

**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**

- 8:00**      **Eligibility (continued)**
- Factors of Eligibility
  - Waiting List Management
- 10:15**      **Break**
- 10:30**      **Tenant Selection**
- Tenant Selection Policies
  - Evaluating Final Eligibility
- 12:00**      **Lunch (on your own)**
- 1:00**      **Income**
- Verifications
  - Annual Income
- 2:30**      **Break**
- 2:45**      **Income (continued)**
- 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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**DAY THREE**

- 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**

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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**