

**RURAL RENTAL HOUSING ASSOCIATION OF TEXAS, INC.**

**44<sup>TH</sup> ANNUAL CONVENTION & TRADE SHOW**

DOUBLETREE HOTEL | 6505 NORTH INTERSTATE 35 | AUSTIN, TEXAS 78752 | 512.454.3737

**JULY 16-18, 2024**

**PRELIMINARY AGENDA**

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

**TUESDAY, JULY 16, 2024**

1:00 p.m. **EXHIBITOR SET-UP**  
3:00 p.m. – 5:00 p.m. **TOPGOLF ...** 2700 Esperanza Crossing | Austin, TX 78758 | 512.222.5950  
4:00 p.m. – 6:00 p.m. **REGISTRATION**  
**DINNER ON YOUR OWN**

**WEDNESDAY, JULY 17, 2024**

7:30 a.m. - 5:00 p.m. **REGISTRATION**  
**BREAKFAST – ON YOUR OWN**  
8:00 a.m. - 5:00 p.m. **EXHIBITS OPEN**  
8:00 a.m. - 8:40 a.m. **WELCOME | OPENING SESSION | AWARDS CEREMONY**  
**Concurrent Sessions:**  
**Site Mgr.** 8:45 a.m. – 9:45 a.m. **FAIR HOUSING – HOT TOPICS**  
*Nathan Darus*, Fair Housing Coordinator, Housing Resource Center, Texas Dept. of Housing & Community Affairs (TDHCA)  
**Own/Dev.** 8:45 a.m. - 9:45 a.m. **ENERGY EFFICIENCIES / SOLAR**  
*Ralph Coppersmith*, Viridian Consulting, LLC  
9:50 a.m. – 10:00 a.m. **BREAK**  
**Concurrent Sessions:**  
**Site Mgr.** 10:05 a.m. – 11:05 a.m. **HOW TO DETECT RESIDENT & APPLICANT FRAUD**  
*Heather Wezensky*

Focus: With the increasing shortage of affordable housing in the US, there is a small percentage of people who are willfully providing false information or altered documents to housing providers in order to try to qualify for housing. This session will give you tips on how to detect fraud and what to look for on applications, questionnaires, resident provided documents and 3<sup>rd</sup> party verifications. Learn ways to protect management and the owner from reportable non-compliance, if fraud is detected by an outside agency. Lastly, we will discuss how to report resident and applicant fraud to the appropriate government agencies if discovered.

Own/Dev. 10:05 a.m. - 11:05 a.m.

**TRANSFERRING RISK in a CHALLENGING MARKETPLACE:  
INSURANCE MARKET UPDATE & ALTERNATIVE STRATEGIES**

*John Crabtree*, Cobbs Allen

*Andy Davenport*, Cobbs Allen

**Concurrent Sessions:**

Site Mgr. 11:10 a.m. – 12:10 p.m.

**PHYSICAL INSPECTIONS – MOVING IN A NEW DIRECTION**

*Jeff Simpson*, Tribal One

- Focus: Tribal One has a contract with USDA Rural Housing to perform the triannual RD physical inspections. These on-site visits include a management interview to gather information about a property’s physical condition and maintenance, a physical inspection, and reporting to the RD loan servicing specialist. The inspection protocol covers the site, building exteriors, roofs, common interiors, sampled units, mechanical systems, and amenities. Come and listen as the expert explains the new inspection protocols.

Own/Dev. 11:10 a.m. - 12:10 p.m.

**USDA ROUNDTABLE**

*Saykorn Kannika*, Team Leader for Texas, Multifamily Housing,  
Rural Development

*J. Tyler*, Loan Specialist, Rural Development

*Keeyon Scott*, Loan Specialist, Rural Development

12:15 p.m. - 1:20 p.m.

