



FALL Training: Harvest Your Potential!



SW-AHMA 2026 Fall Conferences Day 1

Little Rock, September 8, 2026
San Antonio, September 22, 2026

7:00 am **Registration 7:00 am to 4:00 pm**
Marian Smith – SW-AHMA

8:45 am **Greetings**
Roy Cozart – SW-AHMA

9:00 am **Multifamily Updates (30 min)**
General US Dept of HUD Multifamily Southwest Region and Southwest Housing Compliance Corporation

9:30 am **Disaster Management, Morning Session (60 min)**
General HUD Multifamily Disaster Team

Disaster preparedness for HUD properties extends far beyond hurricane season. From fires and floods to infrastructure failures and severe weather events, experienced housing professionals know that effective planning, response, and recovery require both operational expertise and a thorough understanding of HUD requirements. The morning session focuses on advanced preparedness strategies, helping participants evaluate risks, strengthen emergency response plans, and build resilience before a disaster occurs. Full training description printed on a separate page.

10:45 am **Fair Housing (75 min)**
General Sue Streck – Sue Streck Enterprises

Department of Housing and Urban Development is constantly updating and changing. This past year has been no exception. We will be discussing criminal activity, immigration, and other topics HUD has recently addressed. It's always interesting to see how issues evolve in our country.

12:00 pm **Lunch and Networking – Poster Art Awards (San Antonio) (90 min)**

1:30 pm
Session A **Disaster Management, Afternoon Session (120 min)** NOTE: This is a 2-hour session
HUD Multifamily Disaster Team

Disaster preparedness for HUD properties extends far beyond hurricane season. From fires and floods to infrastructure failures and severe weather events, experienced housing professionals know that effective planning, response, and recovery require both operational expertise and a thorough understanding of HUD requirements. The afternoon session explores disaster response, recovery, and mitigation, including reporting requirements, required HUD documentation, recovery timelines, and best practices for managing different disaster scenarios efficiently and effectively. Full training description printed on a separate page.

Session B **Evolving Eviction Rules – Updated for the Deregulation Mandate (75 min)**
Gwen Volk – Gwen Volk INFOCUS Inc

This course explores how to manage non-payment of rent in properties covered by the CARES Act and HUD's new 30-day notice rule—both now shaped by the current Administration's Deregulation Mandate. Learn how the two rules differ, overlap, and what the real implementation timelines are. Using real-world examples, we'll walk through the legal notice process and compliance steps. Whether you manage HUD-assisted, federally backed, or mixed-finance properties, you'll leave with practical tools to navigate today's shifting eviction landscape.

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1:30 pm (con't)

Session C Managing LIHTC Blended Properties (75 min)
(Little Rock) Sue Streck – Sue Streck Enterprises

It is very common at our present time to have a LIHTC property layered with other programs. For instance, income limits, student rule, rents, utility allowances, and other eligibility factors. Which rules will supersede the other rules? Journey with us thru comparing a property with LIHTC, Section 8 and HOME funds. It is so important to be in compliance with all.

Session C How to Manage and Operate a Layered Property: TDHCA expectations (75 min)
(San Antonio) Cara Pollei – Texas Department of Housing and Community Affairs

This presentation will talk about the TDHCA programs that we find commonly layered with HUD project-based funding sources and what tips and tricks would be helpful for folks to know. This session will focus on qualifying households and be deeper into the tenant file.

3:00 pm

Session A This session is in progress – see 1:30 pm Disaster Management, Afternoon Session
HUD Multifamily Disaster Team

Session B The Owner Handbooks – What You Don't Know Can Hurt You (75 min)
Gwen Volk – Gwen Volk INFOCUS Inc

There is more to owning or managing a HUD financed or subsidized property than knowing the 4350.3. This course highlights the key requirements of the "other" handbooks: HUD 4381.5 The Management Agent Handbook, 4350.1 Multifamily Asset Management and Project Servicing, 4370.2 Finance Operations and Accounting Procedures for Insured Properties, 4370.1 Reviewing Annual and Monthly Financial Reports. A must for owners and management agents who are new to HUD programs and a valuable refresher for those who are not.

