



To: All Owners and Managers
From: Bob Conroy, Director of Asset Management

In this issue:

- I. 2011 Management and Maintenance Seminar – April 20, 2011
- II. Affirmative Fair Housing Marketing Plan (AFHMP) Multifamily Housing Package
- III. SAVE THE DATE – Tri State Conference – October 17th – 19th
- IV. Resources for Communication with Persons Who Have Limited English Proficiency, Are Hearing-Impaired or Vision-Impaired
- V. Annual Submission of Owner Certification and Tenant Certification Information for Low-Income Housing Tax Credit (LIHTC) Properties
- VI. REVISED: Guide for Completing Form 8823, Low-Income Housing Agencies Report of Noncompliance or Building Disposition
- VII. April is National Fair Housing Month

I. 2011 Management and Maintenance Seminar – April 20, 2011

The **2011 Management and Maintenance Seminar** will be held on April 20, 2011 at the Augusta Civic Center. Attached to this notice, please find the agenda for the day and the registration form. Registrations are **due by April 13, 2011.**

This event is sponsored by:

- The Maine Real Estate Managers Association
- MaineHousing
- USDA – Rural Development
- US Department of Housing and Urban Development

Please note that the maximum capacity for this event is 150 attendees – **register early!**

II. Affirmative Fair Housing Marketing Plan (AFHMP) Multifamily Housing Package

Attached is a **.pdf** containing the latest **AFHMP** form and other documents to assist in the submission of the form. The instructions/information included are from the form itself and best practices.

The **AFHMP** form has been drastically changed: the form includes worksheets and more questions and requires different attachments to support the responses. This will be a learning curve for everyone. HUD Staff will incorporate information, best practices, and clarification into future packages.

Tips on using the form:

- The user will be able to save the data/information they enter into the form. **To save**, please use the menu (File|Save As or File|Save) or the Save icon on the Toolbar.
- Some fields have **tool tips** to provide more information regarding the field. Float your mouse over the field to see the tool tip.
- Text throughout the form has been **highlighted in yellow** to bring your attention to specific instructions. Many of the highlights contain additional information. Float your mouse over the highlight to see the additional information.
- The form also contains **yellow sticky notes** - where text could not be highlighted. Float your mouse over the sticky note to see additional information.
- **Clear Fields:** This button will clear all the data from the form.
- **Reset Fields:** This button hides fields that should be hidden until activated.
- **Software required:** Adobe Reader 9 or higher (it may work with previous versions of Reader, but it hasn't been tested) or other compatible PDF software (not tested).

If users of this form have questions, recommendations, or find some bugs, please contact:

Kevin Pillsbury
Senior Project Manager
Manchester Multifamily Program Center
U.S. Dept. of HUD
275 Chestnut Street, 4th Floor
Manchester, NH 03101-2421
Telephone: 603-666-7510 ext. 3029
Fax: 603-666-7697
Email: kevin.pillsbury@hud.gov

Many thanks to Kevin Pillsbury for the enhancements to this and other HUD forms.

III. SAVE THE DATE – Tri State Conference – October 17th – 19th

On October 17th-19th, the Tri State Conference for Housing Managers Associations will be held at the Balsams Grand Resort Hotel in Colebrook, New Hampshire. This event is sponsored by the Maine, Vermont and New Hampshire Housing Managers Association. Please see the attached flyer for additional information about the event. Additional information about the event and registration information will be forthcoming in the near future. **SAVE THE DATE!**

IV. Resources for Communication with Persons Who Have Limited English Proficiency, Are Hearing-Impaired or Vision-Impaired

MaineHousing has updated its Communication Access Guide which provides valuable resources to assist property owners and managers with finding the communications services that may be needed by housing applicants or existing residents. The **Resources for Communication with Persons Who Have Limited English Proficiency, Are Hearing-Impaired or Vision-Impaired** is attached to this notice.

