



"You can't change the direction of the wind, but you can change the way your Housing Authority operates."

GAHRA SUMMER MAINTENANCE WORKSHOP 2023



July 11-13, 2023
Marriot Macon City Center
Macon, Georgia



**Georgia Association
of Housing and
Redevelopment Authorities**

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of Housing and
Redevelopment Authorities**

Greetings from the GAHRA Maintenance Committee

I would like to take this opportunity to welcome all GAHRA and members of SERC-NAHRO, Office Staff, Property Managers and Executive Directors to join us for the 2023 GAHRA Summer Maintenance Workshop that will be held in Macon, Georgia July 11-13, 2023. The Maintenance Committee has been working hard to put together the best training possible to help address changes and problems that your maintenance staff faces on a daily basis. This training will help them acquire the knowledge and have a better understanding of some of the challenges that they face now and in the future. There will be a wide variety of training available that everyone should be able to benefit from and help your maintenance staff excel in their duties as well as their Housing Authority.

Joe Wisniewski

Maintenance Committee Chair

2023 GAHRA MAINTENANCE COMMITTEE



Chair:

Joe Wisniewski

Augusta Housing Authority

Michael Allen

Gregory Battle

Tim Frankum

Robert Landreth

Mary Russell

Mickey Thomas

Vice Chair:

Gary Woods

Americus Housing Authority

Sylvester Housing Authority

Ocilla Housing Authority

Northeast Ga. Housing Authority

Cumming

Sylvester Housing Authority

Douglas Housing Authority

The Maintenance Committee is responsible for developing training sessions for maintenance at the Spring Conference, Summer Maintenance Workshop, and the Annual Convention. This committee is responsible for the planning and registrations of the Summer Maintenance Workshop. Works closely with the Professional Development Committee and the Exhibitors Committee. Chairpersons serve on the Professional Development Committee.

2023 GAHRA SUMMER MAINTENANCE WORKSHOP SCHEDULE OF EVENTS

Tuesday, July 11, 2023

7:45 am - 9:00 am	Registration
7:45 am - 8:45 am	Continental Breakfast
9:00 am - 12:00 pm	Opening Session
10:15 am - 10:30 am	Morning Break
12:00 pm - 1:30 pm	Lunch (On Your Own)
1:30 pm - 4:30 pm	Afternoon Sessions
2:45 pm - 3:00 pm	Afternoon Break

Wednesday, July 12, 2023

7:45 am - 9:00 am	Registration
7:45 am - 8:45 am	Continental Breakfast
9:00 am - 12:00 pm	Morning Session
10:15 am - 10:30 am	Morning Break
12:00 pm - 1:30 pm	Lunch (On Your Own)
1:30 pm - 4:30 pm	Afternoon Session
2:45 pm - 3:00 pm	Afternoon Break
6:00 pm - 8:30 pm	Exhibits
6:30 pm - 8:00 pm	Dinner / Prize Drawings

Thursday, July 13, 2023

7:45 am - 9:00 am	Registration
7:45 am - 8:45 am	Continental Breakfast
9:00 am-12:00 pm	Morning Session
10:15 am - 10:30 pm	Morning Break
12:00 pm	Grand Prize Drawing
1:30 pm - 4:30 pm	UPCS Exam Testing

Tuesday, July 11, 2023

Opening Session 9:00am—12:00 pm Ballroom AB

Maintenance Committee – Introduction of speakers and opening comments from the Maintenance Committee.

Welcome and greeting from Gary Ervin GAHRA President

John Emery- U.S. Inspection Group, Inc. - REAC UPCS/NSPIRE Updates 2023. This is a session where every Housing Authority will benefit for attending. It will discuss recent REAC changes and talk about how you ways to improve your REAC scores.

Tuesday, July 11, 2023 Afternoon Sessions 1:30 - 4:30 pm

Plumbing Repair - This class will talk about and cover problems associated with plumbing service requests that most Housing Authorities deal with on a daily basis. Topics will include major fixture components such as commodes, bath and shower fixtures, kitchen and bath sinks and associated drains. It will talk about the different components of each and explain the operation and how to replace and maintain them as necessary. It will discuss different types of chemicals, drain openers, and how to use them safely. This session should be very helpful to anyone who has to maintain and troubleshoot them in a safe manner.

