The National Association of Housing Cooperative’s
53rd Annual Conference

Cooperative Housing Threads the Needle of Change

October 30 – November 2, 2013
Grand Hyatt Seattle
Seattle, WA
www.nahc.coop
About the Conference
Each year, NAHC’s Annual Conference brings together your peers, colleagues and industry experts in cooperative housing to discuss issues and learn how to strengthen cooperative housing in the United States.

Who Should Attend
– Cooperative Volunteer Board Members
– Professional Cooperative Managers
– Industry Professionals such as lawyers, CPAs and leaders who service the housing cooperative community.

Program
Our 2013 Program will focus on topics of interest including (subject to change):

Financial Considerations for Cooperatives
• Refinance: Yes/No/Maybe
• Basics for Treasurers
• Financial Aspects of Strategic Planning
• Understanding Your Financial Statements
• Strategically planning for the refinancing of your cooperative
• Technology Today

Cooperative Planning and Marketing
• Duties of the Secretary Beyond Minute Taking
• The Cooperative As An Employer
• New Board Member Training
• Real World Team Building
• Guerilla Marketing
• How to attract and retain good members

Legal and Legislative Issues
• Fair Housing Laws
• Lobbying 101
• Working with HUD
• Developers Forum
• Hot Legal Topics in Cooperative Housing
• Attorneys Roundtable

Cooperative Governance Issues
• Board Performance/Governance
• Evaluating Management: What Does Good Management Look Like
• Facilitating Meetings and Your Perfect Annual Meeting
• Who Are We and Where Are We Going: Exploring the Concept of “Mission” in Your Housing Cooperative
• How to Solve Board and Member Conflicts

Improving Your Operations
• Cooperatives Ethics
• Bed Bugs - How to Find Them and Get Rid of Them
• Technology and your Cooperative – Going “Paperless”
• Cooperative Connections
• Preventative Maintenance & Curb Appeal
• Section 3 Requirements

Registered Cooperative Managers
• RCM Class Overview Open to Non RCMs
• HUD And Your Manager
• Program for Resident Cooperative Managers

Final program available via www.NAHC.coop
## Schedule of Events *(subject to change)*

### NAHC 53rd Annual Conference Schedule
#### October 30 – November 2, 2013

### Monday, October 28
- 9:00 a.m. – 5:00 p.m.: *Registered Cooperative Manager Course, Part I*

### Tuesday, October 29
- 7:00 a.m. – 9:00 p.m.: *Cruise to Victoria British Columbia Canada Tour*
- 9:00 a.m. – 5:00 p.m.: *Registered Cooperative Manager Course, Part II/III*
- 1:00 p.m. – 5:00 p.m.: *Registered Cooperative Manager Recertification Ethics Course*

### Wednesday, October 30
- 8:30 a.m. – 5:00 p.m.: Conference Registration
- 9:00 a.m. – 1:00 p.m.: NAHC Committee Meetings
- 10:30 a.m. – 3:30 p.m.: *Northwest Winery Tour*
- 11:00 a.m. – 4:00 p.m.: *Seattle Landmarks Tour with Lunch at Ivar’s Salmon House*
- 1:00 p.m. – 5:00 p.m.: *Seattle Cooperative Tour*
- 1:00 p.m. – 5:00 p.m.: NAHC Board of Directors Meeting
- 5:00 p.m. – 6:00 p.m.: First Time Attendee Orientation
- 6:00 p.m. – 7:30 p.m.: Opening Reception “Halloween Style”

### Thursday, October 31
- 8:30 a.m. – 5:00 p.m.: Conference Registration
- 8:30 a.m. – 5:00 p.m.: Exhibit Hall Open
- 9:00 a.m. – 10:30 a.m.: Opening General Session & Keynote Speaker

### Thursday, continued
- 10:45 a.m. – 12:15 p.m.: Concurrent Breakout Sessions
- 12:15 p.m. – 1:45 p.m.: Strut Your Stuff: Coop Pride Luncheon
- 2:00 p.m. – 5:15 p.m.: Concurrent Breakout Sessions

