**Providing Premier Training
for the Housing Industry**

ZEFFERT

TRAINING

2016 Course Catalog

LIHTC

RD

HUD

HOME

BOND

Fair Housing

Combined Programs

Maintenance

Webinars

Zeffert & Associates

Zeffert & Associates trainers are Compliance Specialists who have extensive experience with all of the affordable housing programs AND public speaking. This diverse experience makes them adept at understanding the needs of affordable housing professionals, and gives them the ability to effectively communicate complex affordable housing regulations and concepts clearly and concisely. Because the client provides the training venue, private training is often an even more affordable alternative to our well-attended public offerings.

NOTE: References and descriptions in this catalog are for live training sessions presented by a single trainer. Courses that apply to multiple housing programs are found in the *Combined Programs* section of this catalog. Most courses are also available as live webinars, conference style training, tradeshow panel discussions or as online courses. Please note the quick reference symbols below:

 Denotes courses that are available via a live webinar presentation

 Denotes courses that can be tailored for shorter sessions for conferences, tradeshows or shorter time periods

 Denotes courses that are available online, on-demand

Available as Webinar   Available as Conference Session   Available Online

MANAGING LIHTC COMPLIANCE

This is our in-depth, 2-day LIHTC course, and it can be followed by the HCCP exam – developed by the National Association of Homebuilders – on the morning of the 3rd day. An optional 1½-day abbreviated version covers all of the testable areas for the HCCP exam, and allows for the option of taking the HCCP exam on the last half-day. This option is recommended only for advanced personnel. The second day is popular as a stand-alone session for beginning and intermediate students. For more information on the HCCP, visit *www.nahb.org/hccp*

DAY 1 Agenda:
Property LIHTC Compliance
- Introduction and Key Players in a LIHTC deal
- Details You Must Know About Your Development
- How Credits are Calculated
- Milestones In the Life of a Property
- Unique Aspects of Acquisition/Rehab
- Other Program rules – Including Available Unit, Vacant Unit Rules and Fair Housing
- Combining LIHTC with Other Programs

DAY 2 Agenda:
Certifying LIHTC Households
- Certification Steps, Interviews and Applications
- Determining Household Size
- Establishing Student Status
- Verification Procedures
- Anticipating Income and Assets
- Completing the Certification Form
- How to "Enjoy" State Agency Inspections & Correcting Noncompliance
- Conclusion – A Few Words of Encouragement

Day 3 Optional HCCP Exam:
Approximately 2.5 hours
- Review Session Before Exam

Attendees Will Receive:
- A course manual and access to downloadable references
- An emailed Certificate of Attendance reflecting 14 hours of continuing education good toward any of the nationally recognized LIHTC designations (HCCP, NCP, C3P, etc.)

LIHTC Workshop – Qualifying Households

This is our interactive, 1-day LIHTC course. Through a series of games and exercises, participants will learn the key elements of LIHTC compliance. Attendees see and interpret examples of completed verification forms, similar to what they would see on the job. This course can be expanded to 1 ½ or 2 days.

Agenda:
Certifying LIHTC Households
- Certification Steps, Interviews, and Applications
- Determining Household Size
- Establishing Student Status
- Verification Procedures
- Anticipating Income and Assets
- Completing the Certification Form
- Recertifications
- State-Specific Issues
- How to "Enjoy" State Agency Inspections & Correcting Noncompliance

Attendees Will Receive:
- A course manual and access to downloadable references
- An emailed Certificate of Attendance reflecting 7 hours of continuing education good toward any of the nationally recognizable LIHTC designations (HCCP, NCP, C3P, etc.)

LIHTC Compliance Basics

This 3-hour session discusses compliance-related provisions that affect site management of LIHTC (tax credit) rental properties. It starts by briefly discussing who the interested parties are in a tax credit deal. Details that must be gathered in order to manage LIHTC compliance are then listed. Income and rent restrictions are discussed. The meaning of terms such as applicable fraction and minimum set-aside are also briefly explored. Leasing requirements as well as student eligibility and physical inspection rules are covered. A quick review of requirements related to income eligibility are on the agenda next. Finally unique LIHTC rules including those relating to increases in income and recertification round out the discussion. As appropriate to the attendees, we will also briefly discuss how LIHTCs interact with other housing programs.

Available as Webinar   Available as Conference Session   Available Online

Managing LIHTC Compliance with Other Programs

A 1-day interactive training for on-site property staff of developments with LIHTC funding combined with multiple funding layers including HOME, Rural Development, HUD and Tax Exempt Bonds. "Condensed" versions of any length and combination of programs are also available.

Agenda:

Introduction and Program Backgrounds

- LIHTC
- HUD
- RD
- HOME
- Bond

Qualifying Households

- Students Status
- Income Limits
- Verification of Household Income/Assets
- Zero Income Households/Unsecured Income
- Employment Income Calculations – Range of Hours
- Changed in Household Size
- Certification Form
- Effective Dates
- Recertification
- Eligibility and Increases in Income
- Deductions and Allowances

Rents

- Rent Limits
- Utility Allowances

General Rules

- Lease Terms
- Transferring Households
- Application Fees
- Criminal Background Checks
- Release of Information Forms
- Citizenship
- Race/Ethnicity
- Affirmative Marketing

Attendees Will Receive:

- A course manual and access to downloadable references
- An extensively researched comparison chart of many specific compliance rules that interact at combined program properties
- An emailed Certificate of Attendance reflecting 7 hours of continuing education good toward any of the nationally recognizable LIHTC designations (HCCP, NCP, C3P, etc.)

Managing LIHTC Compliance: Acquisition/Rehab Basics

This full-day course will be of interest to owners and management of property management companies. Even expert property managers need to understand that acquisition/rehabs are far more complex than other types of first year LIHTC projects. This course highlights what characteristics need to exist to successfully manage compliance for an acquisition/rehab project.

Agenda:

Introduction to Acquisition/Rehab

1st Year Credits

- General Rules
- Acquisition/Rehab 1st Year

Qualifying Households

- The 120 Day Rule
- Maximizing Credits

Unit Transfers
Resident Engagement Techniques

Attendees Will Receive:

- A course manual with access to downloadable references
- An emailed Certificate of Attendance reflecting 6 hours of continuing education

Managing RD Compliance

This is our 1½-day RD occupancy course. The "Housing Compliance Manager for RD" (HCM-R) – an online exam developed by Zeffert & Associates is optional.

DAY 1 Agenda:
Introduction

- Overview of RD Program
- The Handbook – HB-2-3560 and the Regulation 3560
- Housing Programs Under Section 515 to be Covered
  - Family Properties
  - Elderly Properties
  - Congregate Properties
- Maintaining the Property

Marketing and the Application Process

- Civil Rights and the AFHMP
- Marketing and the AFHMP
- The Application Process
  - Application Requirements
  - The Waiting List
  - Required Notices

Project Occupancy Requirements

- Eligibility Requirements
- Income Calculations
  - Income
  - Assets

DAY 2 Agenda:

- Allowable Deductions from Income
- Lease Requirements
- Recertification Process
  - Annual Recertification
  - Recertification Due to Income or Occupancy Changes
  - Ineligible Tenants

Tenant Warning and Termination

- Tenant Warning Requirements
- Termination of Occupancy
- Tenant Grievance

Attendees Will Receive:

- A course manual with access to downloadable references
- An emailed Certificate of Attendance reflecting 11 hours of continuing education good toward any of the nationally recognizable RD designations

Optional Online HCM-R Exam:

Our proprietary *Housing Compliance Manager for RD* Exam (HCM-R) is an open book online exam with 100 questions. You will be given up to 3 hours to complete the exam and will need a score of 67 or higher to pass. Those that pass the exam will be shipped a deluxe frameable certificate with the HCM-R designation.

RD Workshop: Qualifying Households

This is our 1-day RD occupancy course.

DAY 1 Agenda:

- Certification Steps, Interviews and Applications
- Determining Household Size
- Establishing Student Status
- Verification Procedures
- Anticipating Income and Assets
- Completing the 3560-8 Certification Form
- Recertifications

Attendees Will Receive:

- A 180+ page useful course manual with access to downloadable references
- An emailed Certificate of Attendance reflecting 7 hours of continuing education good toward any of the nationally recognizable RD designations

Managing RD Property Maintenance
Topics Discussed

- Asset Preservation
- RD Maintenance Requirements
- Maintenance Systems
- Correcting Deficiencies Before They Become Nightmares on Your Street

Available as Webinar   Available as Conference Session   Available Online

Rural Development Farm Labor Housing Basics

After a brief introduction to the history and types of farm labor housing, this 1- to 4-hour session covers project compliance, monitoring reviews and tenant rent issues. Tenant eligibility is discussed next including occupational eligibility requirements & exceptions, occupancy priorities and income eligibility. Citizenship requirements and how to handle ineligible tenants rounds out the discussion.

Available as Webinar   Available as Conference Session   Available Online

Managing HUD Compliance

This is our full HUD occupancy course. The "Housing Compliance Manager for HUD" (HCM-H) – an online exam developed by Zeffert & Associates is optional.

DAY 1 Agenda:
Part One: *Establishing Household Eligibility – Chapters 1, 3, and 4*

- Introduction to HUD and the various HUD programs (4350.3 Chapter 1)
- Eligibility for assistance and occupancy (4350.3 Chapter 3)
- Waiting List and Tenant Selection (4350.3 Chapter 4)
- Determining Income and Calculating Rent (4350.3 Chapter 5) – Part 1

DAY 2 Agenda:
Part One: *Establishing Household Eligibility (continued)*

- Determining Income and Calculating Rent (4350.3 Chapter 5) – Part 2

Part Two: *Resident Relations*
Chapters 5, 6, 7, 8, 9, and 2

- Lease Requirements and Leasing Activity (4350.3 Chapter 6)
- Recertification, Unit Transfers, and Gross Rent Changes (4350.3 Chapter 7)
- Termination (4350.3 Chapter 8)
- Required 50059 and Subsidy Data Reporting – TRACS (4350.3 Chapter 9)
- Discussion of Case Studies
- Civil Rights and Nondiscrimination Requirements (4350.3 Chapter 2)

Attendees Will Receive:

➢ A course manual with access to downloadable references
➢ An emailed Certificate of Attendance reflecting 14 hours of continuing affordable housing education

Optional Online HCM-H Exam:
Our proprietary *Housing Compliance Manager for HUD* Exam (HCM-H) is an open book online exam with 100 questions. You will be given up to 3 hours to complete the exam and will need a score of 67 or higher to pass. Those that pass the online exam will be shipped a deluxe frameable certificate with the HCM-H designation.

HUD Workshop: Qualifying Households

This is our 1-day HUD occupancy course.

DAY 1 Agenda:

- Certification Steps, Interviews and Applications
- Determining Household Size
- Establishing Student Status
- Verification Procedures
- Anticipating Income and Assets
- Completing the 50059 Certification Form
- Recertifications

Attendees Will Receive:

➢ A course manual with access to downloadable references
➢ An emailed Certificate of Attendance reflecting 7 hours of continuing affordable housing education

Affirmative Marketing for Affordable Housing Programs

HUD, RD and HOME
Topics Discussed

- Overview of the RD and HUD handbook AFHMP
- Affirmative Marketing and You
- Marketing Ideas Into Action
- Leasing
- The Application Process and Requirements
- Your Waiting List
  o Ensuring No Applicant is Left Behind

Available as Webinar   Available as Conference Session   Available Online

EIV Enterprise Income Verification Basics

This presentation is very flexible for a 1-, 3-, or 6-hour program.

This session discusses the HUD Enterprise Income Verification system. It provides an overview of the system in general and necessary security and confidentiality policies and procedures. The EIV-required 8997 forms and *EIV and You* brochure are covered. Next we take a look at each of the reports generated by EIV and wrap up with the basics of tenant repayments and penalties.
This session is a great introduction to EIV for new staff and a wonderful refresher for experienced practitioners.

Available as Webinar   Available as Conference Session   Available Online

Managing HOME Compliance

This is our 1.5-day HOME occupancy course. The "Housing Compliance Manager for HOME Funds" (HCM-HF) – an online exam developed by Zeffert & Associates is optional.

Agenda:
HOME Basics

- Introduction and Overview
- Fixed and Floating?
- Where we get direction
- HOME Distribution and Monitoring
- HOME Income and Rent Limits
- Subsidy Payments
- Utility Allowances/Fees
- Rent Increases/Rent Decreases
- Application Process/ Affirmative Marketing
- Leases/ On-Site Visits
- Data Collection and PJ Reporting/ Record Keeping
- Non-compliance

Qualifying Households

- Income Rules/ Households Members
- Unborn Children/ Children being adopted
- Methods of Verification

Anticipated Annual Income

- Types of Income/ Whose Income is Counted?
- Annual income Includes & Does Not Include
- Anticipating Annual Asset Income
- Imputing Asset Income/ Assets Disposed Of
- Tenant Income Certifications

Alternative Definitions of Income

- Census Long Form/IRS Form 1040

Recertification

- Adjusted Income/ Allowances

Question and Answer Session

Attendees Will Receive:

- ➢ A course manual with access to downloadable references
- ➢ An emailed Certificate of Attendance reflecting 7 hours of continuing education

Optional Online HCM-HF Exam:
Our proprietary *Housing Compliance Manager for HF* Exam (HCM-HF) is an open book online exam with 40 questions. You will be given up to 1½ hours to complete the exam and will need a score of 28 or higher to pass. Those that pass the online exam will be shipped a deluxe frameable certificate with the HCM-HF designation.
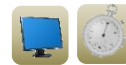
HOME Funds Basics

This 3-hour session discusses compliance-related provisions that affect site management of HOME rental properties. Details that must be gathered in order to manage HOME compliance are listed. "Fixed" and "Floating" as well as "HIGH HOME" and "LOW HOME" designations are explored. Leasing requirements as well in income determinations are covered. Finally unique HOME rules relating to increases in income and calculating rent based on adjusted income round out the discussion. As appropriate to the attendees, we will also briefly discuss how HOME interacts with the Low Income Housing Tax Credit program.

Available as Webinar   Available as Conference Session   Available Online

Practical Fair Housing in the 21st Century

This course discusses what Fair Housing means at multi-family properties and it can be presented in 3-, 4-, or 6-hour training sessions. Issues relating to all aspects of property management are covered in this course. Included are issues relevant to owners, maintenance, management, and leasing staff.

Agenda:
Duration: 3 to 6 hours

- A Brief History of Fair Housing
- What is Discrimination?
  - The Protected Classes
- Policies and Penalties
- Advertising Guidelines
- Designing an Effective Compliance Program
- Group Discussions/Videos

Attendees Will Receive:

- For the 6-hour Course – a course manual with access to downloadable references
- For the shorter training sessions – a premium course booklet
- An emailed Certificate of Attendance reflecting the course's length for continuing housing education

Fair Housing: Reasonable Accommodation & Modification

Reviewing and approving reasonable accommodation and modification requests from applicants and tenants with disabilities can present some unique challenges.
This session answers many important questions based on HUD and DOJ guidance.

Fair Housing: Issues for Maintenance Professionals

Good maintenance professionals are crucial to the smooth-running of a multi-family housing property. Besides the unique opportunity to contribute to the success of the housing, they also have considerable challenges and risks as they interact in a profound way with the public and residents of the housing. Both maintenance personnel and those above them in the chain of command bear serious liability under fair housing law. Questions relating to these issues are discussed in this session which is based on years of practical experience as well as HUD and DOJ guidance.

Available as Webinar   Available as Conference Session   Available Online

Managing Bond Compliance

This 1-day course discusses housing financed via the Tax Exempt Bond Section 142 Program.

Agenda:

Introduction to Bond Housing and the Players

Certifying Qualified Households:

- Certification Steps, Interviews, and Applications
- Determining Household Size
- Establishing Student Status
- Verification Procedures
- Anticipating Income and Assets
- Completing the Certification Form
- Recertifications and the Available Unit Rule
- Combining Bonds with LIHTC
- A Few Words of Encouragement

Attendees Will Receive:

- ➢ A course manual with access to downloadable references
- ➢ An emailed Certificate of Attendance reflecting 7 hours of continuing education

Avoiding Top Eligibility Errors in Affordable Housing

Applies to Tax Exempt Bonds, HUD, RD, LIHTC, and HOME

Zeffert & Associates has conducted thousands of affordable housing file reviews throughout the country. We have identified issues that commonly create problems when establishing household eligibility. This session explores issues common to many affordable housing programs relating to income eligibility. Depending on context of the session, issues specific to certain programs will also be addressed. For example, student status from HUD, RD or the tax credit perspective. Practical hints to avoid mistakes in the first place will also be shared.

- Introduction and retaining affordable housing funding
- Income limits
- Insufficient application issues
- Insufficient verification issues
- Income calculation issues
- Specific program issues
- Conclusion
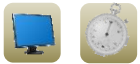
Managing LIHTC Compliance with Other Programs

Applies to Tax Exempt Bonds, HUD, RD, LIHTC, and HOME

Topics Discussed

Any combination of Programs may be selected from the full "Managing LIHTC Compliance with Other Programs" (see LIHTC Catalog Option Above) for a Condensed Session. LIHTC with HUD and/or RD and/or HOME and/or Bonds.

Understanding Students Rules

This 1- to 2-hour session provides a comparison and contrast of HUD, RD, and LIHTC/Bond student rules.

Affirmative Marketing for Affordable Housing Programs

Applies to HUD, RD and HOME

Topics Discussed

- Overview of the RD and HUD handbook AFHMP
- Affirmative Marketing and You
- Marketing Ideas Into Action
- Leasing
- The Application Process and Requirements
- Your Waiting List
  - Ensuring No Applicant is Left Behind

"To Protect and Serve"

How to Ensure That a Compliance Department is Going to Protect You When It Counts

Topics Discussed

This course will be of interest to owners and management of property management companies. For property managers, it discusses how to assess if there are opportunities for improvement in your current operation. For owners it discusses how to ensure that the property management firm that you work with or are looking to work with has what it takes to ensure compliance with affordable housing programs.

Violence Against Women Act 2013

This is a popular, interactive 1- to 2-hour session. In 2005, the Violence Against Women Act housing rules applied for the first time to Section 8 properties. The 2013 reauthorization of VAWA dramatically expanded the applicability of the law to most forms of affordable housing, including RD, LIHTC and HOME. In this session we discuss this statute, what we know as well as what we need to know in order to apply VAWA to all of the housing programs.

Available as Webinar   Available as Conference Session   Available Online

Real Estate Income Issues

This 1- to 2-hour session delves into the complex Real Estate issues in affordable housing. When calculating income eligibility for affordable housing programs, real estate assets present some unique challenges. These challenges and more are discussed in this lively presentation.

Managing Property Maintenance
Topics Discussed

- Asset Preservation
- Maintenance Requirements
- Maintenance Systems
- Correcting Deficiencies Before They Become Nightmares on Your Street

Fair Housing: Issues for Maintenance Professionals

Good maintenance professionals are crucial to the smooth-running of a multi-family housing property. Besides the unique opportunity to contribute to the success of the housing, they also have considerable challenges and risks as they interact in a profound way with the public and residents of the housing. Both maintenance personnel and those above them in the chain of command bear serious liability under fair housing law. Questions relating to these issues are discussed in this session which is based on years of practical experience as well as HUD and DOJ guidance.

Available as Webinar   Available as Conference Session   Available Online

HUD Change 4 Update 1.5 hours
The HUD handbook 4350.3 was revised in August 2013. The changes are collectively called "Change 4." HUD programs were changed, but so were programs that draw from HUD rules (LIHTC, RD, HOME funds and tax exempt bonds, for instance). This webinar will discuss the major provisions of the Change and how this will affect affordable housing developments.

NOTE: we will discuss provision that directly affect non-HUD programs first in the discussion. The remainder of the discussion will be HUD-specific, although contrasts with other program rules will be made to ensure that all understand what is HUD-only and what is applicable to non-HUD programs. The program also contains a brief overview of EIV issues and reports.

Avoiding Top Errors in Affordable Housing Files 1.5 hours
As a major provider of file review services to government and private clients, Zeffert audits many tens of thousands of files a year. This webinar discusses the most common file deficiencies we observe in a "Top 10" style format. The issues identified apply to personnel who manage files for LIHTC, HUD, RD, bonds or HOME.

LIHTC Acquisition/Rehab Basics 3 hours
The acquisition and rehabilitation of properties with tax credits is a growing trend. Even expert property managers and compliance staff need to understand that acquisition/rehabs are far more complex than other types of first year LIHTC projects. This course highlights the compliance rules specific to acq/rehabs and what characteristics need to exist to successfully manage compliance for an acquisition/rehab project.

A "Tour" of the IRS form 8609 1.5 hours
As it represents the official allocation of tax credits for a building, the Form 8609 is a fundamental piece of compliance documentation for the LIHTC program. Almost all compliance matters relate to this form at some level. This webinar will take a line-by-line approach to discussing this form. What do the various entries on this form represent? What areas of concern often arise when examining the form? What if the form tells you that things are not as you thought at your property? These and other issues will be discussed.

LIHTC Compliance Basics 3 hours
This webinar will discuss compliance-related provisions that affect site management of LIHTC (tax credit) rental properties. We will start by briefly discussing who the interested parties are in a tax credit deal. Details that must be gathered in order to manage LIHTC compliance will be listed. Income and rent restrictions will be discussed. The meaning of terms such as applicable fraction and minimum set-aside will also be briefly explored. Leasing requirements as well as student eligibility and physical inspection rules will be covered. A quick review of requirements related to income eligibility will be on the agenda next. Finally unique LIHTC rules including those relating to increases in income and recertification will round out the discussion. As appropriate to the attendees, we will also briefly discuss how LIHTCs interact with other housing programs.

Fair Housing: Reasonable Accommodations & Modifications 1.5 hours
Reviewing and approving reasonable accommodation and modification requests from applicants and tenants with disabilities can present some unique challenges.

- Who pays for reasonable modifications?
- Who pays for accommodations?
- Can we restrict breeds and/or weight for companion/assistance animals?
- When do we determine if a disability is a threat to the safety of others?
- Are alcoholics considered disabled under the fair housing act?

These questions and more will be discussed in this webinar which is based on HUD and DOJ guidance.

EIV Basics 1.5 hours
This webinar discusses the HUD Enterprise Income Verification system. It will provide an overview of the system in general and necessary security and confidentiality policies and procedures. The EIV-required 8997 forms and *EIV and You* brochure will be covered. Next we will take a look at each of the reports generated by EIV, and wrap up with the basics of tenant repayments and penalties. This webinar is a great introduction to EIV for new staff and a wonderful refresher for experienced practitioners.

Available as Webinar   Available as Conference Session   Available Online

VAWA 2013 1.5 hours

In 2005, the Violence Against Women Act, housing rules applied for the first time to Section 8 properties. The 2013 reauthorization of VAWA dramatically expanded the applicability of the law to most forms of affordable housing, including RD, LIHTC and HOME. In this webinar we will discuss the new statute, what we know as well as what we need to yet know in order to apply VAWA to all of the housing programs.

Real Estate Income Issues 1.5 hours

When calculating income eligibility for affordable housing programs, real estate assets present some unique challenges. How should the income from a home being rented out be treated? What about land lost in foreclosure? How about short sales? What about the resident who insists that they want maintenance costs of their home deducted when calculating its value? These questions and more will be discussed in this lively webinar.

HOME Funds Basics 3 hours

This webinar discusses compliance-related provisions that affect site management of HOME rental properties. Details that must be gathered in order to manage HOME compliance will be listed. "Fixed" and "Floating" as well as "HIGH HOME" and "LOW HOME" designations will be explored. Leasing requirements as well in income determinations will be covered. Finally unique HOME rules relating to increases in income and calculating rent based on adjusted income will round out the discussion. As appropriate to the attendees, we will also briefly discuss how HOME interacts with Low Income Tax Credit at projects with HOME and LIHTC's.

Students in Affordable Housing 1.5 hours

With the 2013 HOME revision, most affordable housing programs now have student rules. This includes the LIHTC, tax exempt bonds, RD, HUD (Section 8 and non-Section 8) and now HOME funds. This webinar will delve into rules relating to student eligibility and student financial aid as income, and will discuss where the programs are similar and where they widely differ.

Fair Housing: Issues for Maintenance Professionals 1.5 hours

Good maintenance professionals are crucial to the smooth-running of a multi-family housing property. Besides the unique opportunity to contribute to the success of the housing, they also have considerable challenges and risks as they interact in a profound way with the public and residents of the housing. Both maintenance personnel and those above them in the chain of command bear serious liability under fair housing law.

- What fair housing basics do all housing professionals need to know?
- What specific fair housing pitfalls and opportunities exist for maintenance staff?
- What policies and procedures can keep them safe?

These questions and more will be discussed in this webinar which is based on years of practical experience as well as HUD and DOJ guidance.

Rural Development Farm Labor Housing Basics 1.5 hours

After a brief introduction to the history and types of farm labor housing, this webinar will cover project compliance, monitoring reviews and tenant rent issues. Tenant eligibility will be discussed next including occupational eligibility requirements & exceptions, occupancy priorities and income eligibility. Citizenship requirements and how to handle ineligible tenants will round out the discussion. All personnel at RD farm labor housing and their supervisors and compliance support will benefit from this lively discussion.

LIHTC Acquisition/Rehab Basics 3 hours

The acquisition and rehabilitation of properties with tax credits is a growing trend. Even expert property managers and compliance staff need to understand that acquisition/rehabs are far more complex than other types of first year LIHTC projects. This course highlights the compliance rules specific to Acquisition/Rehabs and what characteristics need to exist to successfully manage compliance for an Acquisition/Rehab project.

Available as Webinar   Available as Conference Session   Available Online

Fair Housing: Focus on House Rules 1.5 hours

This will focus on developing house rules that support the Fair Housing Law. Some of the topics covered will include:

- Rules specific to children
- Occupancy Standards
- Household composition
- When exceptions should be made to the rules
- Holiday Decorations

AFHMP 1.5 hours

This session provides guidance on how to create an effective *Affirmative Fair Housing Marketing Plan* using the HUD 935.2A as a guide. In this session we will provide answers to the many questions, such as:

- What is the purpose of affirmative marketing?
- What projects are required to have an affirmative fair housing marketing plan?
- How do I navigate the census bureau website?
- What reports do I use?
- How do I market using this information?

8823 Guide 3 hours

What is noncompliance with Section 42 that can lose tax credits under Section 42? How can specific examples of noncompliance be fixed? If you are faced with an instance of noncompliance, how can you fix it? How can we avoid many types of noncompliance in the first place? Noncompliance is reported by state LIHTC agencies on IRS Form 8823. The IRS' instructions to state agencies for this form are found in a very useful Guide that the industry affectionately refers to as the *8823 Guide*. A discussion of this Guide is obviously very useful for state LIHTC state agency personnel, but it provides vital information for all people concerned with LIHTC compliance. This webinar will discuss important sections of the chapters of the Guide, each of which covers a specific type of noncompliance. A wealth of practical application will also be provided.

HOME Funds Updates 1.5 hours

The HOME regulations were revised effective August 2013. This webinar will discuss the new compliance-related provisions that affect site management of HOME properties. We will also discuss how the new regulation will interact with the Low Income Tax Credit at projects with both HOME and LIHTC.

HUD Basics 3 hours

A detailed, informative review of the basics for effectively managing a property with HUD programs covered under the HUD 4350.3
Topics Discussed:

- Program Eligibility (Income limits, SSN requirements, Citizenship)
- Project Eligibility (Student eligibility, Occupancy Standards)
- Tenant Selection Procedure
- Waiting Lists
- Adjusted Income and Rent
- Lease requirements
- Recertifications

Uniform Relocation Act 1.5 hours

This session provides guidance on how to stay in compliance with the Uniform Relocation Act of 1970 as it applies to multifamily housing. We will provide answers to many questions, such as:

- What is the purpose of the Act?
- When does the Act apply to a housing project?
- Who is considered a "displaced" resident?
- What provisions must be made to displaced residents?
- What notices need to be provided to residents?

