

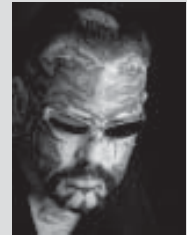


| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--------|--------|---|--------------|------------------------------------|---------------------|----------|
| 1 | 2 | 3 | 4 | 5 Board Meeting | 6 | 7 |
| 8 | 9 | 10 Golf Committee | 11 Boiler | 12 Membership Committee | 13 | 14 |
| 15 | 16 | 17 Practical Pools Investors Club | 18 | 19 | 20 Team Building | 21 |
| 22 | 23 | 24 CIC Lunch & Learn | 25 | 26 Independent Owners Committee | 27 | 28 |
| | | | | | | |

ORIENTATION SPONSORS 2009

Dorglass, Inc.
Elliott's Painting & Decorating
Interior Care & Construction

Mark Your Calendars!
 2009 Working Together Conference
March 10-11, 2009
 at Earle Brown Center



FEATURING
Keynote:
 The Scary Guy

Saul Himelstein

Appliance Rescue
 Ask the Attorney
 The Apartment Guy,
 Christopher Higgins
 New! Senior Housing track
 Bed Bugs
 And much, much more

9:00 a.m.—3:30 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

February 11, 2009
 March 19, 2009
 April 16, 2009
 May 14, 2009

Original Applications and Affidavits are due to MHA by:

January 16, 2009
 February 20, 2009
 March 20, 2009
 April 17, 2009

Special License: \$99 *Members:* \$129 *Non-Members;* *Second Class:* \$145 *Members;* \$179 *Non-Members*
 MHA Training Room, 1600 W. 82nd St., Suite 110, Bloomington **4.0 CRM/CRMT Credits**

January 23, April 24 or July 10

Effective Leasing

Cost: \$129 Members/\$159 Non-members (Includes Box Lunch)

Time: 9:00 a.m. –2:00 p.m.

Location: MHA Training Room

Credits: 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!

January 21, April 21, July 23 or November 17

Fair Housing

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

Time: 9:00 a.m. –12:00 p.m.

Location: MHA Training Room

Credits: 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.



Certified Residential Manager

Start Date: January 28, 2009

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

Location: MHA Training Room

Make 2009 the year you elevate your career!

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



CRM Curriculum

MODULE 1: LEGAL (January 28 & 29)

Landlord /Tenant Law; Discrimination/Fair Housing; The Eviction Process

MODULE 2: MARKETING (February 25 & 26)

Market Analysis; Advertising and Leasing; Creativity

MODULE 3: BUDGETING AND FINANCIAL MANAGEMENT (March 26 & 27)

Financial Statements; Maximizing NOI; Writing Budgets

MODULE 4: MANAGEMENT & PERSONAL DEVELOPMENT (May 7, 8 and 9)

Management; Resident Retention and Ethics

MODULE 5: PHYSICAL PLANT (June 24 & 25)

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

MODULE 6: EMERGENCY MANAGEMENT (July 15 & 16)

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

Need some specialized education?

The CRM modules can also be taken individually. Call for pricing.

BRAND NEW CLASSES!

Supervising Smart II

MHA has partnered with The Stanton Group to offer another new series of classes specifically designed to make you a more effective manager and supervisor. This is essential learning for anyone who's "in charge" – no matter what your business!

All sessions are 8:30 a.m. – 10:30 a.m. at MHA. \$49 each Members (\$69 Non-Members)

Orienting and Training Employees – January 16, 2009

Team Building – February 20, 2009

Professional Business Image – March 20, 2009

Generations in the Workplace – April 17, 2009

Taming the Time Tiger: Time Management for Managers – May 15, 2009

Leadership Skills – June 12, 2009

NEW MAINTENANCE SERIES!

Water Balance: Get the Most out of your Water

February 17th, 8:00 a.m. – 12:00 p.m.

Pool and Spa Mechanical Operations

February 17th, 1:00 p.m. – 4:00 p.m.

Inspection Compliance (includes new drain laws)

March 13th, 8:00 a.m. – 12:00 p.m.

Outdoor Pool, Spa and Fountain Spring Start-Up

April 10th or May 6th, 8:00 a.m. – 12:00 p.m.

Class size is limited to 25. \$79 each class Members (\$99 each class Non-Members)

Practical Pools

Investors Club - January 13, 6:00-7:30 p.m.

2009 Rental Property Market Forecast for Independent Owners

Speaker: Bill Cullen, Cullen Homes

Time: 5:00-5:45 p.m. Topic Tables: *Buying rental property in today's market*; 6:00-7:30 p.m. Presentation

In January of 2008, Bill Cullen presented his rental property forecast for Independent Owners. Now he's back to recap where we have been during the past year, and what we have to look forward to in 2009. He will present historical data on construction, housing prices, housing affordability, sales numbers, renter demographics, employment growth, household growth, the economic crisis and more. We can begin to predict where the rental property market is going and what we can expect over the next 12-36 months with regard to rent, occupancy and unit pricing.

