

chfareach training schedule



january - march 2012



what's new?

It might sound obvious, but starting the new year off right is all about creating a clear vision for what you want to achieve. **Goals** and **resolutions** are the buzzwords for every New Year's Eve party, and it made me wonder what the difference was between the two.

Resolution

the act or instance of resolving; something resolved; a formal expression of opinion or intention made; a resolve or determination

Goal

the result or achievement toward which effort is directed; aim; end

Resolution implies a reactive action that is in the process of being determined; **Goal** implies a proactive action or event in the future that requires effort to achieve. We all know that in business it is always better to operate proactively versus reactively. So perhaps this year when defining the benchmarks for 2012, let's use **goals**, instead of **resolutions** and see if it affects the outcomes.

As always, chfareach is here to get you started. Whether it involves having all of your staff certified in compliance, revving up your customer service, or creating a dynamic marketing and leasing strategy, chfareach will provide opportunities to strengthen your skills to meet those **goals**. Look for classes in Fort Collins, Pueblo, Durango, Grand Junction, and of course, Denver.

In the meantime, check out these suggestions on setting achievable goals, from Heidi Grant Halvorson's new book, *Succeed: How We Can All Reach Our Goals*.

1. **Get Specific. No, really. Very Specific.** Knowing exactly what you want to achieve keeps you motivated until you get there — be clear and precise.
2. **Seize the moment to act on your goals.** Decide when and where you will take action in advance and increase your chances of success by roughly 300%.
3. **Know exactly how far you have left to go.** Achieving any goal also requires honest and regular monitoring of your progress — Check your progress frequently — weekly, or even daily, depending on the goal.
4. **Be a realistic optimist.** But don't underestimate how difficult it will be to reach your goal. Most goals worth achieving require time, planning, effort, and persistence.
5. **Focus on getting better, rather than being good.** People whose goals are about getting better, rather than being good, take difficulty in stride, and appreciate the journey as much as the destination.
6. **Have grit.** Studies show that gritty people obtain more education in their lifetime, and earn higher college GPAs.
7. **Build your willpower muscle.** Your self-control "muscle" is just like the other muscles in your body — when you give it regular workouts, it will grow stronger and better able to help you successfully reach your goals.
8. **Don't tempt fate.** Successful people know not to make reaching a goal harder than it already is.
9. **Focus on what you will do, not what you won't do.** Research on thought suppression (e.g., "Don't think about white bears!") has shown that trying to avoid a thought makes it even more active in your mind. The same holds true when it comes to behavior — by trying not to engage in a bad habit, our habits get strengthened rather than broken.

And remember, "A goal properly set is halfway reached." (Abraham Lincoln)

Sincerely,
Kirsten Coe
Chfareach Program Coordinator

nonmembers please note

If you would like to participate in scheduled trainings, but you do not wish to sign up for chfareach membership, training is available at a rate of \$50 per person, per partial-day training; \$75 per person, per full-day training. A partial day is considered any class up to four hours long; full days are any classes scheduled for over four hours.

There may be times when a course will be offered at no charge to nonmembers and these courses will be noted by the ★ symbol. Also, please be advised that members will have seating priority over nonmembers — another reason to join chfareach!

Customer Service *How to Turn OK to Outstanding*

partial-day class

Tuesday, January 10, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Kim Martin
Section 8 Compliance Officer
CHFA

who should come?

Owners, managers, and frontline staff from all property types

“Regardless of industry, if you have customers, you’re in the customer service business” (Disney Institute). When was the last time you reviewed or improved your customer service policy or practices? Have you conducted a resident survey recently to know what your residents think of the service you are providing? Would you like to improve your lease renewals and increase your lease-ups?

This class will cover the essential elements of outstanding customer service and ways to improve management and resident relations. Come learn:

- The fundamentals of customer service
- How little time investments bring big dividends
- How to build rapport with residents
- How to listen to the “nosey neighbor”
- The importance of non-verbal communication
- How to deal effectively with difficult customers

Fair Housing *Essential Training for All Staff*

partial-day class

Wednesday, January 11, 2012

registration 8:30am
class 9:00am to Noon

Fort Collins Senior Center
1200 Raintree Drive
Fort Collins • 970.221.6644

presented by

David M. Herrera
Attorney
Law Firm of David M. Herrera

who should come?

