

**RRHA**  
OF TEXAS



**July 21-23, 2015**  
**Worthington Renaissance Hotel**  
**200 Main Street**  
**Fort Worth, Texas 76102**

# GENERAL INFORMATION

## REGISTRATION INFORMATION

RRHA's Annual Convention and Trade Show will be held July 21-23, 2015 at the Worthington Renaissance Hotel in Fort Worth, 200 Main Street, Fort Worth, Texas 76102. Telephone number is 817.870.1000.

- **Parking** | \$12.80 daily self-parking rate [day and overnight] for all attendees  
\$22.00 valet parking rate
- **Internet** | Complimentary guest room internet for the duration of the conference
- **Guest Room** | \$137 (single or double) ... Group room rate honored 3 days pre and post – based on availability

## REGISTRATION POLICIES

Your 2015 dues must be paid to enroll at the member rate. If your Project is not a current member of Rural Rental Housing Association of Texas and you are not an Associate member, please enroll at the non-member rate. Your registration fee must be received by **June 30, 2015** to take advantage of the early registration rate. After June 30<sup>th</sup>, you must pay the full fee. All registration forms must be accompanied by payment in full, or approved billing. RRHA of Texas accepts MasterCard, Visa, and American Express for payment of services and products.

## HOTEL ACCOMMODATIONS

Reservations must be made directly with the Worthington Renaissance Hotel by **June 30<sup>th</sup>** at 800.468.3571, or for anyone needing to book more than 10 rooms, you may call Zulema Verduzco at 817.882.1628. To receive the special room rate, \$137 for single or double occupancy, you must be enrolled in RRHA's convention and trade show. After **June 30<sup>th</sup>**, reservations will be accepted on a space available basis and prices may vary. Changes and cancellations should also be made directly with the hotel. Hotel will extend the discounted group rate 3 days pre and 3 days post, based on hotel availability.

## REGISTRATION

Pre-registered attendees may pick up their packets from 4:00 p.m. to 5:30 p.m. on Tuesday, July 21<sup>st</sup>. You may enroll on-site during convention hours. The registration/information desk will typically be open beginning at 7:30 a.m. during the convention.

## SPOUSE/CHILDREN'S PROGRAM

No formal spouse or children's programs are planned. To participate in convention activities, spouse/children must be enrolled at the appropriate rate. A parent or guardian must accompany children at all times for RRHA events.

## EXHIBITORS

Booths are available at a cost of **\$475** for RRHA of Texas members and **\$595** for non-members for the entire trade show. Each exhibitor is provided one full registration with the purchase of a booth. Full registration includes seminars, refreshment breaks, trade show, lunches, dinners, and other networking events. If a second, or any additional person in the booth, wants a full registration to all planned activities, the price will be \$300; otherwise, individual event tickets can be purchased. Set-up personnel may gain entrance to the exhibition area beginning at 8:00 a.m. on Tuesday, July 21<sup>st</sup>, and breakdown must be completed by 5:00 p.m. on Thursday. Accommodations for only two representatives are provided at each booth.

## ATTIRE

Obviously, we want to dress appropriately for each event. Attire is casual throughout the convention; therefore, no ties or formal wear are required. Casual business wear is suitable for convention activities within the hotel, including training sessions. You may choose to dress even more casual and comfortable for special events and activities outside the hotel. ***For our Wednesday night event, we encourage "denim and dazzle" attire.***

## GENERAL INFORMATION, *CONTINUED*

### BADGE IDENTIFICATION

Your name badge is your official passport to all on-premise convention activities and trade show and should be worn to all events. Participants are also encouraged to wear their name badge at off-premise social networking events.

### PRIZE DRAWINGS

Prize drawings for paid registrants will be conducted as shown on the agenda. Your name tag will be used for prize drawings and you must be present and show your badge to be eligible as a prize winner. Door prize winners will be not be eligible for subsequent door prize drawings; however, all winners will be returned to the drawing box for the grand finale drawings.

