

# Wednesday – October 4, 2023

\*\*\*All classes are 1 hour and 15 minutes long\*\*\*

## Track 1

S1: **Death of a Resident** – Unfortunately, you may have to deal with the death of one of your residents. Some properties may need to face this situation more than others. This session will discuss how you should handle the death of a resident, who you should contact when it occurs and how to deal with everything else that happens when a resident passes away.

S2: **Layered Properties** – Description coming soon.

S3: **EIV – Let's Refresh Shall We?** – When we work with EIV every day it is easy to get caught up in the details and forget the basics. This interactive session offers a refresher on the basics of where to find the regs, how to read the reports, when to print the reports, how to store the reports, and reconciling those dreaded discrepancies. Bring your questions, leave with your answers.

S4: **EIV – Advance to the Next Level** – Now that you have a solid understanding of EIV, the next step is this webinar. We will discuss and review the current HUD Guidelines and provide information regarding the steps you need to take when discrepancies occur. The focus of the webinar is the EIV discrepancies; identifying improper payments and how to streamline the verification process to make your job easier.

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## Track 2

S1 - 4: **REAC / NSPIRE** – This course will delve into the intricacies of the NSPIRE inspection process. Designed for public housing agencies, property management, and multi-family owners, this session aims to provide a comprehensive understanding of NSPIRE and its latest updates.

First, we will explore the fundamental aspects of the NSPIRE inspection process, ensuring you grasp the underlying principles and objectives.

Second, we will break down the scoring system to provide a thorough understanding of how your property will be evaluated. By unraveling the scoring mechanism, you will gain valuable knowledge to prepare your properties effectively and optimize your scores.

To ensure clarity, we will draw comparisons between NSPIRE and REAC/UPCS inspection process. Understanding the differences and nuances between these protocols is crucial for successfully adapting to the new approach and aligning your compliance efforts accordingly.

Lastly, we'll discuss some of the highest scoring deficiencies and how to successfully prepare your property overall for your NSPIRE inspection.

Don't miss this opportunity to gain an understanding of NSPIRE to empower yourself with the knowledge needed to excel in the changing landscape of housing inspections.

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### **Track 3**

S1: **TBD** – Description coming soon.

S2 - 4: **New Manager Bootcamp** – In this course we will review the overall process of property management, regardless of program type. Property Management involves a lot more than determining eligibility and certifications. As property managers, we are responsible for the financial viability of a multimillion-dollar asset, and the well-being of those who live there. This course is designed as a full overview of the life of a resident from marketing to move out.