Session C Quarterly/Annual Reporting for LIHTC (75 min)
(Little Rock) Sue Streck – Sue Streck Enterprises

While it is true we all do the annual reporting for our sites, your state may have rules for some monthly or quarterly reporting. Join us to talk about what your state requires and what is federally required. We are mandated to do both.

Session C Recordingkeeping and Reporting Requirements (75 min)
(San Antonio) Cara Pollei – Texas Department of Housing and Community Affairs

This session will be led by TDHCA Multifamily Compliance staff and will provide a live presentation to discuss the Recordkeeping Requirements outlined in Rule §10.608 and Reporting Requirements outlined in Rule §10.607. The session will serve as an outline of the rule requirements from the Texas Administrative Code and give housing partners an opportunity to ask questions about the recordkeeping and reporting requirements. This will be a general session with regards to reporting and recordkeeping requirements to help staff better understand the requirements.

5:00 pm to 6:30 pm
6:30 pm

Vendor Reception
Close Day 1

SW-AHMA welcomes your input. Please email suggestions for future training topics and trainers.

Thank you for your support of SW-AHMA!

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SW-AHMA 2026 Fall Conferences
Day 1 – 9:30 am General and 1:30 pm Breakout

Little Rock, September 8, 2026
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Disaster Training for HUD Properties **Presented by HUD's Multifamily Disaster Team**

Disaster preparedness for HUD properties extends far beyond hurricane season. From fires and floods to infrastructure failures and severe weather events, experienced housing professionals know that effective planning, response, and recovery require both operational expertise and a thorough understanding of HUD requirements.

Join members of HUD's Multifamily Disaster Team for a highly interactive workshop designed specifically for seasoned housing teams! Whether you're building a program from the ground up or refining an existing emergency management strategy, you'll gain practical tools and real-world guidance to help your property better prepare, respond, and recover.

HUD experts will provide practical guidance on navigating disaster-related requirements and opportunities to discuss real-world challenges, share lessons learned, and offer best practices on how housing providers can access support and technical assistance. The morning session focuses on advanced preparedness strategies, helping participants evaluate risks, strengthen emergency response plans, and build resilience before a disaster occurs. The afternoon session explores disaster response, recovery, and mitigation, including reporting requirements, required HUD documentation, recovery timelines, and best practices for managing different disaster scenarios efficiently and effectively.

Whether you are refining an established disaster management program or seeking greater clarity on HUD expectations, these sessions offer valuable insights and direct engagement with the team responsible for supporting multifamily housing providers through every stage of a disaster event.

Marilyn Yazzie | Disaster Services Specialist-MF Disaster Team

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SW-AHMA 2026 Fall Conferences Day 2

Little Rock, September 9, 2026
San Antonio, September 23, 2026

7:00 am **Registration 7:00 am to 12:00 pm**
Marian Smith – SW-AHMA

8:45 am **Greetings**
Roy Cozart – SW-AHMA

9:00 am **KEYNOTE: “We Gotta Fail...To Succeed!” (90 min)**
General Milo Shapiro, CVP – “The Improv Guy” – Public Speaking Coach, Motivation Speaker, & Team Builder
Susan Guzzetta Speaker Bureau www.susanguzzetta.com

The most playful, interactive keynote on the market. Attendees play improv games with the Leader! Laughter quickly fills the room as participants recognize their own communication quirks that both hinder and help them succeed. Milo ties together life lessons in a way that will make you laugh and learn. Then comes the interactive improv fun where everyone gets to play along!

10:45 am
Session A **Beyond the OCAF – Understanding Your Renewal Options (75 min)**
Southwest Housing Compliance Corporation

Navigate the renewal process with confidence. This session explores the full range of renewal options available to Owners and Agents, including eligibility criteria, submission requirements, and preservation tools. Gain practical insights to help you make informed decisions and maximize available opportunities.

