Day One Agenda

7:30—8:30 am  Registration
               Continental Breakfast

8:30—10:15 am  Welcome
                Key Note Speaker, Heather Main
                VHMA Annual Meeting

10:15—10:30 am  Break

10:30—11:45 am  Break out sessions begin and run concurrently.

Session 1: What Property Managers Can do About Heroin
Tim Vance, presenter
If Governor Peter Shumlin can devote an entire State of Vermont speech to “Heroin”, we can devote one full session of the conference to What Property Managers Can Do About Heroin!
During last year’s conference, Timothy Vance presented a lively, very interactive class about the best practices property managers can use to abate drug dealing at residential properties. We have invited him back to build upon last year’s experience.
Four main questions to be addressed are:
• What can property managers expect from law enforcement and other agencies in regard to heroin?
• What happens when a tenant, or a child of a tenant, becomes a heroin addict?
• What should you do when a resident becomes a heroin dealer?
• Why is Tim talking with us about Vancouver, British Columbia?
Be prepared for a bonafide exchange of opinions and ideas among Tim and everyone in attendance.

Session 2: Connecting Through Conversation and Resolving Conflict
Denyse Perry and Nadine Scibek, presenters
Practical tools for turning disagreement and difficulty into positive change and stronger relationships.
How to apply the tools to mediate tenant conflict and prevent legal action.
Building a “best practices” model that enables and encourages cooperative engagement in residential settings. This is an interactive dialogue with all participants. We will look at leases and other existing tools and consider new tools.

Session 3: Accessibility Awareness
Kim Brittenham, presenter
As Property Managers and Owners, we know the importance of understanding and complying with Section 504 in our communities, but do we have the ability to put ourselves in someone else’s shoes, and see a situation from their perspective?
The Vermont Center for Independent Living will cover the basics of civil rights compliance with a focus on Section 504 and ADA reasonable accommodations; Examples will include service animals, multiple chemical sensitivity, developmental disabilities, and physical disabilities. We will conduct pre and lunch and post lunch “access tours” using mobility devices and sight simulators. The day will finish with basic disability etiquette (people first language, person-centered practices), working with people with mental health conditions, and Vermont resources to take away. Expand your understanding beyond the basics, and experience this important training.

11:45—1:45 pm  Lunch
                State & Federal Roundtable

1:45—2:00 pm  Break

2:00—3:30 pm  Break out sessions continue

3:30—3:45 pm  Break

3:45—5:00 pm  Break out session continue

5:00 —6:00 pm  Free Time

6:00—7:00 pm  Reception

7:00—11:00 pm  Dinner/Entertainment (Marco the Magician)

Day Two Agenda

8:00—9:00 am  Registration - Breakfast Buffet

9:00—10:30 am  Breakout sessions begin and run concurrently

Session 1: Hoarding

Session 2: Basic Principles of Respectful Workplaces

Session 3: Insurance and Liability for Property Owners/Managers

10:30—10:45am  Break

10:45—12:00 pm  Breakout Sessions continue

12:00 pm  Conference Concludes
SESSION DESCRIPTIONS
DAY ONE CONTINUED

Session 4: Multifamily Building Efficiency; A focus on systems and trends in energy performance.

Please note that this session will consist of the following sub-sessions:

1)  10:30 to 11:45 am — Energy Efficiency in multifamily buildings: pre and post project analysis and results
    Scott Campbell & Craig Peltier, presenters

   Exploration of recent multifamily rehab projects in Vermont with an emphasis on analyzing projected energy performance during project development against actual performance post rehab. Session will also explore explanations for anomalies seen in post rehab and energy use analysis.

2)  2:00 to 3:30 pm — Mechanical systems in multifamily buildings, project lessons learned and trends moving forward
    Jake Marin, presenter

   Exploration of recent mechanical system advancements in multifamily buildings. Session will include review of recent biomass installations and new advancements in air source heat pumps, as well as other lessons learned and trends in mechanical systems.

3)  3:45 to 5:00 pm — WegoWise— Building Energy Performance
    Casey Diehl, presenter

   WegoWise (Wego) is a utility tracking and performance benchmarking platform that can record and track energy consumption data for buildings directly from providers into a centralized database. A property’s performance can then be compared to other similar projects allowing owners, managers, and funders to understand the potential for energy savings and investment. Inefficient and more expensive buildings are easily identified and can be compared with other portfolio projects owned or statewide with other Wego users. In this session, WegoWise staff will present an overview of their benchmarking tool and demonstrate the benefits for owners and managers.

SESSION DESCRIPTIONS
DAY TWO

Session 1: Hoarding
   Brooke Hadwen, Mark Schroeter, Michael Ohler, presenters

   Learning Objectives:
   1) To learn more about the realities of the disability of hoarding and effective methods to deal with the issue
   2) To integrate the concept of squalor within the discussion of hoarding
   3) To share stories and generate a list of potential resources

   In a classroom type setting, participants will have the opportunity to hear stories and share their own in regards to the issue of hoarding and squalor. We will share effective methods we have utilized, and specifically discuss how to get people burdened with this disorder to invest in their own housing success.

