



MHA

April 2010

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
CIC Midwest Ad Packages Now Available www.cicmidwest.com click on "Advertising"				1	2	3
4	5	6 Golf Committee	7	8 Membership Happy hour	9 Effective Leasing	10
11	12 Convention Committee	13	14 CIC Midwest Planning Committee	15	16	17
18	19	20 CCAM Investors Club	21	22 Boiler	23 Fair Housing	24
25	26	27	28 CIC Midwest Lunch & Learn	29	30	
Investors Club & Independents Day sponsorships available. Call 952-548-2214.						

ORIENTATION SPONSORS 2010

Dorglass, Inc.
Elliott's Painting & Decorating
TRG Commercial
Hirshfield's



Pump up your profile. Be a 2010 Orientation Sponsor and get listed here.
 Call 952-548-2214 for the sponsorship contract and information sheet.

Orientation for New & Prospective MHA Members Thursday, May 6, 5 - 6:30

Orientation is for everyone! Have you been around a while, but feel like you're not taking advantage of everything your membership has to offer? Do you have new staff members that need to get up to speed? Come and bring a co-worker, business associate or friend. Together, you can learn how to customize your memberships to help improve your businesses and your careers. We'll help you navigate through all of MHA's opportunities. Refreshments, networking, overview of MHA, small group discussion, and handouts.

Register: 952-854-8500 or email: angie.mckinley@mmha.com

Cost: Free. **Location:** MHA, 1600 W. 82nd St., #110, Bloomington

Sponsored by **Hirshfield's**

8:30 a.m.—4:00 p.m.

4.0 CRM/CRMT Credits

Boiler Seminar & Exam

This seminar will cover the material for the Special and Second Class Engineer License exams for the State of Minnesota. You will receive a handout that covers all of the material for the exam and will help you back on the job. At 1:50 p.m., representatives from the Department of Labor and Industry will administer the exams.

No experience is necessary for the Special Class License. You will need to fill out an Application for Boiler and Boat Master License form. If you wish to upgrade to the Second Class License, you must have had your Special Class License for over one year. You must also fill out an Application for Boiler and Boat Master License form and an affidavit attesting to your experience. Call MHA for Application and Affidavit forms. There is a suggested pre-seminar reading for those taking the Second Class License, which is a book called Low Pressure Boilers by Frederick M. Steingress. Instructor: **Bob Kubitschek**

Upcoming Seminar & Exam Dates

Th, April 22, 2010
 Th, May 13, 2010

Original Applications and Affidavits are due to MHA by:

Fri, March 26, 2010
 Fri, April 16, 2010

Special License: \$125 Members: \$155 Non-Members; *Second Class:* \$170 Members; \$205 Non-Members
 MHA Training Room, 1600 W. 82nd St., Suite 110, Bloomington **4.0 CRM/CRMT Credits**

April 9 or June 18
9:00 a.m.–2:00 p.m.

Effective Leasing

Cost: \$129 Members/\$159 Non-members
(includes box lunch)

Location: MHA Training Room

4.0 CRM and COM credits approved

A must attend for all leasing and front-office personnel! As you compete for residents, are you confident in your selling skills? Learn all you need to know to become the best in the business from one of your favorite instructors, **Jim Baumgartner** of Bigos Investments. You'll take away proven leasing strategies including telephone techniques, giving phenomenal tours, ensuring satisfied residents and improving your closing ratio. Whether you have been leasing for years or are new to the sales game, Effective Leasing will help you brush up on all of your leasing skills and provide you with valuable tips you cannot afford to miss!

Tues. & Wed., April 20 & 21
8:30 a.m.–4:30 p.m.

Certified Community Association Manager

Cost: \$349/Member;
\$399/Non Member
(Includes Box Lunch)



Location: MHA Training Room

12 Continuing Real Estate Education and CRM Credits

New to Association Management? Looking to Gain Respect and Credibility as an Association Manager? Or, just Feeling Like You're Missing a Piece of the Association Management Puzzle? This comprehensive program will teach you the nuts and bolts of Common Interest Community (CIC) management. Plus, earn the prestigious CCAM designation (upon successful completion of exam)

Independents Day Tuesday, May 18th

Industry Fair for Independent Owners of 1-50 units of rental property. 5-8 p.m., Roseville Skating Center, 2661 Civic Center Dr., Roseville. \$10 members; \$20 non-members. Register: jenica.hickey@mmha.com; 952-548-2202. www.mmha.com.

Sponsorships available, call 952-548-2214.

Certified Residential Manager

Tuition: \$629 Members/\$739 Non-Members (MHA members only; Second and Subsequent Discount: \$589) Location: MHA Training Room

CRM Curriculum

MODULE 4: EMERGENCY MANAGEMENT (April 7 & 8)

Crime Free Multi Housing – Phase 1; Fire Safety and First Aid; Disaster Preparedness

MODULE 5: MANAGEMENT & PERSONAL DEVELOPMENT (May 11 & 12)

Management; Resident Retention and Ethics

MODULE 6: PHYSICAL PLANT (June 23 & 24)

Maintenance for the Manager; Preventive Maintenance; Curb Appeal; Healthy Buildings

Need some specialized education? The CRM modules can also be taken individually. Call for pricing.

