



To: All Owners and Managers

From: Bob Conroy, Director of Asset Management

In this issue:

- I. MREMA Quarterly Meeting**
- II. SMCC Property Management Training Program**

I. MREMA Quarterly Meeting

The next Maine Real Estate Managers Association Meeting and Networking Event will be held on Thursday, September 13, 2018 in the Avesta Housing Boardroom, at 307 Cumberland Avenue in Portland. Please see the attached flyer for more information on this meeting and networking event.

II. SMCC Property Management Training Program

Southern Maine Community College is offering a Property Management Training Program for individuals who are interested in formal training in the Property Manager profession. The course is delivered by local professionals working in their respective fields of expertise. The course runs from September 18 through November 27, 2018, on Tuesdays and Thursdays. Please see the attached flyer for more details.

Attachments:

- **The Scoop**
- **Physical Plant Corner**
- **Quarterly MREMA Meeting & Networking Event**
- **SMCC Property Management Training Program Registration**

Please note that MaineHousing provides notices as a service to our partners. Notices are not intended to replace ongoing training and do not encompass all compliance and regulatory changes that may occur on the wide arrange of housing programs in which we work. MaineHousing recommends partners establish an ongoing training program for their staff.

MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.



Property Management Training Program

September 18 – November 27, 2018
Tuesdays & Thursdays • 4-7 pm
\$975



Property Managers perform a variety of important and professional functions necessary for the successful operation of single and multi-family residences. Property Managers serve as the eyes and ears for property owners making certain that tenant concerns are addressed and the property is safe and well maintained.

If you are interested in this rapidly growing profession, SMCC's 60-hour specialized training program is the best way to start! This course is designed to cover professional topics specific to the industry and upon successful completion, you will have the knowledge and skills necessary to begin a career in property management.

Topics of Concentration

Administrative Functions
Resident Satisfaction
Multifamily Housing

Budget & Financial Reporting
Physical Plant Operations
Leasing & Occupancy

This course is delivered by local professionals working in their respective fields of expertise.

John Bobrowiecki ~ Kathleen Dobson ~ Michelle King ~ Todd Rothstein ~ Barbara Soloway ~ Sherrin Vail

Date of Registration: _____ **SMCC Student ID #:** _____ *If applicable*

Last: _____ **First:** _____ **Middle:** _____

Email: _____ **Phone:** _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

Gender: Female Male **REQUIRED - Date of Birth:** _____

Please submit \$975 payment with registration. Check - Payable to SMCC Visa Mastercard Discover

If paying by credit card, please provide the following Card Holder information:

Name on Card: _____ **Phone:** _____

Card Number: _____ **Expiration Date:** _____ **3 Digit Security Code:** _____

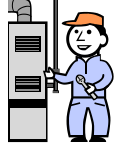
Card Billing Address: _____

Signature: _____



How to Register

Online: www.smccME.edu/continuingstudies
Fax: 207-741-5760
Email: registration@smccME.edu
Mail: Registration Office, 2 Fort Road, South Portland, ME 04106
In Person: • South Portland Campus, Campus Center
• Midcoast Office, L.L. Bean Learning Commons



Physical Plant Corner Newsletter

September 7, 2018

MaineHousing's Asset Management Inspections Team

We have had some transition on our inspections team over the last several years. Here is an update that identifies individuals you may be working with from our office regarding inspections. If an issue or concern arises, or if you have questions, please feel free to contact any of the team members for assistance.



Nicole Lord
MF Building Analyst
Duties: Inspect, Oversee Rehab projects
Contact info: nlord@mainehousing.org
207-530-2853



Dan Towle
Sr Asset Manager/MF Building Analyst
Duties: Inspect, Oversee Rehab and Special projects
Contact info: dtowle@mainehousing.org
207-512-0906



Judy Witham
Asset Operations Assistant
Duties: Coordinate inspections and process inspection reports
Contact info: jwitham@mainehousing.org
207-626-4697



Eric Ross
Asset Manager & MF Building Analyst
Duties: Inspect projects within portfolio
Contact info: eross@mainehousing.org
207-624-5762

Useful Information (FYI)

Servicing Issues with Certain Boiler Manufacturers

In a recent publication prepared by a local oil and service provider, there was a clip regarding the inability to get parts for certain boilers including: Quietside, Munchkin, Triangle Tube, Endurance, Baxi, Heatmaker, Embassy/Axia and some Laars models. Many of the parts necessary to repair these boilers in no heat/emergency situations are no longer in production and, therefore, are not available.

