



**NAA EDUCATION
CONFERENCE & EXPOSITION**
June 24-26, 2010 | New Orleans, LA

BUILDING THE FUTURE

EDUCATION CONFERENCE

NATIONAL APARTMENT ASSOCIATION

SUMMARY

JUNE 2010

2010 NAA OFFICERS

- Chairman**
Marc Rosenwasser
- Chairman-Elect**
Mike Gorman
- Vice Chairman**
Jerry Wilkinson
- Treasurer**
Alex Jackiw
- Secretary**
Brad Williams
- Past Chairman**
Ron Shelton

**REGIONAL
VICE PRESIDENTS**

- Region I**
DC-DE-MD-PA-VA-WV
Jill Levins
Cindy Clare
Mike Woodward
- Region II** CT-MA-ME
NH-NJ-NY-RI-VT
Mike Beirne
Tom Beaton
- Region III**
IL-IN-MI-MN-OH-WI
Diana Pittro
Dennis Funkhouser
- Region IV**
GA-KY-NC-SC-TN
Linda Page
Scott Wilkerson
David Hirsch
Mike Holmes
- Region V**
IA-KS-MO-NE-OK
Gary Wilson
Christine Lee
- Region VI**
AR-NM-TX
Marc Ross
Gary Blumberg
Jeff Lowry
Robert Tinning
- Region VII**
AK-AZ -ID-NV-OR-WA
Jay Olson
Mike Clow
- Region VIII**
CO-MT-ND-SD-UT-WY
Rex Gambrell
Gloria Froerer
- Region IX**
AL-FL-LA-MS
Kathy Ratchford
Susan Truesdale
Ellen Maxime
- Region X**
CA-HI
Rick Snyder
Malcolm Bennett

NAA EDUCATION CONFERENCE

June 24-26, 2010

Chairman Marc Rosenwasser presided over the Joint Board of Directors and Assembly of Delegates meeting in New Orleans. The NAA Board approved the following action items from committees:

Budget & Finance Committee

- Approved the 2011 NAA dues structure to be the same as 2010:

Annual Dues

Owner/Manager Members - \$0.47 per Unit

Supplier Members - \$30.00

Direct Members - \$125.00 per member and \$0.75 per Unit

- Approved the unbudgeted expenditure of up to \$30,000 to retain outside ethics counsel. (The Executive Committee had approved this unbudgeted expense pending approval by the Budget and Finance Committee. The 2009 Government Affairs Task Force had recommended this action, however funds were not appropriated for this purpose in the budget.)

National Suppliers Council

- Approved the following company into the NSC:

- ◆ Recreation Creations, Inc. in Hillsdale, MI

- Provide all (paid current) NSC exhibiting companies, a pre-attendee list with names and emails four weeks before the date of the annual Education Conference & Exposition. NAA will provide an opt-out section in the registering process for those who wish to be excluded. (This choice will default to opt-in if left blank.)

The NAA Board of Directors postponed this motion until the September Board Meeting to obtain further information.

Strategic Planning Committee

- Approved the 2011 Strategic Plan.

APARTMENT COMMUNITY

OF THE YEAR

2010

**The Metropolitan at Pentagon City
Kettler Management
Arlington, VA**

**George W. Bush
Opening General Session**



2010 EDUCATION CONFERENCE SUMMARY

ASSOCIATION EXECUTIVE COUNCIL

President - Brenda Wells
Greater Lexington Apartment Association

The Council voted to present proposed changes to the AEC Bylaws to all voting members for approval. A ballot will be sent out within the next two weeks.

- NAAEI Executive VP Maureen Lambe announced the ANSI accreditation for CAMT and the September Launch of NALP Online.
- Robert Tinning invited the Council to participate in the NAAPAC Business Exchange and expressed NAA's willingness to assist affiliates in their effort to hold an event.
- There was some discussion regarding the NSC proposal regarding attendee email information. Further clarification on the proposal is needed.

BUDGET & FINANCE COMMITTEE

Chair - Alex Jackiw
Buckingham Management

April 2010 Financials

Alex Jackiw reported that the year to date financial statements as of April 30, 2010 included that NAA had total revenues of \$3,382,527 and expenses of \$3,598,473 which generated a negative bottom line of (\$215,946). Our budget for the same period projects revenues of \$3,277,498 and expenses of \$3,969,683, which would have generated a negative bottom line of (\$692,185). Actual results for the period resulted in a positive variance year to date of \$476,239.

2011 Dues Structure

It is the responsibility of the Budget and Finance Committee to review the NAA dues structure and recommend changes, if any, to be used in the next year's budget. The Budget & Finance Committee recommended and the Assembly of Delegates approved that the 2011 dues structure remain the same as 2010.

Therefore in 2011 Property Members will again pay a per unit fee of 47 cents, Supplier Members will pay \$30 each and Direct Members will pay \$125 plus 75 cents per unit.

COMMUNICATIONS ADVISORY BOARD

Chair - Victoria Cowart
Darby Development Company

CAB discussed the electronic version of the UNITS magazine, which has been well received by the committee and members in general and presently holds an open rate twice that of other industry publications. Committee members highlighted their appreciation for the e-version's circulation enhancement features and expressed interest in the bells and whistles it offers advertisers--including animated advertisements.

The Townsend Group (TTG) is reaching out to supplier partners to gauge their interest in E-version advertising. TTG is pleased with its general advertising sales for UNITS—coming in at 3% over budget and a full 13% ahead of revenue at this same point last year. This effort comes at a time when other industry-related publications are down 12% in revenue. Final revenue numbers for the year are anticipated to be at or near \$1.95 million, which is slightly over budget.

NAA's newly hired Resource Library Manager, Mary Scott, met the group and discussed the Library and the Social Media Community Site—highlighting suggestions for structure, disclaimers, management and content. The goal was to "go live" around mid-September after Beta testing in July and August.

NAA also recently conducted through the independent research firm Harris Interactive, a survey of more than 2,400 consumers about their opinions of the housing vs. rental market. The results, favorable to our industry and reported on p. 62 of the June issue of UNITS magazine, were also shared with national media. The outreach of this news by NAA's

2010 EDUCATION CONFERENCE SUMMARY

PR firm Fleishman-Hillard resulted in publication of the results in nearly 200 media outlets (print, tv, video and blogging).

UNITS has received two national editorial awards this year for feature writing, including bronze prize from the Association Media and Publishing Association for Jeff Lee's article on Managing Your Online Reputation and an honorable mention from the American Society of Association Executives for the article about Apps for Apts.