Owners, managers, and frontline staff from all property types

Few things can be as time consuming, exasperating, and expensive to defend as a Fair Housing complaint. This basic class will give a general overview of Fair Housing legislation and will identify the protected classes. You will learn how to avoid Fair Housing inconsistencies that are often unintentionally included in advertising, and how an “innocent comment” can turn into a discrimination complaint. We will also discuss how to be “reasonable” with reasonable accommodation requests while following your policies and procedures to maintain consistency. Practical communication guidelines and other day-to-day issues that can lead to Fair Housing complaints will be covered, so this workshop is well suited for all staff, including maintenance and housekeeping.

David Herrera is an attorney practicing in Fort Collins with lengthy experience in affordable housing issues. He has served on the Community Housing Resource Board in Fort Collins, was a public speaker and National Housing Committee Member for NAHRO, was the Housing and Development Law Institute’s President and National Vice President, and was Fort Collins Housing Authority’s Executive Director from 1985 to 1992. Come hear Fair Housing law from the expert!

Forced Air Furnaces Performing Your Own Maintenance & Basic Trouble Shooting

partial-day class

Friday, January 13, 2012

registration 8:30am
class 9:00am to Noon

Broomhall Brothers Mechanical Contractors
1919 West 12th Place
Denver • 303.278.6417

presented by

Jim Broomhall
Owner
Broomhall Brothers, Inc.

who should come?

All maintenance staff who are interested in performing their own maintenance and basic repairs on boilers

This basic hands-on workshop is designed to give you the basic knowledge and skills to maintain your property's equipment and perform simple repairs. Topics will include sequence of operation, electronic ignition, safety controls, and thermostats, both heating and air conditioning. There will also be an opportunity to do hands-on wiring to get a unit up and running. This is a great opportunity to learn how your equipment works and save money on maintenance and basic repairs.

- Please note that this class will be held off-site at the Broomhall Brothers office
- Class size will be limited to 15

Understanding & Maintaining Your Boiler

partial-day class

Friday, January 13, 2012

registration Noon to 12:30pm (lunch provided)
class 12:30pm to 4:00pm

Broomhall Brothers Mechanical Contractors
1919 West 12th Place
Denver • 303.278.6417

presented by

Jim Broomhall
Owner
Broomhall Brothers, Inc.

who should come?

All maintenance staff who are interested in performing their own maintenance and basic repairs on boilers

Onsite staff performing routine boiler maintenance and basic repairs could greatly reduce maintenance expense at your development. This workshop will cover controls and sequence of operation for hot water boilers. With this basic knowledge, you should be able to handle most of the "no-heat" complaints yourself. We will also cover two-wire/three-wire zone valves and thermostats, and Daisy chain wiring. The workshop will include time for questions and answers, and attendees will have hands-on time at the test bench.

- Please note that this class will be held off-site at the Broomhall Brothers office
- Class size will be limited to 15

Don't Let the Bedbugs Bite!

partial-day class

Wednesday, January 25, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Scott Armbrust
Owner/Manager
Rid-a-Pest Extermination

who should come?

Owners, managers, and frontline staff from all property types

As evidenced by recent media reports, the incidence of bedbug infestation is continuing to increase and is causing major stress, inconvenience, and expense for all types of housing providers and retailers. Learn how to accurately identify bedbugs and why they are such a growing and persistent problem from a knowledgeable and experienced entomologist. He will discuss important preventative measures, practical nonchemical methods of control, and various methods of treatment and their rates of success.

CHFA Loan Compliance

What is It They Want & Why Do They Need It?

partial-day class

Tuesday, January 31, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

CHFA Multifamily Program Compliance Staff

who should come?

Owners, managers, and staff from properties with CHFA loans

CHFA's Asset Management officers field lots of questions regarding loan compliance, especially from managers of developments financed through programs such as HOF, FAF, SMART, and Private Activity Bonds (PAB), who don't routinely attend tax credit or Section 8 training classes. This workshop will cover the requirements of loan programs and will review compliance agreements and documents, annual submissions, and reporting and auditing requirements. We will review how to qualify your tenants regarding their income and assets, certification documents, and rent restrictions, so write down those questions you've always wanted to ask and bring them with you!

Crime-Free Multifamily Program

full-day class

Wednesday, February 8, 2012

registration 8:00am
class 8:30am to 5:00pm

Lakewood Police Department
455 South Allison Parkway
Lakewood • 303.987.7700

presented by

Officer Chad Smith
Sector Liaison Unit
Lakewood Police Department

who should come?