If you have a boiler manufactured by one of the companies noted above, we strongly recommend that you contact your service technician to determine if repair parts for your model are still available.

Replacement parts for older Windows

Many projects have windows that were installed many years ago. When something breaks making the window hard or impossible to function, replacement parts may be difficult to find. For projects getting a REAC Inspection, windows which are not functioning as designed or have missing / broken parts are cited as a finding(s). This is also true for other types of inspections like LIHTC projects.

The following web sites may be of help in your search for replacement parts.

SWISCO

<https://www.swisco.com>

WindowDoorParts.com

<https://www.windowdoorparts.com>

Reflect Window

<https://www.reflectwindow.com>

Building Permits required with Building & Unit Rehabilitation

Most unit turnovers and minor building rehab do not require a building permit from the municipality. However, significant water damage, fire, or other catastrophic event may require that you obtain an appropriate permit from the Code Enforcement Officer. Failure to do so may cause a delay in bringing unit(s) back on-line and producing income. Always check with the Code Enforcement Officer before proceeding.

Fire Prevention Tools

In 2015, several MaineHousing multi-family projects experienced significant losses due to fires that originated on the kitchen stoves. One Owner experiencing a loss found a low cost device called a fire-stop that is installed directly in the range hood and works to prevent serious losses when accidents happen.

The following links have been identified to carry the fire stops:

Auto-Out www.auto-out.com
X-Teck Smart System www.xtecksmart.com
Fire Avert www.fireavert.com

This list is not all-inclusive. We recommend you search the net for similar devices and consult with your local fire department before purchasing and installing the devices.

Smoke Detectors

During recent inspections, we have noted several instances where smoke detectors were in excess of 10 years old.

The replacement of smoke detectors after they have achieved their 10 year life expectancy is based on the technology of how detectors operate and the manufacturers' guidelines. On the label of a smoke detector you will find the date of manufacture. The 10 year life expectancy is based upon this date. Once a detector has reached the end of its' operational life expectancy it simply will not detect smoke or smoke particulate any longer. State statute indicates that detectors will be installed and used in accordance with the manufacturers recommendations.

During the 2019 inspection cycle, we will be checking the age of the smoke detectors.

Inspection Protocol Updates

Changes to Inspection Protocol

Use of Aluminum Foil on Ranges

Past practice has been to **not allow** the use of aluminum foil to line ovens and surface burner drip pans; identifying this as flammable material/fire hazard.

HUD issued a Notice on 9/13/2017 effective 10/2/2017 which states: **“If aluminum foil is in the oven or on top of the stove, this is not a defect”**.

Therefore, MaineHousing will **no longer** list this as a finding on physical plant inspections.

MREMA Quarterly Meeting & Networking Event

Thursday, September 13, 2018

AVESTA Housing Board Room

307 Cumberland Ave, Portland (parking available in back)

Agenda: (light refreshments will be provided)

1:00 -1:45pm -MREMA Business Meeting & Elections

1:45- 3:00pm -Maine Housing Regulatory Updates & The Benefits of 811 PRA

3:00 - 4:00pm-Working Policy Group Introduction & Interactive Sessions

4:00 - 6:00pm -Networking Event, Bayside Bowl

**Join us for a quick walk to Bayside Bowl for networking,
Bowling and overall fun!**



Members \$50 Nonmembers \$75

Company Name:
Address:
Phone:
E-mail:
Check Amount:

Name of Attendees:
1
2
3



Register by September 10, 2018 to: MREMA PO Box 4599-82455, Portland, ME 04121-4599 or email holly@servproportland.me to register and request an invoice for billing.



September 7, 2018

Asset Management Multifamily Scoop

Processing of Interim Recertifications

HUD Handbook 4350.3 Rev-1, Chg.4, Section 7-12B

Tenant notification: When owners learn that a tenant has experienced a change in family income or composition, they must immediately notify the tenant **in writing** of his or her responsibility to provide information about such changes.

Required Minimum Distribution (RMD)

HUD Handbook 4350.3 Rev-1, Chg.4, Section 5-6L and 5-6P

Periodic payments from Long-Term Care Insurance, Pensions, Annuities, and Disability or Death Benefits: The full amount of periodic payments from annuities, insurance policies, retirement funds, pensions and disability or death benefits, are included in annual income. *MaineHousing interprets RMD as periodic income.*

Withdrawal of Cash or Assets from an Investment -The withdrawal of cash or assets from an investment received as periodic payments should be counted as income. Lump sum receipts from pension and retirement funds are counted as assets. If benefits are received through periodic payments, do not count any remaining amounts in the account as an asset.