

# INSIGHTS FOR ON-SITES

## CARH Scholarship Foundation Accepting Applications for 2021 Scholarships Until April 30

By Rodney Corley, President, CARH Scholarship Foundation

The CARH Scholarship Foundation is accepting applications for **SIX** scholarships for 2021!

Each scholarship will grant **\$1,500 per semester** for educational expenses, with a maximum four years of funding.

Applicants must be a resident of a CARH-member property, U.S. citizen or permanent legal resident, and accepted at (or enrolled as) a full-time undergraduate student at an accredited two-or four-year college or univer-

sity or an accredited trade or vocational educational program.

*A property is considered a "CARH-member property" if it is under the ownership or management of a national CARH member and the Property Training and Education Fees have been paid.*

*Please note that this year, the Foundation is not requiring ACT/SAT scores during the application process.*

One scholarship will be specifically awarded to a student to attend an accredited vocational or

trade school (if there is a qualified submission).

The remaining scholarships will be open to all application types.

There are three types of applications residents choose from to apply:

**Traditional Students**  
*Individuals who are currently a candidate for high school graduation or, within the past five years, received a high school diploma or equivalent.*

(continued on page 2)

## Resources for Tenants and Property Owners

Reprinted from Department of Housing & Urban Development — Office of Housing

On March 22, 2021, The Department of Housing and Urban Development sent out the following information for tenants and property owners. CARH is happy to share with our members and onsite property personnel.

We are pleased to provide you with resources to help ensure that residents of Multifamily properties are

receiving stimulus payments, staying safe, and are aware of pertinent information related to the pandemic. Please share these resources with your communities.

**Stimulus Payments**  
Roughly 85% of Americans are eligible for a stimulus payment from the recently enacted *American Rescue Plan*. Use this [website](#)<sup>1</sup> to make sure you receive your

payment or track the status. Resources are available in eight languages.



**IRS Resources**  
Find your [local IRS office](#)<sup>2</sup> if you are not sure if you need to file a tax return for 2020. And remember, the

(continued on page 4)



*A Publication of  
the Council for  
Affordable and  
Rural Housing  
(CARH)*

**March 2021**

### Special points of interest:

- 2021 Scholarships Applications Due April 30th
- American Rescue Plan, Emergency Rental Assistance Program, and CDC Eviction Moratorium Update

### Inside this issue:

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## Scholarship Foundation Applications

(cont'd from page 1)

### **Non-Traditional Students**

*Individuals with a high school diploma or equivalent, who have or previously had been out of school for five years or more.*

### **Technical/Trade/Vocational Students**

*Individuals who are or will be attending a technical, trade, or vocational school or program.*

Applicants will be required to provide comprehensive information including: a complete biography with supporting materials; a description of their academic career and/or work experience; a statement of their educational plans; letters of reference; and a written essay. Applicants must demonstrate both financial need and scholastic, volunteer, and/or work achievement.

Scholarship recipients will be invited to join CARH at the 2021 Annual Meeting & Legislative Conference, June 28-30, in Arlington, Virginia. CARH will cover the travel expenses for the scholarship recipients and one guest (parent or guardian if recipient is a minor). If this event is unable to be held in person, recipients will be invited to the virtual event and may be honored at a future in-person event.

Please post the flier (on page 3) so residents are aware of this scholarship opportunity and encourage all eligible residents to apply.

Applications and details are available in the "Scholarship Foundation" section of the CARH website, [www.carh.org](http://www.carh.org).

### **Property Managers Can Receive \$250!**

On-site property managers play an integral role in the lives of residents. To reward those managers who encourage students to apply for these scholarships, the CARH Scholarship Foundation will present to the manager of each complex where there is a successful scholarship recipient, \$250, plus recognition in an upcoming edition of CARH's *Insights for On-Sites* newsletter.



CARH Scholarship Foundation

## USDA Site Manager and Maintenance Person of the Year Recognition Program

Rural Development (RD) will soon publish guidelines for their annual Multifamily Housing Site Manager and Maintenance Person of the Year Recognition Program for Fiscal Year 2021.

The awards will be given in each of the following categories:

- Site Manager of the Year for Housing for the Elderly
- Site Manager of the Year for Housing for Families
- Site Manager of the Year for Farm Labor Housing
- Maintenance Person of the Year.

In the soon to be published Un-numbered Letter (UL), RD will set out the full criteria and application process.

Please note, there may be changes to the submission process from last year, so take the time to review the UL when released.

Applications are expected to be due to RD in mid-May.

Information on or questions regarding RD's Site Managers and Maintenance Person of the Year awards should be directed to your local RD state office.