All staff from all properties types

Provide a safer, more habitable environment for your residents. The Crime-Free Multifamily Housing Program is designed to help residents, owners, and managers of rental properties keep drugs, nuisance, and other illegal activity off their property. The program utilizes a unique three-part approach which ensures the crime prevention goal while maintaining an approach which is very resident-friendly. This eight-hour seminar is Phase One. Topics will include prevention, application screening, tips to strengthen rental agreements, maintaining a fire-safe environment, warning signs of drug activity, role of the police, crisis resolution, and more. Phase Two will certify that the rental property has met residents' security requirements; a resident crime meeting completes Phase Three. The availability of Phases Two and Three will depend upon your local police department's participation in the program. If fully certified, rental properties will be granted use of metal signs with the program logo for display. Management will also be granted the use of the program logo in all advertisements.

Basic Fair Housing Essential Training for All Staff

partial-day class

Friday, February 10, 2012

registration 8:30am
class 9:00am to Noon

Pueblo West Public Library
298 South Joe Martinez Boulevard
Pueblo West • 719.562.5660

presented by

Mark Feilmeier
Manager, Asset Management
CHFA

who should come?

Owners, managers, and frontline staff from all property types

Few things can be as time consuming, exasperating, and expensive to defend as a Fair Housing complaint. This basic class will give a general overview of Fair Housing legislation and will identify the protected classes. You will learn how to avoid Fair Housing inconsistencies that are often unintentionally included in advertising, and how an "innocent comment" can turn into a discrimination complaint. We will also discuss how to be "reasonable" with reasonable accommodation requests while following your policies and procedures to maintain consistency. Practical communication guidelines and other day-to-day issues that can lead to Fair Housing complaints will be covered, so this workshop is well suited for all staff, including maintenance and housekeeping.

LIHTC Foundations *The ABCs of Tax Credits*

partial-day class

Tuesday, February 14, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

CHFA Multifamily Program Compliance Staff

who should come?

*Staff with **six months or less** tax credit experience or staff anticipating receiving tax credits soon*

People who are new to the tax credit world can often be overwhelmed by all the information and regulations. This class will cover the foundations of tax credits, including the names and functions of all those acronyms, various required forms, useful file set-up suggestions, rent/income tables, gross rent, and utility allowances. Various scenarios will be presented for you to practice income and asset calculation. Requirements regarding annual certifications will be discussed. The best part is that you will receive a class manual to help you reference the massive amount of information as you need it back at your property.

note

This class is not to be used as a substitute for the *Basic Tax Credit* classes offered throughout the year to satisfy the QAP requirement or the issuance of the 8609. Instead, this class is designed to give those brand new to tax credits a jump start into the world of LIHTC.

Don't Let the Bedbugs Bite!

partial-day class

Thursday, February 23, 2012

registration 8:30am
class 9:00am to Noon

CHFA
348 Main Street
Grand Junction

presented by

Scott Armbrust
Owner/Manager
Rid-a-Pest Extermination

who should come?

Owners, managers, and frontline staff from all property types

As evidenced by recent media reports, the incidence of bedbug infestation is continuing to increase and is causing major stress, inconvenience, and expense for all types of housing providers and retailers. Learn how to accurately identify bedbugs and why they are such a growing and persistent problem from a knowledgeable and experienced entomologist. He will discuss important preventative measures, practical nonchemical methods of control, and various methods of treatment and their rates of success.

Basic Fair Housing Essential Training for All Staff

partial-day class

Friday, February 24, 2012

registration 8:30am
class 9:00am to Noon

Durango Public Library
1900 East Third Avenue
Durango • 970.375.3380

presented by

Arthur Jacobs
Managing Attorney
Colorado Legal Services

who should come?

Owners, managers, and frontline staff from all property types

This basic class will give a general overview of Fair Housing legislation (Fair Housing Act, Colorado Civil Rights Act, Rehabilitation Act of 1973, and Americans with Disabilities Act). You will learn how to identify targeted populations that are specifically protected from discrimination. We will also discuss how a “reasonable accommodation request” does not need to be in writing or on your own approved form. A reasonable accommodation request may require changes in your policies and practices to allow a disabled individual to enjoy a housing opportunity. What, if any information, may you request about a disability? When may the housing provider be responsible for paying the cost of reasonable modifications?

The Heat is On! Lease More & Market Effectively

partial-day class

Wednesday, February 29, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Lori Snider
Owner and Strategic Marketing Consultant
Lori Snider Company

who should come?

Owners, managers, leasing, and frontline staff from all property types

Now more than ever, affordable housing companies and staff are in the hot seat to deliver. A competitive market and a continued recession are dictating that leasing and marketing efforts be cost effective and innovative to maximize value and generate quick returns. It's time to light the fires of passion and creativity within you and your team, to better blaze a trail that produces results. In this half-day session, you'll receive dozens of easily implemented ideas, as well as renewed inspiration with a plan of attack. Stop sweating it... light the fire!