2010 CONFERENCE COMMITTEE

Chair - Tom Beaton

The Dolben Company

Co-Chair - Eric Overhage

Handytrac Systems

Co-Chair - Brenda Wells

Greater Lexington Apartment Association

Chairman Rosenwasser thanked Conference Chair Tom Beaton and Co-Chairs Eric Overhage and Brenda Wells for their tremendous efforts in planning the conference.

They recognized and thanked all the metal sponsors of the 2010 Education Conference including:

Platinum Sponsors – Apartment Finder, Apartment Guide, Appliance Warehouse of America, AT&T Connected Communities, AZUMA Leasing, Coinmach, Comcast Cable, CORT, For Rent Media Solutions, HD Supply, Mac-Gray, MRI Software, RealPage, Rent.com, Time Warner Cable Community Solutions, Verizon Enhanced Communities, and Yardi.

Gold Sponsor – Wilmar

Silver Sponsor - LexisNexis

Bronze Sponsors - CoreLogic SafeRent, Lowe's and MOEN.

Tom Beaton thanked committee Co-Chairs, Eric Overhage and Brenda Wells for all of their work this past year particularly in light of the economy.

He also thanked the 2010 Conference Committee members for all of their hard work and for making this conference such a success!

He thanked and recognized:

- Marc Ross -

Registration Subcommittee Chair

- Tammy Sponge -

Host Committee Chair

- Cindy Clare -

for leading the "Have Your Meeting at Our Meeting" charge

- Margette Getto -

Opening Party Chair

With a record 29 sponsors and a truly fantastic party

- Pete Regules and Brenda Wells -

For organizing the Conference Kick-Off Celebration

Registration

Registration Tally (as of June 23rd)

- Full Conference PAID Registrations (members, non-members, exhibitors)

Goal: 1,987 - Currently: 2,131

- Total Paid Conference Attendees

(full conference registrations, plus one-day registrations, trade show only, etc.)

Goal: 2,430 - Currently: 2,581

- Total Conference Attendees

(all paid registrants plus all exhibitors)

Goal: 4,492 - Currently: 4,512

- Total Registration Revenue

Goal: \$1,414,900 - Currently: \$1,515,675

Booth Sales

We have 329 exhibiting companies (up from 320 last year) and have sold 755 booths.

Sponsorship

We are \$150,000 over our overall sponsorship budget and \$180,000 over the budget including the Opening Party sponsorships.

Booth + Sponsorship Revenue:

\$3,410,000 versus a goal of \$3,315,000.

2010 EDUCATION CONFERENCE SUMMARY

Executive Forum

We have 25 participants confirmed. Thank you for the sponsorship support of Apartment Guide, AT&T Connected Communities, AZUMA Leasing, HD Supply and Time Warner Cable Community Solutions of this event.

Education Sessions

- 43 Education Sessions which includes 4 Thought Leader Sessions and covering tracks in Affordable Housing, Marketing and Leasing, Executive and Strategic, Specialty – Military and IRO, Human Resources and Training, Operations, Technology, Legal and Green.
- All attendees and speakers will receive 6 CECs by attending the conference. The NAAEI had compiled an outstanding education program.

Conference Kick-Off Session

The session, sponsored by CORT, will feature details and highlights of the conference presented in a game show format.

NSC Sponsored Opening Party

We currently have 21 Presenting sponsors and 8 Title sponsors for a total of \$150,000 - \$30,000 over the budget. Attendees will be dropped off outside of the warehouse, where hosts and sponsors will welcome them to Mardi Gras World and they can look at the floats and props housed in the warehouse. Then they'll make their way over to the main building where Big Bad Voodoo Daddy will play for 90 minutes and there will be sponsored food stations and bars.

Community Outreach

NAA has partnered with STAIR (Start the Adventure in Reading). Attendees will have the opportunity to donate school supplies and conference bags to students in the STAIR program. AT&T Connected Communities sponsored this outreach.

2011 CONFERENCE COMMITTEE

Chair - Alex Jackiw
Buckingham Management
Co-Chair - Theresa Lamar
Ice Blue Advertising
Co-Chair - Gary Scarboro
Apartment Association of Greater Orlando

MARK YOUR CALENDARS NOW

**2011
Education Conference & Exposition
June 23-25, 2011**

**Mandalay Bay Resort & Casino
Las Vegas, Nevada**



**NAA EDUCATION
CONFERENCE & EXPOSITION**
June 23-25, 2011 | Las Vegas, Nevada



2010 EDUCATION CONFERENCE SUMMARY

NAA EDUCATION INSTITUTE

President - Jeff Lowry
McDougal Companies
Vice President - Maitri Johnson
Riverstone Residential
Secretary/Treasurer - Jerry Wilkinson
Wilkinson Real Estate Advisors

NAAEI is pleased to report that our Certificate for Apartment Maintenance Technicians, or CAMT, was accredited by the American National Standards Institute (ANSI) this week. This accreditation comes after ANSI assessors spent 2 days at the NAA office and months reviewing CAMT Skill Standards, curriculum, exam, policies and procedures and determined that NAAEI has a certificate course that meets their stringent standards.

This a huge accomplishment for an organization that just five years ago was manually grading 26,000 exams a year and had major customer service issues. NAAEI would like to thank our state and local association staff who stuck with us during the trying times. We recognize that change is never easy and appreciate how you embraced the change that was necessary to deliver quality products employing quality systems. We could not have achieved this accreditation without your help.

NALP Online is still on schedule to be delivered in September. Shana Treger demonstrated aspects of a few modules and people are very excited about the interactivity that is built in to provide a student with constant coaching and feedback.

February 2011 is National Apartment Career Month. We ask that every affiliate and every company embrace this opportunity to promote careers in the apartment industry. NAAEI is having a Reel Video Contest, asking apartment maintenance, leasing and management employees to submit a two-minute video that captures A DAY IN THEIR LIFE.

One winner will be selected for each career path and win a free trip and registration to attend next year's NAA Education Conference & Exposition.

The Learning Management System that is being built for NAAEI and our affiliated associations is now in the home stretch. NAAEI held a conference call a few weeks ago to report on the LMS Beta Test. As a result of that call, a number of apartment associations are meeting with CallSource at this meeting to discuss adopting the LMS. I want to recognize Jerry Feldman and CallSource for building this LMS to meet the needs of our local associations and investing \$30,000 a month in the development of this program over the past 12 months.

Jeff Lowry recognized Jerry Warshaw and Doug Chasick. They are the 2010 winners of NAAEI's ACE Awards and will be receiving their awards at the Friday General Session.

INDEPENDENT RENTAL OWNERS COMMITTEE

Chair - Greg Guerrero
Apartment Services Company

Greg Guerrero reported that the IROC would once again be hosting IRO Networking Events.

Independent Rental Owner (IRO) Forum
Topics: Capital Markets – What are the best financing options available in today's market?

