



# **33rd TEXAS NAHRO Annual Conference**

April 19-22, 2009 / Moody Gardens Hotel / Galveston, TX

## **Overall Evaluation**

### **Liked Best:**

The tour to see all the hurricane damage and how much work that has been done on the clean up.

Hotel's Cleanliness and amenities; PH & HCV Income & Rent Calculation sessions by Gail Gillespie with Nan McKay; fruit basket; booths and give away.

Vendor setup was great we could visit with all the vendors with plenty of room.

CCR Training.

There were more seminars centered around Community Development; FSS and Homeownership.

Convenience and care taken to best accommodate each of the members.

Johnson Control Company .

Dance and Entertainment.

Everything.

Seeing Everyone!

Utilizing Tax Credits.

Selection of Hotel & City.

Exhibitor's booths and Information provided.

Exhibitor's Function.

Interacting and meeting other housing authority personnel at the hospitality get together.

Having HUD staff onsite to ask questions.

Hospitality from hosting agency welcoming invite.

All well prepared and presented.

Liked Everything.

Interacting with NAHRO Staff and attending sessions.

The Classes.

Training very informative.

Public Funds Investment Act training Session.

The Classes are amazing, and every question was discussed and answered.

When called front desk for a maintenance problem in the room, they came to fix problem very quickly.

Nice Hotel , room, very clean, and staff very friendly.

Ross Presentation.

Trainings, rooms, and location.

UPCS/REAC Inspections - Updated findings to look for, What to Expect, and How to Prepare you Property in advance.

Meeting People.

Training information packets.

Food.

NSP Training.

Exposure of Venders.

Seeing the Public Housing Locations.

All the opportunities to speak with the attendees. Everyone was very friendly and helpful.

All sessions were great.

Sessions - Very Informative.

Disaster Preparedness Plans.

Hotel Accommodation, HCV Rent Calculation - Subsidy/Family share, Minimum Rent, Payment Standard, Maximum Share, Pro-rated Rent. Also Vendor Booths.

Trainings were very Informative.

Training with HUD.

Training - Riza.

Galveston tour, HUD reports update, tax credit and other funding, and awards.

Location.

City of Galveston.

Disaster Planning Class.

Location.

The variety of topics addressed during the conference.

Classes were great! Topics were perfect for current economic environment.

Area.

Fair Housing.

Location/Vendors.

Staff was very helpful.

NSP Training.

Tour of hurricane damage.

All the training classes I attended.

The tour of Galveston, and the Vendors being available.

Location and diversity of vendors.

JMH Inspections.

Lunch/Vendors

Room ready upon arrival.

Training was great, Shelli you and Hattie did Good!!

**Liked Least:**

All the walking to get to the classes and vendors.

No map to hotel.

Cold.

Elevators being out in Convention Center

Elevators not working.

The continental breakfast on the 2nd day of conference.

Food.

Too much walking for someone with bad knees. No escalator or elevator to training sessions.

To chilly in conferences.

Too much walking.

Lack of coffee between some classes. This was only between some classes.

Not enough lighting.

Getting lost on way to meeting rooms.

How much IKEA changed a wonderful place to visit. It is so sad to see all the destruction.

Hotel lack of organization.

Can't think of anything.

Directions to classes.

Escalators weren't working.

Climbing Stairs.

That not all the vendor representatives were at their booths to answer questions for the crossword puzzle.

Long Sessions. Make sure that the elevators are working.

The hotel's lack of good accessibility.

The PHA Staff was not easily heard.

Hotel was hard to get around on someone less able or disable.

Breakfast.

Liked it all.

Legal Issues, Evictions, and Terminations sessions were not very informative.

TML INS.

Too cold in convention area where vendors were set up.

The larger room was so cold, it was hard to keep focused.

Break should be a little longer between break - out sessions.

Distance from hotel room to conference location and exhibitors.

I enjoyed it all.

Always great trainings at TX NAHRO.

Too much walking.

Food and wait staff.

