

RRHA OF TEXAS

RURAL RENTAL HOUSING ASSOCIATION OF TEXAS, INC.

43RD ANNUAL CONVENTION & TRADE SHOW

JULY 18-20, 2023



**OMNI CORPUS CHRISTI HOTEL
900 NORTH SHORELINE BOULEVARD
CORPUS CHRISTI, TEXAS 78401
361.887.1600**

REGISTRATION INFORMATION

RRHA's 43rd Annual Convention and Trade Show will be held July 18-20, 2023 at the Omni Corpus Christi Hotel, 900 North Shoreline Boulevard, Corpus Christi, Texas 78401. Telephone numbers are: direct - 361.887.1600, Omni Reservations Toll Free Number: 888-444.6664, or <https://www.omnihotels.com/hotels/corpus-christi/meetings/rrha-annual-conference-2023-07172023> - Group code: **071423RRHAANNUA**

HOTEL ACCOMMODATIONS

Reservations must be made directly with the Omni Corpus Christi Hotel by **June 26th** directly at 361.887.1600, toll free at 888.444.6664, <https://www.omnihotels.com/hotels/corpus-christi/meetings/rrha-annual-conference-2023-07172023> -- group code: **071423RRHAANNUA**, or for *anyone needing to book more than 10 rooms*, you may call Mellisa at 361-886-3576. To receive the special room rate, \$149 for single or double occupancy, you must be enrolled in RRHA's convention and trade show. After **June 26th**, reservations will be accepted on a space available basis and prices may vary. Changes and cancellations should also be made directly with the hotel. Hotel will extend the discounted group rate 2 days pre and 2 days post, based on hotel availability.

- **GUEST ROOM** | \$149 (single or double) Group room rate honored 2 days pre and post *based on availability*
- **PARKING** | Self-parking - \$5.00 daily Valet - \$20.00 daily
- **COMPLIMENTARY SHUTTLE SERVICE** (provided by the Hotel) to and from Corpus Christi International Airport for hotel guests.
Services provided by: Southwest Airlines | American Airlines | United Airlines
<https://corpuschristiairport.com/>
- **INTERNET** | Complimentary wireless internet access in guest rooms and lobby area

REGISTRATION POLICIES

Your 2023 dues must be paid to enroll at the member rate. If your Project is not a current member of Rural Rental Housing Association of Texas and you are not an Associate member, please enroll at the nonmember rate. Your registration fee must be received by **June 26, 2023** to take advantage of the early registration rate. After **June 26th**, you must pay the full fee. All registration forms must be accompanied by payment in full, or approved billing. RRHA of Texas accepts MasterCard, Visa, and American Express for payment of services and products. **A 3% processing fee will be added to all payments made by credit card. This fee will be due at the time of credit card payment and is non-refundable.**

CANCELLATION POLICY

Cancellations received in writing to the RRHA office by July 1st will receive a full refund. Requests made from July 2-10, will receive a refund minus a 20% processing fee. No refunds will be issued after July 10th. Transfer of a registration to a colleague is free of charge but must be received by RRHA by Friday, July 14, 2023.

REGISTRATION HOURS

Pre-registered attendees may pick up their packets from 4:00 p.m. to 6:00 p.m. on Tuesday, July 18th. You may enroll on-site during convention hours. The registration/information desk will typically be open beginning at 7:30 a.m. during the convention.

GENERAL INFORMATION, CONTINUED

SPOUSE/CHILDREN'S PROGRAM

No formal spouse or children's programs are planned. To participate in convention activities, spouse/children must be enrolled at the appropriate rate. A parent or guardian must accompany children at all times for RRHA events.

EXHIBITORS

Booths are available at a cost of **\$600** for RRHA of Texas members and **\$725** for non-members for the entire trade show. Each exhibitor is provided one full registration with the purchase of a booth. Full registration includes seminars, refreshment breaks, trade show, lunches, dinners, and other networking events. If a second, or any additional person in the booth, wants a full registration to all planned activities, the price will be \$350; otherwise, individual event tickets can be purchased. Set-up personnel may gain entrance to the exhibition area beginning at 8:00 a.m. on Tuesday, July 18th, and breakdown must be completed by 5:00 p.m. on Thursday. Accommodations for only two representatives are provided at each booth.

