Public Housing Management Master Book

Updated for HOTMA

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FOREWORD

The Public Housing Management Certification Course evolved from the HUD regulations regarding accreditation of Public Housing Managers within a Public Housing Agency.

Nan McKay and Associates, Inc. was the first private company selected by HUD to provide training on these complexities for Public Housing staff to develop professionalism needed in the field.

Based upon our involvement with Public Housing since 1963, we at Nan McKay and Associates feel strongly that the quality of Public Housing Management is a key factor in meeting the nationwide goal of providing a quality living environment for residents of Public Housing.

Public Housing management has become increasingly complex in today's climate. Public Housing was originally constructed to create jobs and provide a good, sound, but temporary living environment for low-income people. Today, Public Housing has become a way of life for many people, rather than a stepping stone.

Managers have to work within laws, regulations and documentation which tax the boundaries of knowledge needed to perform the job well. The manager needs exceptional skills in problem areas which were unheard of in early Public Housing, such as gangs, drugs, and violence. The manager needs “management” skills to be able to problem-solve and prioritize within developments which may need improvements in an era of money shortages, and over which they may have little control.

We feel it is critical to infuse knowledge and skill-building to give people the tools they need, not just to do the job, but to do the job well... to be better today than they were yesterday, and better at the job tomorrow than they were today.

NMA’s mission is to provide quality training in this complex arena, and professional certification that a participant can be proud to have achieved.

Nan McKay
President
Nan McKay and Associates, Inc.

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