Call Carrie at 952-548-2215 or email carrie.larson@mmha.com for registration information.



Tuesday, May 4 or Tuesday, May 18, 8:00 a.m. – 5:00 p.m.

Certified Renovator: Lead Safety for Renovation, Repair and Painting

Cost: \$225 Members/\$255 Non-members

Location: MHA Training Room

8.0 CRMT Credits

Brand New! This EPA/HUD joint course trains individuals to become Certified Lead-based Paint Renovators as required by a new federal law that comes into effect on April 22, 2010. You'll learn everything you need to know to be in compliance including lead safe work practices, required record keeping, training non-certified workers and much more. Instructed by Midwest Environmental Consulting. Please note that class is limited to 24 students.

WEDNESDAY - FRIDAY, FEBRUARY 17 - 19

Assisted Housing Manager

Cost: \$549 Members/\$599 Non-Members; 2-Day without Certification
Exam \$399 Members/\$450 Non-Members; **Location:** MHA Training Room

Quadel Consulting is a leading national expert in the public housing, housing choice voucher, HUD-subsidized multifamily, and tax credit programs to offer this essential training for managers and owners of HUD-subsidized multifamily housing. It is both a comprehensive course for new, front-line housing management staff and a useful refresher for experienced or supervisory staff. This course covers occupancy requirements in detail for all programs covered by HUD Handbook 4350.3 REV 1. Change 3 revisions will be covered.

MARCH 10-11 OR MAY 19-20, 8:00 A.M. – 5:30 P.M.

Certified Pool Operator (CPO)

Cost: \$245 Members/\$279 Non-Members **Location:** MHA Training Room

Credits: 16.0 CRMT Credits

Instructors **Joan & Dick Navratil** of Horizon Pool Supply will cover water chemistry, water testing, chemicals, safety, pool/spa management, regulations, and other pool/spa related subjects. You will receive a Pool/Spa Operators Handbook. At the end of the course, the Certified Pool Operator Exam will be given. Certified Pool Operator is a national designation from the National Swimming Pool Foundation and required by the State of Minnesota for any public pool, pool equipment, and related facilities and equipment.

CIC MIDWEST LUNCH & LEARN

Wednesday, March 31*

Dealing with Mental Health Issues in CICs

Presenters: Steve Carlson, Psy.D., Spectrum Community Mental Health; & Daniel B. Greenstein, Esq., Bernick Lifson. **Moderator:** Toni Crockett, New Concepts Management

Everyone involved in the management or operation of a multi family community has been faced with difficult issues caused by residents with mental health problems. This may be as simple as the resident who relentlessly asks the same questions again and again and is never satisfied with the answer, or as grave as the person who erupts in a rage or violence over a small matter. We'll learn about those with delusional disorders, hoarders, those who can't care for themselves, those who stalk or threatened neighbors, those who disrupt board meetings, are unpredictable, dependent, and more.

How can we be respectful and effective when dealing with these issues? What resources are available to help? Then we'll discuss what we can and can't do from a legal point of view. We've had a large demand for this topic from our members, so sign up early.

1.5 Continuing Real Estate Credits Approved; 1.5 CCAM Credits

Sponsored by: **Asphalt Associates; BEI Exterior Maintenance; Brothers Manufacturing; and Community Association Banc**

*LUNCH & LEARN REGISTRATION

Time: 10:30 -11:15 a.m. Pre-Meeting Managers' Roundtable Discussion and Vendor Displays, everyone is welcome. 11:30 a.m. - 1:30 p.m. Presentation.

Location: Holiday Inn, 1201 W. 94th St., Bloomington, 55431
Cost: \$29 members; \$39 non-members, includes lunch. \$50 for Registrations made after 12 noon the day before the meeting. Please make checks payable to MHA. **Register** by calling 952-548-2215 or email carrie.larson@mmha.com.

INVESTORS CLUB

Tuesday, March 23, 6:00 p.m.-7:30 p.m.

Structure of Ownership Entities: Legal and Accounting Aspects

Presenters: Jeffery O'Brien, Esq., Mansfield Tanick & Cohen, P.A., and Pam Ricker, CPA, Ricker & Associates. 6:00-7:30 p.m., Roseville Skating Center, 2661 Civic Center Dr., Roseville. \$10 members; \$20 non-members.

Register: jenica.hickey@mmha.com; 952-548-2202.

Tuesday, April 20, 6:00 p.m.-7:30 p.m.

Case Study: How One Rental Property Owner Grew His Business

Presenter: Chad Skally, Skally Management. 6:00-7:30 p.m., Roseville Skating Center, 2661 Civic Center Dr., Roseville. \$10 members; \$20 non-members.

Register: jenica.hickey@mmha.com; 952-548-2202.

