



# Public Housing Manager (PHM) 5 Day Class Certification Class

The purpose of the PHM seminar is to provide a foundation for the managers daily challenges in the operation of the public housing management industry. Certified PHMs learn some of the most important aspects of sound management including how to build effective strategies for lease enforcement, minimize vacancy rates, resolve disputes, practice good team leadership, identify no-cost resources at you property, collect all potential rent income, reduce vacancy loss and down days, minimize emergency service requests, increase resident involvement, improve staff-resident relations, minimize maintenance expenses, know when to contract work out, reduce resident property abuse, and reduce turnover rate

**Registration starts at 8:00am on Day One, class begins promptly at 8:30am**

## Day One (8:00am - 4:30pm)

- Introductions
- Objectives
- Expectations
- Roles and Responsibilities of the Public Housing Manager
- Major Functional Components of Management
- Personal Management Style
- Management Style Discussion

## Day Two (8:30am - 4:30pm)

- Occupancy
  - Overview
  - Eligibility/ Rent Determinations
  - Leasing Procedures and Legal Requirements
- Lease Enforcement

## Day Three (8:30am - 4:30pm)

- Grievance Procedures
- Rent Collections
- Communication
- Problem Identification/ Resolution
- Decision-Making Consensus

## Day Four (8:30am - 4:30pm)

- Maintenance
- Security
- "Bringing It All Together"
- A Case Study from the PHM Point of View
- Evaluations/Feedback
- Morning Review for Certification Exam

## Day Five (8:30am - Noon)

- 102 Question Certification Examination

## LEARN

**Topics Critical to Successful Management** – Learn some of the most important aspects of sound management including how to build effective strategies for lease enforcement, minimize vacancy rates, resolve disputes, practice good team leadership, identify no-cost resources at you property, collect all potential rent income, reduce vacancy loss and down days, minimize emergency service requests, increase resident involvement, improve staff-resident relations, minimize maintenance expenses, know when to contract work out, reduce resident property abuse, and reduce turnover rate.

**Case Studies and Role Playing** – Who says education can't be fun? Participants interact with each other in a simulated apartment complex to address the demands of the ownership, the cost of operating an efficient facility, and the challenges posed by some difficult residents. Through role playing, participants discuss eviction and other sensitive issues with "residents". A wide variety of mock crises are resolved through the collaborative efforts of participants.

**Four Quadrant Planning and Change Model** – Participants critically compare and contrast data and plot a path toward resolution or improvement using a unique Four Quadrant Model. PHM takes you step-by-step through the process of identifying problems, assigning probable causes to those problems, creating quantifiable goals, and setting specific actions to achieve those expressed goals.

## YOUR TRAINER

### **Bernard J. Morosco, SPHM,PHM,CMH,CMM,COS,CIE,CMR**

Mr. Morosco brings to class over 20 years experience in the housing field in both the Public and Private sectors. He has worked in several Public Housing Authorities and served as an Executive Director of two non-profit housing organizations managing low income housing and homeownership programs. He has conducted hundreds of classes in a variety of subjects that focus around public and assisted housing. Mr. Morosco's teaching philosophy is that adult training must be conducted in a way that is engaging and fun as well as providing valuable information and techniques to improve an individuals performance in a specific subject area.



**REGISTRATION FORM**  
**PHM CERTIFICATION TRAINING**

Training Class: **PHM Certification Training**  
Location: **Etowah Housing Authority, Cartersville, Georgia**  
Dates: **February 6-10, 2006**  
Time: **8:30am – 4pm**  
Cost: **\$695.00 per person**

Please Print or Type your name as it would appear on the certificate. Please photocopy a separate as needed

Mr./Mrs. \_\_\_\_\_  
Title: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ Ext: \_\_\_\_\_  
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**FAX REGISTRATION TO (425) 962-5854**

Registration kit with directions and hotel recommendations will be provided upon registration  
**REMEMBER, REGISTRATION IS NOT COMPLETE UNTIL PAYMENT IS RECEIVED**

Make Payment to:  
Bernard J. Morosco  
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*bernie1603@aol.com* ***www.morosco.org***