V. Annual Submission of Owner Certification and Tenant Certification Information for Low-Income Housing Tax Credit (LIHTC) Properties

The annual submission of information for LIHTC compliance is **due May 1** of each year. The submission must be comprised of the following documentation:

- **Owner's Certification of Continuing Program Compliance** (*required each year*)
- **Tenant Status Report** (*required each year – representing rental activity for January 1 through December 31 for the previous year*) Form 8609 (*only required with the first year's submission*)
- **Form 8609 Schedule A** (*required each year for which credit is being taken*)
- **Form 8703** (*for tax-exempt bond compliance only*)

Copies of the Owner's Certification of Continuing Program Compliance, the Tenant Status Report and Form 8703 may be found on MaineHousing's website at www.mainehousing.org. To access these forms, selection the "Housing Partners" tab in the lower right corner of the homepage, then select "Downloads" and finally select "Forms". Questions regarding submission requirements for LIHTC properties may be directed to Kevin Rose, Portfolio Manager at 207-626-4631, 1-800-452-4668 (in-state only) or by email at krrose@mainehousing.org. Questions may also be directed to Mary Young, Program Analysts at 207-626-4636, 1-800-452-4668 (in-state only) or by email at myoung@mainehousing.org.

VI. REVISED: Guide for Completing Form 8823, Low-Income Housing Agencies Report of Noncompliance or Building Disposition

The Internal Revenue Service, which oversees the Low-Income Housing Tax Credit (LIHTC) program, has recently updated the **Guide for Completing Form 8823, Low-Income Housing Credit Agencies Report of Noncompliance or Building Disposition**. As state allocating and monitoring agency for LIHTC properties, MaineHousing staff uses this guide to determine property conditions which warrant the issuance of Form 8823. The scope of the guide is limited to preparing Form 8823 and submitting it to the IRS. Owners of LIHTC properties are responsible for evaluating the tax consequences of noncompliance with IRC 42.

The Guide for Completing Form 8823 is now available on www.irs.gov, both as an HTML document and as a PDF file that can be downloaded. The direct link is: <http://www.irs.gov/businesses/small/article/0,,id=235488,00.html>.

Alternatively, from the www.irs.gov page, enter "Low-Income Housing Credit" in the search engine, and the first result will be the guide. If you enter "ATG" in the search engine, the first result will be the link to a listing of all the available Audit Technique Guides.

There is a summary of changes after the index. The most important changes have been made to Chapter 18, which discusses Utility Allowances.

VII. April is National Fair Housing Month

Each year, April is recognized as "Fair Housing Month" throughout the country. April marks the anniversary of the Fair Housing Act which makes it illegal to discriminate in housing transactions based on race, color, national origin, religion, disability or familial status. Maine law also prohibits housing discrimination based on sexual orientation, ancestry or the receipt of any kind of federal, state or local public assistance.

Owners and managers of properties should be sure that fair housing information is prominently posted at their properties and management offices.

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination at: 1-800-669-9777 (toll free) or at 1-800-927-9275 (TTY). Additional information about Fair Housing on the national level may be found at HUD's website www.hud.gov or on the state level at the Maine Human Rights Commission website at www.maine.gov/mhrc/.

Attachments:

- **2011 management and Maintenance Seminar Agenda and Registration Form**
- **Affirmative Fair Housing Marketing Plan (AFHMP) Multifamily Housing Package Version 9.0 – March 21, 2011**
- **“Crossing the Line” – Save the Date Announcement for the Tri State Housing Managers Association Conference**
- **Resources for Communication with Persons Who Have Limited English Proficiency, Are Hearing-Impaired or Vision-Impaired**

Maine State Housing Authority (“MaineHousing”) does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability, or familial status in the admission or access to, or treatment or employment in, its programs, and activities. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600-(voice), 1-800-452-4603 (TTY in state only), or (207) 623-2985 (TTY).



Affirmative Fair Housing Marketing (AFHM) Plan Multifamily Housing Package

Version 9.0 – March 21, 2011

A package to assist you in the completion of the Affirmative Fair Housing Marketing (AFHM) Plan - Multifamily Housing form HUD-935.2A.

Please remember: It is your responsibility to “affirmatively further fair housing”. The process is on-going, and we expect it to be pursued with due diligence. You must be vigilant in assessing and remaining in contact with agencies (old/new/expired) that are able to reach the least likely to apply target groups, irrespective of the status of your waiting lists.

Included:

- [Form HUD-935.2A](#): Form-fillable and enabled so you can save your information when using Adobe Reader 9.0.
- [The Checklist](#): A list of reminders and required attachments. Before you submit, please use this checklist to ensure your submission is complete.
- [4b \(Worksheet 3\) Group Home Community Contacts Memo Sample](#): Only applicable for group homes that have closed referrals (see below). Use to construct your community contacts memorandum to satisfy Part 4b (Worksheet 3). Please cut and paste into your letterhead and date and sign. Please send to your referral agencies. The sample is also available in Microsoft Word.