Independent Rental Owner (IRO)
Networking Event

He encouraged members to come out and have a great time networking with fellow IROs from around the country.

We are also raffling off a cruise for two to Mexico, the Bahamas or the Caribbean.

You must be present at the networking event in order to qualify to win

He thanked AIM for sponsoring the cruise giveaway.

2010 EDUCATION CONFERENCE SUMMARY

LEGISLATIVE COMMITTEE

Chair - Terry Danner
Riverstone Residential
Nation Issues Chair - Cindy Clare
Kettler Management
State & Local Issues Chair - Mike Beirne
The Kamson Corporation

Terry Danner reported that the Committee had in-depth discussions on a number of federal and state and local issues.

- The federal issues the Committee discussed included:
 - The taxation of carried interest, financial regulatory reform and energy legislation.
- The state and local issues the Committee discussed included:
 - State and local budgets, green building mandates and bed bugs.
- The Committee also received an update on NAAPAC from NAAPAC Committee Chairman Mike Holmes.
- Due to time constraints, the Committee tabled a discussion of revised funding guidelines for NAA's Industry Mobilization Fund; established to assist our affiliates carry out campaigns in support of rental housing at the state and local levels.

NAAPAC

Chair - Mike Holmes
Easlan Management

2010 Update of NAAPAC Finances:

- NAA has raised \$108,775 prior to the start of the Conference for the PAC
- We have raised only \$55,795 for BGF.
- To date in 2010 NAAPAC has disbursed \$137,500 to Members of Congress
- As of 6/1/2010 NAAPAC has \$197,492 in the bank.
- Included in the plan of work is the PAC's fundraising goal: PAC \$300,000 and BGF \$150,000. We also have a goal for 100% participation from the Legislative Committee and Board.
- Thank you to the following affiliates for Funding their Future and meeting their goals:

Kansas City, North Alabama, Panhandle, Atlanta, Austin, Baton Rouge, Bay Area, Birmingham, Columbia, First Coast, Fort Collins Colorado, Greater Dallas, Greater New Orleans, Houston, Indiana, Mobile Bay, Montgomery, Piney Woods, St Louis, Washtenaw, and Upper State.

NAAPAC Events:

- The NAAPAC Annual Golf Challenge was held this morning at the TPC Louisiana.
- We had a sold out event for the first time in five years.
- NAAPAC and the Better Government Fund raised just under \$60,000. Our sponsorships were down for the year but those that have been supportive are extremely important to the success of the PAC. Mike Holmes recognized the following sponsors: Apartment Association of Kansas City, Alabama Apartment Association, Appliance Warehouse, Azuma Leasing, Beecher Carlson, CallSource, Florida Apartment Association, Hunter Warfield, Missouri Apartment Association, NAA's Region 3 Affiliates, NWP, Real Page and Summit Contractors.

Grassroots

- As a reminder, NAA has taken over our federal grassroots activity in regard to the AIMS (Apartment Industry Mobilization Service) alerts.
- The Legislative Committee has a goal for each member to sign up 2 new companies to share their employee lists with us. But we need everyone to get involved.
- Please sign up, get others to sign and encourage your companies to share certain employee information to ask their employees to join as well.
- During your region meetings you heard about a call for Advocacy Captains to promote the apartment industry national message at the local and state level. The Captains will share legislative and political information with the membership, aid in increasing participation in the PAC and activate the membership during grassroots efforts.

2010 EDUCATION CONFERENCE SUMMARY

Please send in your information to Mike Holmes or Greg Brown if you are interested or would like additional information. We would like to have all affiliates signed up by the end of the year.

LEADERSHIP LYCEUM

Chair - John Ridgway
Celtic Realty Advisors

John Ridgway was pleased to announce the following graduates of the Lyceum program:

- Chris Carter, CAM
Carter-Haston Real Estate Services
- Dana Hammond, NALP
Greystar
- Traci Hall, CPM
AMLI Residential
- Mark Hurley
Highland Commercial Properties, Inc.
- Gary Mann
Trammell Crow

141 graduates have now completed the Lyceum program since its inception. 12 new participants will begin the program during the Education Conference.

The Lyceum committee briefly discussed MBTI/Emotional Intelligence training options for the future, continuing education during the AOD for Lyceum graduates, and beginning state and local Lyceum programs in areas that currently have none.

MEMBERSHIP COMMITTEE

Chair - Marc Ross
Bob Ross Realty
Member Relations Chair - Carey Bradburn
Pinnacle
Member Services Chair - Rick Snyder
R.A. Snyder Properties

NAA currently represents 51,435 members and 5,917,319 units.

The 2011 delegate report has been finalized. Based on this report, NAA has determined RVP allocation for 2011.

Southeast Florida Apt Assn

Thus far we have collected several mailings list of prospective members and developed a membership plan. Valerie Hairston, Gregory Brooks and Marc Ross met with several members of the SEFAA executive committee on June 16 in Fort Lauderdale to discuss the next steps of the membership development plan. The meeting was very productive. We discussed everything from providing training on the conventional affordable side, bringing in a top caliber speaker to address the C-level executives and dealing with language, cultural and location barriers.

The next steps include SEFAA forming an ambassador committee and scheduling a retreat to design a cost benefit analysis and determine the appropriate steps or process to populate the plan. SEFAA will also generate a list of prospective management companies and owners and ask NAA to identify key stakeholder contacts. NAA will work with SEFAA staff to ensure that everyone stays on track so that by the end of the year, we have a solid template that we can possibly share with other affiliates in the NAA Network, to assist in their growth efforts.

Association Management Services

Carey Bradburn conducted a survey with several State Association Executives to determine the need and desirability within their state to provide limited association management services for smaller or volunteer-based affiliates.

Several associations indicated that they have a couple of local affiliates that were weaker within their state and were almost always volunteer-based or had part time AEs. They weren't sure of the best approach to use to strengthen these affiliates long-term but feel there is definitely a need for additional support.

The financial cost/benefit seemed to be the overriding factor on making this viable and will have to be taken into consideration for both short-term and long-term success.

Within reason and as long as coordination takes place via the local affiliate, with State cooperation, the AEs seem receptive to NAA being involved in association management. It was fairly

2010 EDUCATION CONFERENCE SUMMARY

clear that the state associations have been struggling with these same concerns for years and in many cases have had larger associations either mentor or assist in management with limited success.

Member Relations is forming a task force of a few state AEs and some of the more seasoned AEs to assist staff in furthering developing a plan because the difficulty is the fact that each affiliate situation is different and a plan will have to be jointly developed and agreed to before committing time and resources. Expectations and results will have to be measured and analyzed to determine both the short and long-term feasibility.

