

# Crossing the Line

*A combined conference of the Maine, Vermont,  
and New Hampshire Housing Managers Associations*

**It's that time again!!**

**The 2008 Tri-State Conference is just around the corner!!**

Enclosed is your registration package for the 2008 Tri-State Conference to be held October 27<sup>th</sup> – 29<sup>th</sup> at the Lake Morey Resort in Fairlee, Vermont.

This package includes the conference agenda and conference registration form along with registration forms for hotel accommodations or for daily commuter meals.

All attendees must fill out and return their conference registration form along with payment. All attendees will also either need to make overnight accommodations with the hotel or fill out and return the commuter meal package. This is very important, as meals during the conference are included with the hotel accommodations!! Those attendees wishing to commute on a daily basis must arrange separately for meals through the commuter meal package.

We look forward to seeing all of you at the conference!!



# HOUSING...

Are the odds in  
your favor?



Crossing the Line

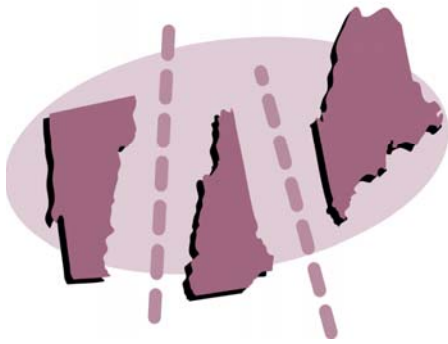
*3rd Tri-Annual*

**Tri-State Conference**

October 27-29, 2008

TRI-STATE CONFERENCE AGENDA - 2008

DATE/TIME	TRACK 1	TRACK 2	TRACK 3
<b>Monday - October 27, 2008</b>			
a.m. 8:00 - 9:00		<b>REGISTRATION</b>	
9:00 - 9:30		<b>GENERAL SESSION</b>	
9:30 - 12:00	Fair Housing (A1)	Maintenance For Managers (A2)	Mold Coverage & Conditions (A3)
12:00 - 1:00		<b>LUNCH</b>	
p.m. 1:00 - 2:00		<b>KEY NOTE SPEAKER - Toni Blake</b>	
2:00 - 3:15	Fair Housing (A1)	Locks & Rekeying (A4)	Current Drugs of Abuse (A5)
3:15 - 3:30		<b>VENDOR EXHIBITS &amp; BREAK</b>	
3:30 - 5:00	Fair Housing (A1)	Locks & Rekeying (A4)	Current Drugs of Abuse (A5)
3:30 - 6:00		<b>GOLF / POOL / FREE TIME</b>	
6:00 - 7:00		<b>VENDOR RECEPTION</b>	
7:00 - 8:00		<b>DINNER</b>	
8:00 - 11:00		<b>CASINO NIGHT</b>	
<b>Tuesday - October 28, 2008</b>			
a.m. 7:00 - 8:00		<b>BREAKFAST</b>	
7:00 - 8:00		<b>REGISTRATION</b>	
8:00 - 10:00	Understanding REAC Inspections (B1)	BostonPost Property Manager Software (B2)	Dollars and Sense in Property Management (B3)
10:00 - 10:30		<b>VENDOR EXHIBITS &amp; BREAK</b>	
10:30 - 12:00	Understanding REAC Inspections (B1)	Utilizing Software Technology (B4)	Dollars and Sense in Property Management (B3)
p.m. 12:00 - 1:00		<b>LUNCH</b>	
1:00 - 2:00		<b>LUNCHEON SPEAKERS - HUD &amp; RD</b>	
2:00 - 3:30	Resident Services in These Changing Times (B5)	Energy Conservation (B6)	Feng Shui (B7)
3:30 - 4:00		<b>VENDOR EXHIBITS &amp; BREAK</b>	
4:00 - 5:15	Resident Services in These Changing Times (B5)	Energy Conservator (B6)	Feng Shui (B7)
5:30 - 6:30		<b>VENDOR RECEPTION &amp; PRIZES</b>	
6:30 - 8:00		<b>DINNER, VENDOR RECOG., AWARDS</b>	
8:00 - 12:00		<b>MUSIC &amp; DANCING</b>	
<b>Wednesday - October 29, 2008</b>			
a.m. 7:30 - 8:30		<b>BREAKFAST</b>	
8:30 - 9:30		<b>State Associations Business Meeting</b>	
9:30 - 10:00		<b>BREAK - CHECKOUT</b>	
10:00 - 1:00	Domestic Violence & Sexual Harassment (C1)	Walk in My shoes (C2)	
1:00		<b>BOX LUNCH</b>	



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## KEY NOTE - WORKSHOP DESCRIPTIONS - TRAINERS

**Title:** There's No Business Like Our Business

**Key Note Speaker:** Toni Blake

**National Speaker, Author, and Comedienne**  
**TotallyToni.com**

**Description:** Toni Blake is recognized as one of the nation's top motivators in our great multifamily industry. She earned that distinction by staying in touch with current trends in the market, and by creating solutions *that work!* Her unique "laugh while you learn" approach is informative, deeply inspiring, sometimes all-out hilarious, and absolutely your "ah-ha" moment of the year! It's time to get Toni-tized for greater success in 2008!