Group Home information: The majority of group homes do not advertise (marketing). Their outreach is limited. Their tenants are referred from other agencies. This is called "Closed Referrals". If this describes your group home, please refer to these instructions for Parts 4b (Worksheet 3) and 4c (Worksheet 4):

- Please enter “Closed Referrals” on Worksheet 3 and Worksheet 4 and Block 6.
- The [Group Home Community Contacts Memo](#) needs to be on your letterhead, dated, and signed. The memo must be sent to all of your referral agencies, just as it is required for other properties. It is important your agency and the referral agencies are clear on fair housing requirements.

The Checklist

Before you submit, please use this checklist to ensure your submission is complete.

- Please label attachments with their corresponding Block and Worksheet identification: 4a, 8, Worksheet 1, Worksheet 2, ...
- Block 3a - Worksheet 1, Block 3b, Block 4b - Worksheet 3, and Block 4c - Worksheet 4 are related and demonstrate your outreach efforts to groups least likely to apply.

Are the groups least likely to apply (3a and 3b) represented by your community contacts (4b) and marketing activities (4c)?

- Please include the following attachments:
 - Tenant Selection Plan (**only if** project is new to the inventory or **only if** project has owner-adopted or local residency preferences).
 - Worksheet 1 (Determining Demographic Groups Least Likely to Apply) (Block 3a and 3b) **with**:
 - Maps showing the Housing Market Area and Expanded Housing Market Area (if applicable).
 - Worksheet 2 (Establishing a Residency Preference Area) (Block 4a) (if applicable) **with**:
 - A map specifying the area for which the residency preference is requested.
 - Worksheet 3 (Community Contacts) (Block 4b) **must include**:
 - The names of contact persons, their addresses and phone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing program.
 - Worksheet 4 (Proposed Marketing Activities) (Block 4c) **with**:
 - Recent* (within the last 90 days) samples of advertisements, radio and television scripts, internet advertisements and websites, etc. Brochures. Please ensure the copies include business names and dates of publication.

The only exception to this would be a group home with Closed Referrals.
 - Samples of AFHM/Fair Housing training (Block 7d), if any, provided/to be provided, to whom it was/will be provided, and dates of past and anticipated training.
- Please sign and date the form.

Affirmative Fair Housing Marketing (AFHM) Plan – Multifamily Housing

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp. 8/31/2013)

1a. Project Name & Address (including City, County, State & Zip Code) County:	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Marketing	

1f. Managing Agent Name, Address (including City, State & Zip Code), Telephone Number & Email Address

1g. Applicant/Owner/Developer Name, Address (including City, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHM Plan be sent? Indicate Address (including City, State & Zip Code), Telephone Number & Email Address in addition to Name.

2a. **Affirmative Fair Housing Marketing Plan**

Plan Type Please Select Plan Type Updated Plan / Date:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly Family Mixed (Elderly/Disabled) Disabled

2c. Date of Initial Occupancy	2d. Advertising Start Date Advertising must begin <i>at least</i> 90 days prior to initial or renewed occupancy. Date advertising began or will begin: For existing projects, select below the reason advertising will be used: Please Select Reason Advertising Will Be Used or Not Applicable
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3a. **Demographics of Project and Marketing Area**
Complete and submit Worksheet 1.

3b. **Targeted Marketing Activity**

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

- | | | | |
|---|--|---------------------------|---------------------------|
| White | American Indian or Alaska Native | Asian | Black or African American |
| Native Hawaiian or Other Pacific Islander | Hispanic or Latino | Persons with Disabilities | |
| Families with Children | Other ethnic group, religion, etc. (specify) | | |
-

4a. **Residency Preference**

Is the owner requesting a residency preference? If yes, complete questions 1 through 5. Please Select Yes or No
If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHM Plan housing/expanded housing market area (as determined in Block 1e)?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preference requirements consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. **Proposed Marketing Activities: Community Contacts**

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. **Proposed Marketing Activities: Methods of Advertising**

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach samples of advertisements, radio and television scripts, Internet advertisements and websites, brochures, etc.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHM Plan

(1) Has staff been trained on the AFHM Plan? Please Select Yes or No

(2) Is there ongoing training on the AFHM Plan and Fair Housing Act issues in general? Please Select Yes or No

(3) If yes, who provides it?

(4) Do you periodically assess staff skills, including their understanding of the AFHM Plan and their responsibilities to use it?

Please Select Yes or No

(5) If yes, how and how often?