Sessions was changed. (Occupancy Section 8 and Public Housing)Also tour was during class sessions.

Not knowing details of some of the schedule i.e.: cost of guest to participate in events, what food was being served at the "Beach Party".

Some service at hotel.

Hotel staff short during luncheons.

I enjoyed the entire conference.

Climbing stairs to get to training rooms.

A few booths with no one there.

Presenters often times didn't elaborate on programs or acronyms and other jargon. People may attended a session that they absolutely know nothing about and more clarification would have been great. Honestly there were things that I was clueless about and I am apart of community development.

Cold training rooms.

Hallway noise during sessions.

### **Next Time:**

Will take the initiative to close doors during sessions (to sound proof against noise); require attendance sheet to verify employees participation and ensure the proper use of time and office monies.

Security training and record retention training.

I would of course like to see more in depth sessions about FSS, Partnership, PCC, Workforce Development and other community development programs.

Have more for first time commissioners.

Hard time finding way around.

Sessions regarding media, PR and community perception, and development of affordable housing A-Z.

Same Location.

Information for advancement training.

"Tour" should not be scheduled during the regular sessions, or sessions participation will decrease. Consider scheduling last.

Great Convention.

The Beach Part should maybe have some games that attendees can participate in and interact with, like a team or even as a whole group.

Timeliness.

More of the same.

More door prizes per drawing.

More finance related breakout sessions.

Cancelled sessions should be scheduled into the next conference.

Make sure you have enough food. Ran out Monday night.

Don't rely on Houston HUD to do training.

Full day on inspections.

Maybe have more for smaller agencies.

Better Breakfast.

End vendor participation at Lunch.

Have one with an opportunity to get off buses.

End vendor participation at lunch.

Information on tour.

Like to continue to see the same - excellent information.

Inspections.

Elevator/Escalators - Please! Also arrange tour of Galveston after sessions.

Same good training.

Keep up the good work.

Have classes on a map.

Can we have Chinese for lunch?

Room rates at government rates.

Hotel that offers smoking rooms.

Provide a map when convention held at large - complex design hotels.

Few more door prizes per break.

Briefcase vs. bag (More useful after conference)

Need escorts for handicap.

More Round table Discussions.

Better Food.

Have at least bacon or sausage for the breakfast.

Housing case law; Nonprofit organization and start up.

Don't have classrooms so cold.

Convention attendees need to be on 2nd or 3rd floor, too much walking.

Maybe I'll have more energy and know the vendors better.

### **Additional Comments:**

Had lots of enjoyment seeing old friends and the food was great.

Food was good.

Excellent conference.

All attendees need to be on the 1st or 2nd floor rooms only.

Whenever possible especially for the PIFA training CEU's should be granted since many of the IO's are professional (CPA's)

Great Job.

Provide bottle water or make water available.

Service officer has put on a great time as usual.

Food was good.

Don't like seeing alcoholic beverage being served at functions.

All well planned.

Great planning of the committees.

Keep up the good work Shelli and Woody.

Good Job Shelli.

Overall, I enjoyed everything and meeting other and sharing of work ethics of the variety of Housing Authority.

Fix escalator/elevators.

The entire conference was very organized and well planned.

Most need meetings.

Everything was great.

Good program.

It was cold in classrooms.

Shelli you did a great job.

Overall enjoyed conference and meeting vendors.

Very nice location and trainings were informative.

Great conference.

Facility stairs (Escalator and Elevators not operational)

I enjoyed the classes and some of the experience, especially the location at Moody Gardens.

Keep up the good work.

Outstanding job by Shelli and Woody.

Would like to thank NAHRO for helping Galveston boast some sales.

Thanks for choosing Galveston.

Juice for Breakfast.

I enjoyed my time here and look forward to the next one.

Please start lunches and dinner on time and take less time to allow patrons to eat. 25-30 minutes of program time was wasted by waiting for attendees to show up or to allow for eating.

Training was great.

Thanks for the education and networking opportunities.

How about training on investigations, proper investigations.