The Awards will be presented at CARH's Annual Meeting & Legislative Conference which will be held June 28-30, in Arlington, Virginia. If this event is unable to be held in person, recipients will be invited to the virtual event.

Please see page 9. For the 2020 Site Managers of the Year.



*Insights for On-sites* is a publication of the Council for Affordable and Rural Housing (CARH). Copies are distributed to CARH-member properties that have submitted property training and education fees and a valid mailing address. Material may not be reproduced without permission (please e-mail direct requests to [carh@carh.org](mailto:carh@carh.org)).

CARH is a non-profit association that was founded in 1980 and has served as the nations leading advocate for the financing, development and management of affordable rural housing for over 40 years.

There is no other association that solely represents the needs of the rural housing industry and its participants, which include owners, developers, managers, non-profits, housing authorities, syndicators, accountants, architects, attorneys, bankers, vendors, and suppliers to the industry.

For more information about CARH benefits, resources, and meetings, please visit [www.carh.org](http://www.carh.org).

# 2021 CARH Scholarship Applications

The Council for Affordable and Rural Housing (CARH) Scholarship Foundation is currently accepting applications from residents of CARH-member properties for **SIX SCHOLARSHIPS.**

Recipients will receive **\$1,500 per semester** for educational expenses, with a maximum of four years of funding! Traditional Students, Non-Traditional Students, and Students who Plan on Trade or Vocational Programs are encouraged to apply!

***One scholarship is reserved for a student  
Attending a technical, trade, or vocational  
educational school or program!***

Applications are available for download  
at [www.carh.org](http://www.carh.org) under the  
“Scholarship Foundation” menu option.  
Applications will be accepted through April 30, 2021.



CARH Scholarship Foundation

## Resources for Tenants and Property Owners (cont'd)

(Continued from page 1)

IRS will not call you, unless you've been notified by mail first. You can watch this video to learn about some of the latest [COVID-19 Scams and Older Adults](#)<sup>3</sup>.

### New Multifamily Guidance

Check the multifamily [COVID-19 response page](#)<sup>4</sup> for updated guidance you can share with your residents, as well as additional considerations on your responsibilities as a landlord.

### Getting Your Vaccine

Did you get your COVID-19 vaccine? If you still have questions about the vaccine or want more information – go to this [CDC site](#)<sup>5</sup> for answers. You can also check the [Office of Minority Health](#)<sup>6</sup> and learn about the benefits of the vaccine. Owners and agents are welcome to join



a [webinar](#)<sup>7</sup> on April 16, 2021, focused on information to support vaccine acceptance in underserved communities.

### Internet Access

The Federal Communications Commission (FCC) has launched an [Emergency Broadband Benefit Program](#)<sup>8</sup> to help households struggling to pay for internet service during the pandemic. This new benefit will connect eligible households to jobs, critical healthcare services, and virtual classrooms.

### Links to supporting information in article:

<sup>1</sup> <https://www.irs.gov/coronavirus/get-my-payment>

<sup>2</sup> <https://apps.irs.gov/app/officeLocator/index.jsp>

<sup>3</sup> <https://www.youtube.com/watch?v=U1X3spzs7JY>

<sup>4</sup> [https://www.hud.gov/program\\_offices/housing/mfh/Multifamily\\_Housing\\_COVID-19\\_Guidance](https://www.hud.gov/program_offices/housing/mfh/Multifamily_Housing_COVID-19_Guidance)

<sup>5</sup> <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>

<sup>6</sup> [https://www.minorityhealth.hhs.gov/assets/pdf/OMH\\_Prepere\\_for\\_COVID-19\\_Vaccination\\_One\\_Pager.pdf](https://www.minorityhealth.hhs.gov/assets/pdf/OMH_Prepere_for_COVID-19_Vaccination_One_Pager.pdf)

<sup>7</sup> <https://register.gotowebinar.com/register/5115785025645103374>

<sup>8</sup> <https://www.fcc.gov/broadbandbenefit>

## American Rescue Plan, Emergency Rental Assistance Program, and CDC Eviction Moratorium Update

By Colleen Fisher, Executive Director, CARH

### American Rescue Plan

On March 11, 2021, President Biden signed into law the American Rescue Plan Act of 2021. This was the third coronavirus-relief law enacted since the pandemic began. The law provided additional relief for managers, owners, and residents of low-income housing. Specifically, the U.S. Department of Agriculture was authorized \$100 million in additional Section 521 Rental Assistance (RA) to be used for residents in properties who do not currently receive RA and have had a loss of income. In terms of distribution of these funds, the national RD office is in the process of developing procedures and CARH will inform our members as soon as those procedures are in place.