7c. Tenant Selection Training/Staff

(1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

Please Select Yes or No

(2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing staff training, if any, provided/to be provided, to whom it was/will be provided, content of training, and dates of past and anticipated training. **Include** copies of any AFHM/Fair Housing staff training.

8. **Additional Considerations:** Is there anything else you would like to tell us about your AFHM Plan in order to ensure that your program is marketed to those least likely to apply for the units and/or to be housed in them? Please attach additional sheets, as needed.

9. **Review and Update**

By signing this form, the applicant/respondent agrees to review its AFHM Plan at least once every 5 years throughout the life of the mortgage and to update it as needed in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only
Reviewing Official:

For HUD-Office of Fair Housing and Equal Opportunity Use Only

Please Select Status

Approved

Disapproved

Signature & Date (mm/dd/yyyy)

Signature & Date (mm/dd/yyyy)

Name
(type
or
print)

Name
(type
or
print)

Title

Title

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs **with five or more units** (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) Form as specified in 24 CFR 200.625, and in accordance with the requirements in (24 CFR 200.620). The purpose of the AFHMP is to help applicants in developing an AFHM program to achieve a condition in which individuals of similar income levels in the same housing market area have a like range of housing choices available to them regardless of their race, color, national origin, religion, sex, disability, or familial status. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy in the housing project (See AFHMP, Block 3b).

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing projects.

INSTRUCTIONS

Send completed form and worksheets to: your local HUD Office. **Attention:** Director, Office of Housing.

Part 1- Applicant/Respondent and Project Identification.

Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d – Respondents may obtain the Census tract number from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (www.census.gov).

Block 1e – A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants.

If a housing market area is not demographically diverse in terms of race, color, national origin, religion, sex, disability, or familial status, an **expanded housing market area** may be used. An expanded housing market area is a larger geographic area that may provide additional diversity. Respondents should indicate the housing or expanded housing market area in which the housing is/will be located, e.g., “City of _____” for housing market area, or “City of _____” and “County of _____” for expanded housing market area.

Block 1f – The applicant should complete this Block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2-Type of AFHMP

Block 2a – Respondents should indicate the status of the AFHMP, e.g., initial or updated, as well as the date of the AFHMP. Respondents should also provide the reason(s) for the current update, if applicable, whether the update is based on the five-year review or mid-term revisions due to changes in local demographics or other conditions.

Block 2b – Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c – Respondents should specify the date the project was/will be first occupied.

Block 2d – For new construction, substantial rehabilitation, or projects vacant for any other reason, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to add individuals to the project’s waiting list or re-open a closed waiting list, and indicate how many people are on the waiting list when advertising begins.

Part 3-Demographics and Marketing Area.

“Least likely to apply” means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying can include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a – Using Worksheet 1, the respondent should indicate the demographic composition of the project, waiting list, census tract, and housing market area. The respondent compares the demographics of its existing project, waiting list (or any maintained list of interested housing applicants), with the demographics of the census tract and the larger housing market area to determine if there needs to be affirmative marketing to those least likely to apply. If the housing market area is not demographically diverse in terms of race, color, national origin, religion, sex, disability, or familial status, an expanded housing market area should be designated to enhance the diversity of individuals applying for housing opportunities. The applicable housing market area or expanded marketing area should be shown in Block 1e. Wherever possible, demographic statistics should be obtained from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (www.census.gov).

Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area, i.e., those group(s) “least likely to apply” for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under “Other.”

Block 3b – Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a – A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area conforms to that of the occupancy of the project, waiting list, and housing market area. The latter percentages would be the same as those shown on completed Worksheet 1.

Block 4b – Using Worksheet 3, respondents should describe their use of community contacts to market the project to those least likely to apply. This table should include the name of a contact person, his/her address, phone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in implementing the AFHMP.

Block 4c – Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, percentage of the readers/listeners/users/ members/etc. who are members of the targeted population(s), language(s) into which the material(s) will be translated, alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size).

Part 5- Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b – The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHM Plan will be displayed.

Block 5c – The Project Site Sign should display the Equal Housing Opportunity logo or slogan or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan or statement.

Part 6 -Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those groups identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7-Marketing Staff and Training.

Block 7a - Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the use of the AFHMP and specify whether there is ongoing training on the AFHMP and Fair Housing Act issues in general. Show who provides the training. In addition, respondents should specify whether they periodically assess staff members' skills in relation to the AFHMP and staff responsibilities to use the Plan. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should **include** copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8-Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those groups least likely to apply for the subject housing.

Part 9-Review and Update.

