



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

HOUSING MANAGEMENT BUREAU MEMORANDUM # 2006-B-02

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

FROM: Jane I. Berrie, Director
Housing Management Bureau

DATE: February 22, 2006

SUBJECT: Housing Information and Resource Conference

Attached are the list of Workshops and the Registration Form for our **Housing Information and Resource Conference** scheduled to take place from **April 3-5, 2006** at the **Sagamore Hotel and Conference Center** located on Lake George in Bolton Landing, New York. The rates quoted on the attached Registration Form are based on a full conference package that includes:

- Overnight Accommodation and Service Charges for Monday and Tuesday Nights
- Sagamore Welcome Buffet and Reception on Monday Night
- Continental Breakfast on Tuesday
- AM Coffee Break on Tuesday Morning
- Plated Lunch on Tuesday
- PM Coffee Break on Tuesday Afternoon
- Continental Breakfast on Wednesday
- AM Coffee Break on Wednesday

A block of guest rooms has been reserved at the Sagamore Hotel and Conference Center for the nights of April 3rd and 4th. **Since participants are responsible for making lodging arrangements directly with the hotel**, please mail the attached registration form to **Sagamore Reservations Department, P.O. Box 450, Bolton Landing, NY 12814-0450; or fax this form to 518-743-6211**, no later than **March 10, 2006**. Please note that although the registration form mentions children, children will not be allowed to attend any of the Conference activities. To learn more about the Sagamore you can visit their website at: www.thesagamore.com

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 have any questions regarding this Conference, you may contact Linda Kedzierski, Federal Coordinator, at (212) 480-2021, or email her at LKedzierski@dhcr.state.ny.us

A handwritten signature in cursive script that reads "Jane I. Berrie".

Jane I. Berrie

HOUSING INFORMATION AND RESOURCE CONFERENCE

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

This 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.

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. This 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).

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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.

USE OF LOW INCOME HOUSING TAX CREDITS IN EXISTING PROPERTIES (Part A)

This workshop will discuss the basics of the Low Income Housing Tax Credit Program (LIHC); DHCR's revised Qualified Allocation Plan (QAP); use of the 4% LIHC with Tax Exempt Bonds and "Preservation" Projects; and the Physical Needs Assessment Form.

LOW INCOME HOUSING TAX CREDIT PROJECT COMPLIANCE MONITORING (Part B)

This workshop will review the role of DHCR in the compliance monitoring of affordable housing projects which utilize low income housing tax credits. The workshop will include a review of the Internal Revenue Regulations for Credit project compliance monitoring. The Credit project compliance monitoring systems at DHCR will be examined with emphasis upon the physical and operational reviews that are conducted on the over 1,000 Credit projects that the Division is currently monitoring. Also included will be a discussion of the unique monitoring considerations faced by those acquiring and rehabilitating occupied Credit projects.

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 about 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 how to provide effective feedback to others. This course has been customized by our 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

This workshop was 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: 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 MITCHELL-LAMA 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.

ARCHITECTURE & ENGINEERING SERVICES FOR DHCR's HOUSING PORTFOLIO

The Architectural and Engineering Bureau (A&E) of DHCR will discuss its responsibilities as well the variety of services it offers to the housing portfolio in terms of troubleshooting/design services, technical resources, consultant recommendations and internal tracking system. Additionally, staff architects will give targeted presentations on the building envelope elements of roofing systems, facade/siding restoration, and window replacement.

PURCHASING ENERGY IN NEW YORK STATE - Energy Service Companies (ESCO)

In the past, New Yorkers had no choice as to who supplied them with natural gas or electricity – the local utility was the only option. During the late 1990's, however, the utility industry changed when the Public Service Commission opened the utility industry to competition.

Today, energy bills consist of two parts – supply and delivery - and customers have the ability to choose who will supply their electricity and gas. With choice come serious questions about how to evaluate proposed options for pricing, billing options and services. The goal of this session is to help you understand how to sort through the choices to get the most for your energy dollar including favorable prices and useful value-added services.

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J – 51 AND SCRIE

This workshop will cover the J-51 and Senior Citizen Rent Increase Exemption (SCRIE) Programs, two of the tax benefit programs administered by the New York City Department of Housing Preservation and Development. The J-51 Program provides real estate tax benefits to owners of residential property in New York City who perform rehabilitation work on their buildings. The J-51 Program also benefits owners who convert their non-residential buildings to residential use. The SCRIE Program provides an exemption from rent increases to qualified senior citizens who live in rent regulated housing. The landlord receives an equivalent credit on his or her real property taxes. The workshop will introduce the eligibility requirements, application process, and benefits of both programs.