Cost: \$10 members and non-members. Investors Club is for members only. Non-members may attend one meeting before joining MHA.

Property Presentations: Members may bring information on properties they have for sale.

Location: Rose Room Banquet Hall, Roseville Skating Center, 2661 Civic Center Dr., Roseville, 55113. On the corner of Lexington Ave. & County Road C.

Register: 952-548-2202, or email: jenica.tibboel@mmha.com

Sponsored by:

HousingLink ♦ Northrup Roofing & Remodeling
♦ Home Valu Interiors ♦ Rainbow Treecare

Saturday, January 24, 9:00-11:00 a.m.

Accidental Landlord

You've bought a new house, but you can't sell your old one. Learn what you need to know about how to rent it out. This is also a great class for new Independent Owners of Rental Property. We'll discuss: tips that will get your condo, townhouse or single family home leased; how to do a background screening of your prospective renters; fair housing laws and other laws you need to comply with; the proper forms, applications, and leases that will help protect you and your property, and much more. We'll also provide checklists and resources if you want to hire someone to handle the rental for you.

Speaker: Toni Crockett, Owner, Toni A. Crockett Company, and Director of Rental Management, New Concepts Management

Cost: \$29 Members and Non-members.

Location: Minnesota Multi Housing Association, 1600 W. 82nd St., #110, Bloomington, MN

Register: 952-548-2202 or email: jenica.tibboel@mmha.com

CIC Midwest Lunch & Learn ♦ Wed., January 28

What to Do to Make it Through



Strategies to Help Your CIC Make it Through the Economic Downturn

Speaker: Dan Greenstein, Bernick, Lifson, Greenstein, Greene & Liszt, PA. Is there a bright side to foreclosures? We will discuss ways for an association to stay afloat, and perhaps even prosper, during this perfect storm of a slumping housing market and high foreclosure rates. We'll review alternative ownerships, rentals and other options. Get the information you need to deal with the challenges ahead in 2009.

Time: 10:30 -11:15 a.m. Managers' Roundtable Discussion.
11:30 a.m. - 1:30 p.m. Presentation

LUNCH & LEARN DETAILS:

NOTE LOCATION: Royal Cliff, 2280 Cliff Road, Eagan, MN 55122, for directions go to: www.royalcliffineagan.com

Cost: \$29 members; \$39 non-members, includes lunch. \$50 for Registrations made after 12 noon the day before the meeting.

To register call 952-548-2215 or email carrie.larson@mmha.com

Credits: 1.5 Continuing Real Estate Credits requested;
1.5 CCAM credits

Sponsored by: Greg Ganyo Agency/
Farmers Insurance

Tuesday, January 13, 8:30 a.m. – 12:00 p.m.

Strategies for Serving Multicultural Residents

Cost: \$79 Members/\$99 Non-members

Location: MHA Training Room

Credits: 3.5 Continuing Real Estate credits applied for

With fast-growing ethnic communities, Minnesota is increasingly a diverse place to live and to do business. No doubt you have struggled to understand how to best serve your non-native English speaking residents and prospects. We can help! MHA is exceptionally proud to partner with Hennepin Technical College in presenting this brand new series of classes that will allow you to develop the cultural competence necessary to service all of your residents and remain successful. Presented by **Jonathan Stuart**, an instructor in the Occupational English Department of Hennepin Technical College specializing in language and culture for business and industry.

March 24-25 or May 19-20, 2009, 8 a.m. – 5:30 p.m.

Tuesday - Thursday, March 24 – 26, 2009

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.

Assisted Housing Manager

Cost: \$549 Members/\$599 Non-Members; 2-Day without Certification Exam: \$399 Members/\$450 Non-Members

Location: MHA, Southpoint Meeting Room

COM-8 is now Assisted Housing Manager! MHA is exceptionally pleased to announce that we have partnered with Quadel Consulting, 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 2 revisions will be covered.

Thursday, January 22nd, 2009, 5:00-6:30 p.m. at MHA

Orientation for New and Prospective Members

Send your new employees, your colleagues, and potential members that you know to MHA's Orientation on. And come yourself! Start the year off right. Act on those New Year's Resolutions to get informed, get involved, and to succeed in your business and your career. Get an overview of all MHA has to offer, then customize your membership to meet your needs. Light refreshments. Small group discussion. Free. R.S.V.P. to angie.mckinley@mmha.com or call 952-854-8500.

Sponsor: **Dorglass, Inc. ♦ Interior Care & Construction ♦ Elliott's Painting & Decorating**

MHA REGISTRATION FORM

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 \$ _____

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.