By signing, the respondent assumes responsibility for implementing the AFHMP, and for reviewing and updating the Plan at least once every 5 years, and more frequently if local conditions or project demographics significantly change. HUD may monitor the implementation of this AFHMP at any time, and may also request modification in its format and/or content, when deemed necessary. Respondents must notify their local HUD Office of Housing if they plan revisions to the AFHMP marketing strategy after HUD approval has occurred.

Notification of Intent to Begin Marketing for Initial Occupancy. No later than 90 days prior to the initiation of rental marketing activities, the respondent with an approved AFHMP must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such pre-occupancy will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHM plan will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the Affirmative Fair Housing Marketing Plan includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHM Plan, Block 3b)

In the respective columns below indicate the percentage of each demographic group for the project (if occupied), waiting list (for existing projects), census tract, housing market area, and expanded housing market area (if the latter is needed to create a more diverse housing market area in terms of race, color, national origin, religion, sex, disability, or familial status).

Wherever possible, statistics should be obtained from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (please see <http://factfinder.census.gov>. Under Decennial Census, click "Get Data". Choose SF3, then detailed tables).

If there is a significant under-representation of any demographic group in the project and/or on its waiting list relative to the surrounding housing market area, then those groups(s) that are under-represented will be considered "least likely to apply" without targeted outreach and marketing, and will be so identified in Block 3b of the AFHM Plan. See Part 3 of the Form HUD-935.2A Instructions for further guidance.

Attach maps showing both the Housing Market Area and Expanded Housing Market Area.

Demographic Characteristics	Project %	Waiting List %	Census Tract %	Housing Market Area %	Expanded Housing Market Area% (if used)
White	0 %	0 %	0 %	0 %	0 %
American Indian or Alaskan Native	0 %	0 %	0 %	0 %	0 %
Asian	0 %	0 %	0 %	0 %	0 %
Black or African American	0 %	0 %	0 %	0 %	0 %
Native Hawaiian or Other Pacific Islander	0 %	0 %	0 %	0 %	0 %
Hispanic or Latino	0 %	0 %	0 %	0 %	0 %
Persons with Disabilities	0 %	0 %	0 %	0 %	0 %
Families with Children	0 %	0 %	0 %	0 %	0 %
Other (specify)	0 %	0 %	0 %	0 %	0 %

Worksheet 2: Establishing a Residency Preference Area (See AFHM Plan, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area conforms to that of the occupancy of the project, waiting list, census tract, and housing market area. **Attach a map specifying the area for which the residency preference is requested.**

Demographic Characteristics	Project % (as determined in Worksheet 1)	Waiting List % (as determined in Worksheet 1)	Census Tract % (as determined in Worksheet 1)	Housing Market Area % (as determined in Worksheet 1)	Expanded Housing Market Area % (if needed and as determined in Worksheet 1)	Residency Preference Area % (if applicable)
White	0 %	0 %	0 %	0 %	0 %	0 %
American Indian or Alaskan Native	0 %	0 %	0 %	0 %	0 %	0 %
Asian	0 %	0 %	0 %	0 %	0 %	0 %
Black or African American	0 %	0 %	0 %	0 %	0 %	0 %
Native Hawaiian or Other Pacific Islander	0 %	0 %	0 %	0 %	0 %	0 %
Hispanic or Latino	0 %	0 %	0 %	0 %	0 %	0 %
Persons with Disabilities	0 %	0 %	0 %	0 %	0 %	0 %
Families with Children	0 %	0 %	0 %	0 %	0 %	0 %
Other (specify)	0 %	0 %	0 %	0 %	0 %	0 %

Worksheet 3: Proposed Marketing Activities – Community Contacts (See AFHM Plan, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses and phone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing program. Attach additional pages, if necessary.

Targeted Population(s)	Community Contact(s), including required information

From 3b: You have indicated the following demographic group(s) in the housing market area is/are least likely to apply for the housing without special outreach efforts:

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHM Plan, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use, as applicable to that group. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.), state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g., Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. **Attach** additional pages, if necessary.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population:	Targeted Population:	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

From 3b: You have indicated the following demographic group(s) in the housing market area is/are least likely to apply for the housing without special outreach efforts:

4b (Worksheet 3) GROUP HOME COMMUNITY CONTACTS MEMO SAMPLE

PLEASE PLACE ON YOUR LETTERHEAD AND SIGN AND DATE

(TO BE PLACED ON COMPANY LETTERHEAD)

ATTACHMENT A

MEMO

TO: Regional Director, Massachusetts Department of Mental Health
(To be sent to each Referral Agency listed in 4c. of AFHMP)

FROM: *(Sign or Initial)*

RE: Affirmative Fair Housing Marketing Plan-HUD-935.2A or B
_____ Subject Development's Name
HUD Project: 000-HD000 – City, State

DATE:

Please find attached a copy of the Affirmative Fair Housing marketing Plan, which HUD requires as part of our development process for the project undertaken by _____ .