California Update

On June 16, Region 10 RVP Malcolm Bennett, Delegate Dean Zarkos, Delegate Todd Brisco and Tara Bannister spoke to the Board of the Rental Housing Association of Northern Alameda County in Oakland about re-affiliating with NAA. The NAA reps expressed why they chose to join NAA and what they have enjoyed during their 9-months of membership. The RHANAC Board was engaged, inquisitive and expressed a positive past experience with NAA programs, services and members. Ms. Bannister has already had several follow-up conversations with the AE and President.

San Francisco Apartment Association

Doug Culkin is scheduled to meet with Janan New (AE) in the SFAA office on Wednesday, June 30. Ms. Bannister has had lengthy conversations about Rent Control and specifically the recent LA City, Santa Monica and West Hollywood possible changes. SFAA members face further strengthening to SF's Rent Control laws and recently received \$75K from CAA to assist. Ms. New is appreciative of the funds but would like to regularly communicate with AAGLA and the other apartment associations in Rent Control jurisdictions. Ms. Bannister and the NAA GA staff are working to jointly attack rent control in all locations.

Ms. Bannister has also had regular communications with San Diego County Apartment Association, San Joaquin Rental Property Association, Apartment Association Greater Inland Empire and the Santa Barbara Rental Property Owners and the North Valley Property Owners Association.

Local Radio Show

During the March membership meeting, committee member Del Walmsley suggested that NAA consider producing and/or hosting a radio show to create the awareness of the NAA Network via the local and state apartment associations.

Due to the enormity of this endeavor, it was suggested that the Committee further discuss this idea during the June membership meeting. Mr. Walmsley made a presentation during the meeting to provide further clarification on his concept. A task force was formed to explore Mr. Walmsley's concept further to determine if this is an endeavor that NAA or affiliates in general should pursue.

NATIONAL SUPPLIERS COUNCIL

Chair - Eric Overhage

Handytrac Systems

Eric Overhage reported that the National Suppliers Council membership had increased by six percent since the beginning of the year. Our goal for the year is to increase membership by at least ten percent, and we are well on our way to achieving that goal.

The NSC also created three subcommittees this year: Membership, Member Benefits and Communications. He thanked and recognized Carol Bloom, Michelle Childers and BJ Rosow for chairing these subcommittees.

The following motion was postponed by the NAA Board until their September Board Meeting
To provide, all (paid current) NSC exhibiting companies, a pre-attendee list with names and emails four weeks before the date of the annual trade show and conference. NAA will also provide an opt out section in the registering process for those who wish to be excluded (this choice will default to opt in if left blank).

2010 EDUCATION CONFERENCE SUMMARY

NOMINATING COMMITTEE

Chair - Ron Shelton
Amalgamated Management Corporation

Ron Shelton reported receiving six Nominations for the four officer positions in 2011 for NAA Chairman-Elect; Vice Chairman, Treasurer; and Secretary.

Mike Gorman will be the 2011 NAA Chairman of the Board.

The nominees listed in alphabetical order are:

1. Mike Beirne with the Kamson Corporation and the New Jersey Apartment Association
2. Cindy Clare with Kettler Management and the Apartment and Office Building Association of Washington DC
3. Alex Jackiw with Buckingham Management and the Indiana Apartment Association
4. Scott Wilkerson with Babcock and Brown Residential and the Greater Charlotte Apartment Association
5. Jerry Wilkinson with Wilkinson Real Estate Advisors and the Atlanta Apartment Association
6. Brad Williams with Lincoln Property Company and the Apartment Association of Greater Dallas

A seventh candidate was nominated from the floor:

7. Tom Beaton with the Dolben Company and the Rental Housing Association of Boston.

Nominee Interviews will take place during the Fall Board of Directors Meeting on September 22, 2010 and a slate of officers will be identified.

The Assembly of Delegates will be notified of the proposed slate for 2011 at least 30 days prior to the Assembly of Delegates Meeting in the Fall.

The Committee must receive any other nominations at least 15 days prior to the Annual meeting because no other nominations will be accepted from the floor.

The 2011 Slate of Officers will be elected by the Assembly of Delegates on November 13th in Indianapolis.

PRIVATIZED MILITARY HOUSING COMMITTEE

Chair - Sam Merrick
Lincoln Military Housing

Sam Merrick reported that the Committee had established a Military Housing Education Steering Sub-Committee.

The sub-committee will be responsible for developing programming for a military housing education track at the 2011 Education Conference & Exposition. The committee received an update regarding a joint online private partner referral website, as well as updates regarding members' recent dealings with the federal Davis-Bacon Act.

STUDENT HOUSING COMMITTEE

Co-Chair - Mike Peter
Campus Advantage
Co-Chair - Stacey Lecoche
Phoenix Property Company

The Student Housing Committee began planning the 2011 Student Housing Conference that will be held at Caesar's Palace February 22-23 in Las Vegas.

The committee discussed moving the tradeshow from 2 days to 1 day. Staff will put together a schedule with a 1 day trade show and another with a 2 day trade show and share with the committee. One change implemented was moving the opening party to the night before the conference opens to Monday, February 21 rather than the first day and will not be held on the trade show floor like this year. The committee discussed possible general session topics and keynote speakers. One of the general sessions will once again feature a student panel. A sub-committee was formed to review the possibility of a student housing certificate program rather than a new designation.

2010 EDUCATION CONFERENCE SUMMARY

STRATEGIC PLANNING COMMITTEE

Chair - Mike Gorman
Edward Rose Companies

Mike Gorman reported that beginning in 2011, NAA's Strategic Planning cycle will change from a three-year cycle to an annual cycle. The NAA Board of Directors had previously approved this one-year strategic plan process, with a two-year term of service by the Strategic Planning Committee for continuity of plan development and execution.

The Strategic Planning Committee has approved the following objectives for NAA in 2011:

1. NAA will raise key stakeholder awareness of the importance and value of NAA programs and services.
2. NAA will implement a comprehensive co-branding marketing and communication outreach program to NAA Affiliates.
3. NAA and NAAEI will implement a marketing and sustainability program emphasizing the mission-critical importance of education to NAA members.
4. NAA will enhance its Government Affairs efforts by implementing key recommendations and strategies of the Government Affairs Task Force.
5. NAA will reinforce its appreciation and strengthen its relationship with the National Suppliers Council.

Primary Strategies have been outlined for each goal by staff and a department has been identified as being responsible for each strategy. This approach allows strategic planning input during the 2011 budget preparation which will begin in July 2010.

TASK FORCE REPORTS

AFFORDABLE HOUSING

Chair - Robert Tinning
Churchill Residential

The Affordable Housing Task Force met on June 24 and had a full agenda.

