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PAHMA Annual Report for 2016

2016 marked the thirtieth anniversary year for PAHMA (Professional Affordable Housing Management Association) as a non-profit, industry trade group for affordable housing owners and managers in the western Pennsylvania area. The PAHMA 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

During the year, there were seven seminars and workshops sponsored by PAHMA. The following is a list of the events and the total number of registrations for each:

Spring Conference for Maintenance – 122 (6% increase in attendance from previous year)
Fair Housing – 175 (11% decrease in attendance)
Ethics – 50 (new training)
Occupancy (Pittsburgh) – 145 (25% decrease)
Occupancy (Erie) – 50 (25% decrease)
LIHTC – 85 attended- 25 took exam (last held 2014 -2% decrease)
Annual Fall Conference – 435 (13% increase – highest number of attendees for this conference)

This was the fifth 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 97 participants. As a new endeavor, PAHMA partnered with the University of Pittsburgh to sponsor 6 hours of continuing education credits for the social services program staff that have a social work license. For the third year, PAHMA provided training in Erie, Pennsylvania and will continue to offer this training in years to come. To increase membership, a marketing initiative was extended into West Virginia.

PAHMA has been recognized for its achievements in the past by the National Affordable Housing Management Association (NAHMA), a national industry trade group. In November, PAHMA submitted an entry for NAHMA's 2016 AHMA Innovation Award. We are pleased to announce that PAHMA is the proud recipient of this award. PAHMA was awarded this honor based on its creativity and success of initiatives throughout the celebration of the 30th anniversary year, consistency of providing relevant and affordable educational programs, retaining membership, and financial stability.

There are currently 116 PAHMA member organizations, which include eight new member companies. Within those companies, 44 housing communities are nationally recognized by NAHMA as Communities of Quality. We are proud of our affordable housing properties managed and operated by our PAHMA members.

2016 was our eleventh year for the PAHMA 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 in western Pennsylvania. 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 2016 winners are:

- Interior Design (Pre - 1995) – IT'S A TIE!!
Sister Patricia Hause, Benetwood Apts, Harborcreek, Benedictine Sisters Erie
Kathy Williams, Metowers, Avalon, United Methodist Church Union
- Interior Design (Post-1995) – No Entries Submitted
- Curb Appeal – (Pre - 1995) – Sandy D'Andrea, Grandview Manor, Erie, PK Management
- Curb Appeal – (Post - 1995) – Denise Thompson, Silver Lake Commons, Pittsburgh, SeniorCare Network
- Marketing and Communication – Mark Waugaman and Colleen Cole, Mount Nazareth Commons, Pittsburgh, SeniorCare Network
- Excellence in Resident Services – Joyce Stanley and Jesse Moore, Bellmead Apartments, Washington, SeniorCare Network

This was the 3rd year for the PAHMA Diamond Awards. The purpose of the award is to recognize superior site management and maintenance employees of affordable housing. There were two Diamond Awards presented at the 2016 Fall Conference. The winners are:

- Maintenance Person of the Year: at an Elderly and/or Disabled Property
Arch Miller, Alexis Manor, Wexford, Housing Management Services
- Manager of the Year: at an Elderly and/or Disabled Property
Maria Farris, Commons at North Aiken, Pittsburgh, SeniorCare Network

Gianna Solari, Past NAHMA President, graciously accepted PAHMA's invitation to again facilitate its Strategic Planning Session. She conducted a two-day session where PAHMA's goals were derived for 2017. Ms. Solari also reviewed some NAHMA programs and their benefits to PAHMA members. Affordable housing current events were also discussed.

2016 is the sixth year for our Job Posting Page on our website at 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.

2016 continued to be a year of challenges for PAHMA's website development. Through the services of Critical Syntax and Board Member Tammy Jones, we were able to rebuild the site with a simpler, more user-friendly format. In 2017 we will continue to work on upgrades that will provide our members with a website experience that is both easy to use and meets their needs. Discussions continue regarding the usefulness and practicality of an online registration system for PAHMA events.

We participated again this year in the NAHMA Art and Poster Contest. The theme for the 2016 contest was "Words That Heal: *Stop Bullying, Spread Kindness*"; 7 entries were submitted to the national competition from the 44 entries received at the local level. One of our artists was selected as a National Winner, and the artwork is featured in the 2017 NAHMA calendar for the month of January. The winning artist is a resident of an affordable family housing community managed by McCormack Baron Management Services. PAHMA will again participate in the art contest for 2017; the number of entries received each year by residents of properties managed by PAHMA members has grown steadily. This year, PAHMA hit a record high of 2,564 in calendar sales. THANK YOU to our members who placed those calendar orders! Proceeds from those sales benefit the NAHMA Educational Scholarship Program.

The Board of Directors reviewed and revised the PAHMA By Laws this year; the revised By-Laws were then approved by the membership.

2016 marked our second year of working with RTC Admin for administrative support. Paula Bresnei, known to many of you as PAHMA Paula, heads RTC Admin. Working with her firm remains beneficial to PAHMA and we will continue this relationship in 2017.

PAHMA dues for annual membership were set at \$215 for 2016 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 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.

PAHMA brought several timely and affordable training opportunities to its members in 2016, and was again able to offer these quality seminars and workshops at low cost in comparison to other industry providers. 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.

Planned seminars and workshops for 2017 include:

- Soft Skills Webinar (1st time Initiative in cooperation with NAHMA) – January 17
- Occupancy Basic Training (Pittsburgh) – March 6 – DoubleTree by Hilton, Warrendale, PA
- Occupancy Basic Training (Erie) – March 14 – Bayfront Sheraton, Erie, PA
- PAHMA Spring Conference for Maintenance – April 10 – Double Tree by Hilton, Warrendale
- PENDING Training – May 9 or 10
- Fair Housing for Managers & Maintenance – June 20 – Double Tree by Hilton, Warrendale
- Fall Conference – October 19-20 – Seven Springs Mountain Resort, Champion, PA

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 2017 planned activities, please visit our website at www.PAHMA.org.