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**Title:** Fair Housing (A1)

**Trainer:** Debbie Piltch  
Consulting  
Director of Compliance, Maloney Properties

**Description:** This class will provide housing providers with an overview of their obligations under Fair Housing Laws, including reasonable accommodation and meeting the needs of applicants and residents with limited English proficiency. We will also focus on "shoppers" and the importance of developing and maintaining fair and consistent practices.

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## **Title: Maintenance For Managers (A2)**

**Trainer: Paul Rhodes**  
**Home Depot**

**Description:** This 3.5 hour course provides an overview of the responsibilities of a property maintenance manager. Participants will learn to better organize the shop with inventory control and the use of ordering cycles. Management coordination will also be addressed, along with service requests, the laws regarding record keeping and the skills used to provide quality customer service to tenants. This course also applies to site managers and leasing agents.

Outcomes from this course are:

- An understanding of the importance of organizing your shop.
  - You will learn the correct ordering cycles of your shop to save your company money and yourself time.
  - How the management team can coordinate maintenance with the site supervisor and the leasing agents to save time, money and increase residents' satisfaction.
  - Reviewing good customer service skills and practices to retain residents and increase the positive reputation of the property in the community.
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## **Title: Mold Coverage & Conditions (A3)**

**Trainer: Cecil Foster**  
**G.W.Savage Corp.**

**Description:** We will follow the evolution of the coverage of mold by insurance carriers from when there wasn't any up to today. The class will also teach you what conditions mold needs to survive and what you can do to prevent it! **Mold needs MOTTs!** Without MOTTs you will not have any mold that you have to worry about! We will also talk about the "XTREME XTRACTION SYSTEM" which has revolutionized the water damage restoration industry. A demonstration will be given of this equipment as well as a demonstration of the FLIR (Forward Looking Infra Red) Camera.

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**Title: Locks & Rekeying (A4)**

**Trainer: Paul Rhodes**  
Home Depot

**Description:** After completing this course you will be able to select the right lock type for different applications, have an understanding how locks are graded and be able to determine the proper grade lock for different jobs, understand different latch types and their functions and know how locks can be 'broken-down' and re-assembled.

**Agenda:**

- Objectives
  - Lock types and brands
  - Styles and handing
  - Parts of a Lock
  - Latch types and sizing
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**Title: Current Drugs of Abuse (A5)**

**Trainer: Special Agent Lisa Remick**  
DEA

**Description:** This course will cover the current drugs of abuse available in New England. Attendees will learn the signs and symptoms of their use, the paraphernalia associated with these drugs and what to do if you suspect drug abuse. Drugs included in this presentation are prescription drugs, heroin, cocaine, ecstasy, methamphetamine and marijuana.

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**Title: Understanding REAC Inspections (B1)**

**Trainer:** Scott Precourt  
President & CEO  
U.S.Housing Consultants

**Description:** Your REAC inspection is a "Snap-Shot" in Time, a review based solely on the current condition of your property and is not a Beauty Pageant. Understanding the REAC scoring model is important so you know the "Maximum" number of points available in each "Area", except for EH&S issues. The REAC Inspection Appeals are based on technical grounds or database adjustments. Never appeal on "Fairness". This training will help you with all of these issues and more. You won't want to miss it!

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**Title: Bostonpost Property Manager Software (B2)**

**Trainer:** Dean Nicholaides  
Director of Sales  
Bostonpost Technology

**Description:** This session will cover the latest developments in the Bostonpost Property Manager software with plenty of useful advice on how to get the most out of the Bostonpost system for your company. Topics to be discussed include new features, planned releases, TRACS changes, useful features often overlooked, and more with a wrap up question and answer period.

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## **Title: Dollars and Sense in Property Management (B3)**

**Trainer:** Grace Swierk  
Housing Resource Group, LLC

**Description:** A development's stakeholders include the owner, investors, mortgage holder, management agent, staff, residents and the community-at-large. What's at stake?