The Task Force discussed a number of issues, including:

- The Low Income Housing Tax Credit grant funding program (Tax Credit Exchange Program)
- The National Affordable Housing Trust Fund
- Legislation impacting the Section 8 program and the preservation of affordable housing.
- Affordable housing goals and the future of Fannie Mae and Freddie Mac.
- Rent increases tied to COLAs

The Task Force also received an update on the joint NAA/NAHMA credential – Specialist in Housing Credit Management.

The Task Force also discussed long-term proactive legislative goals and a larger future role for the Task Force itself.

GOVERNANCE

Chair - Ron Shelton
Amalgamated Management Corporation

Ron Shelton reported that the Task Force was updated on the Survey sent to all Association Executives, and as a result the number of delegates (250) and the Regional distribution will remain the same at this time.

Delegate and RVP allocation have been established based on dues billed and received from May 1, 2009 through April 30, 2010, for 2011.

Discussion at this meeting included the need again to formalize the process for Regions with regard to several activities. Each committee member was asked to submit a "Process" to be formalized so that all members know the specifics of any Governance Policy.

A lengthy discussion took place with regard to involving future leaders of the Association. A more definitive process will continue to be discussed and implemented for the future.

2010 EDUCATION CONFERENCE SUMMARY

STAFF UPDATE

NAA PRESIDENT

Doug Culkin

Doug Culkin welcomed everyone to the 2010 NAA Education Conference and Exposition in New Orleans.

This report is being written as of June 16, 2010. Please let me provide you with an update of the Association's activities at this time:

Conference Update

- We have a total of 22 metal sponsors for this year's event and we have exceeded our budgeted sponsorship revenue goal. Please seek out these sponsors to thank them for their support of NAA, better yet, contract with them when you have a need for the services they provide.
- The NSC Opening Party has also exceeded budget for this function and you will really enjoy the venue for this Opening Party – Mardi Gras World. This venue was not in operation the last time NAA was in New Orleans and you will be very pleased with the evening.
- We have exceeded our registration revenue budgeted goal and hope to continue to add to the total with a strong onsite registration showing.
- Trade Show booth sales are robust and we are making every effort to come close to or meet our budget. We are 7 companies ahead of last year and 28 booths short of last year's total.
- This year's conference will feature 4 General Session Speakers, 4 Thought Leader presentations and 39 Education Sessions. There should be something for everyone and most importantly you can bring this knowledge back to your offices and implement strategies immediately upon your return.
- Maintenance Mania finals will be contested on Thursday, June 24th at 5:00 p.m. immediately following the close of the Trade Show. This year 53 affiliates held local MM competitions and for the first time, every Region will be represented by a finalist along with 10 wild card finalists. Please come out

and cheer on your Region! You can attend the finals and still have time to get ready for the Opening Party.

- Finally, we are hosting our first Executive Forum in conjunction with our annual Conference. The Forum will be attended by 25 decision makers from multifamily companies from around the country. Our goal is to provide a unique education, social and networking experience to those executives so that they will consider holding their management meetings in conjunction with the NAA Conference each year. A very special thank you to Apartment Guide, AT&T Connected Communities, AZUMA Leasing, HD Supply and Time Warner Cable Community Solutions for making this program a reality.

Staff Update

As you know, we have experienced some turnover with staff and we have also had a number of positions that are new to NAA. The following is an update of these openings and their status:

Communications Department

- Staff Writer. Lauren Boston was hired for this position when Jeff Lee was promoted to Manager of Communications. Lauren will be covering all of the events onsite during the Conference.

Government Affairs Department

- VP of Government Affairs. Greg Brown was hired to fill this much more robust position and has been on board since April. New Orleans will be the first NAA meeting that Greg will attend and I know he is looking forward to meeting each of you.
- Research Analyst, Government Affairs. This is a new position and was filled by Alison Berry who started at NAA on June 3rd.
- Manager, Public Affairs. We are in the final stages of interviews for this position and I should be able to inform you of the individual who was hired when we are in New Orleans. This is new position.
- Director, Government Affairs. I am waiting to receive a recommendation from the

2010 EDUCATION CONFERENCE SUMMARY

Government Affairs staff regarding the disposition of this position.

Information Technology Department

- Director of IT. Mike Jones joined the staff in April and is working to implement the recommendations that were suggested as part of the IT Audit completed prior to his hire. Mike will be in New Orleans.

- Online Resource Manager. This is a new position for NAA and was filled in the last two weeks. Mary Scott has been hired in this capacity and she too will be with us in New Orleans.

- Database Specialist. Lokia Bailey has been hired to fill this position.

- Recruiting for Database Administrator

Meetings Department

- VP of Meetings. Jeremy Figoten is back at NAA and we are very pleased to have his leadership with us once again as we are making plans to gather in New Orleans. Jeremy is looking forward to seeing each of you during this conference.

- Jeremy will evaluate the need for a Manager of Meetings, after the New Orleans meeting and will meet with me with his recommendation for the future.

Membership Department

- Customer Service Representative. Erica Smith was hired to fill this position.

I hope you will take the opportunity to meet all the NAA Staff who are in New Orleans. We have a great team. I also hope you will take the time, when possible, to thank all of the Staff who are back at headquarters. They have the responsibility of providing services to the 90% of our members who are not with us this week in New Orleans. Our members are represented by a fantastic group of individuals who work tirelessly to ensure that the needs of our members are met.

2011 Strategic Plan

The 2011 Plan will be presented to the NAA Board of Directors during the Joint Board Meeting. We have decided to embark on a planning process that covers one year at a

time, so that as an industry we are better able to respond to the changing marketplace. With the approval of the Plan, the staff will be tasked with the responsibility of making sure that the strategies employed in the Plan, are included in the 2011 NAA Budget. This budget will be presented at the November Assembly of Delegates meeting in Indianapolis.

Units Advertising

The May-June-July issues of units magazine are a combined \$93,802 higher than budget which will put NAA \$20,000 ahead of budget for the first seven months of the year, and we are a total of \$54,000 higher than we generated for the same seven issues in 2009. While it is too soon to unequivocally state that this trend has reversed itself, we do feel strongly that with a strong second half sales effort, we will achieve our budget for 2010.

New Orleans

This will be the largest Education Conference & Exposition that NAA has hosted in New Orleans. I hope you will each take the time to enjoy the conference programming that the NAA Education Institute has developed, which is undoubtedly the strongest lineup we have ever provided. I would also like to take this opportunity to thank Tom Beaton for his leadership as this year's Conference Chairman and to thank Eric Overhage and Brenda Wells in their respective roles as Chairman of the NSC and President of the AEC as well as Conference Co-Chairmen. Please take the time to sample the sights and sounds of New Orleans as we will not return for at least the next ten years. Enjoy!

Finally, please take the time to thank all of our sponsors, advertisers, and exhibitors for their continued support of NAA. Without their commitment of time, people and resources, the National Apartment Association would be a much different entity than it is today.

