

George E. Pataki
Governor



Judith A. Calogero
Commissioner

New York State Division of Housing and Community Renewal
25 Beaver Street
New York, NY 10004

HOUSING MANAGEMENT BUREAU MEMORANDUM # 2005-B-16

TO: All Housing Companies
Owners, Managing Agents, and Site Managers

FROM: Jane I. Berrie, Director
Housing Management Bureau

DATE: December 15, 2005

SUBJECT: 2006 Housing Information and Resource Conference

As a result of your enthusiastic support, the Management Bureau is planning a **Second Annual Housing Information and Resource Conference on April 3-5, 2006 at the Sagamore Hotel and Conference Center** located on Lake George in Bolton Landing, New York. This facility is easily accessible by air to the Albany Airport; by Amtrak to the Albany Station; or by car via the Northway (I-87).

The average cost, depending on the type of accommodation, will be \$400 per person, and will cover:

- A two-night stay;
- Reception and Welcome Buffet on Monday April 3rd,
- Continental Breakfast and Lunch on April 4th,
- Continental Breakfast on April 5th.

This is an eligible housing company expense chargeable to account #6390. The total allowable cost for each housing company will be determined at the time of registration.

If you are interested in attending this Conference, you can participate in the planning process by responding to **Parts A and B** of the attached survey. **Part A** will give us an idea of the number of Owners, Managing Agents, and Housing Company Staff who would like to attend. **Part B** will tell us which of the proposed workshops are of interest to you. Please Fax the completed survey to Linda Kedzierski at (212) 480-7270, by January 6, 2006, or email her at LKedzierski@dhcr.state.ny.us.



Jane I. Berrie

HOUSING INFORMATION AND RESOURCE CONFERENCE SURVEY

PART A

- I would like to attend the Conference on behalf of _____
Housing Company.

Total number of staff who plan to attend from my organization are: _____

PART B - Please check all of the topics that interest you.

- PANEL DISCUSSION ON PURCHASING AND CONTRACT PROCEDURES FOR MITCHELL- LAMA BUILDINGS**

The panel will review DHCR requirements and procedures for consultant contracts, construction contracts, purchases and service contracts. The topics to be discussed will include bidding, advertising, and payment procedures.

- DISASTER PREPAREDNESS PLANNING FOR RESIDENTIAL BUILDINGS**

This seminar will discuss the essential components of a Disaster Preparedness Plan. Issues to be covered include planning for water, gas, or electrical outages, and evacuation plans.

- MULTI-FAMILY ENERGY EFFICIENCY**

This workshop will present information on energy efficiency in multi-family housing. The purpose of the workshop is to describe to housing companies how to properly identify energy and dollar saving opportunities and make cost-effective energy-efficiency improvements that increase comfort, safety, and efficiency, improve durability, reduce maintenance costs, and save money.

- DECOUPLING/REFINANCING IN FEDERALLY ASSISTED MITCHELL-LAMA HOUSING**

Decoupling occurs when a building receiving a Section 236 Interest Reduction Subsidy refinances and applies the same subsidy to the new mortgage. This workshop will explain the decoupling transaction, the roles of HUD and DHCR in the process, and the prospects for decoupling in Federally-Assisted Mitchell-Lama developments.

HOUSING INFORMATION AND RESOURCE CONFERENCE SURVEY

☐ NYS MITCHELL-LAMA PROJECT RETENTION LOAN PROGRAM

The New York State Urban Development Corporation (UDC) d/b/a Empire State Development Corporation can provide financial restructuring of mortgage loans made to NYS Mitchell-Lama Affordable Housing Projects which were originally financed by UDC and received mortgage loan subsidies pursuant to HUD Section 236 Interest Reduction Payment Contracts. The goal of this restructuring is to stabilize and preserve, on a State-wide basis, this important affordable housing stock. Eligible borrowers under this program are existing Mitchell-Lama entities organized as Article II Housing Companies under the NYS Private Housing Finance Law. The workshop will discuss the program and how it can be used in conjunction with Tax-Exempt Private Activity, 501 (C) (3) Bonds issued by a Third-Party Bond Issuer (IDA).

☐ FEDERAL MULTI-FAMILY HOUSING HANDBOOK - 4350.3 - CHANGE 2

In this workshop we will discuss: third-party verifications of income now valid for 120 days; the new explanation of Social Security income; clarification of the rule requiring interim recertifications when a family's income increases by more than \$200 per month; explanation of those restrictions on housing assistance applicable only to full-time students; and new privacy requirements for tenant/applicant criminal records.

☐ FACE - TO - FACE WITH HUD: QUESTION AND ANSWER SESSION

Knowledgeable HUD staff will be available to answer your questions about the program issues facing you today and to tell you what may be on the horizon. This is the place to address concerns and get answers to those questions affecting the financial and operational viability of your development.

☐ LOW INCOME HOUSING CREDIT PROJECT COMPLIANCE MONITORING

This workshop will review the role of DHCR in the compliance monitoring of affordable housing projects which utilize low income housing credit. The workshop will include an analysis of the Internal Revenue Service regulations concerning compliance monitoring. DHCR's compliance monitoring procedures will be discussed with emphasis on physical and operational site reviews. Also included will be a discussion of the unique tax credit compliance considerations faced by those acquiring and rehabilitating occupied properties.

HOUSING INFORMATION AND RESOURCE CONFERENCE SURVEY

PANEL DISCUSSION ON TENANT RELATIONS

Through networking with Community Based Neighborhood Organizations, Managers can develop the knowledge and skills which will enable them to link problem families residing in their developments to the appropriate services and resources in their community.

PANEL DISCUSSION ON MITCHELL-LAMA TENANT SELECTION ISSUES

This panel will discuss various tenant selection issues, including DHCR occupancy standards and waivers; screening of applicants; applicant appeals; succession issues; and frequently asked questions on the Mitchell-Lama Automated Waiting List.

COMMUNICATION: IT ISN'T AS DIFFICULT AS IT SOUNDS

This workshop will emphasize the importance of listening skills, ways of asking questions to get important information, and providing effective feedback to others. This course has been customized by DHCR's Office of Training and Professional Development to deal with specific and current work related situations encountered in all phases of housing management. Topics will include: myths and misconceptions involved in good communications; learning the four ways to ask a question; and understanding and providing effective feedback.

DEALING WITH THE ANGRY CUSTOMER

The workshop is specifically designed to provide Housing Specialists and Professionals with techniques, tools and exercises which can be used on a daily basis. Participants will be given the opportunity to identify the day-to-day challenges of a customer service work environment, to ask any pertinent questions and to discuss topics such as the positive intentions of the customer; de-escalating the situation; working with an angry customer; and self study, or diagnosis of the situation.

REFINANCING IN NON-FEDERALLY ASSISTED DEVELOPMENTS

Many of our Mitchell-Lama housing companies may wish to reduce their debt service in order to meet expenses with minimum rent increases; raise additional funds for current capital improvements; or bolster reserve funds for future capital improvements. This workshop will discuss Division policies, standards, and procedures for processing housing company requests to refinance their mortgages.

HOUSING INFORMATION AND RESOURCE CONFERENCE SURVEY

TECHNICAL SERVICES FOR DHCR's HOUSING PORTFOLIO

The Architectural and Engineering Bureau of DHCR will discuss their design and troubleshooting services, resources, and internal tracking system. The staff will review roofing systems, facade restoration - masonry and siding - and window replacement.

MY OWN SUGGESTIONS FOR ADDITIONAL WORKSHOP TOPICS ARE:
