



CERTIFIED PROFESSIONAL OF OCCUPANCY COURSE **June 15-16-17, 2026** **La Quinta San Antonio Riverwalk San Antonio, Texas**

The Certified Professional of Occupancy™ (CPO™) course is the only comprehensive program covering the entire HUD Handbook 4350.3 including the latest revisions. Each participant receives an updated version of this Handbook in the course.

After this three-day CPO course, taught by NAHMA-certified instructors who are experts on HUD's occupancy standards, managers will have mastered using the HUD Handbook effectively. After completing the two and one-half days of interactive instruction, participants will be given a voucher number to take the online exam at the location of their choice, home office, headquarters or property office. The voucher expires after three weeks. Students are notified immediately of their test results upon completion of the exam.

The CPO is a requirement for NAHMA's NAHP® designation program. All participants who successfully complete the course will receive a CPO certificate and lapel pin, and will be listed in NAHMA's online Credential Directory.

Instructor: Gwen Volk of Gwen Volk INFOCUS will lead the course as instructor. Gwen is highly skilled and effective at teaching and coaching staff at every level, helping owners to navigate the complexities of the programs, advising agents on compliance and problem-solving, and working with the agencies that administer and monitor the programs. Her experience, knowledge, passion and commitment to the affordable housing industry makes her uniquely qualified to serve the training and consulting needs of the organizations, agencies, companies and individuals who make affordable housing a reality.

Class check-in begins at 7:30 am on June 15. Class begins promptly at 8:30 am and ends 5:30 pm. There is an optional 1-hour review session at the conclusion of day 1 and day 2. The class ends early on Day 3 at 12:30pm. Participants will have 3-weeks to take the online test.

Tuition: Member \$750 per person Non-Member \$800 per person.
Current CPO certificate holders who wish to sit for a review without exam or materials \$600 per person.

NOTE: Lunch is on your own. There is a Food Court inside River Center Mall located next door to the hotel.

Hotel Information & Training Location: **La Quinta San Antonio Riverwalk**
303 Blum, San Antonio, TX 78205
Phone (210) 222-9181
"SWAHMA CPO Course" group block rate closes May 25, 2026.

- King Room or Double Room at a per night rate of \$183 plus 18.73% hotel taxes.
- Reservations must be secured with a credit card.
- Reservations can be made by phone by calling 800-753-3757 or online by clicking the booking link below:
<https://www.wyndhamhotels.com/hotels/53402?checkInDate=06/15/2026&checkOutDate=06/18/2026&groupCode=061526SWA>

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2026 CPO Registration Form

To ensure your attendance and the receipt of course materials, please pay tuition as soon as possible. Registration deadline is June 8, 2026.

Please mark (x) payment type: Mail check _____ -or- Pay by credit/debit card _____

Please email **CPO** registration form to registration@swahma.org and mail check payment to: SW-AHMA, PO Box 171348, San Antonio, TX 78217.

SW-AHMA will email you a Square invoice upon receipt of your registration form.

Attendee Name: _____

Agent Name or Property Name: _____

Address: _____

City, State, Zip: _____

Phone: _____ Email: _____

Due to the costs associated to offer this CPO Certification Class, the following Cancellation Policy applies:

- Cancellations thru April 30, 2026 will be refunded 90% of tuition paid.
- Cancellations May 1-15, 2026 will be refunded 75% of tuition paid.
- Cancellations May 16-31, 2026 will be refunded 50% of tuition paid.
- No refund of cancellations in June 2026.

Please email or call with questions.

DRESS IN LAYERS – ROOM TEMPERATURE IS UNPREDICATABLE

SWAHMA
SouthWestern Affordable Housing
Management Association
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San Antonio, TX 78217
(210) 822-5852
ExecDir@swahma.org