***BACK BY POPULAR DEMAND ... we will be raffling off numerous really nice gift baskets – Tickets: \$1 each or 6 for \$5. Raffles to be held on Thursday evening.***

### SPECIAL NEEDS

If any attendee needs accommodations such as additional space for a wheelchair at a seminar table, a reserved seat or other assistance for those with physical, hearing or visual disabilities in order to participate in any convention activity, please talk to an RRHA of Texas staff person at the registration/information desk. Every effort will be made to accommodate your needs.

### SPONSORSHIP AND DOOR PRIZE INFORMATION

Call RRHA at 254.778.6111 for more information about sponsoring a function or donating a door prize.

## SPECIAL EVENTS

### OPENING LUNCH & GENERAL MEMBERSHIP MEETING | **WEDNESDAY NOON**

President Michael Chamy will open the meeting with a special welcome to all convention attendees and give his "State of the Association" address. The winners of the RRHA of Texas "Site Manager of the Year" awards will be announced and honored at this time, followed by a keynote address given by Theresa Jordison, Housing Programs Director, TxRD, Temple.

### NETWORKING HOUR | REFRESHMENTS | DOOR PRIZES | **WEDNESDAY NIGHT**

After a long day of educational seminars, come and enjoy refreshments and numerous door prizes. ***Let's get primed and ready for our "Denim and Dazzle" Party!***

### DINNER | DJ | "Denim and Dazzle" PARTY | **WEDNESDAY NIGHT**



For this party, we will be having a "Denim & Dazzle" themed evening, including a DJ. What better way to kick-off our convention and mingle with our friends and acquaintances than eating, dancing, and styling. For those who really want to "dress for the occasion" – well, the dress code is pretty simple ... Ladies should wear something denim and include a little dazzle (i.e. jeans, capris, skirts, jackets, and include a little dazzle/sparkle/bling). Jeweled or sequined flip-flops can even be worn. Gentlemen can leave the sparkle to the gals, and simply wear a nice pair of boots and denim jeans. That's the whole point of a denim and dazzle party – everyone can participate. Remember there is no right or wrong thing to wear – by keeping your attire casual, with a touch of bling, you'll be in tip-top fashion. ***Those***

***who do it best will be rewarded.*** Three (3) prizes will be awarded: (1) Best Dressed; (2) Most Dazzle; and (3) Audience Favorite. Dinner will be served. ***You'll love this memorable event!***

## SPECIAL EVENTS, CONTINUED

### NETWORKING HOUR | REFRESHMENTS | RAFFLE | DOOR PRIZES | THURSDAY NIGHT

Following our last session of the convention, we will gather to enjoy refreshments, basket raffles, and our 2 grand prize door prizes: (1) \$500 cash and (1) \$250 cash.

### GRAND FINALE PARTY | DINNER | THURSDAY NIGHT



Come join us for this unique grand finale party. Pete's Dueling Piano Bar is Born in Texas and Raised in Texas. It's a sing-along, clap-along, drink-along, have one-heck-uva-good-time-along bar! From the moment you step in to the place, you will know what separates them from other dueling piano bars you may have seen - it's 100% the entertainment. The combination of seasoned veterans and new talent give their show incredible energy and creativity. At Pete's Dueling Piano Bar, making sure their show is the best, is their main concern. So come and let the piano players and staff do everything they can to bring back some old memories and help create some new ones. We promise you will have the time of your life. Dinner and refreshments will be served, followed by live dueling piano players. ***Pete's is the Dueling Piano Bar that Rocks! There's no doubt about it – you don't want to miss this party!! This is a non-smoking facility – smoking only allowed outside of building.***