- Financial Condition
- Administrative Operations/Service Coordination
- Physical Plant
- Resident Retention

This workshop is designed to provide supervisors, managers, resident service coordinators and maintenance staff a greater understanding of their roles and responsibilities to produce favorable outcomes. We will calculate the costs associated with vacancy, unit turnovers and the unfavorable impact of time and dollars lost to re-occupancy and unanticipated expenses. **Attendees should bring a calculator to the workshop.**

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### **LUNCHEON SPEAKERS: HUD & RURAL DEVELOPMENT**

**Philip W. Holmes**, Director Multifamily Program Center  
U.S. Dept. of Housing & Urban Development

**Michael W. Aube**, State Director  
Rural Development, Maine

**Jolinda LaClair**, State Director  
Rural Development, Vermont & New Hampshire

Please join us after lunch on Tuesday for the HUD and RD update on what is happening on a national level.

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**Title: Utilizing Software Technology to Benefit  
Your Property (B4)**

**Trainer: David Buffington & Brian Sodaro  
Real Page OneSite Affordable**

**Description:** Come to this workshop and learn how to utilize Real Page Software technology to assist in achieving its maximum potential that will benefit your properties.

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**Title: Resident Services in These Changing Times (B5)**

**Trainer: Daniel Drost  
Asset Operations Manager & RSC Liaison  
Maine Housing**

**Description:** The residents of multifamily communities need more than four walls and a roof to have a home. Each residential community is unique and its residents often need services to help them remain in their homes, receive medical and other treatment services, build a healthy financial situation, parent more effectively, and in general live happier and more productive lives. This workshop offers participants an overview of the benefits of having a Resident Services Coordinator (RSC) and how the program works to the benefit of the community and the property manager. The workshop will also offer some useful ideas and practical tools for property managers that do not have the benefit of an RSC. A panel discussion with representation from the RSC and management communities will follow the presentation.

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## **Title: Energy Conservation (B6)**

**Trainer: Tyler Ruffolo**

**Description:** PV 101 from Berrego Solar

Curious about solar electricity on your building? This presentation will answer your questions.

Is my site appropriate for solar power?

How much power can I get?

Do I need batteries to store the power I produce?

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## **Title: Feng Shui (B7)**

**Trainer: Carol Wheelock**

**Description: Change Your Life with Feng Shui**

Did you know that you are a reflection of your surroundings? Does your home or office support you and your goals? Feng shui (pronounced "fung shway") teaches us to be more aware of our surroundings, and how changes in our spaces can create changes in our lives. Career, prosperity, health, and relationships are just some of the aspects of our lives that can be influenced by feng shui.

Feng shui uses a multi-layered approach. In the first part of this workshop, we will address clearing clutter and balancing energy flow, rearranging furniture, using space differently, and balancing yin and yang. For those who want more come back after the break to learn about the bagua (the template or grid that is superimposed upon any space, the areas of which correspond to aspects of life), color, and the elements.

You can change your life!

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**Title: Sexual Harassment & Domestic Violence (C1)**

**Trainer:** Julie A. Moore  
President  
Employment Practices Group

**Description:** Julie Moore is an attorney, practicing law in New Hampshire and Massachusetts, specializing in employment law and workplace rights. Julie will speak on the signs and symptoms of sexual harassment and domestic violence.

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**Title: Walk in My Shoes (C2)**

**Trainer:**

**Description:** Experience how a disability can impact a person's ability to accomplish every day activities; including mobility problems, wheelchair access, reach requirements, fine motor skill problems, and speech, hearing or vision impairments. Be prepared to participate and learn in an interactive setting how difficult it is to live with a disability. Learn how you can make a difference by identifying the accessibility barriers at your property and develop the insight to eliminate these hardships. Develop a skillful approach to communicating with your residents regarding their special needs.

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# TRI-STATE MANAGERS CONFERENCE REGISTRATION FORM

October 27-29, 2008

Mail payment and this registration form to:

**MREMA**  
C/O Emerald Management Corp.  
752 Main Street  
Westbrook, ME 04092

**Registration Deadline: October 9, 2008 Cancellations after this date, 50% refund**

**Cost for Association members:**

Full three days \* \$150.00  
One Day Only \* \$ 75.00 (Monday and/or Tuesday)  
Wednesday only \* \$ 50.00

**Non-Association Members:**

\$300.00  
\$175.00  
\$100.00

**\*(Separate Hotel or Daily Commuter Meals Registration required see attached)**

**Please check all State Associations you are a member of:**

**Maine - MREMA**       **New Hampshire – GSMA**       **Vermont - VHMA**

**PLEASE PRINT OR TYPE (MAKE ADDITIONAL COPIES FOR EACH PERSON ATTENDING)**

Name \_\_\_\_\_ Title: \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

**Please check the sessions you expect to attend:**

**Monday, October 27<sup>th</sup>**

Session A (MORNING)      Session B (AFTERNOON)