Instructor: Michael Olvera , HD Supply 1:30 pm - 4:30 pm.

Drywall and Painting Repairs - This class will show the attendees how to properly make drywall and painting repairs in order to save time and money. It will show you some things on how to cut down on time, ways to do a proper patch and repair that you need before painting. All Authorities has to deal with this issue and learn how to do it properly and have a finished job that you can be proud of. HUD has started using Industry Standards on REAC Inspections and these types of repairs will be more critical than ever when trying to achieve the best possible score.

Instructor : Pedro Soto, Augusta Housing Authority 1:30 - 4:30 pm.

Excellent Customer Service Leads to Better Residents - This class is for maintenance staff, property managers and office staff. The class will focus on effective communication in the housing industry; providing the *skills and tools necessary to enhance how your organization provides customer service. The purpose of this class is to build attitudes for customer service excellence. The class will cover three aspects of customer service; attitude, skills, and knowledge. Participants will learn how to avoid a few fair housing mistakes when communicating with the residents. Do you have residents with housekeeping issues? Participants will learn how to communicate effectively with residents o help resolve housekeeping issues.*

Instructor: Mary Russell / Michael Allen Sylvester Housing Development Corp. 1:30 pm - 4:30 pm .

Appliance Repair - This class will help you understand and troubleshoot various types of appliances. It will help you understand the basic functions of both gas and electric ranges in addition to other appliances that you maintain. It will help you understand the various stages of operation so that it will help you know if it is operating properly and how to check it. **Kirk Gatch, Fox Appliance 1:30 pm - 4:30 pm.**

Refrigerator Repair -. This class will help you troubleshoot and understand how a refrigerator operates. This will explain how a refrigerator works and walk you thru each component in order to make sure it is working properly. It gets very costly to just replace parts that doesn't need replacing or replacing a refrigerator that can be repaired.

Instructor: Kevin Terry, G.E. Appliances 1:30 pm - 4:30 pm.

Wednesday, July 12 2023 Morning Sessions

UPCS/NSPIRE Certification - Day One of this training will include an overview of the UPCS/NSPIRE coupled with in-depth study for the most critical inspectable areas. Using hundred of actual photos, our instructor will educate you on what to look for when entering every apartment. This training and checklist will ensure you are ready for your next REAC inspection. **This is a two day class and requires separate registration and additional fees.**

Instructor: John Emery 9:00 - 4:30 pm.

Air Conditioning Mechanical and Electrical - This 3 hour training is an introduction and overview for HVAC technicians no matter his or her skill level. It will discuss air conditioning systems and the fundamental of the refrigeration cycle. It will cover the 4 major components of an AC system, how they work and how to maintain them. The class covers topics such as preventative maintenance and troubleshooting skills needed to work on and understand how the equipment operates. It will cover things such as Safety procedures - Lock out Tag out, Electrical and Mechanical components of AC system, Schematic design of components, Preventative Maintenance and troubleshooting common problems.

Instructor: Michael Olvera, HD Supply 9:00 am - 12:00 pm.

Electrical - This class is designed to be an overview of electricity and how it works. We will trace the path of electricity from the house meter to the panel box to each electrical device in the morning session. Topics includes: Safety, National Code awareness, electrical panel, and common electrical device installation and trouble shooting. The afternoon session will be hands on where you will actually get to wire several of the common electrical devices that is commonly used on a daily basis. This is a all day class.

Instructor: Josh Minyard, Augusta Housing Authority 9:00 am - 4:30 pm.

Lock Repair - This class will show attendees the most common type locks that we have on our properties as well show them how to properly maintain them. It will show the advantages of using as well as the disadvantages of using the core locks with the removeable cores verses the standard dead bolt lock. It will show you how to save money by having a key system in place. Locks and keys are a very important part of keeping our residents safe and keep your Authority out of liability issues.

Instructor: Charlie McCracken, Landlord Locks.com, Inc. 9:00 am - 12:00 pm.