ATTIRE

Obviously, we want to dress appropriately for each event. Attire is casual throughout the convention; therefore, no ties or formal wear are required. Casual business wear is suitable for convention activities within the hotel, including training sessions. You may choose to dress even more casual and comfortable for special events and activities outside the hotel.

BADGE IDENTIFICATION

Your name badge is your official passport to all on-premise convention activities and trade show and should be worn to all events.

PRIZE DRAWINGS

Prize drawings for paid registrants will be conducted as shown on the agenda. Your name tag will be used for prize drawings and you must be present and show your badge to be eligible as a prize winner. Door prize winners will not be eligible for subsequent door prize drawings; however, all winners will be returned to the drawing box for the grand finale drawings.

BACK BY POPULAR DEMAND ... we will be raffling off numerous really nice gift baskets. Raffle to be held on Thursday afternoon/evening.



Tickets: \$1 each or 6 for \$5.

**ALL PROCEEDS FROM BASKET SALES WILL BENEFIT
THE RRHA SCHOLARSHIP FUND**

SPECIAL NEEDS

If any attendee needs accommodations such as additional space for a wheelchair at a seminar table, a reserved seat or other assistance for those with physical, hearing or visual disabilities in order to participate in any convention activity, please talk to an RRHA of Texas staff person at the registration/information desk. Every effort will be made to accommodate your needs.

SPECIAL EVENTS

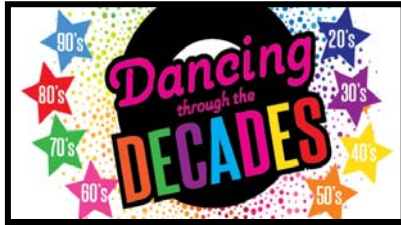
WELCOME & OPENING SESSION | WEDNESDAY MORNING

President Cheryl Rogers will open the meeting with a special welcome to all convention attendees and give her "State of the Association" address. The winners of the RRHA of Texas "Site Manager of the Year" awards will be announced and honored at this time.

AWARDS LUNCHEON | WEDNESDAY NOON

President Rogers will announce and honor our Certified Rural Housing Manager recipients and introduce and recognize our Diamond Sponsors.

DANCE THROUGH THE DECADES PARTY | WEDNESDAY NIGHT



It's a blast from the past of mega proportions with this "Dancing Through the Decades" Party as it takes you on a dazzling whirlwind tour of the decades from the 1920s to the 1990s. A celebration of the music from across the decades from 'Howl at the Moon' dueling pianos. Featuring top-of-the-line entertainers and a dynamic live music experience that will get every guest on their feet. "Howl2Go" is a sing-along, drink-along, have one-heckuva good time. The nature of this theme dictates that the party attire should be 1) roaring 20's; 2) dirty 30's; 3) fabulous 40's; 4) nifty 50's; 5) swingin' 60's; 6) super 70's; 7) big 80's; and 8) grungy 90's. **PRIZES WILL BE AWARDED FOR THE "BEST DRESSED" IN EACH DECADE REPRESENTED. So come and be ready to get this night howlin'!**

NETWORKING | REFRESHMENTS | BASKET RAFFLES | DOOR PRIZES | THURSDAY NIGHT

Following our last session of the convention, we will make time to sip & socialize (unwind) ... come enjoy refreshments, basket raffles, and door prizes.

USS LEXINGTON AIRCRAFT CARRIER - MUSEUM ON THE BAY | THURSDAY NIGHT



On the last night of the convention, come join us for this unique idea for entertainment! This event will be held aboard the 'Blue Ghost' of World War II fame – the USS Lexington. The Lexington is as tall as a 19-story building and as long as three New York City blocks. One of the most decorated aircraft carriers in the history of naval aviation is now one of the top ten attraction in the State of Texas and a world-class special event venue in Corpus Christi. Beginning with a self-guided tour, followed by dinner, and entertainment, this occasion promises to be an event you won't want to miss! Transportation will be provided to and from the Omni Hotel to the USS Lexington. **WE WILL PRACTICALLY GO "OVERBOARD" TO MAKE THIS EVENT A SUCCESS, SO DON'T MISS THE BOAT!**

