ADMISSIONS & OCCUPANCY

Course Description

Admissions & Occupancy Management is an interactive course designed to enhance the job performance of admissions & occupancy specialists and other tribal housing professionals working on admissions & occupancy issues. This course will cover the application and selection process, eligibility, calculating annual income, determining monthly rental or homeownership payments, occupancy standards, collections practice and compliance, effective communication techniques with residents, and lease agreement compliance. Participants are encouraged to bring calculators and copies of their admissions and occupancy policies so that they can practice applying them to case studies and role-playing exercises presented to them during this course.

Objectives

Upon completion of this course, participants should:

o   Understand the application and admissions process for tenants and homebuyers, including best practices and compliance measures
o   Gain an understanding of how NAHASDA and tribal housing policies impact admissions and occupancy programs
o   Understand what requirements should be included in admissions, continued occupancy, collection, and grievance policies
o   Determine eligibility criteria required for NAHASDA programs
o   Calculate annual income and compute monthly house and rental payments
o   Practice strategies for effective communications with residents and homebuyers
o   Understand the importance and benefits of effective collection practices and compliance with policies, procedures and statutes

Who Should Attend?

Admissions and Occupancy staff, Resident Services staff, Housing Directors, Deputy Directors, Housing Management staff, or other interested housing professionals. Tribal Leaders, Housing Committee Members, and Housing Board Members are encouraged to attend to gain a better understanding of Admissions & Occupancy program management operations and best practices.