**LUNCH**

**Concurrent Sessions:**

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

**STICKS AND STONES ... HOW TO ADDRESS ADULT BULLYING  
AT YOUR COMMUNITY**

*Heather Wezensky*

- Focus: It’s not just younger resident’s that are victims of bullying, adult bullying is on the rise, and this aggressive resident behavior is becoming more and more difficult for property management professionals to handle; not to mention, the Fair Housing risks to management if the situations are not handled in a timely manner. In this informative session, Heather Wezensky will provide strategies for on-site staff and upper management to successfully identify adult bullying, and how to proactively deal with aggressors and most importantly the victims. We will provide real world examples and offer solutions to ensure that the behavior is addressed and offer suggestions to lessen impact of bullying on the health and well-being of your residents. We will offer ideas to set-up a no adult bullying campaign and the best way to implement new on-site policies.

## WEDNESDAY, JULY 17, 2024, continued

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

**WASHINGTON WIRE | LEGISLATIVE SESSION PREWORK, PART 1 of 2**  
**Patrick Barbolla**, Fountainhead Management  
**Colleen Fisher**, Council for Affordable and Rural Housing (CARH)  
**Todd Kercheval**, Kercheval & Associates  
**Robbye Meyer**, Arx Advantage

**Concurrent Sessions:**

Site Mgr. 2:40 p.m. - 3:40 p.m.

**WHAT'S HOT WITH HOTMA**  
**Heather Wezensky**

- Focus: The Housing Opportunity Through Modernization Act of 2016 (HOTMA) will affect many aspects of Multifamily Housing Programs. Find out the most significant changes, what guidance has been provided to date, and what remains unanswered in this session.

Own/Dev. 2:40 p.m. - 3:40 p.m.

**WASHINGTON WIRE | LEGISLATIVE SESSION PREWORK, PART 2 of 2**  
**Patrick Barbolla**, Fountainhead Management  
**Colleen Fisher**, Council for Affordable and Rural Housing (CARH)  
**Todd Kercheval**, Kercheval & Associates  
**Robbye Meyer**, Arx Advantage

Site Mgr. 4:00 p.m. - 5:45 p.m.

**ON YOUR OWN**

Sr. Mgmt. 4:00 p.m. - 5:30 p.m.  
Own/Dev.

**SPEED DATING: HOSPITALITY with VENDORS [SPECIAL INVITATION ONLY]**

5:45 p.m. - 6:45 p.m.

**UNPLUG & UNWIND .... LIVE MUSIC** (Networking Time)

6:45 p.m. - 7:30 p.m.

**DINNER**

7:30 p.m. until **BLACK OUT**

**CHA-CHING BINGO**

**"READY, SET, DAUB .... 'BLING-OUT' BINGO**

- Fill up your card .... And your wallet in this Bingo game that's got your number! For the party, we will be having a **"Bling & Dazzle"** themed evening. For those who really want to *"dress for the occasion"* – well, the *dress code* is pretty simple ... Ladies should wear something with bling, or dazzle. Remember there is no right or wrong thing to wear – by keeping your attire casual, with a touch of bling, you'll be in tip-top fashion. ***Those who do it best will be rewarded.*** Three (3) prizes will be awarded: (1) Best Dressed; (2) Most Dazzle; and (3) Audience Favorite. Come and be part of the exciting action! **2 Bingo Game Cards will be furnished with registration. Additional cards are \$1 each, or 6 for \$5.00**

**To play BLACK OUT GAME, cost is \$5.00 for 2 cards.**

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

**REGISTRATION**

**BREAKFAST – ON YOUR OWN**

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

EXHIBITS OPEN

**Concurrent Sessions:**

Site Mgr. 8:30 a.m. – 9:30a.m.

**5 SENSORY IMPACTS**

**Toni Blake**

- One of the deepest needs in our humanity is a community connection. Human connection is one of the most rewarding elements in life. It has the power to deepen the moment, strengthen the bonds between people, inspire change, and build trust. Our sensory system interprets and creates the perception of the world around us. Pandemic protocol separated us, and our current socio-economic climate highlights the divisions between us. Human connection is a choice, an intentional plan, a practiced skill, and the “secret sauce” to total team success. There has never been a more critical time for us to build authentic relationships. Each sensory choice we make guides and directs the quality of our interactions. Toni shows you how to create conditions for human connection throughout the resident experience by intentionally practicing five human sensory impacts: voice, hearing, messaging, energy and tone.