ENTERTAINMENT ON THE LEXINGTON: COMEDY HYPNOTIST JOSEPH ROBERTS



Joseph Roberts is a nationally touring Comedic Hypnotist from the great State of Texas. Joseph invites volunteers from the audience to get hypnotized on stage right before your eyes and makes them do some of the most outrageously funny things you can possibly imagine. If you are ready for something totally over the top, then this is the show for you! Joseph's comedy hypnosis show gets wilder and wilder as the night goes on. *Artist will be videotaping the show for insurance and liability reasons. Artist maintains the right to duplicate the recording for use in marketing or sales.

ACTIVITIES

GOLF SCRAMBLE | TUESDAY MORNING



Come ready for a good time and join your RRHA friends for our 25th Annual Neal "Dirty Sox" Johnson Golf Classic at Oso Beach Golf Course. Our Championship links style course features golfing along the shores of Corpus Christi Bay. **\$100 PER PERSON**

TUESDAY AFTERNOON – Due to the number of Management Company meetings scheduled for Tuesday, we will not have any RRHA planned activities; however, a list of options in Corpus Christi will be provided at a later date.

SCAVENGER HUNT (aka Fun Run) | THURSDAY MORNING



Ahh, the fresh sea air! Meet in the Hotel lobby and join us for a scavenger hunt. This game will be a fun social activity for anyone. The hunt will be an effective way to get players to explore the people and places in Corpus Christi. The game also helps everyone to get moving and burn off some energy. Come join the fun for the “health” of it. **FREE**

EDUCATIONAL SEMINARS

[PROJECT SITE MANAGERS]

- INSPECTIONS – To Include the New Inspection Requirements & Protocols
- APPLICATION OF FAIR & CONSISTENT MANAGEMENT – Including some Fair Housing
- PROGRAM BASICS – (5 Most Important Things to Know)
- SUPPORTIVE SERVICES (ROUNDTABLE) - How to Use Supportive Services to Help with Resident Retention and Building a Positive Environment at Your Property
- GIG INCOME & NEW AGE ASSETS: CALCULATIONS - HOW TO HANDLE UNDISCLOSED INCOME - Topics to include Assets, Medical Inclusion and Exclusions, Peer-to-Peer Apps
- FAIR HOUSING: DO'S & DON'TS
- WHAT YOUR LEASE **REALLY** SAYS: UNDERSTANDING YOUR RIGHTS & RESPONSIBILITIES AS EXECUTOR OF THE APARTMENT LEASE
- HOW TO AVOID EVICTIONS AND GET YOUR DELINQUENCIES DOWN TO 0 – Topics to include avoiding evictions, resident retention, and getting delinquencies lowered to non-existent
- TIME MANAGEMENT TOOLS FOR AFFORDABLE HOUSING PROPERTY MANAGERS
- PLUS MORE

[MID-MGMT. | SR. SUPERVISOR | SMALL OWNERS]

- MANAGING TOXIC EMPLOYEES: STRATEGIES FOR LEADERS TO EFFECTIVELY DEAL WITH EMPLOYEES ATTITUDES
- SOUTHWEST HOUSING COMPLIANCE CORP.

EDUCATIONAL SEMINARS, *CONTINUED*

[OWNERS, DEVELOPERS]

- USDA RURAL DEVELOPMENT ROUNDTABLE
- TDHCA/QAP UPDATE
- POLITICAL ARENA: RECAP OF 88TH REGULAR LEGISLATIVE SESSION
- DEVELOPMENT CHALLENGES
- FINANCING/REPOSITIONING PROPERTIES/POST YEAR 15
- SUCCESSION PLANNING

PLEASE NOTE THAT SOME TOPICS AND CONTENT ARE SUBJECT TO CHANGE

AGENDA ON FOLLOWING PAGES

RURAL RENTAL HOUSING ASSOCIATION OF TEXAS, INC.