Thank you for taking the time to be with us and for your commitment of time and energy in your role as the Leadership of NAA.

2010 EDUCATION CONFERENCE SUMMARY

STATE AND LOCAL UPDATE JUNE 2010

NAA staff continues to be actively engaged with many traditional landlord-tenant related proposals such as, but not limited to, amending security deposit requirements, eviction notice requirements and apartment community registration and inspections (see chart below). In addition to those issues what follows are descriptions of several key issues that are likely to impact the multifamily housing industry nationally throughout 2010.

Budgets and Taxes –

- Looking ahead to the 2011 Fiscal Year, 38 states are currently projecting budget gaps totaling \$89 billion. Thirty-one states are projecting \$73 billion in shortfalls for FY 2012. It is estimated that major metropolitan cities face a combined revenue shortage of \$56 to \$83 billion for the years 2010 to 2012.
- Most states are constitutionally mandated to balance their budgets. This fact, combined with difficulties in securing funds through the bond market, has forced policymakers in several states to begin considering comprehensive tax reform. Several of these newly proposed tax initiatives could directly impact the multifamily housing industry.

For the vast majority of state and local lawmakers nationwide, bridging budget gaps remains the top legislative objective in 2010. With high unemployment and sagging consumer spending continuing to hammer state and local revenue collections, legislators at both levels are employing a mix of two options to balance budgets – spending cuts and tax increases. The all-too-common prejudice that all landlords are “deep pocketed” sources of easy cash puts apartment industry stakeholders directly in the crosshairs of lawmakers seeking to balance budgets.

Subjecting rent payments to a “shelter” service tax and raising property taxes on individual apartment communities by designating them as special tax assessment districts are just two examples of legislative challenges apartment industry stakeholders face as local governments look to generate new revenue. And, while across-the-board fee increases – including permitting, utility and eviction filing fees – remain an attractive option for equally cash-strapped states, several have proposed extending their sales tax base to include a host of previously untaxed services, including landscaping, resident screening, security, pest extermination, maintenance, advertising and construction. Where enacted, these new taxes will have a direct negative impact on apartment community bottom lines.

Because governments’ success in closing recession-fueled budget gaps typically trails nationwide economic recovery by two years, NAA expects budget deficits to remain among state and local legislators’ top priorities well into 2012.

Bed Bugs –

- In March 2010 Maine became the first state to enact statewide bed bug legislation.
- At this point in time bed bugs legislation has been considered in 7 states. NAA anticipates this legislative issue will continue to grow over the next several years.
- Bed bug related litigation continues to rise in several areas across the nation.

Bed bugs continue to be a growing issue for the real estate industry. Multifamily operators of all property classes have learned that bed bugs do not discriminate as to where they take up residence and are facing costly expenditures for eradication actions.

2010 EDUCATION CONFERENCE SUMMARY

Governor John Baldacci signed LD 1790 into law in March of this year. The statute clearly defines the rights and responsibilities of landlords and tenants in bed bug extermination situations. Additionally, legislative proposals were/are being considered in New Jersey, Arizona, Alabama, Illinois, Ohio and New York. Several municipalities, such as New York City and Cincinnati, have also formed stakeholder task forces in the hopes of producing practical policy solutions; other cities such as San Francisco and Boston have set forth strict protocols governing extermination and disposal procedures, subjecting noncompliant properties to fines, inspection orders and even jail time.

Due to the fact that laws addressing the bed bug boom are still in flux, courtrooms have become a key battleground in determining owner and operator rights and liabilities. Bed bug related lawsuits have become commonplace as residents advance a variety of legal theories, including claims for overexposure of pesticide, gross negligence, battery, breach of warranty of habitability and emotional distress. Plaintiffs in such cases often seek rent abatement, economic, non-economic and punitive damages.

Energy Efficiency/Green Building –

- States and municipalities actively continue to pursue “green” agendas. This trend is most prominent when it comes to new building construction codes.
- Additional environmental mandates NAA continues to monitor include requiring energy audits, utility sub-metering and recycling, as well as proposals that encourage urban infill and transit-oriented development.

Many states and municipalities continue to try to out “green” one another. This is especially true when it comes to new building construction codes. During recent meetings with leading state and local elected official organizations NAA staff was informed that policymakers intend to continue to move forward with these initiatives despite the downturn in the economy. The reasons given for this decision are multifaceted and include the direct benefit to the environment, reduced end user energy costs, and the creation of “green jobs”. Reinforcing this forecast is the fact that at this juncture in the 2010 legislative session NAA has already tracked approximately 350 green related bills at the state level alone, in addition to a multitude of local initiatives. Additional state proposals/enactments NAA are monitoring include energy auditing/ reporting requirements (Ex. California, Colorado, and Tennessee), and programs aimed at conserving water and/or sub-metering (Ex. California, Georgia, and New Jersey).

Retroactive Building Code Requirements –

- NAA continues to monitor a number of state and local proposals that would require building owners to retroactively install under building code current life safety systems. Such mandates include proposals that address smoke detector, fire sprinkler and elevator systems.

In their unamended form, building and construction “I” codes often contain provisions that require existing structures to be retrofitted with life safety devices, including smoke and fire alarms. Such is the case with the 2009 Edition of the International Fire Code (IFC), specifically Section 46.

If adopted by state and local governments in their unamended form, the retroactive application of new and updated codes to existing structures will require owners to bring them “up-to-code” at costs of tens to several hundreds of thousands of dollars per property.

2010 EDUCATION CONFERENCE SUMMARY

NAA members report that local governments in Texas and Washington have attempted to enforce code retrofit mandates through the enactment and enforcement of newly adopted and existing codes. Currently, NAA is tracking over 100 building code proposals at the state level that could potentially affect the multifamily housing industry. These proposals include smoke detector, fire sprinkler and elevator retrofit mandates.

Protected Classes-

- In June 2010 a proposed ordinance which would have added "source of income" as a protected class (thereby requiring all landlords to accept Section 8 vouchers) was defeated in Miami, Florida due to the successful efforts of the national, state and local apartment associations.

NAA is monitoring a proliferation of states and localities adding new groups to their lists of protected classes under fair housing law. At this point in the 2010 legislative session NAA has tracked approximately 160 protected class proposals in 29 states. Additionally, municipalities have promulgated a myriad of their own protected class mandates.

Examples of such proposals and enactments include protected class status for sexual orientation (Ex. Kentucky, Maryland, Missouri, and West Virginia), applicants with criminal or negative credit histories (Ex. Ohio, Connecticut, Wisconsin, and D.C.), mandatory Section 8/ "source of income" (Ex. Washington, Rhode Island, New York, and Hawaii), and victims of domestic violence (Ex. Tennessee, Florida, Utah, Wisconsin, and Indiana). Such mandates, when enacted, add administrative burdens and costs to apartment communities' bottom line while exposing them to potentially costly litigation.