## ACTIVITIES

### "BIRDS & BIRDIES" BIATHLON | TUESDAY MORNING



It's all about the **FUN** .... This "Birds & Birdies Biathlon" will focus primarily on **FUN** and **FELLOWSHIP**. It will begin with the skeet shoot at "Alpine Shooting Range", followed by lunch and golf scramble at Tierra Verde Golf Club. For all you sports enthusiasts, come ready for a good time and enjoy the sport with the laughter and camaraderie of friends. We vow to create an atmosphere of healthy competition and meaningful fellowship within this group. ***For this year, it is REQUIRED that you participate in both sports. All skill levels are welcome. For anyone not having a gun or golf clubs, we will have extras available for use.***  
**\$125 PER PERSON**

### PERSONAL DEVELOPMENT | SELF IMPROVEMENT SOCIAL HOUR | TUESDAY AFTERNOON



For those individuals not interested in shooting skeet or playing golf, come join us for an hour of FUN! This social hour will enlighten your way of thinking on how to dress the part for your employment position. While one need not be a fashionista, looking outdated can give the impression you lack fresh ideas. And we all know, when it comes to style, it's all about **CONFIDENCE**. Your workplace wardrobe should enhance your professional skill & qualities, not detract from them.

***Guaranteed to be entertaining!*** Light refreshments will be provided. **FREE**

### FUN RUN/WALK | THURSDAY MORNING

Thursday morning will find "early birds" walking or jogging along the beautiful scenic trail of the Trinity River in Heritage Park. Meet in the hotel lobby, pick up a RRHA of Texas Fun Run/Walk T-Shirt and join us for the "health" of it. **FREE**

## EDUCATIONAL SEMINARS

### [PROJECT SITE MANAGERS]

- **TAKING ON CONFLICT** ... Conflict is inevitable; anger and rage are not. Whether it's a resident, a prospect, a coworker or a family member, conflict surrounds us. It's a real customer service heron who can set emotion aside to get to the heart of the issue and move everyone toward solutions. Learn how to uncover the source and triggers for conflict, how to stay out of its emotional "pull" and what a person in conflict really needs!
- **FAIR HOUSING BRIEFING: LATEST ISSUES** ... Fair housing affects every area of our daily property operations. Would you have to allow a resident to have a boa constrictor as a therapy animal? How does fair housing affect work orders? Can you apply an after-hours curfew for teens who hang out? Are hoarding and obesity disabilities? And how do you handle cooking orders or unattended children while providing in-unit service? The rules, judgments, and decisions are changing rapidly! What you thought you knew last year might not work today. Get an update briefing in this critical area!
- **RURAL DEVELOPMENT ISSUES** ... Management of Rural Development's 515 properties brings daily challenges to even the most seasoned managers. Addressing the policies and procedures in managing multi-family complexes, Theresa Jordison, Rural Development's Housing Program Director, will expound on the importance of maintaining a viable, productive, successful program of which we can all be proud.
- **PROTECT YOUR INCOME – SCREEN YOUR PROSPECTIVE TENANTS (Credit Checks & Background Screening)** ... What if you could ensure the safety of your residents, reduce your overhead costs, and make informed decisions on potential tenants? Come listen to the experts as they explain about what all the reports entail, legal and privacy requirements, when do you do more research, terrorist and fugitive screening, and the process for running a criminal background search in all states the prospective tenant has previously lived. You will learn how keeping your property safe for current and future residents should be your "**NUMBER ONE PRIORITY**"!
- **WHAT YOUR LEASE "REALLY" SAYS** ... RRHA's copyrighted Apartment Lease form is a legal binding document that is susceptible to different interpretations. Review and understand the lease and its significance in a sound relationship between management and resident. Are you knowledgeable about the contents of your lease form? Do you confidently reply to tenant inquiries about their responsibilities and expectations? Let our legal expert explain the legal jargon contained in the form, and answer questions you might have about your rights and responsibilities as executor of the contract. ***A session you can't afford to miss!***
- **REAC READINESS - Preparing for REAC Inspections: The Quick and Easy** ... Compliance is the "buzz" word in the affordable housing industry. Come listen as the expert discusses:
  - ✓ Understanding your property in REAC's eyes.
  - ✓ Your property profile, scoring and points breakdown.
  - ✓ How to prepare and where to start.
  - ✓ Best spent dollars (what do I repair?).
  - ✓ Day of Tips.
  - ✓ Assessing appealable items.