43RD ANNUAL CONVENTION & TRADE SHOW

OMNI CORPUS CHRISTI HOTEL | 900 NORTH SHORELINE BLVD. | CORPUS CHRISTI, TEXAS 78401 | 361.887.1600

JULY 18-20, 2023

PRELIMINARY AGENDA

Site Mgr. Project Site Managers
Sr. Mgmt. Senior Supervisors | Mid-Management | Small Owners
Own/Dev. Owners | Developers

TUESDAY, JULY 18, 2023

10:00 a.m. **GOLF – TEE-OFF** | Oso Beach Golf Course
1:00 p.m. **EXHIBITOR SET-UP**
4:00 p.m. – 6:00 p.m. **REGISTRATION**
DINNER ON YOUR OWN

WEDNESDAY, JULY 19, 2023

7:30 a.m. - 5:00 p.m. **REGISTRATION**
7:45 a.m. - 8:30 a.m. **BREAKFAST – ON YOUR OWN**
8:00 a.m. - 5:00 p.m. **EXHIBITS OPEN**
8:15 a.m. - 8:45 a.m. **WELCOME & OPENING SESSION** (Site Manager of the Year Awards)

Concurrent Sessions:

Site Mgr. 8:45 a.m. – 9:45 a.m. **HOW TO USE SUPPORTIVE SERVICES: DISCUSS PARTNERS TO HELP WITH RESIDENT RETENTION & BUILDING A POSITIVE ENVIRONMENT AT YOUR PROPERTY**
Rachel Spakes, Hamilton Valley Management
Deborah Walker, Mockingbird Management

Own/Dev. 8:45 a.m. - 9:45 a.m. **DEVELOPMENT CHALLENGES**
Justin Meyer, Arx Advantage
Jason Rabalais, MAC Real Estate

9:45 a.m. – 10:00 a.m. **BREAK**

Concurrent Sessions:

Site Mgr. 10:00 a.m.– 11:00 a.m. **GIG INCOME & NEW AGE ASSETS**
Gwen Volk

- Focus: Numerous online platforms make it possible for our residents and applicants to generate income from assets they possess such as boats and homes, and connect with customers to provide other goods or services like rides, household chores, or technology services, to name but a few. Meanwhile, assets have expanded from the sticks and bricks bank down the street and a plot of land to include cyber-currency and on-line payment, banking and fund-raising options. Finding out about and then verifying and calculating

income from the gig economy and new age assets is a challenge for the property manager. And regardless of the program, neither the oversight agencies nor our rule books give us much help on how to do this. This course shows you the basics of working with these 21st century sources and doing your due diligence to help ensure that the right benefits are going to the right individuals.

Own/Dev. 10:00 a.m. - 11:00 noon

USDA ROUNDTABLE, PART 1 OF 2

Byron Waters, Southern Regional Director, Southern Region, Field Operations Division, Multifamily Housing, Rural Development

Saykorn Kannika, Team Leader for Texas (as of July 1), Multifamily Housing, Rural Development

Concurrent Sessions:

Site Mgr. 11:00 a.m. – 12:00 noon

FAIR HOUSING: THE LETTER & THE SPIRIT

Gwen Volk

- Focus: An interactive look back at the origins and evolution of Fair Housing laws in the United States: Where we are, how we got here, and where we might be headed. This is not a "nuts and bolts" course - it is a course designed to re-energize jaded housing providers to approach the rules in the spirit of the law. This course is interactive and engaging including a "Price is Right" style intro with prizes, a matching game of dates and events, and an inspirational Power Point.

Own/Dev. 11:00 a.m. - 12:00 noon

USDA ROUNDTABLE, PART 2 OF 2

Byron Waters, Southern Regional Director, Southern Region, Field Operations Division, Multifamily Housing, Rural Development

Saykorn Kannika, Team Leader for Texas (as of July 1), Multifamily Housing, Rural Development

12:00 noon 1:30 p.m.

LUNCH (Certified Rural Housing Manager Awards)

Concurrent Sessions:

Site Mgr. 1:30 p.m. - 2:30 p.m.

TAKE 1: GETTING YOUR DELINQUENCIES DOWN TO 0
(Re-Enactments/Skits)

Facilitator: **Carrie Hoover**, Hamilton Valley Management

Skits provided by: Hamilton Valley Management | Integra-Peak Management | MAC Real Estate | Mockingbird Management

Own/Dev. 1:30 p.m. - 2:30 p.m.