Own/Dev. 8:30 a.m. - 9:30 a.m.

**DEVELOPMENT / APPLICATION CHALLENGES**

**Justin Meyer**, Arx Advantage

**Jason Rabalais**, MAC Real Estate

9:30 a.m. – 9:45 a.m.

**BREAK**

**Concurrent Sessions:**

Site Mgr. 9:50 a.m. – 10:50 a.m.

**DOCUMENTATION / EVICTIONS, PART 1 of 2**

**Patrick Barbolla**, Fountainhead Management

**Craig Barbolla**, Fountainhead Management

Own/Dev. 9:50 a.m. - 10:50 a.m.

**TDHCA ROUNDTABLE, PART 1 of 2**

**Colin Nickells**, Competitive Housing Tax Credit Manager, Texas Dept. of Housing & Community Affairs (TDHCA)

**Concurrent Sessions:**

Site Mgr. 11:00 a.m. – 12:00 noon

**HOW TO UNdo Unhappy: Managing One-on-One Communication**  
*Toni Blake*

- Focus: An Italian diplomat once said, “Diplomacy is the art of letting other people have your way.” This powerful session outlines specific skills for successful diplomacy, communication, and negotiations with residents. Learn the secrets of using voice tone, environmental staging, and body language to turn complainers into cooperative residents! This session will examine the specific communication strategies for email, telephone, online review responses, social posts, and face-to-face. Learn the six elements of an effective apology, the power of micro-expressions, and the body language of authentic listening. Building loyalty through trustworthy communication is fiscally measurable in two vital elements of successful property management, reducing turnover and increasing resident retention.

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

**TDHCA ROUNDTABLE, PART 2 of 2**  
*Colin Nickells*, Competitive Housing Tax Credit Manager, Texas Dept. of Housing & Community Affairs (TDHCA)

12:10 p.m. - 1:20 p.m.

**LUNCH** (general membership) | **BOARD OF DIRECTORS MTG/LUNCH**

**Concurrent Sessions:**

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

**DOCUMENTATION / EVICTIONS, PART 2 of 2**  
*Patrick Barbolla*, Fountainhead Management  
*Craig Barbolla*, Fountainhead Management

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

**LITIGATION / SETTLEMENT PROCESS ON BEHALF OF 515 OWNERS**  
*Mark Blando*, Attorney, Eckland & Blando, LLP

Sr. Mgmt. 1:30 p.m. – 2:30 p.m.

**PERFORMANCE BASED CONTRACT ADMINISTRATOR UPDATE and Q&A WITH SOUTHWEST HOUSING**  
*Tammy Fotinos*, Director of Contracts, SHCC  
*Ann Hittner*, Director of HAP, SHCC  
*Chris Petty*, Director of Compliance, SHCC  
*Sarah Snow Gamble*, Director of Resident Help Desk, SHCC

**Concurrent Sessions:**

Site Mgr. 2:45 p.m. – 4:15 p.m.

**MOTIVATIONAL SPEAKER**  
*Toni Blake*

Own/Dev. 2:45 p.m. - 3:45 p.m.

**MARKET UPDATE**  
*Chris Mullen*, Bonneville Multifamily Capital

Own/Dev. 3:45 p.m. – 4:15 p.m.

**RECAP OF 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.

**THURSDAY, JULY 18, 2024, continued**

- 4:30 p.m. – 5:30 p.m.      **BASKET RAFFLES | DOOR PRIZES**
- 6:15 p.m. - 7:00 p.m.      **DINNER**
- 7:00 p.m. – 9:00 p.m.      **80's NIGHT .... 'JOURNEY COVER BAND' (Departure ATX)**

CONCLUSION OF RRHA OF TEXAS' CONVENTION and TRADE SHOW

**PLEASE NOTE THAT SOME TOPICS AND CONTENT ARE SUBJECT TO CHANGE**