## EDUCATIONAL SEMINARS, continued

- **WHAT'S MY "STYLE" PERSONALITY PROFILE ...** A style can be defined as the way we act when we are able to do things our own way. Each of us has preferred styles. Over time, we develop patterns of behavior based on that style. We also use that style to interpret the actions of others. For example, if you were in a situation where you had to give critical feedback to an employee, you and other who know you, could probably predict how you would react. This does not mean that you are completely predictable or that you react exactly according to your style 100% of the time, but your preferred style does affect your daily behavior. ***"What's My Style"*** will help you understand your style and learn how to capitalize on your strengths in both your work and in your interactions with others. Informative, but definitely lots of laughs!
- **SHOP TALK ...** Our most requested repeated session – a lively, educational, informal session where having **FUN** is required.

### [MID-MGMT. | SR. SUPERVISOR | SMALL OWNERS]

- **OPERATING TIPS TO ADD MORE VALUE THAN YOU COST ...** Supervisors play particularly important roles for their properties, management companies and owners. Staff issues, property damage, resident issues, compliance – just to name a few. You likely have more than one in play right now! False steps at this level cost risk, liability, reputation, and property value. Don't be the supervisor that costs the company far more than the value that you add! Learn how you can positively impact your people, your properties, and add real dollars and cents to your portfolio. Take home tips to use TODAY!
- AFFIRMATIVE MARKETING PLANS THAT WORK
- PROCESS OF HIRING MAINTENANCE OR MANAGERS
- IMPLEMENTING STAGES FOR A NON-SMOKING PROPERTY
- POLICIES FOR BED BUGS
- PET POLICIES | COMPANION ANIMALS
- SHCC (update on HUD developments)

### [OWNERS, DEVELOPERS]

- LEGISLATIVE UPDATE – State and Federal
- TDHCA PANEL
- RURAL DEVELOPMENT PANEL (Underwriting standards for transfers, pre-payment, etc.)
- PRESERVING OUR PORTFOLIO



**RURAL RENTAL HOUSING ASSOCIATION OF TEXAS, INC.**

**37TH ANNUAL CONVENTION & TRADE SHOW**

WORTHINGTON RENAISSANCE HOTEL | 200 MAIN STREET | FORT WORTH, TEXAS 76102 | 817.870.1000

**JULY 21-23, 2015**

**PRELIMINARY AGENDA**

**Site Mgr.** Project Site Managers  
**Sr. Mgmt.** Senior Supervisors | Mid-Management | Small Owners  
**Owner/Dev.** Owners, Developers

**TUESDAY, JULY 21, 2015**

8:00 a.m. - 5:00 p.m. EXHIBITOR SETUP  
10:00 a.m. **BIRDS & BIRDIES BIATHLON** (*Required to participate in both sports*)  
10:00 a.m. SKEET SHOOT | Alpine Shooting Range  
12:15 p.m. LUNCH | Tierra Verde Golf Club  
1:15 p.m. GOLF – TEE-OFF | Tierra Verde Golf Club  
3:30 p.m. – 5:00 p.m. EARLY REGISTRATION  
5:30 p.m. – 6:30 p.m. PROJECT YOU! ... SELF IMPROVEMENT | PERSONAL DEVELOPMENT SOCIAL HOUR  
DINNER ON YOUR OWN | EXPLORE SUNDANCE SQUARE