Topics to be covered:

- Nothing Says Lovin' Like Something from the Oven
Before Anything, Build Trust
- It's Getting Hot in Here...
Selling to Today's Consumer
- Hot Off the Presses!
Marketing in the Here & Now
- Feet to the Fire?
Make Impact with \$100 or Less!

Lori Snider is an accomplished speaker, marketing consultant, and sales expert serving the multifamily industry. Her blog, rentplicity.com, offers commentary on sales, marketing, and retention for the multifamily industry.

Low Income Housing Tax Credit (LIHTC) Compliance

Attendance required to receive the IRS Form 8609

full-day class

Wednesday, March 7, 2012

registration 8:30pm
class 9:00am to 3:00pm

CHFA
1981 Blake Street
Denver

presented by

CHFA Tax Credit Program Compliance Staff

who should come?

Owner and management representatives from new and existing tax credit developments. Preference will be given to properties sending staff as a requirement to receive their 8609.

For all new tax credit developments, the Qualified Allocation Plan requires that at least one representative of the management and one representative of the ownership attend a CHFA session or a compliance training session approved by CHFA prior to receiving their IRS Form(s) 8609 from CHFA.

This class will cover all tax credit compliance requirements. Topics to be covered include LIHTC occupancy requirements; how to determine households; income and asset calculations; tenant income certification and recertification; gross rents, utilities, and fees; non-transient occupancy; available unit rules; good cause eviction; and management reviews. The class will also go through practice scenarios to review the above topics. Early registration is recommended since space is limited.

note

This class is to be used to satisfy the QAP requirement and the issuance of the 8609.

- Each session will be limited to **three representatives** from each development.
- This class is free for representatives attending to receive their 8609.

For properties already issued their 8609:

- This class is free to members of the chfareach program.
- Nonmembers can attend for \$75 per person.
- Preference will be given to those required to attend in order to receive their 8609.

Customer Service

How to Turn OK to Outstanding

partial-day class

Thursday, March 8, 2012

registration 8:30am
class 9:00am to Noon

CHFA
348 Main Street
Grand Junction

presented by

Kim Martin
Section 8 Compliance Officer
CHFA

who should come?

Owners, managers, and frontline staff from all property types

“Regardless of industry, if you have customers, you’re in the customer service business” (Disney Institute). When was the last time you reviewed or improved your customer service policy or practices? Have you conducted a resident survey recently to know what your residents think of the service you are providing? Would you like to improve your lease renewals and increase your lease-ups?

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- How little time investments bring big dividends
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- How to listen to the “nosey neighbor”
- The importance of non-verbal communication
- How to deal effectively with difficult customers

Tax Credit Property Compliance Workshop & LIHTC Property Manager Certification Exam

two-day class

Tuesday & Wednesday, March 13 & 14, 2012

registration 8:30am
class 9:00am to 4:00pm

CHFA
1981 Blake Street
Denver

presented by

Amanda Talbot
Housing Credit Certified Professional
Novogradac & Company LLP

who should come?

Managers and all staff responsible for determining tenant eligibility for properties under the Low Income Housing Tax Credit Program

Don't miss this chance to receive your LIHTC Property Manager Certification from a highly respected and nationally recognized company, Novogradac & Company LLP. Attend this two-day workshop, successfully pass the LIHTC exam on the second day, and you will receive a formal certificate suitable for framing. The workshop will include an overview of the role of the IRS, state agencies, and HUD; eligibility; minimum set-asides/15-year credits; 9 vs. 4 percent; calculating income and rent limits; applications; recertification; record retention; noncompliance; and more. Our trainer, Amanda Talbot, is a manager in the Austin, Texas, office; is recognized as a Housing Credit Certified Professional; and has extensive knowledge in audit consulting services. The regular cost of the training is \$595, but **chfareach** is making the workshop available to members for \$350 and to nonmembers for \$475!

[Click here to register!](#)

Quadel Assisted Housing Manager (AHM) Workshop

three-day class

Monday-Wednesday, March 19-21, 2012

registration 8:30am
class 9:00am to 4:00pm

CHFA
1981 Blake Street
Denver

presented by

Mary Ann Sipos
Quadel Consulting

who should come?