Wednesday, April 28*

Fair Housing and Reasonable Accommodations in CICs

Presenter: Joel Hilgendorf, Esq., Hellmuth & Johnson, PLLC

What might you be doing unknowingly that could trigger a fair housing lawsuit? To what extent can a homeowner request changes in your common areas to accommodate a disability?

If you think these topics don't apply to Community Associations, think again. What you don't know can hurt you. Learn what the law requires so you don't face a discrimination claim. Mitigate risk by bringing all of your managers and board members.

2.0 Continuing Real Estate Credits Approved; 1.5 CCAM Credits

Sponsored by: **Great Garage Door; Hellmuth & Johnson; Minnesota Exteriors; Rental History Reports; and Window World**

Wednesday, May 26*

Changes in the Minnesota Common Interest Ownership Act

Presenters: Jack Bouquet and Phaedra Howard, Hellmuth & Johnson

A very important recap of the legislative session and the outcome of the proposed changes to MCIOA, the state statute governing common interest communities.

1.5 Continuing Real Estate Credits Approved; 1.5 CCAM Credits

Sponsored by: **Giertsen Exteriors & Hellmuth & Johnson**

"Where You Live"
Brought to you by New Concepts Management
with Gene & Toni

**Saturday's
11:00am
to
1:00pm**

AM 1570 KYCR
"The New Talk of the Twin Cities"

am 1570 KYCR
The New Talk of the Twin Cities

NEW CONCEPTS

Whether you rent or own a house, condo, townhome or apartment...
listen to the Twin Cities only radio show tackling the issues and concerns you face.
Live radio at it's best. Listen or call and participate!

Friday, April 23, Tuesday, July 13
or Thursday, November 11, 9:00 a.m. – 12:00 p.m.

Fair Housing

Cost: \$59 Members/\$79 Non-members

Location: MHA Training Room

3.0 Continuing Real Estate credits approved

Fair Housing is much more than just memorizing the protected classes. From advertising to leasing to service of existing residents; every interaction you and your staff have with a prospective or current resident is influenced by the need to play fair. No matter your experience or position, this practical primer will help you understand not only the intricacies of Fair Housing laws but also how to protect your company (and yourself!) from costly discrimination claims.



**EQUAL HOUSING
OPPORTUNITY**

Mark Your Calendars Working Together Conference

March 17-18, 2010

FEATURING

- Over 35 timely and relevant educational sessions
- Back by popular demand... a full day of sessions by **Donna Hickey**

Watch your mail for full conference brochure to be mailed mid-January

MARCH 23-24TH, JUNE 16-17TH OR JULY 20-21ST, 8:00 A.M. – 5:00 P.M.

Basic Refrigeration and EPA Certification for A/C & Refrigeration

Instructor: **Ed Dumas**, ED Consulting

Learn the basic principals of refrigeration and air conditioning systems. Understand which repairs you are allowed to do under the EPA guidelines and those you must be licensed to do. Plus, take home a packet of information that includes tips and diagrams.

Day two will cover the information you need to know to pass the EPA Refrigerant Recovery test and achieve the universal licensure. At the end of the seminar, the instructor will administer the exam. Course materials will be mailed two weeks in advance. Pre-seminar studying is **HIGHLY** recommended. Please note: Registrations must be received at least three weeks prior to the course so that you will have ample time to receive and study the pre-seminar materials.

Cost: \$229 Members/\$279 Non-Members Location: MHA Training Room Credits: **10.0 CRMT Credits**

MHA REGISTRATION FORM

THIS FORM IS NOT VALID FOR BOILER SEMINAR/EXAM or WORKING TOGETHER CONFERENCE REGISTRATIONS.

Please visit our website at www.mmha.com for boiler registration information.

Registrations are accepted by fax, mail, e-mail or phone. Pre-payment is required by all non-members.

If you have any questions regarding MHA's education programs, please contact Carla Bush, Vice President of Education or Jenica Tibboel, Education Services Assistant.

Minnesota Multi Housing Association
1600 West 82nd Street, Suite 110
Bloomington, MN 55431

Phone: 952- 854-8500
Fax: 952-854-3810
e-mail: mha@mmha.com



Name _____

Company _____ Site _____

Site Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Seminar _____ Date _____ Amount \$ _____

Seminar _____ Date _____ Amount \$ _____

Seminar _____ Date _____ Amount \$ _____

Total Due \$ _____

Payment by Check # _____ Visa Master Card Company

CC# _____ Exp. Date _____

Signature _____ Name on Card _____

Reservation Refund Policy: Registration for all events will be invoiced at the time of registration. Your payment will hold your space. If necessary, payment will be refunded with a 24-hour notification of cancellation (1 business day). Cancellation for certification classes (CRM, CRMT, COM, Pre-Certification Workshop) must be received 5 business days before the course begins for a refund or transfer. If written notice is given after the course has begun, but not before the course is three-fourths over, the refund will be pro-rated. No refund will be given after seventy-five percent of the seminar has been completed.