As you can see, it is critical that eligible applicants from all population groups in the development's housing market area have the same opportunity to apply for and to be considered and referred for residency in this development, regardless of race, color, religion, sex, national origin, familial status, or disability. The Department's procedures leading up to referrals to this development must provide for affirmative outreach to all eligible applicant groups within the housing market area, including the groups least likely to apply based on the development's location. (For a list of the groups least likely to apply, please see the attached Affirmative Fair Housing Marketing Plan.) The Department's application and referral process must be non-discriminatory. The Department must not use racially or ethnically conscious selection or referral procedures at any stage of its process in regard to this development.

If you have any questions, please contact _____ at 000-000-0000.

Note: This sample may be used verbatim, but you would need to make revisions where appropriate for your AFHMP.



Crossing the Line

*A combined conference of the Maine, Vermont,
and New Hampshire Housing Managers Associations*

SAVE THE DATE!!!!
TRI STATE CONFERENCE
OCTOBER 17TH, 18th & 19TH
WILL BE HELD AT
THE BALSAMS GRAND
RESORT HOTEL

Meagan Johnson, a Keynote Speaker you don't want to miss!!

We will be having a variety of trainings at this fabulous resort this fall. The trainings will include and more training will be added:

- ❑ Spectrum presents: Advanced Tenant Certification: auditors perspective on compliance & income/asset calculations
- ❑ NEAHMA presents: How to Deal with Multiple Subsidies
- ❑ Fair Housing Training with Brian Shaughnessy
- ❑ Join ME, NH & VT Human Rights for Case studies on 504/Fair Housing issues
- ❑ Living in Harmony: The challenges of elderly and disabled residents co-existing
- ❑ Roadmap for Housing Energy Affordability-what it takes to protect affordable housing from ever increasing energy prices in the future
- ❑ Human Resource/EEO with Chris Campbell
- ❑ Regulatory Agency Updates-HUD, RD, Maine Housing; NHHFA, VHFA

Please join us at The Balsams for 2 ½ days of training, networking, & entertainment-a five star resort and dining experience not to be missed!!

Please mark your calendars for 10/17, 10/18 & 10/19!

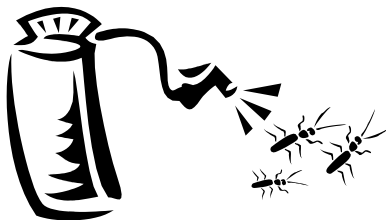
See you all at The Balsams Grand Resort Hotel!!

2011 Management and Maintenance Seminar

April 20, 2011
Augusta Civic Center



- 8:00 – 8:30 AM Coffee & Registration
- 8:30 – 8:45 AM Opening Remarks
- 8:45 – 10:45 AM Keep Those Toilets Flushing! – A Plumbing Demonstration
- 10:45 – 11:00 AM Break
- 11:00 – 12:00 AM Communicating with Residents with Mental Disabilities – Presented by Cullen Ryan, Community Housing of Maine
- 12:00 – 1:15 PM LUNCH & VENDOR EXHIBITS
- 1:15 – 3:15 PM Lightning Round
- | | |
|---------------------------|---------------------|
| Bedbugs Again | First Atlantic |
| Flooring Innovations | Sherwin Williams |
| Eco-Friendly Grounds | Goodall Landscaping |
| Ramps in Tight Settings | Amramp |
| Upper Floor Window Guards | Fortin Construction |
- 3:15 -3:30 PM Comments and Questions
- 3:30 PM Door Prizes, Grand Prize, and Wrap-Up



A property management and maintenance seminar sponsored by



2010 Management and Maintenance Seminar

April 20, 2011
Augusta Civic Center

Registration and Payment

Must be received no later than April 13, 2011

Maximum Seating 150 – Register Early!

Participant 1 _____

Participant 4 _____

Participant 2 _____

Participant 5 _____

Participant 3 _____

Participant 6 _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

E-mail _____

Please provide address for Participant if different from the above address.