To Protect and Serve 1.5 hours

This course will be of interest to owners and management of property management companies. For property managers, it discusses how to assess if there are opportunities for improvement in your current operation. For owners it discusses how to ensure that the property management firm that you work with or are looking to work with has what it takes to ensure compliance with affordable housing programs.

Rural Development Basics 3 hours

A detailed, informative review of the basics for effectively managing a Rural Development property.

Topics Discussed:

- Physical Maintenance
- Application Procedures
- Tenant Selection Procedures
- Student Eligibility
- Adjusted Income and Rent

 Available as Webinar   Available as Conference Session   Available Online

Q: **Can I attend a training session as a walk-in?**

A: Enrollment at each workshop is limited to an event-specific number of participants. Walk-in registrants will only be accepted on the basis of space and training material availability. Because our premium materials are expensive to produce, are often customized to a location and the programs change often, we do not bring a large amount of extra training material to a course. Calling ahead of time, even if it is the day before the training, may get you a place that you may not have if you decide to walk-in.

Q: **How will confirmation be handled?**

A: You will receive written confirmation of your registration via email or fax. If you do not receive confirmation, or if we received your registration less than one week prior to the session, please contact our Training Coordinator.

Q: **What if we need to cancel or change a registration?**

A: Registration fees are refundable based on the following schedule:

Live Training Refund Policy:

- **Full Refund-** If notice of cancellation is received at least 2 months prior to the session
- **Full Refund, less a $50 administration fee-** If notice of cancellation is received at least 1 month prior to session
- **No Refund-** If notice of cancellation is received less than 1 month before session. Substitute personnel or credits toward future PUBLIC Zeffert & Associates trainings are allowed for up to 1 year.

Webinar and Online Refund Policy:

- **Refund-** Substitute personnel or credits toward future PUBLIC Zeffert & Associates trainings are allowed for up to 1 year.

NOTE Private Groups who sponsor training and handle their own registration may not accept credit for trainings for which Zeffert & Associates originally received payment.

Q: **What happens if a session is canceled?**

A: In rare instances, workshops may be canceled or rescheduled. Although a full refund of the registration fee will be made in such cases, Zeffert & Associates is not responsible for other costs incurred, such as nonrefundable airline tickets.

Q: **Where should I stay?**

A: For attendees' convenience, we sometimes make arrangements for special lodging rates when sessions are held at a hotel. We are not endorsing the hotel. Participants should make arrangements directly with the appropriate hotel. Hotel accommodations are not included in the registration fee.

Q: **I have a special need. Will you meet it?**

A: Please indicate on the registration form if any special accommodations or disability-related assistance is required. You may also contact our Training Coordinator per the contact information below. We request that special requests be made as far in advance of the training as possible. This helps ensure that we can best meet the need.

Q: **What exams do you offer with your courses?**

A: For our HUD, HOME and RD courses, we offer our proprietary *Housing Compliance Manager* Online Exams (HCM-H for HUD, HCM-HF for HOME and HCM-R for RD). These online exams were developed by our own content experts. For our tax credit courses, we offer the *Housing Credit Certified Professional* exam (HCCP). This is a nationally recognized exam sponsored by the National Association of Home Builders (NAHB). All of the designations result in a deluxe, frameable certificate along with the designation.

Q: **When will I get my online exam results?**

A1: Exam results will be available immediately upon completion of the online exam. The deluxe, frameable Certificate for the Online *Housing Compliance Manager* exams (HCM-H, HCM-HF and HCM-R) will not be sent prior to our receipt of payment.

A2: The HCCP is administered by Zeffert & Associates, but grading (and notification) is handled by the National Association of Home Builders. If you have not received your results within 5 weeks of taking the exam, contact the NAHB Designation Help Line at (800) 368-5242 x8154 or hccpinfo@nahb.com. The NAHB staff can assist you with your inquiries.

Please Contact Training Coordinator, Susan Barnett, with additional questions:
sbarnett@zeffert.com
866-760-6000 (toll free)
314-336-4853 (direct)