Doors: This workshop will provide training relating to screen doors, wooden interior / exterior doors and metal entry doors. Do you have a door maintenance program to inspect and maintain at all our facilities. Various tools needed n sizing to make sure door fit properly. Discussion about hinges, deadbolts, knob vs handle, replacement screens, door closers, safety chains and more.

Instructor: Jerry Martin, Lowe's 9:00 am - 12:00 pm.

Refrigerator Repair - This class will help you troubleshoot and understand how a refrigerator operates. This will explain how a refrigerator works and walk you thru each component in order to make sure it is working properly. It gets very costly to just replace parts that doesn't need replacing or replacing a refrigerator that can be repaired.

Instructor: Kevin Terry, G.E. Appliances 9:00 am - 12:00 pm.

Wednesday July 12, 2023 Afternoon Sessions

Appliance Repair - This class will help you understand and troubleshoot various types of appliances. It will help you understand the basic functions of both gas and electric ranges in addition to other appliances that you maintain. It will help you understand the various stages of operation so that you know if it is operating properly and how to check it.

Trainer: Kirk Gatch Fox Appliance Parts 1:30 - 4:30 pm

Water Heaters - This class will help you understand how the water heater works and how to properly troubleshoot in order to make sure it is working properly. It will show you the pros and cons for both gas and electric water heaters on the operation, repairs, maintenance and replacement if necessary. It will talk about tankless water heaters and the operation and maintenance that will be needed. Every Housing Authority has water heaters and this class will be helpful to anyone who has to work on or maintain them in good operating condition.

Instructor : Jeff Oliver,, Navien 1:30 am– 4:30 pm.

Wednesday July 12, 2023 Afternoon Session Continued 1:30 pm - 4:30 pm

Make Ready Maintenance - This session is an overview providing information on all aspects of the importance and procedures of making *units* ready, Some of the topics that will be covered will include walking the make ready, accountability and documentation, organizing the make ready process, scheduling contractors when necessary, timely completion of make readies and final inspection and follow up of the move in. Vacancies are a big part of our Authorities and it is most important that we turn these vacant units *n a timely manner to get then ready for the next family.*

Instructor - Michael Olvera, HD Supply 1:30 pm - 4:30 pm

Tool Demonstration: Various tools from Lowe's will be on display and demonstrations will take place showing durability of different brands. This session will help identify and proper way to use different types of tools we need to get our work done as well as how to properly maintain and keep them in good working condition.

Instructor - Lowe's, 1:30 pm - 4:30 pm

Wednesday July 12, 2023 Dinner with the Vendors 6:00 pm - 8:30 pm

Come and visit with the vendors that help support our Maintenance Workshop. This is time where you can see new products that are available. There will be prize drawings given away during this time. Afterward we will be having a dinner with the vendors where we will also giving away more cash prizes from GAHRA.

Thursday, July 12, 2023

UPCS/NSPIRE Certification - Our training will include an overview of the UPCS coupled with in-depth study for the most critical inspectable areas. Using hundred of actual photos, our instructor will educate you on what to look for when entering every apartment. This training and checklist will ensure you are ready for your next REAC inspection. It will cover all the new changes to the UPCS/NSPIRE that HUD has recently came out with. This is the second day and conclusion of the two day training. An exam will be given at the end of the training.

Instructor : John Emery, US Inspection Group 9:00 am - 4:30 pm

Closing Session - How will all the changes coming from HUD effect your Authority with the new NSPIRE inspection that is going to take place this year. How will it effect the way you prepare in order to score well. We will discuss how Authorities are planning and addressing these changes as well as other issues they may be having. REAC is coming will you be ready.

Presenter - GAHRA Maintenance Committee 9:00 am - 12:00 pm



HOTEL INFORMATION

GAHRA has negotiated a special rate at the hotel for training participants. To reserve a room at this special rate, contact the hotel directly before the cutoff date and use the group name Georgia Association of Housing and Redevelopment Authorities. Rooms are available for the nights of July 10th 11th 12th, and 13th.