Number of people attending _____

Cost per person \$30.00 (includes lunch)

Total Due _____

Please mail registration form with check for total due, payable to "**MREMA**", to:

Michael Myatt
Avesta Housing
307 Cumberland Ave
Portland, ME 04101
Phone: 207-553-7777
Fax: 207-553-7778

A property management and maintenance seminar sponsored by:



RESOURCES FOR COMMUNICATION WITH PERSONS WHO HAVE LIMITED ENGLISH PROFICIENCY, ARE HEARING-IMPAIRED OR VISION-IMPAIRED

Note: This list of resources is provided for informational purposes only. Inclusion in this list does not constitute endorsement by MaineHousing, nor does omission imply non-endorsement.

I. RESOURCES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

A MAINE-BASED FOREIGN LANGUAGE INTERPRETERS

1. **RISinterpret (provides in-person interpretation and written translation services) (207) 523-2700 or toll free at 1-866-200-3963**

For an in-person interpreter, call Program Director, Malvina Gregory, at (207) 523-2726 or mgregory@ccmaine.org

2. **Multicultural Consulting Group (provides interpretation and translation services)**

For translation of written material, it is recommended that a minimum of two weeks advance notice be given. The rate charged for translation services will vary depending on the complexity of the material. The rate charged for in-person interpreters is typically \$50/hour.

Marguerite MacDonald, Coordinator
14 Fern Avenue
Falmouth, ME 04105
Telephone: (207) 671-1164
Web site: www.multiculturalconsultinggroup.com

3. **The Language Exchange, Inc. (provides interpretation and translation services)**

Interpreting for business meetings, conferences, etc. in 12 languages
Email: info@immersionprograms.com
Web site: www.immersionprograms.com

4. **Maine S.A.F.E. - Maine Service Advocates in Foreign Languages and English (provides interpretation and translation services)**

Interpreting, translating and Spanish classes
Priscilla Doel
Email: priscilla@mainesafe.org
Telephone: 872-2653, Cell (207) 314-4214

5. **The Bangor Interpreting Agency**

7 Summer Street
Hamden, ME 04444

Nancy A. Ordway, President/CEO
862-2947(V)
862-4027 (FAX)
862-4063 (TTY) (Weekdays)
E-mail: bangorinterpreting@tds.net

6. **Language Access for New Americans (LANA)**

United Way of Greater Portland
400 Congress Street
Portland, ME 04112-5200

Dolly Hersom, Project Director
874-1000 (V) x311
874-1006 (TTY)
874-1007 (FAX)
E-mail: dhersom@unitedwaygp.org
Web site: www.lanamaine.org

B. NATIONAL TELEPHONE FOREIGN LANGUAGE INTERPRETING SERVICES

1. **Certified Languages International** 1-800-CALLCLI; 1-800-225-5254;
www.certifiedlanguages.com, any time, any language
2. **Language Line (formerly AT&T Language Line)** 1-800-752-6096;
www.language.com
3. **LLE-Link** 1-866-998-0334; www.lle-inc.com; 150 languages
4. **Pacific Interpreters** 1-800-311-1232; www.pacificinterpreters.com
Healthcare interpreters
5. **Passport to Languages** 1-800-297-2707
Located on West Coast
www.passporttolanguages.com

II. RESOURCES FOR HEARING-IMPAIRED INDIVIDUALS

A. MAINE –BASED SIGN LANGUAGE INTERPRETERS

1. **The Bangor Interpreting Agency**

7 Summer Street
Hamden, ME 04444

Nancy A. Ordway, President/CEO
862-2947(V)
862-4027 (FAX)
862-4063 (TTY) (Weekdays)
E-mail: bangorinterpreting@tds.net

2. Certified Interpreting – The Sign Language Network
P.O. Box 6500
Brunswick, ME 04011

Ruth & Victor Vigna, CSC, Directors
798-7995 (V/TTY)
729-0875(FAX)
E-mail: services@certifiedinterpreting.com
Web Site: www.certifiedinterpreting.com

3. Kewl ASL
Interpreting/Education/Employment
15 Jones Road
Somerville, Maine 04348
Deborah Myers
549-4733(V/TTY)
Cell: (207) 240-3177
E-mail: kewlasl@gmail.com

4. ASL Interpreting Services, Etc. Inc.
31 Quaker Ridge Road
Durham, ME 04222
Shara Barris, CI & David Garland, LDT
862-5700 (V/VP)
353-8036 (TTY/FAX)
Last minute request & Emergency Cell 207-944-5765
E-mail: paah4me@yahoo.com