Owners, managers, management agents, and office staff of all project-based Section 8 properties and developments that use HUD Handbook 4350.3

This comprehensive three-day workshop filled up last quarter in just a few weeks, so don't miss this chance to receive comprehensive training on all of the requirements in the latest release of HUD Handbook 4350.3. It helps your property comply with all HUD program requirements while providing a variety of techniques to ensure that tenant files satisfy RHIP requirements and EIV requirements. Increased monitoring of regulatory compliance makes this course even more important. All programs in the handbook are covered, including Section 8 New Construction/Substantial Rehabilitation, Section 236, Section 221(d)(3), Section 202, Section 811, Rent Supplement, and Rental Assistance programs. Participants receive a copy of Quadel's nationally-recognized AHM course book, which is designed to provide a "plain English" reference to the HUD handbook.

The regular cost of this training is \$725 and it is not normally available in Colorado. **Chfareach** is making the workshop available to members for \$360 and to nonmembers for \$510!

Low Income Housing Tax Credits (LIHTC) *From Start to Finish*

partial-day class

Thursday, March 29, 2012

registration 8:30am
class 9:00am to Noon

CHFA
1981 Blake Street
Denver

presented by

Tasha Weaver Manager CHFA Tax Credit Allocation	Heather Staggs Manager CHFA Multifamily Program Compliance
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who should come?

Owners, developers, and managers interested in learning more about the Low Income Housing Tax Credit (LIHTC) program

This class is for property developers, owners, and managers who are not currently involved with tax credits projects but are considering applying to the program or would just like to learn more. This class will give a broad overview of the LIHTC program. It will cover the program's history, its development, and will review the allocation process from applying for credits to having an operating development. This class will also provide a snapshot of the compliance requirements and how a property is monitored beyond the 15-year compliance period. Come learn about the LIHTC program and to see if it is right for your existing (or future) property!

note

- This is **not** a "how to" class on applying for tax credits. If you are seriously considering applying for tax credits, CHFA recommends that you work with a consultant or an experienced developer.
- For additional information:
chfainfo.com/documents/LIHTC-overview.pdf

registrations must be received one week prior to the date of the class

chfareach members may fax or email registrations to

303.291.5706

or

chfareachregistration@chfainfo.com

Nonmembers must mail or fax registration forms to:

CHFA
Attn: chfareach
1981 Blake Street
Denver, CO 80202

303.291.5706 fax

Chfareach does not send confirmations. Notification of a rejected registration will be sent if the class is overbooked. Chfareach members have priority over nonmembers up to one week prior to class.

chfareach eNews

Interested individuals may subscribe to receive chfareach training email updates by signing up for CHFA's eNews. To subscribe, please log onto CHFA's website at www.chfainfo.com/chfareach. Once there, click on the chfareach eNews link on the left navigation bar. Enter your information, create a password, click the box for chfareach eNews, and that's it.

chfareach online

www.chfainfo.com/chfareach

CHFA will provide reasonable auxiliary aids or services to afford an individual with a disability an opportunity to take part in the proceedings of these meetings. Persons requiring assistance are requested to notify CHFA by calling Kirsten Coe at 303.297.7394 or TDD at 303.297.7305, **at least two business days** before the meeting date, to provide sufficient time to make those accommodations.

what is chfa?

Colorado Housing and Finance Authority (CHFA) finances the places where people live and work in Colorado.

CHFA is a mission-driven enterprise committed to meeting the needs of its diverse customer base. With its relevant products and streamlined services, CHFA can help you purchase your own home, grow your business and/or create and preserve affordable rental housing.

CHFA was created in 1973 by the Colorado legislature to address the shortage of affordable housing in the state. Since then, CHFA has established itself as the front-runner in the affordable housing industry by financing single family mortgages to qualifying homebuyers and facilitating development of multifamily apartment units for low and moderate income residents. In 1982, when the Colorado economy was experiencing economic difficulties, CHFA began making loans to small and medium-sized businesses

We have built our reputation on integrity, expertise, fiscal responsibility and dedication to our mission and believe every Colorado resident deserves a safe, decent place to live and work. We believe strong communities build strong economies and we're proud to play a role.

With respect to its programs, services, activities, and employment practices, Colorado Housing and Finance Authority does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, or any other protected classification under federal, state, or local law. Requests for reasonable accommodation, the provision of auxiliary aids, or any complaints alleging violation of this nondiscrimination policy should be directed to Pamela McClune, Nondiscrimination Coordinator, 303.297.7366, TDD 303.297.7305, CHFA 1981 Blake Street, Denver CO 80202-1272, available weekdays 8:00am to 5:00pm.

1981 Blake Street
Denver, Colorado 80202

303.297.chfa (2432)
800.877.chfa (2432)
303.297.7305 tdd

www.chfainfo.com

348 Main Street
Grand Junction, Colorado 81501

970.241.2341
800.877.8450



*financing the places where
people live and work*



We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the Nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.