Additionally, \$21.55 billion in Emergency Rental Assistance

(ERA) will be available through the Department of Treasury's Coronavirus Relief Fund (CRF) (The 2021 Consolidated Appropriations Act established the ERA program to assist renter households most vulnerable to the economic impacts of the coronavirus pandemic.) Under the bill, households are eligible for ERA funds if one or more individuals: 1) has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship during or due, directly or indirectly, to the pandemic; 2) can demonstrate a risk of experiencing homelessness or housing instability; and 3) has a household income below 80 percent of the Area Median Income (AMI). See below for more information on the ERA program.

At the Department of Housing & Urban Development, the new law provides \$5 billion for emergency housing vouchers that must be used to provide and renew emergency vouchers, to cover administrative costs and to adjust for public housing agencies that would under normal circumstances be required to terminate rental assistance due to a significant increase in voucher per unit costs. Under the new law, households are eligible for emergency vouchers if they: 1) are or are at risk of experiencing homelessness; 2) are fleeing or attempting to flee domestic violence, dating violence, stalking, sexual assault, or human trafficking; or 3) are recently homeless and rental assistance will prevent the family's homelessness or having a high risk of housing instability. Public housing agencies will be allocated vouchers that will be distributed by a formula that



includes capacity and ensures geographic diversity.

### **Treasury Issues Updated FAQs on the Emergency Rental Assistance Program**

On March 26, 2021, the Department of Treasury posted an updated version of the Frequently Asked Questions (FAQs)<sup>1</sup> for the ERA program. Additional information on the ERA program, including information on the application process, can be found by visiting the ERA program website.<sup>2</sup> These FAQs were originally issued on January 19, 2021, and previously updated on February 22, 2021 and March 16, 2021. There were major changes between the January and February FAQs, including more clarity and flexibility about assisted residents and residents in irregular housing situations receiving assistance, as long as it was not duplicative of rental assistance they did or could otherwise receive. The RD Notices, discussed below, speak more to that point. The changes in March are more limited but do expand use of funds for relocation and administrative costs.

The March 26<sup>th</sup> update adds one item which outlines the criteria for administrative expenses by allowing grantees to use not more than 10 percent of the amount paid to a grantee for administrative costs attributable to providing financial assistance and housing stability services to eligible households. These updated FAQs supersede any previous FAQs. Updates will continue to be issued by Treasury and CARH will send that information to our members.

### **CDC Extends Eviction Moratorium**

On March 29, 2021, the Centers for Disease Control and Prevention (CDC) extended the eviction moratorium which prohibits evictions for nonpayment of rent until June 20, 2021. This new Order<sup>3</sup> is effective April 1, 2021. In support of the new Order, the

White House issued a Fact Sheet<sup>4</sup> entitled, *The Biden-Harris Administration's Multi-Agency Effort to Support Renters and Landlords*.

Originally, the CDC issued a version of this Order on September 1, 2020, which expired December 31, 2020. In the interim, Congress extended the moratorium and Order until January 31, 2021, as part of the Consolidated Appropriations Act. On January 29, 2021, the CDC issued an updated Order extending the moratorium until March 31, 2021. There is discussion that that the moratorium will likely be extended again through at least the end of September 2021.

### **3) RD Issues Notices about the ERA Program and CDC Eviction Moratorium**

Many property managers and/or residents have begun receiving two notices from RD. One is entitled "Emergency Rental Assistance and Eviction Moratorium" and the other "CDC Eviction Moratorium and Tenant Resources," along with a list of state agency contacts for the ERA program. The Notices largely track the ERA program FAQs noted above and the CDC Order noted above. However, the notices were issued before the March 26<sup>th</sup> ERA program FAQs and March 28<sup>th</sup> CDC Order updates.

Therefore, there are inconsistencies. In addition, these RD Notices state that under the CARES Act you are required to give 30-days' notice before eviction. We assume this may not be material as local eviction laws require notice and due process before eviction. That said, the idea that there is a permanent federal 30-day notice requirement may become an issue. Moreover, it is disconcerting because the plain language of the CARES Act does not support this reading. We have advised RD of CARH's position in a March 16<sup>th</sup> letter<sup>5</sup>. Of course, while CARH's goal is to house residents and we know you value

those relationships, in the event eviction becomes necessary, and is possible, you should consult your own counsel in any specific case about this issue and the applicability of this 30-day notice issue.

### **CARH COVID-19 Update Page**

For more information from CARH, federal, agencies, and stakeholders about issues stemming from the COVID-19 pandemic, visit CARH's website, [www.carh.org](http://www.carh.org), or our COVID-19 Information page<sup>6</sup>.