For further information regarding these issues, and to determine ways in which NAA can assist state and local government affairs activities, including strategy development and model state legislation, please contact Scot Haislip at 703-518-6141 Ext. 120 or scot@naahq.org.

2010 EDUCATION CONFERENCE SUMMARY

NAA ISSUE/BILL TRACKING 2009-2010 LEGISLATIVE SESSION

	States With Bills Introduced	Total Bills Introduced	Bills Enacted
Abandoned Property	19	43	6
Accessibility	14	29	2
Apt. Maintenance Professional Licensing	28	82	17
Background Check	2	4	0
Bedbugs	7	15	1
Building Codes	38	218	32
Carbon Monoxide Detectors	21	44	11
Crime Control	16	29	3
Death of Tenant	5	9	1
Domestic Violence	19	37	4
Elevators	11	18	7
Energy Efficiency/Sustainability	38	273	26
Energy Efficient Tax Credit/Incentives	25	81	2
Escrow (NAA)	9	16	1
Evictions	33	170	14
Fees/Taxation	31	113	14
Fees/Taxation:Application	4	10	0
Fees/Taxation: Court/Eviction	12	18	5
Fees/Taxation:Late Fees	8	13	2
Fees/Taxation::Lease Fees	2	3	1
Fees/Taxation:Referral/Finder's	3	3	1
Fees/Taxation:Registration/Inspection	3	3	1
Fees/Taxation: Termination	3	4	1
Fire Safety Devices	36	110	30
Fire Safety Devices:Fire Alarms	3	6	3
Fire Safety Devices:Fire Sprinklers	27	63	14
Fire Safety Devices:Smoke Detectors	22	51	18
Habitability/Warranty	11	33	5
Inspections	15	29	2
Landlord Tenant	29	187	12
Lead Paint/Pipes	17	43	6
Lease	40	320	29
Mold (NAA)	4	9	0
Professional Licensing	30	79	13
Prop. Managers/Leasing Agents Licensing	7	22	1
Property Operations	30	99	14
Protected Class	29	70	8
Renters Insurance	8	17	1
Repair/Deduct	9	31	6
Right of Entry	8	19	2
Second Language	4	7	3
Security Deposit	29	70	12
Sex Offender	24	87	7
Sexual Orientation/Gender Identity	14	25	0
Source of Income/Section 8	8	30	0
Split Roll Taxation	6	11	1
Subleasing/Roommates	6	13	1
Utility Submetering	11	31	4

2010 EDUCATION CONFERENCE SUMMARY

NAAEI JUNE 2010 UPDATE

NAAEI Learning Management System (LMS)

On June 8, our partners at CallSource presented a webinar updating NAA affiliate staff, the NAAEI Board and the Curriculum Development and Program Administration committees on the Learning Management System (LMS) Beta Test they are conducting with 10 NAA affiliated associations. This webinar was archived. If you'd like to view the webinar contact Bridget Garra at 703/797-0609 or bridget@naahq.org.

NAAEI National Training

NAAEI has scheduled the following National Training Programs.

National Apartment Leasing Professional (NALP)

Cumberland County Apartment Association
Instructor: Doug Chasick, RAM, CAPS, CPM
July 7-9, Fayetteville, NC

North Central Florida Apartment Association
Instructor: Doug Chasick, RAM, CAPS, CPM
October 11-13, Gainesville, FL

Certified Apartment Manager (CAM)

Apartment Owners and Managers Association
Instructor: Doug Chasick, RAM, CAPS, CPM
August 23-27, Milwaukee, WI

Roanoke Valley Apartment Association
Instructor: Paula Williams, CAPS
September 20-24, Roanoke, VA

Certified Apartment Portfolio Supervisor (CAPS)

Charleston Apartment Association
Instructor: Alexandra Jackiw, CAPS, CPM
October 19-22, Charleston, SC

Roanoke Valley Apartment Association
Instructor: Paula Williams, CAPS
November 8-12, Roanoke, VA

Certificate for Apartment Maintenance Technicians (CAMT)

Pablo Paz, CAMT, NAAEI's National Safety and Maintenance Instructor will facilitate all CAMT courses.

- National Apartment Association Education Institute June-September, Rancho Cucamonga, CA
- Apartment Association California Southern Cities June-September, Long Beach, CA
- Apartment Association of Greater Los Angeles June-September, Los Angeles, CA
- Greater Cincinnati & No. Kentucky Apartment Association August-December, Covington, KY
- Greater Nashville Apartment Association September-October, Nashville, TN
- Apartment Association of Greater Wichita September-November, Wichita, KS
- Lubbock Apartment Association October-November, Lubbock, TX

2010 EDUCATION CONFERENCE SUMMARY

- South East Florida Apartment Association November-January 2011 Palm Beach Gardens, FL
- Austin Apartment Association January 2011, Austin, TX
- Charleston Apartment Association February-March, 2011, Charleston, SC
- Washington Multi-Family Housing Association February-March, 2011, Kent, WA
- Rental Housing Association April-October 2011, Boston, MA

BOMI

NAAEI staff has met with BOMI, an independent provider of educational products and services for the property and facility management industries. We are exploring a potential partnership with BOMI to deliver programming for maintenance and management personnel who work at mixed-use properties (e.g. apartments, retail and office space). We are initially exploring maintenance opportunities and will conduct a Focus Group with senior maintenance professionals attending the NAA Education Conference in New Orleans.

NAAEI Special Offers

NAAEI distributed a coupon book at the NAAEI booth in New Orleans. This book contains many special offers for CAM Online, NALP Online, NAAEI webinars and NAAEI National Training Programs.

National Apartment Careers Month

NAAEI has already launched the 2011 National Apartment Careers Month. Apartment Career Promotion materials may be downloaded from the NAAEI website at 2011 National Apartment Careers Month.

ApartmentCareers.Com/Hire A Hero Partnership

Hiring a hero has never been easier since NAA's Career Center partner ApartmentCareers.Com, added the Hire A Hero Career Center to its network of job boards that include: Indeed.Com, SimplyHired.Com, TopUSAJobs.Com, DiversityJobs.Com and JustJobs.Com.

When you post a job on ApartmentCareers.com, your job automatically gets posted to the Hire A Hero job board which has over 185,000 unique registered users. Hire A Hero provides returning veterans and their families with mentors and career counselors who help make that transition from military service to private or public sector careers go more smoothly. Your company can become a Hire A Hero Career Center "Featured Employer" when you post a job on ApartmentCareers.Com by paying an additional fee. This fee will go directly to Hire a Hero to help support their mentoring and counseling activities. Support Hire A Hero by posting your job at ApartmentCareers.Com.