WASHINGTON WIRE | LEGISLATIVE UPDATE, PART 1 OF 2

Patrick Barbolla, Fountainhead Management

Colleen Fisher, Council for Affordable and Rural Housing (CARH)

Todd Kercheval, Kercheval & Associates

WEDNESDAY, JULY 19, 2023, continued

Concurrent Sessions:

Site Mgr. 2:30 p.m. – 3:30 p.m.

FAIR HOUSING: DO'S & DON'TS

Gwen Volk

- Focus: In this class, Ms. Volk will provide actual court cases and ask the attendees to determine how the judge decided the case and why. Then Ms. Volk will advise the class how the case was decided and then discuss the issues.

Own/Dev. 2:30 p.m. - 3:30 p.m.

WASHINGTON WIRE | LEGISLATIVE UPDATE, PART 2 OF 2

Patrick Barbolla, Fountainhead Management

Colleen Fisher, Council for Affordable and Rural Housing (CARH)

Todd Kercheval, Kercheval & Associates

3:30 p.m. – 3:45 p.m.

REFRESHMENT BREAK

Concurrent Sessions:

Site Mgr. 3:45 p.m. – 4:45 p.m.

WHAT YOUR LEASE REALLY SAYS: UNDERSTANDING YOUR RIGHTS & RESPONSIBILITIES AS EXECUTOR OF THE APARTMENT LEASE

Patrick Barbolla, Fountainhead Management

Sr. Mgmt. 3:45 p.m. – 5:45 p.m.

HOSPITALITY with VENDORS [\[SPECIAL INVITATION ONLY\]](#)

Own/Dev.

6:00 p.m. - 6:30 p.m.

UNPLUG & UNWIND (Networking Time)

6:30 p.m. - 7:15 p.m.

DINNER

7:15 p.m. – 10:00 p.m.

DANCIN' THROUGH THE DECADES PARTY ...

- It's a blast from the past - it takes you on a dazzling whirlwind tour of the decades from the 1920s to the 1990s. A celebration of the music from across the decades from 'Howl at the Moon' dueling pianos. "Howl2Go" is a sing-along, drink-along, have one-heckuva good time. The nature of this theme dictates that the party attire should be 1) roaring 20's; 2) dirty 30's; 3) fabulous 40's; 4) nifty 50's; 5) swingin' 60's; 6) super 70's; 7) big 80's; and 8) grungy 90's. **PRIZES WILL BE AWARDED FOR THE "BEST DRESSED" IN EACH DECADE REPRESENTED. So come and be ready to get this night howlin'!**

THURSDAY, JULY 20, 2023

7:00 a.m.

SCAVENGER HUNT

7:30 a.m. - 3:00 p.m.

REGISTRATION

8:00 a.m. - 8:45 a.m.

BREAKFAST – ON YOUR OWN

8:00 a.m. - 3:30 p.m.

EXHIBITS OPEN

Concurrent Sessions:

Site Mgr. 8:45 a.m. – 9:45 a.m.

TIME MANAGEMENT TOOLS

Mark Livanec, Yardi

- Time is your greatest asset. Using your time effectively is one of the most important tools you offer your company. Distractions and unexpected interruptions are a daily reality in working in property management, so it's important to remain aware and maintain focus. The key is to set achievable goals, make flexible plans, and minimize the time distractions try to take away from you. This session discusses the use of planning and calendars, goal setting, and completing task lists. It is interactive engaging audience participation in role-playing in "trap resolution" exercises.

Outcome: Participants will be able to:

- ✓ Recognize the 5 Traps of Time Wasters
- ✓ Follow 7 Tips for Effective Time Management
- ✓ Use The 4 Ds Every Day: Do, Delay, Delegate, Delete

Own/Dev. 8:45 a.m. - 9:45 a.m.

FINANCING | REPOSITIONING PROPERTIES | POST YEAR 15

Blair Henderson, Churchill Stateside Group

Robbye Meyer, Arx Advantage

Chris Mullen, Bonneville Multifamily Capital

Sr. Mgmt. 8:45 a.m. – 9:45 a.m.