### **Links to supporting information in article:**

<sup>1</sup> [https://home.treasury.gov/system/files/136/ERA-Frequently-Asked-Questions\\_Pub-3-16-21.pdf](https://home.treasury.gov/system/files/136/ERA-Frequently-Asked-Questions_Pub-3-16-21.pdf)

<sup>2</sup> <https://home.treasury.gov/policy-issues/cares/emergency-rental-assistance-program>

<sup>3</sup> [www.cdc.gov/coronavirus/2019-ncov/more/pdf/CDC-Eviction-Moratorium-03292021.pdf](http://www.cdc.gov/coronavirus/2019-ncov/more/pdf/CDC-Eviction-Moratorium-03292021.pdf)

<sup>4</sup> <https://www.whitehouse.gov/briefing-room/statements-releases/2021/03/29/fact-sheet-the-biden-harris-administrations-multi-agency-effort-to-support-renters-and-landlords/>

<sup>5</sup> [https://www.carh.org/wp-content/uploads/2021/03/031621\\_CARESAct\\_Section4024.pdf](https://www.carh.org/wp-content/uploads/2021/03/031621_CARESAct_Section4024.pdf)

<sup>6</sup> <https://www.carh.org/cdc-hud-and-usda-coronavirus-covid-19-information/>

**Insights for On-sites wants to hear from you!**

Email [carh@carh.org](mailto:carh@carh.org) with article ideas, suggestions, property profiles and/or management or maintenance tips. Share your story and experiences with other rural on-site property managers.

**This is YOUR publication — submit your ideas today!**

## 2020 Scholarships Awarded This Past June

*By Rodney Corley, President, CARH Scholarship Foundation*

On June 22, 2020, six college scholarships were presented to outstanding students from CARH-member properties during CARH's Virtual Annual Meeting and Legislative Conference.

A number of students throughout the United States submitted applications, including essays they wrote using their own unique, personal life experiences that have led them to believe that affordable housing should be a vital component of communities throughout the county.

Six recipients were then selected by the CARH Scholarship Selection Committee. The recipients of the scholarships are exceptional and deserving students who live in rural affordable housing properties, owned or managed by CARH members. Each scholarship provides \$1,500 per semester for up to four years of college or trade or vocational training.

The 2020 Scholarship recipients are:



### Frederica Alesiani

#### James L. Poehlman Scholarship

Federica received her scholarship while a resident of Fir Village Apartments in Oak Harbor, Washington, managed by Ad-West Realty Services, Inc. She graduated

Oak Harbor High School in 2020 with a 3.75 GPA. While in school, Federica was involved in tennis; president of the Future Business Leaders of America club; National Honor Society; secretary of the Associate Student Body, Link Crew Club leader; secretary of the Random Acts of Kindness Club; and was a member of both the Student Advisory Council and the Advanced Academics Leaders Program. She also volunteered extensively within her community. Federica is attending the University of Washington and majoring in Italian, Spanish, and English. Her career goal is to become a court interpreter/translator.



### Wesley Partch

#### Gordon L. Blackwell Scholarship

Wesley received his scholarship while a resident of Lake City Apartments in Lake City, Pennsylvania, managed by TM Associates Management. He is a 2020 Summa Cum Laude graduate of Girard High School and earned a 4.46 GPA. While in high school, Wesley was a member of many clubs and ran a school-wide esports tournament. He was enrolled in many Advanced Placement and Regional Choice Initiative (college level) courses. Wesley attends Edinboro University and is majoring in Game and Virtual World Design. His career goal is to become a video-game designer.



### Malea Benjamin

#### Jack Godin, Jr. Scholarship

Malea received her scholarship while a resident of South Hills Apartments in Pell City, Alabama, managed by Olympia Management. She is a 2020 graduate of Pell City High School where she earned an advanced diploma and a GPA of 4.26. While in high school, Malea was executive president of the Student Government Association; president of the Beta Club; vice-president of the Debate Team; marketing director of the yearbook staff; a Pell City High School ambassador; and a member of the Girls Junior Civitans, National English Honors Society, Mu Alpha Theta, and the National Spanish Honors Society. She attends the University of Alabama and is majoring in Political Science. Her career goal is to become a community leader, attorney, and politician.