Session 2: Basic Principles of Respectful Workplaces
   Paula Mathews, presenter

   A common theme in business today is “too much work, too much turnover, too many difficult employees, and not enough appreciation”. In our interactive session, we’re going to:
   - Explore real-life examples and solutions you can execute so that respect and appreciation go hand-in-hand. Maintaining constructive working relationships with all of the people you interact with on a daily basis can be a significant challenge. We’ll explore practices and procedures that will help you with this.
   - Dealing with employees can sometimes be difficult. Why won’t some of them follow the rules? Why do grown adults sometimes engage in kindergarten behavior? Giving constructive feedback is challenging for most people. We’ll review some techniques for keeping emotion to a minimum and taking corrective action to support your employees meeting your expectations.
   - Discuss the pros and cons of an employee handbook or guide. It can be one of your most important communication tools. It can also be a cornerstone and building block in the construction of your culture. This session will show you how to say what you do, do what you say, and put it in writing.

Session 3: Insurance and Liability for Property Owners/Managers
   Don Rung, presenter

   Learn about how to protect your property and yourself. Topics covered include: Habitational Loss Patterns and Strategies, Avoiding the Six Most Common Causes of Water Damage Claims, Habitational Liability Hazards and Controls, Managing the Ice and Snow Related Slip, Trip and Fall Exposure.
Questions, Consideration and Reasonable Accommodations

For conference questions or considerations, please contact VHMA Education Committee Chair, Heidi Setien, at 802-828-6021 or via email at heidi.setien@vt.usda.gov.

Conference participants who are in need of a Reasonable Accommodation are asked to contact Heidi Setien by October 10, 2014 to make their needs known.

Scholarships

VHMA promotes educational opportunities for its members, and does not want to turn anyone away who has difficulty affording quality training. Therefore, every year VHMA offers scholarships to support members to attend VHMA trainings or conferences.

A VHMA member may request a scholarship for this conference. All requests will be reviewed by the executive committee and responded to within a timely manner. Scholarships shall be granted in the range of $50-$250.

Criteria taken into consideration during review will be:

- Active or inactive membership
- Length of membership with VHMA
- Amount of request
- Total requests received for the given year
- Total requests received from the same organization
- Size of company
- Number of requests for given event
- VHMA financial position

Please forward your written requests for consideration to Colleen Lee via email at lee@cathedralsquare.org

Requests must be received no later than September 29, 2014

Refund Policy

No refunds will be made for conference cancellations received after October 10, 2014

Hotel Accommodation Details and Deadlines

The conference fee does NOT include overnight accommodations. If you are in need of overnight accommodations, you must call the hotel directly at 1-800-451-8686. Identify yourself as part of the Vermont Housing Managers Association Annual Meeting.

A special rates is available until Monday, September 29, 2014; $139.00 Single or Double Occupancy

This rate includes overnight accommodations per room, per night is subject to applicable state and local taxes (currently 10%). Each room is also subject to a $12.00 per bedroom, per day resort fee.

All reservations need to be guaranteed to an individual credit card. An advance deposit equal to one night’s room, tax and resort fee is also required.

Hotel Reservations must be made no later than September 29, 2014.

Any reservations received after September 29, 2014 will be accommodated based on availability and may be subject to prevailing rates.

Meals

Please note that your registration fee will include the following meals: On the first day a continental breakfast, lunch, afternoon breaks and dinner will be included. On the second day a breakfast buffet will be included. Coffee will be available throughout the conference.

Please thank our Donors:

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Vermont State Housing Authority

Supporting Donors

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1. **Participant Information:** (Please print)

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2. **Please indicate the following:**

   - Full Conference: ______ $350 VHMA Member ______ $500 Non VHMA Member
   - Day one only: ______ $250 VHMA Member ______ $325 Non VHMA Member
   - Day two only: ______ $150 VHMA Member ______ $225 Non VHMA Member

   Thursday Dinner Guest: ______ $60 per guest. Guest’s Name: __________________________

   Are you in need of any reasonable accommodations? Please Specify: ______________________

   Do you (or your guest) have any food allergies? Yes No If yes, please specify: ________________

3. **Please indicate workshops selections:**

   **DAY ONE:**
   
   **Session 1:** _____ What Property Managers Can Do About Heroin
   
   **Session 2:** _____ Connecting Through Conversation and Resolving Conflict
   
   **Session 3:** _____ Accessibility Awareness
   
   **Session 4:** _____ Multifamily Building Efficiency; A focus on systems and trends in energy performance.

   **DAY TWO:**
   
   **Session 1:** _____ Hoarding
   
   **Session 2:** _____ Basic Principles of Respectful Workplaces
   
   **Session 3:** _____ Insurance and Liability For Owners/Property Managers

4. **Please complete and return with payment by October 1, 2014 to:**

   VHMA
   Attn: Colleen Lee
   c/o Cathedral Square Corp.
   412 Farrell Street, Suite 100
   South Burlington, VT 05403