5. Pine Tree Society – Interpreting Services
51 Nonesuch River Plaza
51 US Route 1, Suite G
Scarborough, ME 04074

Doug Newton, Program Director
885-0536(V/TTY)
885-0076(FAX)
E-mail: interpreting@pinetreesociety.org
Web site: www.pinetreesociety.org

6. Professional Interpreting, Inc.

14 Torrey Street
Portland, ME 04103

Kris Bracklow, Director
774-3068(V/TTY)
774-8701(FAX)
E-mail: kris120@juno.com

7. Office of Licensing and Registration

35 State House Station
Augusta, ME 04333-0035
624-8603(V)
1-888-577-6690 (TTY)
624-8637(FAX)

Elaine M. Thibodeau, M.P.A., Program Administrator
624-8617 (V)
E-mail: elaine.m.thibodeau@maine.gov

Marlene McFadden, Office Specialist - I
624-8624 (V)
E-mail: marlene.m.mcfadden@maine.gov

Web site:

www.maine.gov/pfr/professionallicensing/professions/interpreters/

As of June 30, 2000, individuals who are paid for providing interpreting services for deaf and hard of hearing people must be licensed with the Department of Professional and Financial Regulation, Office of Licensing and Registration. For a list of licensed interpreters or information on licensing fees contact the Office of Licensing and Registration or visit the web site. When visiting the web site address, press the "Find A Licensee" button, which will bring you to a page that will allow you to search by licensee's name, license number, town, city or county.

C. CLOSED CAPTIONING

1. Closed Caption Maker

Walter Gallant
1955 Kensington Street
Harrisburg, PA 17104
1-800-527-0551(V)
E-mail: wgallant@ccmaker.com
Website: www.ccmaker.com

2. **Custom Captions**
Alice Durrant
2470 West 458 South
Provo, UT 84601
(801) 370-9878(V)
E-mail: customcaptions@comcast.net
Web site: www.customcaptions.com
3. **Access Captioning Technology (ACT)**
Lisa Sorenson
Gorham, ME 04038
590-3421 (V)
E-mail: act@maine.rr.com
4. **Maine CART & Captioning Services**
Shari Majeski
20 Country Charm Road
Cumberland, ME 04021
829-2106(V)
E-mail: shari@mainecart.com
Web site: www.mainecart.com

D. COMPUTER-ASSISTED REAL-TIME TRANSCRIPTION (CART)

CART is the word-for-word, speech-to-text translation service, using closed-captioning technology, for people who need visual communication access. Unlike computerized note-taking or abbreviation systems, which summarize information for consumers, CART provides a complete translation of all spoken words, which allows consumers to decide for themselves what information is important to them. CART consumers include people with hearing loss, individuals with cognitive or motor challenges, people who wish to improve reading/language skills and those with communication barriers. A CART provider uses a steno machine, real-time software, and a notebook computer to render instant speech-to-text translation on a computer monitor or other display to benefit an individual consumer or a larger group in any number of settings: classrooms, business, government, and educational functions. Services may be performed onsite or from a remote location via the internet.

Maine CART & Captioning Services

Shari Majeski
20 Country Charm Road
Cumberland, ME 04021
829-2106(V)
E-mail: shari@mainecart.com

Web site: www.mainecart.com

E. C-PRINT CAPTIONISTS

C-Print is a real-time computer-aided speech-to-text transcription system that can be used as a support option to deaf and hard-of-hearing individuals. A C-Print captionist types the information into a laptop computer. The information is provided via laptop, TV or on screen with an option of two-way communication. C-Print provides a summary of the spoken information. It is not a word-for-word translation. Transcripts are made available via hard copy, disk or e-mail.

1. Access Captioning Technology (ACT)

Lisa Sorenson
Gorham, ME 04038
590-3421(V)
E-mail: act@maine.rr.com

III. RESOURCES FOR VISION-IMPAIRED INDIVIDUALS

BRaille TRANSCRIPTION

A. Maine-based Braille Services

Mainely Access, Inc.

89 Auburn Street, #1182
Portland, Me 04013
E-mail: www.mainelyaccess.com/braille

Pricing: Braille documents are priced based upon the number of Braille pages in the final document. Typically a single print page produces 2.5 to 3 pages of Braille. Documents submitted in electronic format are produced at a rate of 75 cents per Braille page. Documents submitted in hard copy (print) are produced at a rate of \$1.50 per Braille page.

Audio recordings are produced at a rate of \$20 per hour regardless of format chosen.