**CARH Scholarship Foundation**



**Layla Zeferino**  
**CRHD Founders Scholarship**

Layla received her scholarship while a resident of Jackson Parkview Apartments in Hendersonville, North Carolina, managed by Partnership Property Management. She is 2020 graduate of East Henderson High School and earned a 4.19 GPA. While in high school, Layla held lead roles in the Flat Rock Playhouse and school plays, was a member of competitive dance, Strength Club and a dance volunteer teacher. In addition, she was a member of the Dance Honor Society and Phi Theta Kappa. She attend Central Piedmont Community College and will major in Theatre, minor in Music and plans to earn certificates in both musical theatre and arts management. Her career goal is to be-

come a successful actress and have a productive career in the entertainment industry.



**Zadie Taylor**  
**CARH Scholarship Foundation Scholarship**

Zadie received her scholarship while a resident of Rock Butte Apartments in Green River, Wyoming, managed by Syringa Property Management. She is an involved single mother and has worked with the mentally disabled community, children, elderly, and families, since she was in high school. Her current job has her working with mentally disabled adults and that inspired her desire to have a career in that field. Zadie attends Western Community College where she is majoring in Nursing.



**Tiarah Gray**  
**CARH Scholarship**

Tiarah received the inaugural CARH Scholarship while a resident of Orchard Court Apartments in Berryville, Virginia, managed by TM Associates Management. She is currently working full time and attending Shepherd University where she is majoring in Nursing. Her career goal is to become a nurse practitioner.

CARH congratulates all of the 2020 Scholarship Foundation recipients.

Since the first CARH Scholarship Foundation scholarship was awarded in 2006, 32 recipients have finished their degrees and/or certificates and are now working in their chosen career fields!

**On-Site Property  
 Managers Received \$250**

As a reward to the managers who encouraged the winning 2020 scholarship applicants to apply, the CARH Scholarship Foundation presented each on-site manager below with a \$250 cash award:

**Pam Gomsrud**  
 Fir Village Apartments  
 Oak Harbor, Washington

**Lekeshia Jones**  
 South Hills Apartments  
 Pell City, Alabama

**Tina Lane**  
 Rock Butte Apartments  
 Green River, Wyoming

**Michael Morganti**  
 Lake City Apartments  
 Lake City, Pennsylvania

**Brittany Brooks**  
 Jackson Parkview Apartments  
 Hendersonville, North Carolina

**Chrissy Smith**  
 Orchard Court Apartments  
 Berryville, Virginia

**Thank you to all the site and property managers who notified and assisted residents in submitting their scholarship applications!**



## CARH's Preferred Buyer Vendors



USI Insurance is an industry leader supporting the risk management needs of rural housing, multifamily housing, apartment and condo complexes, and related real estate businesses. Our habitation risk insurance professionals understand your unique exposures and regulatory requirements which can differ from building-to-building and state-to-state. We provide sophisticated, affordable insurance solutions to:

- Rural development companies
- Property owners and developers
- General partners, limited partner, and LLCs
- Management companies
- HUD and affordable housing
- Housing authorities and apartment associations
- Conventional
- LIHTC

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- Property management schedules
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- Workers' compensation
- Professional liability; crime; employment practices, directors & officers

We are proud to have been endorsed by the national CARH since 1987! USI Insurance offers access to a special National Apartment Program for apartment owners – contact us today to find out more.

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**[ed.goesel@usi.com](mailto:ed.goesel@usi.com); 312-766-2028**



Sherwin-Williams is the largest producer and seller of paint coatings in the United States, with over 3,600 company-owned paint and floor covering stores across the nation. This national distribution network allows Sherwin-Williams to provide products and customer service support to all geographic areas. Sherwin-Williams is committed to providing CARH members with the finest quality coatings available in the industry, with a service support plan to ensure the success of painting projects. Sherwin-Williams prides themselves in providing uniformity of product, color consistency and assured availability. With the CARH/Sherwin-Williams alliance, CARH members receive special pricing and services from Sherwin-Williams.

**Contact: Matt Genos**  
**[matthew.f.genos@sherwin.com](mailto:matthew.f.genos@sherwin.com)**  
**703-929-6487**



HD Supply has firmly established itself as the leading supplier of maintenance parts to the multi-family industry. With the CARH-HD Supply Alliance, all CARH members are guaranteed to receive the following benefits:

- Lowest catalog price - Regardless of quantity ordered
- Ease of Ordering - Order by Phone 800-431-3000, Fax 800-859-8889 or online at [www.hdsupplysolutions.com](http://www.hdsupplysolutions.com)
- Freight-Free, Next Day Delivery - Over 200 trucks nationwide deliver most orders of \$25 or more FREE! (Just a few items marked + freight have extra charges)
- Next-Day Delivery - Order by 5 p.m. local time and delivery is next day (Mon.-Fri.) to most locations
- No Substitutions - You get exactly what you order, every time
- Special Orders - Specially trained reps source hard-to-find products, place orders & quote prices for bulk orders
- Technical Support - Fully trained professionals answer any technical questions about the products
- New Construction & Renovations - Their pros help you plan and execute any project, big or small; get specs and place and fill orders
- Over 22,000 Items in Stock, ready to Ship from one of 33 distribution centers
- 100% Satisfaction Guaranteed including No Hassle Returns