SR. MGMT. (Supervisor's Roundtable)

9:45 a.m. – 10:00 a.m.

BREAK

Concurrent Sessions:

Site Mgr. 10:00 a.m. – 11:00 a.m.

PROGRAM BASICS ... Top 5 things to know

Candice George, Mockingbird Management

Own/Dev. 10:00 a.m.- 11:00 noon

TDHCA ROUNDTABLE, PART 1 OF 2

Colin Nickells, Competitive Housing Tax Credit Manager, TDHCA

Concurrent Sessions:

Site Mgr. 11:00 a.m.– 12:00 noon

INSPECTIONS: A SURVIVAL GUIDE

Brandt Witte, Program Analyst, Asset Management Division, Multifamily Housing, Rural Development

Own/Dev. 11:00 a.m. - 12:00 noon

TDHCA ROUNDTABLE, PART 2 OF 2

Colin Nickells, Competitive Housing Tax Credit Manager, TDHCA

12:00 noon - 1:30 p.m.

LUNCH (general membership)

LUNCH (RRHA OF TEXAS BOARD OF DIRECTORS MEETING)

Concurrent Sessions:

Site Mgr. 1:30 p.m. - 2:30 p.m.

HELPFUL HINTS FROM AN OWNERSHIP GROUP
Patrick Barbolla, Fountainhead Management
Craig Barbolla, Fountainhead Management

Own/Dev. 1:30 p.m. - 2:30 p.m.

SUCCESSION PLANNING
Robbye Meyer, Arx Advantage
Seth Sullivan, Law Offices of Seth B. Sullivan

Sr. Mgmt. 1:30 p.m. - 2:30 p.m.

SOUTHWEST HOUSING COMPLIANCE CORPORATION
Danse Lewis, Compliance Manager, SHCC
Sarah Snow, Director of Operations, SHCC

- MOR Updates
- HOTMA
- Final Rule
- NSPIRE
- Working with the SHCC Resident Help Desk

Concurrent Sessions:

Site Mgr. 2:30 p.m. - 4:00 p.m.

SHOP TALK
Candice George, Mockingbird Management
Charles Tidmore, Tidmore Building

Own/Dev. 2:30 p.m. - 4:00 p.m.

RECAP | DEVELOPER SESSIONS
Facilitated by *Robbye Meyer*, Arx Advantage

- Will be a recap of the previous developer sessions; discussion on what comments to submit for the QAP, etc.

4:00 p.m. - 5:00 p.m.

BASKET RAFFLES | DOOR PRIZES

6:00 p.m.

LOAD BUSES

6:15 p.m.

DEPART OMNI HOTEL TO USS LEXINGTON

- On the last night of the convention, come join us for this unique idea for entertainment! This event will be held aboard the ‘*Blue Ghost*’ of World War II fame – the USS Lexington. The Lexington is as tall as a 19-story building and as long as three New York City blocks. One of the most decorated aircraft carriers in the history of naval aviation is now one of the top ten attraction in the State of Texas. Beginning with a self-guided tour, followed by dinner, and entertainment, this occasion promises to be an event you won’t want to miss! Transportation will be provided to and from the Omni Hotel to the USS Lexington. **WE WILL PRACTICALLY GO “OVERBOARD” TO MAKE THIS EVENT A SUCCESS, SO DON’T MISS THE BOAT!**

6:45 p.m.

DINNER @ LEXINGTON

7:30 p.m.

ENTERTAINMENT ON THE LEXINGTON:

Joseph Roberts, Comedy Hypnotist

- Joseph Roberts is a nationally touring Comedic Hypnotist from the great State of Texas. Joseph invites volunteers from the audience to get hypnotized on stage right before your eyes and makes them do some of the most outrageously funny things you can possibly imagine. If you are ready for something totally over the top, then this is the show for you! Joseph's comedy hypnosis show gets wilder and wilder as the night goes on.

**Artist will be videotaping the show for insurance and liability reasons. Artist maintains the right to duplicate the recording for use in marketing or sales.*

8:45 p.m.

BUSES BEGIN TO HEAD BACK TO OMNI HOTEL

CONCLUSION OF RRHA OF TEXAS' CONVENTION and TRADE SHOW

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