

OKLAHOMA NAHRO  
PRESENTS...

Oklahoma NAHRO Service Office  
12246 FM 1769, Graham, TX 76450  
Email: [oknahro@swnahro.org](mailto:oknahro@swnahro.org)  
Phone: 940.521.9982 Fax  
1.866.234.4018



# Managing Maintenance Training & Certification

Provided by NATIONAL NAHRO

September 25-27, 2018

TRAINING LOCATION:  
Tulsa Housing Authority  
415 Independence St.  
Tulsa, OK 74106

Centralize or decentralize all or part of the operation? This is the question that agencies must address in the asset management environment. First, learn what each option can mean for your agency; then sharpen your management planning, including your work order system and personnel management skills. Learn how to formulate work standards and improve your PHAS score; communicate effectively with staff members and residents. Through case studies, experience new ways of doing the business of maintenance.



## SCHEDULE

### DAY ONE

- Introduction
- Elements of Maintenance
- Elements of Maintenance Management
- Outcomes of Good Maintenance Management
- Planning Your Work
- Focusing Your Work
- Work Standards
- In Search of Dollar

### DAY TWO

- Dealing with Your Customer – the Resident
- Understanding Who You Work With
- Hiring and Keeping Your Staff
- Safety on the Job
- Training Your Staff

### DAY THREE

- Using Your Money Wisely
- The Paper Trail
- Tracking Inventory
- Executive Director's Perspective on Maintenance
- Action Plan Development

OK NAHRO recommends the following accommodations:

Fairfield Inn & Suites Tulsa Downtown Hotel located at 111 North Main Street, Tulsa, Oklahoma 74103, 1 mile from the Tulsa Housing Authority. Upon request the Renaissance will honor the federal per diem rate if it is available. You can make reservations by calling 1-918-879-1800.

NAHRO's certifications are developed according to accreditation standards. A participant who wishes to obtain the Certified Specialist of Maintenance (CSM) must pass the certification exam and complete NAHRO Professional Development's 2.5-hour online Ethics for Specialist e-Learning seminar or an equivalent training. Candidates for certification must complete the CSM application and send it to NAHRO for review and processing. Once the application is approved, the candidate will receive their CSM Certification Certificate and lapel pin.

To maintain the CSM, recertification requirements must be met, with 0.5 CEUs required every three years from the date of the original certification. CEUs can be earned through live training, online education, conference session attendance, and other activities.

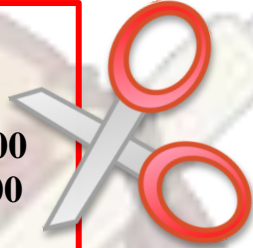
Oklahoma NAHRO Service Office: 12246 FM 1769, Graham, TX 76450  
Email: [oknahro@swnahro.org](mailto:oknahro@swnahro.org) Phone: 940.521.9982 Fax 1.866.234.4018



**PRICE  
CUT**

## Managing Maintenance TRAINING FEES

- Member ~~\$500~~ **NOW \$400**
- Non Member ~~\$600~~ **NOW \$500**
- Certification Exam \$200



## REGISTRATION FORM

Name \_\_\_\_\_  
Agency \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone \_\_\_\_\_  
Fax \_\_\_\_\_

### PAYMENT INFORMATION

AMOUNT \$ \_\_\_\_\_

- Check # \_\_\_\_\_ (Make checks payable to Oklahoma NAHRO)

**NOTE: (There will be a 5% processing fee charged for credit card payments)**

Credit Card # \_\_\_\_\_ Exp Date \_\_\_\_\_ Security Code \_\_\_\_\_  
Name on card \_\_\_\_\_  
Billing address \_\_\_\_\_  
City/state/zip \_\_\_\_\_  
Contact person \_\_\_\_\_  
Contact phone \_\_\_\_\_

### OKNAHRO REFUND AND CANCELATION POLICY

To receive a refund of your registration fees, written notice must be received no later than March 10, 2018 and will be subject to a \$50 cancellation fee. Cancellations received after this date will not be refunded, although a substitute attendee is permissible. OKNAHRO reserves the right to cancel or substitute any session or training scheduled. Request for refunds for cancelled or substituted full day or longer training sessions must be made within 7 days of the ending date of the conference/training in writing. OKNAHRO has the right to either issue a refund, subject to a \$50 fee, or to transfer the registration to the next conference/training. OKNAHRO assumes no other registrant liability resulting from session/training cancellation or schedule changes.

**No exceptions will be made to policy.**