**Contact: Tom Greathouse**  
**[tom.greathouse@hdsupply.com](mailto:tom.greathouse@hdsupply.com)**  
**678-977-1131**



CARH and Staples Advantage®, the leading office products distributor in North America, are working together to provide CARH members with great savings on more than 30,000 office supply products. The benefits are clear! You'll get low, contracted prices, fast and free delivery on eligible orders within the 48 contiguous United States, consolidated billing and a dedicated account manager who is always looking for new ways to save you money. Best of all, ordering is easy through StaplesAdvantage.com, which streamlines the process, providing access to real-time inventory data, order tracking, online returns, online reporting and much more.

**Contact: Lois Rodriguez**  
**[lois.rodriguez@staples.com](mailto:lois.rodriguez@staples.com)**  
**734-452-4841**



The ONLINE Rental Exchange is the total tenant screening solution for property managers, offering customized credit reports and a comprehensive selection of criminal and eviction reports to help CARH-member properties make informed decisions. The initial on-site inspection fee is waived for CARH-members!

**Contact: [sales@onlineis.com](mailto:sales@onlineis.com)**  
**866-630-6400**



## Rural Developments 2020 Site Managers and Maintenance Person of the Year

*By Portfolio Management Division Staff, Rural Development*

The US Department of Agriculture (USDA) Rural Development (RD) announced the winners of the 2020 National Site Managers of the Year and Maintenance Person of the Year at CARH's Virtual Annual Meeting & Legislative Conference in June 2020. The Site Managers and Maintenance Person of the Year are selected by a panel of housing professionals, including staff from both RD and CARH.

A site manager of the year is expected to set a standard of excellence in tenant satisfaction, curb appeal of the project, accurate and complete record keeping, and performance above and beyond normal expectations. The maintenance person of the year is expected to set a standard of excellence in tenant satisfaction, ensure the property is maintained and has good curb appeal on a continuous basis and consistently does more than what is expected.

Jen Larson, Director of Multifamily Housing Programs, Portfolio Management Division, Rural Housing Service, announced the awards for:



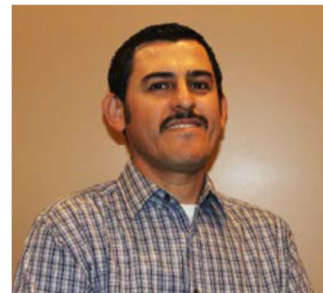
**Linda Coffey**  
**2020 Family Housing**  
**Site Manager of the Year**  
 Hillcrest Apartments  
 Mountain City, TN  
 Partnership Property Management



**Liliana Moreno**  
**2020 Farm Labor Housing**  
**Site Manager of the Year**  
 Bear Creek Apartments  
 Planada, CA  
 AWI Management Company



**Lisa Spangler**  
**2020 Elderly Housing**  
**Site Manager of the Year**  
 Wellston Pride Apartments  
 Wellston, OH  
 Millennia Management



**Everado Montoya**  
**2020 Maintenance Person**  
**of the Year**  
 Parlier Gardens Apartments  
 Parlier, CA  
 Michael's Management

### Take A Trip to the CARH Website — [www.CARH.org](http://www.CARH.org)!

Some of the helpful items to be found:

- **CARH Newsroom**  
 Access the most up-to-date news regarding CARH and the affordable rural housing industry.
- **Affordable Housing Headlines**  
 Get the latest news that affects your business and the housing industry from major news publications and organizations.
- **Resources**  
 Get links to websites that provide useful information to our industry and download current and past copies of the *CARH News* and *Insights for On-sites*, CARH's premier publications.
- **Members Only Menu**
  - ◆ **Forms & Best Practices**  
 Helpful forms that help make your job easier.

## Meet the New Secretaries of the U.S. Department of Agriculture and Department of Housing and Urban Development



**Thomas J. Vilsack**  
United States  
Department of  
Agriculture

Secretary Vilsack was confirmed as the 32<sup>nd</sup> Secretary of the U.S. Department of Agriculture on February 23, 2021 by the U.S. Senate. He served in the same position for eight years under President Barack Obama.