Session B **HOTMA for HUD Multifamily: Key Changes and Current Status (75 min)**
Gwen Volk – Gwen Volk INFOCUS Inc

HOTMA is coming, but the timing and details are still shifting. This session provides a practical overview of key changes affecting eligibility, assets, income, deductions, and recertifications, with a focus on what is known, what remains unsettled, and how owners and agents can prepare without getting ahead of HUD, PBCA, and system readiness.

Session C **HOTMA for LIHTC (75 min)**
Sue Streck – Sue Streck Enterprises

What are you mandated to do now for HOTMA? Some of the other programs are not totally on board yet, but Tax Credit is. There are circumstances the states will mandate. The state has the option for some issues. We just can't circumvent federal regulations but can add addition requirements.

12:00 pm **Lunch and SHCC Superior MOR Awards (90 min)**

1:30 pm
Session A **The Utility Allowance Playbook (75 min)**
Southwest Housing Compliance Corporation

Take the guesswork out of Utility Allowance Analyses. This session provides a step-by-step guide to developing, submitting, and implementing a compliant utility allowance analysis. Learn HUD requirements, best practices for collecting and evaluating data, and practical strategies to help ensure a smooth review process and accurate results.

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1:30 pm (con't)

Session B Live-in Aides: Compliance Made Clear (75 min)
Gwen Volk – Gwen Volk INFOCUS Inc

This course provides a comprehensive overview of the rules and regulations governing Live-In Aids in HUD housing as outlined in the HUD Handbook 4350.3. Participants will gain a clear understanding of eligibility requirements, documentation processes, and compliance standards necessary to ensure proper application of HUD policies. Through interactive examples and case studies, this course will equip learners with the knowledge to confidently address Live-In Aid-related issues in HUD housing management.

Session C The Administrative Side of Maintenance (75 min)
Sue Streck – Sue Streck Enterprises

There is so much more to maintenance besides how to replace a wax ring or repairing a leaking faucet. Discussion will be budgeting, organization, inventory, customer service, fair housing on site and more. This is great for not only maintenance, but for management to share with their staff.

3:00 pm

Session A MORs and EIV, Plus (75 min)
Southwest Housing Compliance Corporation

During a Management and Occupancy Review (MOR), how does the SHCC reviewer determine if I'm in compliance with EIV? What EIV reports do I need to show them? What if someone off-site handles my property's EIV reports? Join us for this session that addresses EIV from the perspective of expectations for the MOR and general EIV compliance. Plus, we'll address some other significant/hot button issues from the all-important Leasing and Occupancy portion of the MOR.

Session B Emotional Support Animals After HUD's New Memo (75 min)
Gwen Volk – Gwen Volk INFOCUS Inc

HUD's May 22, 2026 FHEO enforcement memorandum has created significant confusion for housing providers handling emotional support animal requests. While the memo signals a major shift in how HUD/FHEO may evaluate Fair Housing Act complaints involving assistance animals, it is not a regulation, does not amend the Fair Housing Act, and does not resolve all owner compliance obligations. This session will explain what the new HUD memo says, what prior guidance HUD has withdrawn, and why owners should be cautious before making broad changes to ESA policies or procedures. We will review the difference between HUD/FHEO enforcement posture and owner obligations, discuss the continuing relevance of Section 504, ADA, state and local laws, and private fair housing claims, and identify practical steps owners can take while waiting for formal rulemaking or further clarification. Participants will leave with a clearer understanding of the current ESA uncertainty and a practical framework for evaluating reasonable accommodation requests case by case.

Session C Resident Conflicts (75 min)
Sue Streck – Sue Streck Enterprises

Sometimes, I think it takes some parenting skills to resolve conflicts our resident have. Are the conflicts with neighbors or management? Let's talk about some ways to maneuver our way to find equitable resolution. Maybe by learning some new techniques we can save some time in our busy schedule.

4:30 pm Attendance Certificates at Registration Table
5:00 pm Close Day 2

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