Marriot Macon City Center

Macon, Georgia

478-621-5300

or

1-800-228-9290

or

Go to gahra.org and click on hotel link

King or double bed—\$134/Night

Payment Method:

Credit Card or Company Check

In order to receive the special rate, hotel reservations must be made by June 16, 2023, in order to receive the special rate of \$135 Nightly.



Located in Macon, Georgia, "the Cherry Blossom Capitol of the World" the Macon Marriott City Center is an ideal downtown hotel with convenient access to all of Macon's historical sites, museum district, art galleries, and trendy night spots. Our Macon, Georgia hotel's guestrooms and suites feature luxurious bedding, wireless internet and a 37" flat panel TV. For business travelers, our Macon hotel is conveniently connected to the Macon Centreplex convention center. Our Macon, GA hotel offers 5,000 sq. ft. of meeting space and a state-of-the-art business center in addition to the meeting space at the Macon Centreplex convention center. After a day of conferences, meetings or sightseeing unwind and enjoy our indoor pool, whirlpool and fitness center. Meet up with colleagues at the Vintage restaurant and bar before your night out. Unique among luxury hotels in Macon, GA, our warm and inviting environment makes the Marriott the best choice for business travel, weekend getaways or family vacations.

REGISTRATION

Early Bird Registration fee is \$250 for GAHRA or SERC members. Deadline for Early Bird Registration is June 16, 2023. The registration fee includes: training materials, continental breakfast, breaks, exhibitors reception, and banquet. Lunch is on your own.

Registration Fees:

Early Bird Registration (on or before June 16th:

GAHRA & SERC-NAHRO Members \$250

Nonmembers—\$275

Registration on or before June 30th

GAHRA & SERC-NAHRO Members \$275

Nonmembers—\$300

Late Registration (After June 30th

GAHRA & SERC-NAHRO Members \$300

Nonmembers—\$325

UPCS Certification Training requires an additional fee of \$145 plus Registration fee. Deadline for registration for the UPCS / NSPIRE Class is June 30th (Maximum of 60 people for UPCS / INSPIRE Class).

**2023 GAHRA Summer Maintenance Workshop
Registration Form
GA Housing Authority
July 11-13, 2023**

Two ways to register:

1. To pay by check on-line or by credit card, click the following link or go to www.gahra.org/2023-maintenance-workshop/ and follow the instructions.
2. Print registration form from website. Complete registration form. Mail along with check payable to GAHRA to:

Joe Wisniewski
Augusta Housing Authority
1435 Walton Way
Augusta, Georgia 30901

PLEASE USE ONE FORM PER REGISTRANT AND BLOCK PRINT OR TYPE INFORMATION

Name – Please print or type _____ Preferred name for name badge _____

Business mailing address or check here if home address _____

City _____ State _____ Zip _____

Home phone _____ Work phone _____ Fax _____

E-mail Address _____

Position _____ Organization/Employer _____

UPCS Certification Training Registration Fee(s):

Fee for GAHRA and SERC/NAHRO members.....\$395 _____ Fee for nonmembers.....\$420 _____

Note: Registering for UPCS Certification training also registers attendee for entire conference. This training is a two day class with a maximum of 60.

Conference Registration Fee(s):

Early fee paid on or before 6/16/23 for members.....\$250 _____ Fee for nonmembers...\$275 _____
Regular fee paid on or before 6/30/23.. for members.....\$275 _____ Fee for nonmembers...\$300 _____
Late fee paid after 6/30/23 for members.....\$300 _____ Fee for nonmembers... \$325 _____

Total: \$ _____

Substitutions for registered participants may be made at any time. Refunds will be made for cancellations less a \$25 cancellation fee if a notice of cancellation is received in writing, by fax (706) 722-4522 or by e-mail (jwisniewski@augustapha.org) no later than 5:00 p.m. on June 30, 2023. **No refunds will be made after June 30, 2023.**

Should you have any questions concerning registration, please call Joe Wisniewski at (706) 724-3710 e-mail jwisniewski@augustapha.org or Gary Woods at (229) 938-6648 or e-mail gwoods@americuspha.org.