As leader of the U.S. Department of Agriculture between 2009-2017, Secretary Vilsack worked hard to strengthen the American agricultural economy, build vibrant rural communities, and create new markets for innovation in rural America. He fought to put Americans back to work by investing in rural infrastructure, renewable energy, and large-scale conservation partnerships. Under his leadership, USDA supported America's farmers, ranchers and growers who drove the rural economy forward, set records for U.S. agricultural exports, provided food assistance to millions of Americans, and helped provide a safe, sufficient, and nutritious food supply for the American people. USDA introduced healthier food choices in school meals to benefit 50 million children during Secretary Vilsack's tenure and expanded free and reduced-price lunches for millions of kids.

Prior to his first appointment from 2009-2017, he served two terms as the Governor of Iowa, served in the Iowa State Senate and as the mayor of Mt. Pleasant, Iowa. He received his bachelor's degree from Hamilton College and his law degree from Albany Law School in New York.

Prior to returning to USDA, he served as president and CEO of

the U.S. Dairy Export Council (USDEC) from 2017 until February 2021. In addition to his post at USDEC, he also served as a Strategic Advisor to Colorado State University's food and water initiatives.

A native of Pittsburgh, Pennsylvania, Secretary Vilsack was born into an orphanage and adopted in 1951. After graduating from law school, he moved to Mt. Pleasant, Iowa, his wife Christie's hometown, where he practiced law. The Vilsacks have two sons, two daughters-in-law, and five grandchildren.

Between 2009-2016, USDA enrolled a record number of acres in conservation programs through a new model of stewardship. USDA introduced healthier food choices in school meals to benefit 50 million children. He expanded free and reduced-price participation in the National School Lunch Program by 19 percent and in the breakfast program by 30 percent, ensuring more low-income children had access to healthy meals each day. To diversify farming operations, he introduced new crop insurance and risk management tools for farms of all sizes.

Secretary Vilsack has been honored for his public service and work to advance American agriculture by the several organizations, including the Congressional Hunger Center and the Global Child Nutrition Foundation. He is a former member of the board of directors for GenYOUth as well as Feeding America, a nationwide network of more than 200 food banks that feed more than 46 million people through food pantries, soup kitchens, shelters, and other community-based agencies.



**Marcia L. Fudge**  
Department of  
Housing &  
Urban  
Development

Secretary Marcia L. Fudge was confirmed as the 18th Secretary of the U.S. Department of Housing and Urban Development on March 10, 2021, by the U.S. Senate. Throughout her career, Secretary Fudge has worked to help low-income families, seniors, and communities across the country.

Secretary Fudge served as U.S. Representative for the 11th Congressional District of Ohio from 2008 to March 9, 2021. She was a member of several Congressional Caucuses and past Chair of the Congressional Black Caucus. As a Member of Congress, Secretary Fudge earned a reputation of tackling the unique challenges of her district by working with her Congressional delegation and across political ideologies.

In 1999, Secretary Fudge was elected the first female and first African American mayor of Warrensville Heights, Ohio, a position she held for two terms. As mayor of Warrensville Heights, Ohio, she adopted one of the first vacant and abandoned property ordinances in the state. She worked with local officials to develop a taskforce to protect against predatory lending and she secured the inclusion of property maintenance grants in the Warrensville Revitalization Action Plan. Additionally, she brought new residential development to the city and addressed the city's growing foreclosure crisis through the formation of a local partnership that helped residents maintain the financial security needed to buy or keep a home. As mayor, Secretary Fudge has seen firsthand the need

for economic development and affordable housing. She prioritized improving the City's tax base and expanded opportunities for affordable housing.

Secretary Fudge believes our housing issues do not fit into a one-size-fits-all approach. We need policies and programs that can adapt to meet a community's unique housing challenges. She is committed to making the dream of homeownership - and the security and wealth creation that comes with it - a reality for more Americans.

Under Secretary Fudge's leadership, the Department of Housing and Urban Development will work to eradicate the growing homelessness issue, put an end to discriminatory practices in the housing market, and ensure that our fair housing rules are doing what they are supposed to do: opening the door for families who have been systematically locked out for generations to buy homes and have a fair shot at achieving the American dream.

Secretary Fudge's career in public service began in the Cuyahoga County Prosecutor's Office, rising to the rank of Director of Budget and Finance. She earned her bachelor's degree in business from The Ohio State University and law degree from the Cleveland State University Cleveland-Marshall School of Law. She is a Past National President of Delta Sigma Theta Sorority, Inc., and a member of its Greater Cleveland Alumnae Chapter.



## MAINTENANCE CORNER

### Why Time Management Skills Are a Must for a Maintenance Team

*Occupancy Solutions, LLC*

Time management is an important skill to learn. When you learn better time management skills, you will find it easier to improve other aspects of life and business. You won't have the excuse of running out of time anymore when you fail to get something on your list done.