ANSI Update

The NAAEI Board approved the following on May 7 in order for NAAEI to conform with ANSI standards.

- NAAEI will notify ANSI that Certificate for Apartment Maintenance Technicians (CAMT) will have a term of validity of "lifetime".
- NAAEI will notify CAMT certificate holders about achieving ANSI accreditation and the development of the Institute for Apartment Maintenance Excellence (IAME).
- CAMT certificate holders will be invited to join IAME and will be informed that to remain a IAME member in good standing, they must take three hours of education programming that relates to

2010 EDUCATION CONFERENCE SUMMARY

the following Key Activities for maintenance personnel:

- Performs maintenance activities in a safe and healthful manner.
- Abides by company policies and Fair Housing regulations.
- Implements current local, state and national codes when performing maintenance.
- Complies with local, state and federal regulations concerning environmental issues.
- When a candidate earns a CAMT certificate, he or she will automatically become a member of IAME for one year.
- NAAEI staff is in the process of developing three hours of relevant maintenance programming that can be offered to IAME Members from August 2010 through March 31, 2011.
- This training can be offered as a classroom delivered program through our NAA affiliated associations (NAA affiliated associations purchase materials from NAAEI for \$50 and sell the course to IAME members and other maintenance professionals for \$100).
- This training will also be offered in a series of webinars conducted by NAAEI with revenue shared with participating affiliates (NAAEI charges \$100 for the webinar sharing revenue with affiliated associations 50%/50%).
- NAAEI staff will develop a pre and post test that PAMI members will take before and after classroom delivered or webinar programs. This will help measure learning outcomes and allow NAAEI to track who has completed this annual training requirement.
- NAAEI will embark on a PR campaign to inform the industry that in addition to looking for the CAMT certificate when hiring maintenance technicians, they need to check to see if that certificate holder is a member in good standing of PAMI. PAMI membership is a sign that the technician is staying current on regulatory and environmental issues.

NAAEI is pleased to report that our Certificate for Apartment Maintenance Technicians, or CAMT, was accredited by the American National Standards Institute (ANSI) this week.

Please Submit Your Manuals, Policies and Plans to NAAEI

At the March NAAEI Board meeting, the Texas Apartment Association requested that NAAEI develop a Disaster Preparedness Manual. Board members suggested that NAAEI collect manuals from a number of companies and develop a generic manual that reflects industry best practices. Since that time I've had requests from NAA members for the following:

1. Disaster Preparedness Manual
2. Due Diligence Checklists for use during acquisitions and in cases where a property management company takes over community operations
3. Employee Social Media Policies
4. OSH Safety Plan
5. Risk Management Policies

Dr. Howard Campbell, Residential Property Management Professor at Ball State University, is available this summer to review the information we collect and develop a generic manual, policies and plan that reflect the industry's best practices. NAAEI would appreciate it if you would agree to share your company's information with Dr. Campbell. The information you send will only be seen by Howard and will not be shared with anyone. Once these generic products are developed, NAAEI will make them available to be purchased and downloaded online. Companies that share their company manuals, policies and plans will receive free copies of the generic products.

Please email these materials to Dr. Howard Campbell at hlcampbell@bsu.edu.

2010 EDUCATION CONFERENCE SUMMARY

DECA Update

NAAEI Promotes Careers in Apartment Management to 300 College Students

The NAA Education Institute participated in the annual DECA – Delta Epsilon Chi Conference for college students studying marketing, business management, finance and entrepreneurship, held in Louisville, KY April 18 - 19. NAAEI presented a panel on Careers in Apartment Management attended by 300 college students in the DECA Business, Management and Administration Academy. Maureen Lambe, NAAEI Executive Vice President, moderated a one-hour panel discussion with: Joe Becker, NALP, CAM, Multi-Site Community Manager and Jill Hanaway, NALP, CAM, Property Manager, Buckingham Companies and Kamron Ibarra, Leasing Manager, and Shannon Birtwell, NALP, Leasing Manager, Winn Residential.

DECA also held a Career Fair for students with Tom Adams, Director of Property Management and Harry Meyer, Community Manager, with Winn Residential in Fort Knox, KY participating in the NAAEI booth. Tom and Harry were quite impressed with the quality of the candidates who stopped by the booth. They found two thirds of the students to be people they would consider interviewing for an apartment leasing or management position. The students were mature, could sell themselves and had a good work history in relevant fields like retail, foodservice and hospitality.

NAAEI also exhibited at the DECA International Career Development Conference attended by 10,000 high school students and their advisors. To learn more about how you or your company can get involved with DECA, contact Maureen@naahq.org.

Montgomery College

NAAEI has signed on as a partner with Montgomery College (Montgomery County MD), the Montgomery County Workforce Board and other construction trade organizations to apply for a Department of Labor grant. The grant is to provide construction skill training to displaced workers and veterans over a three year period. One of the areas of training will be Apartment Maintenance and Montgomery College will use the CAMT program to train students.



NAA has partnered with HD Supply to host the Maintenance Mania Program. The objective of the program is:

- Recognize the importance of maintenance professionals to the apartment industry.
- Provide a platform for NAA and the local Affiliates to increase maintenance management and techs involvement in the apartment associations.
- Promote the Certificate of Apartment Maintenance Technician (CAMT) training program offered by NAAEI.

Congratulations to the 2010 Maintenance Mania National Championship Finalists!

Bay Area

Agustin Salgado
Bennie Santiago

California Southern Cities

Peter Seda

Cumberland County

Christopher Parker

Delaware

Ernie McGrath

First Coast

Jason Frotten

Great Birmingham

Johnathon Bandy

Greater Cincinnati

Chad Bernhardt

Greater Nashville

Brad Rappette

Greater Orlando

Pedro Colon

Greater Wichita

Justin Heenan

Indiana

Enrique Alarcon
David Garcia
Herb Harr

Lubbock

Chad Crawford

Metro Denver

Lannon Quintana

New Jersey

David Berryman
Tony Cintron

Washington

Angel Munoz
David Williams

2010 Maintenance Mania National Champion

David Garcia

Indiana Apartment Association

Van Rooy Properties

Indianapolis, Indiana

For more information about hosting a local Maintenance Mania competition, please contact Kimberlee Berry, Senior Manager of Affilite Relations at 703/797-0625 or kimberlee@naahq.org.



**SAVE THE DATE!
2010 ASSEMBLY OF DELEGATES MEETING**



**INDIANAPOLIS MARRIOTT
INSTALLATION OF MIKE GORMAN
2011 NAA CHAIRMAN OF THE BOARD**