

AGENDA
PUBLIC HOUSING MANAGEMENT
WEB TRAINING

DAY ONE

- 8:00 **Registration**
- 8:30 **Welcome and Introductions**
- 8:45 **Roles and Responsibilities of the Manager in the Project-Based Environment**
- Project-Based Management
 - The Current Model for Public Housing
 - Compliance with Asset Management
- 10:15 **Break**
- 10:30 **Roles and Responsibilities (continued)**
- Organizational Policies
 - Roles of the Public Housing Manager
- Organization & Administration of PHAs & Programs**
- Program Components and Key Relationships
 - HUD References and Communication
 - General Structure of a PHA
 - Key Program Documents
- 12:00 **Lunch (on your own)**
- 1:00 **Managing Nondiscrimination Compliance**
- PHA Fair Housing Requirements
 - Reasonable Accommodation
- 2:30 **Break**
- 2:45 **Managing Nondiscrimination Compliance (continued)**
- Limited English Proficient Persons
 - Violence Against Women Act (VAWA)
- Eligibility**
- The Intake Process
- 5:00 **End of Day One**
- Assignment:** Given by instructor

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DAY TWO

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| 8:00 | Eligibility (continued) <ul style="list-style-type: none">▪ Factors of Eligibility▪ Waiting List Management |
| 10:15 | Break |
| 10:30 | Tenant Selection <ul style="list-style-type: none">▪ Tenant Selection Policies▪ Evaluating Final Eligibility |
| 12:00 | Lunch (on your own) |
| 1:00 | Income <ul style="list-style-type: none">▪ Verifications▪ Annual Income |
| 2:30 | Break |
| 2:45 | Income (continued) <ul style="list-style-type: none">▪ Income of Different Household Members▪ Calculating Income at Annual, Interim, and New Admission▪ Income of Students▪ Periodic Payments▪ Imputed Welfare Income▪ Income Exclusions |
| 5:00 | End of Day Two |

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- 8:00** **Income** (continued)
- Asset Inclusions and Exclusions
 - Income from Assets
- 10:15** **Break**
- 10:30** **Rent Calculation**
- Flat Rents and Family Choice in Rental Payment
 - Case Studies
- 12:00** **Lunch** (on your own)
- 1:00** **Rent Calculation** (case studies continued)
- Leasing**
- Contents of the Lease
 - Areas of Lease Enforcement
 - Proper Notification
 - Pets
- 2:30** **Break**
- 2:45** **Continued Occupancy**
- Annual & Interim Recertification Process
 - Transfers
- Terminations**
- Required Terminations
 - Required Lease Provisions
 - Evictions
- 5:00** **End of Day Three**
- Assignment:** Given by instructor

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DAY FOUR

- 8:00** **Grievance Process**
 Resident Relations and Self-Sufficiency
- Resident Participation
 - Family Self-Sufficiency
 - Economic Self-Sufficiency Strategies for PHAs
- 10:15** **Break**
- 10:30** **Understanding and Managing the Budget**
- The Property Manager's Primary Financial Responsibilities
 - Per Unit Month (PUM)
 - The Development's Budget
 - The Budget Process
 - Steps in Budget Preparation
 - Budget Monitoring
- 12:00** **Lunch (on your own)**
- 1:00** **Understanding and Managing the Budget (continued)**
- Paying for Services
 - Fees Paid by the Development to the COCC
 - Monitoring Budget-to-Actual
 - The Balance Sheet
 - Financial Audits
- 2:30** **Break**
- 2:45** **Property Management**
- The Maintenance Function
 - Property Control
 - Capital Improvements
 - Security
 - Risk Management
- 5:00** **End of Day Four**

AGENDA
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DAY FIVE

- 8:00 Public Housing Assessment System (PHAS)**
- PHAS Background
 - PHAS Interim Rule
 - Physical Condition
 - Financial Condition
 - Management Operations
 - Capital Fund
- 10:15 Break**
- 10:30 Public Housing Assessment System (PHAS) (continued)**
- Vacant Unit Turnaround Time
 - Occupancy Rate and Work Order Exercises
 - Property Management Reports
- Review for Examination**
- 11:30 End of Seminar**

Certification Exam Available Online