**Today we will talk about why time management skills are a must for a maintenance team.**

#### Assess Your Workload

The time we have to do things is constant. There are as many hours today as there is tomorrow. You need to analyze the tasks you have to see what you can do to get results. If you have a hundred service requests for your building, it can get overwhelming as you try to figure out how to get everything done.



The best thing to do is to evaluate what needs to get done, prioritize, and break down the work that has to be done and schedule it over a month. Do a certain amount of work orders per day, have the right number of staff on duty each day to complete these tasks, and your schedule won't seem as packed anymore.

#### Scheduling and Communication

Starting your day with a team meeting is a good use of time because it can help you nail down scheduling and engage in open communication with the rest of your maintenance team. It allows everyone to catch up and see if there is any work from the day before that still needs to get done and what work is left for the remainder of the week.

Having a schedule provides your maintenance team with structure and can help improve time management skills. If you have more than one community to service, then establishing anticipated completion timeframes can help keep everything on track.

#### Importance of Time Management

If you fail to develop time management skills as a property manager or maintenance manager, it can be challenging to manage multiple tasks. When you can't accomplish what you need to get done, it can negatively affect the residents and the community as a whole and impact your resident satisfaction scores.

A good manager needs to have prioritization and organization skills, be a good listener, have the technical knowledge needed to complete tasks, have a strong, and see the bigger picture. The maintenance team's actions can impact the non-maintenance staff as well and can hurt relationships with others in the community. Everyone's business goals need to be aligned. So, before scheduling your tasks for the week, stop and consider what has to be done so you can find better ways to manage your time.

For more information contact Occupancy Solutions at [www.occupancysolutions.com](http://www.occupancysolutions.com) for management training and consulting services.

The Maintenance Corner is a recurring page written specifically for maintenance personnel. **If you have a maintenance-related question, a tip that you've discovered through hands-on experience, a solution for common or persistent issues or an article idea, please submit it to CARH at [carh@carh.org](mailto:carh@carh.org).**

## A Publication of the Council for Affordable and Rural Housing (CARH)

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*Serving the Affordable Rural  
Housing Industry for Over 40 Years!*

# CARH



Council for Affordable and Rural Housing  
Serving the Affordable Housing Needs of Rural America

## Shop AmazonSmile and CARH Scholarship Fund Benefits!

The CARH Scholarship Foundation recently announced a way to shop and earn money for the CARH Scholarship Fund, a 501(c)3 charity, through AmazonSmile!

AmazonSmile offers all of the same items, prices, and benefits of Amazon.com, but with one distinct difference – when users shop on AmazonSmile, the AmazonSmile Foundation contributes 0.5% of eligible purchases to the charity of your choice. Our hope is that you set your charity as the CARH Scholarship Fund! This is a fast and easy way to give to the fund, effortlessly!

Visit and bookmark, <https://smile.amazon.com/ch/20-2938480> to support the CARH Scholarship Fund every time you shop! You can also visit [smile.amazon.com](http://smile.amazon.com) and select the CARH Scholarship Fund as

your charity. (Please note, Amazon.com and Amazon mobile app purchases do not apply. You must be logged in to the AmazonSmiles website.)

There is no cost to you or the CARH Scholarship Foundation. 100% of the donations generated from eligible purchases will go to the Scholarship Fund. (All eligible items will be notated with a “Eligible for AmazonSmile donation” stamp in the product’s description.)

AmazonSmile donations are made by the AmazonSmile Foundation and are therefore not tax deductible by the customer. You can still make a tax deductible donation to the CARH Scholarship Foundation by visiting; [www.carh.org/scholarships/donate-now/](http://www.carh.org/scholarships/donate-now/).

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## Low Income Taxpayer Clinics

Low Income Taxpayer Clinics (LITCs) represent low-income individuals in disputes with the Internal Revenue Service, including audits, appeals, collection matters, and federal tax litigation. LITCs can also help taxpayers respond to IRS notices and correct account problems. Some LITCs provide education for low-income taxpayers and taxpayers who speak English as a second language (ESL) about their taxpayer rights and responsibilities.

LITC services are free or low cost for eligible taxpayers. LITCs are independent from the IRS. Each clinic determines whether prospective clients meet income guidelines and other criteria before agreeing to represent them.

To find a clinic, visit:

[www.irs.gov/Advocate/Low-Income-Taxpayer-Clinics/Low-Income-Taxpayer-Clinic-Map](http://www.irs.gov/Advocate/Low-Income-Taxpayer-Clinics/Low-Income-Taxpayer-Clinic-Map)