A1    A2    A3       A1<sub>continued</sub>    A4    A5

**Wednesday, October 29<sup>th</sup>**

C1    C2

**Tuesday, October 28<sup>th</sup>**

Session C (MORNING)      Session D (AFTERNOON)

B1    B2    B3    B4       B5    B6    B7

**Amount Due: \$ \_\_\_\_\_**

**CHECK HERE TO ENTER THE FREE GOLF TOURNAMENT - Golf Handicap \_\_\_\_\_**

**MREMA MEMBERS CHECK HERE TO RESERVE YOUR SEAT ON THE BUS** (MREMA has offered to pay for a chartered bus that holds 56 people to pick up in Augusta, Lewiston and Portland on Sunday afternoon and return at the close of the conference on Wednesday around 1p.m.) **Please contact Susan Michaud-Bosse at [smbosse@midmaine.com](mailto:smbosse@midmaine.com)**

**Note: You must also make room reservations with the Lake Morey Resort by calling 1-800-423-1211 or mailing the Hotel Reservation form enclosed with brochure.**

**HOTEL RESERVATIONS**  
**Tri-State Managers Association**  
**Monday October 27 – Wednesday October 29, 2008**  
**Reservation Deadline: October 12, 2008**

**Mail to: Lake Morey Resort**  
**PO Box 326, Fairlee, VT 05045**  
**Phone: (800) 423-1211 Fax: (802) 333-4553**

**Per Person Room Rates (these rates do not include the 9% state tax or the 19% service charge):**

**Sunday** (no meals) = \$97.00

**Monday Night Pkg**, meals included = Single \$181.00 or Double \$146.00

**Tuesday Night Pkg**, meals included = Single \$172.00 or Double \$137.00

**Two Night Pkg**, meals included for Monday, Tuesday & Wednesday = Single \$323.00 or Double \$253.00

**If you are sharing a room, please submit one form only.**

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Name of person sharing room: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Single Occupancy: \_\_\_\_\_ Double Occupancy: \_\_\_\_\_

To confirm this reservation, **a deposit of \$100.00 per person is required**. Deposits will be accepted by check, money order, or major credit card (to be processed upon receipt of reservation form). Make checks payable to Lake Morey Resort. Balance will be due at check-in by credit card, check or cash.

MC \_\_\_\_\_ Visa \_\_\_\_\_ AMEX \_\_\_\_\_ Discover \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Check Enclosed: # \_\_\_\_\_ Amount: \$ \_\_\_\_\_

I understand that my deposit will be forfeited in the event that I do not arrive on the date indicated, or do not cancel within 72 hours prior to arrival. If cancelled 72 hours prior to arrival I understand I will forfeit a \$25.00 handling fee. No refunds for late arrivals, early departures, or no shows.

Signature: \_\_\_\_\_

**Special Requests:** Handicap Equipped Room \_\_\_\_\_  
Vegetarian Meals \_\_\_\_\_

Please Note: A confirmation of this reservation will be sent to you. If you have any questions please contact hotel reservations at the number listed above. **We will attempt, but cannot guarantee, to honor special requests.**

Check-in after 4:30 PM; Check-out prior to 10:30 AM.

**DAILY COMMUTER  
MEALS ONLY RESERVATIONS  
Tri-State Managers Association  
Monday October 27 – Wednesday October 29, 2008**

**Mail to:** Emerald Management Corp.  
752 Main Street  
Westbrook, ME 04092  
Phone: (207) 854-2606 ext.15 Fax: (207) 854-2837

**Meals Reservation Deadline: October 12, 2008**

Please Print or Type (make additional copies for each person attending)

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
Street City State Zip

**Selection(s):**                      **Vegetarian meals: \_\_\_ yes \_\_\_ no**

Breakfast & Lunch Monday, October 27, 2008      @ \$39.00      \_\_\_

Dinner only Monday, October 27, 2008                      @ \$40.00      \_\_\_

Breakfast & Lunch Tuesday, October 28, 2008      @ \$39.00      \_\_\_

Dinner only Tuesday, October 28, 2008                      @ \$40.00      \_\_\_

Breakfast & Lunch Wednesday, October 29, 2008      @ \$39.00      \_\_\_

Total: \$ \_\_\_\_\_

(The above rates include all taxes and service fees)

**To confirm this meal reservation payment in full is due by or before October 12, 2008.** Payment will be accepted by check or money order made payable to MREMA. Thank you.

Check enclosed: # \_\_\_\_\_ Amount: \$ \_\_\_\_\_

I understand that my payment will be forfeited in the event that I do not arrive on the date indicated, or do not cancel one (1) week prior to arrival.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_