**WEDNESDAY, JULY 22, 2015**

7:00 a.m. - 11:00 a.m. EXHIBITOR SETUP  
7:00 a.m. – 8:30 a.m. EARLY MORNING REFRESHMENTS  
7:30 a.m. - 5:00 p.m. REGISTRATION  
**Sr. Mgmt.** 7:30 a.m. – 9:00 a.m. BREAK-OUT SESSION  
**Site Mgr.** 9:00 a.m. – 10:15 a.m. TAKING ON CONFLICT  
10:15 a.m. - 10:30 a.m. REFRESHMENT BREAK  
**CONCURRENT SESSIONS**  
**Site Mgr.** 10:30 a.m. - 12:00 noon FAIR HOUSING BRIEFING: LATEST ISSUES  
**Owner/Dev.** 10:30 a.m. - 12:00 noon RD PANEL – SR. STAFF  
12:00 noon - 1:30 p.m. LUNCH | GENERAL MEMBERSHIP MEETING | AWARDS  
**CONCURRENT SESSIONS**  
**Site Mgr.** 1:30 p.m. – 3:00 p.m. RURAL DEVELOPMENT ISSUES (Theresa Jordison, Housing Program Director)  
**Owner/Dev.** 1:30 p.m. - 3:00 p.m. TDHCA PANEL – SR. STAFF

## WEDNESDAY, JULY 22, 2015, *continued*

	3:00 p.m. - 3:20 p.m.	REFRESHMENT BREAK
<b>Site Mgr.</b>	3:20 p.m. - 4:45 p.m.	CREDIT CHECKS   BACKGROUND SCREENING
<b>Board</b>	3:20 p.m. - 4:45 p.m.	BOARD OF DIRECTORS MEETING
	5:00 p.m. - 6:00 p.m.	NETWORKING HOUR
	6:00 p.m. - 7:00 p.m.	DINNER
	7:00 p.m. - 10:00 p.m.	"DENIM & DAZZLE" PARTY   DJ

## THURSDAY, JULY 23, 2015

	7:00 a.m.	FUN RUN/WALK
	7:00 a.m. - 8:30 a.m.	EARLY MORNING REFRESHMENTS
	7:30 a.m. - 3:20 p.m.	REGISTRATION
<b>Sr. Mgmt.</b>	8:30 a.m. - 10:00 a.m.	OPERATING TIPS TO ADD MORE VALUE THAN YOU COST
	8:00 a.m. - 3:20 p.m.	EXHIBITS OPEN
<b>Site Mgr.</b>	9:00 a.m. - 10:20 a.m.	WHAT YOUR LEASE REALLY SAYS
	10:20 a.m. - 10:40 a.m.	REFRESHMENT BREAK

### CONCURRENT SESSIONS

<b>Site Mgr.</b>	10:40 a.m. - 12:00 noon	REAC READINESS
<b>Owner/Dev.</b>	10:40 a.m. - 12:00 noon	LEGISLATIVE ISSUES
	12:00 noon - 1:15 p.m.	LUNCH

### CONCURRENT SESSIONS

<b>Site Mgr.</b>	1:30 p.m. - 3:00 p.m.	WHAT'S MY "STYLE" PERSONALITY PROFILE
<b>Sr. Mgmt. SHCC</b>	1:30 p.m. - 3:00 p.m.	SOUTHWEST HOUSING COMPLIANCE CORP.
<b>Owner/Dev.</b>	1:30 p.m. - 3:00 p.m.	PRESERVING OUR PORTFOLIO   TRANSFERS
	3:00 p.m. - 3:20 p.m.	REFRESHMENT BREAK
<b>Site Mgr. Sr. Mgmt. Own/Dev.</b>	3:20 p.m. - 5:30 p.m.	SHOP TALK   BASKET RAFFLES   DOOR PRIZES
	6:30 p.m. - 7:30 p.m.	REFRESHMENTS & DINNER @ Pete's Dueling Piano Bar
	7:30 p.m.	SHOWTIME @ Pete's Dueling Piano Bar

CONCLUSION OF RRHA OF TEXAS' CONVENTION and TRADE SHOW

**PLEASE NOTE THAT SOME TOPICS AND CONTENT ARE SUBJECT TO CHANGE**