’ ~~Webinar~~.

2018 is the eighth year for the 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.

2018 continued to be a year of development ~~of~~ for PAHMA’s website. Through the services of Critical Syntax and Board Member Tammy Jones, we were able to upgrade the site with a more user-friendly format.

PAHMA participated again this year in the NAHMA Art and Poster Contest. The theme for the 2018 contest was *“Hope is in Bloom – Nurturing Our Community”*. 5 entries were submitted to the national competition from the 10 entries received at the local level. One of the artists was selected as a National Honorable Mention; her artwork is featured in a special section of the 2019 NAHMA Calendar. The winning artist is a resident of an affordable family housing community managed by Improved Dwellings of Altoona. THANK YOU to our members who placed calendar orders totaling 1,968! Proceeds from those sales benefit the NAHMA Educational Scholarship Program. PAHMA will again participate in the art contest in 2019. We encourage our members to promote the calendar art program to their residents; the number of entries received was down from previous years.

2018 marked our fourth 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 2019.

This year PAHMA saw another of its past presidents retire from the industry and the Board of Directors. She was honored at the Fall Conference for her ongoing contributions and service on the PAHMA Fall Conference Committee. 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 2019 planned activities, please visit our website at [www.PAHMA.org](http://www.PAHMA.org).