

3:45 PM – 5:00 PM

The Property Management Playbook: Handling Everyday Challenges

Ballroom 1

Leaky pipes, pest infestations, and cluttered units are all part of the daily reality of public housing property management. This session takes a practical look at the most common and persistent challenges housing staff face, from urgent maintenance issues to complex resident situations such as hoarding and infestations. Participants will learn how to respond effectively and efficiently, document issues appropriately, and balance regulatory requirements with a compassionate approach to residents. Designed for both field staff and supervisors, this session offers real-world strategies to help maintain safe, habitable, and well-managed housing communities.

Moderator: Kristen Anderson, Regional Portfolio Director, Bridgewater H.A.

Presenters: Kevin Braga, Director of Operations, Cambridge H.A.; Caitlin Milone Esq., Managing Partner, Turk & Milone LLP