### Friday, November 1
- 8:30 a.m. – 2:00 p.m.: Exhibit Hall Open
- 8:30 a.m. – 5:00 p.m.: Conference Registration
- 9:00 a.m. – 12:15 p.m.: Concurrent Breakout Sessions
- 12:15 p.m. – 1:45 p.m.: Awards Luncheon
- 2:00 p.m. – 5:15 p.m.: Concurrent Breakout Sessions
- 5:15 p.m. – 5:45 p.m.: Candidates Forum: Meet Your Board Candidates
- 5:45 p.m. – 6:30 p.m.: Member Association Caucuses

### Saturday, November 2
- 9:30 a.m. – 11:00 a.m.: Annual Meeting of Members
- 11:00 a.m. – 12:00 p.m.: NAHC Board of Directors Meeting
- 1:00 p.m. – 5:30 p.m.: *Snoqualmie Falls & Boehm’s Chocolates Tour*
- 1:00 p.m. – 9:00 p.m.: *Seattle Premium Outlets Shopping and Tulalip Resort & Casino Tour*
- 1:30 p.m. – 5:00 p.m.: *Seattle Lakes Cruise Tour*

### Interested in Exhibiting?
If your company is interested in exhibiting or sponsorship opportunities at the 53rd Annual NAHC Conference, please contact Julie Elfand at jelfand@bostrom.com or by calling (202) 737-0797.
Host Hotel

The 53rd Annual NAHC Conference will be held at the Grand Hyatt Seattle. The hotel is located in the heart of Seattle’s thriving retail and theater district steps from Pikes Place Market, Seattle Waterfront and the Space Needle.

A limited number of guest rooms have been reserved at a discounted rate of $179.00 single/double (additional taxes will apply) until Monday, October 7, 2013. In order to receive this special rate, you must mention the National Association of Housing Cooperatives (NAHC) when making your reservation.

After October 7, 2013, or once the room block has been filled (whichever comes first), reservations will be accepted on a space and rate available basis. To make reservations, call the Grand Hyatt at (206) 774-1234.

Transportation

The Grand Hyatt Seattle is 13 miles from Seattle-Tacoma International Airport (SEA, also known as Seatac), or about a 25 minute ride. Taxis are available outside the airport and costs approximately $45.00 one-way. Seattle’s Link light rail runs from the airport to downtown Seattle and costs $2.75 one-way; the Grand Hyatt Seattle is two blocks from the Link’s West Lake Station. The trains leave the airport station every 7 – 10 minutes during the day, and the ride is about 40 minutes each way. Shuttle service is also available from Shuttle Express for approximately $18.00 one way. You can visit www.shuttleexpress.com for more information or to make a reservation.

Dress

Casual attire is appropriate for all meetings and tours. Don’t forget to bring apparel for the Strut Your Stuff: Coop Pride Luncheon. The outdoor temperature and meeting rooms may vary. We strongly recommend bringing a sweater or light jacket as well as an umbrella. The average temperatures for Seattle in October are in the mid to high 50’s F during the day and the 30’s F in the evenings.
**Tours**

**Cruise to Victoria, British Columbia Canada Tour**
*Tuesday, October 29, 7:00 a.m. – 9:00 p.m.*

Victoria is dubbed the “City of Gardens.” This intimate, sophisticated seaside city is the vacation capital of Canada and one of the premier tourist spots in Pacific Northwest. Victoria is the perfect mix of old world charm and new world excitement. The city maintains its rich sense of history and culture, showcasing beautiful Victorian architecture, tree-lined streets and Old British charm is alive with cosmopolitan dining and superb shopping.

From Seattle, you will board the Victoria Clipper and sail to the downtown harbor of Victoria. While in Victoria, you will have time on your own to explore British Columbia’s most charming city including the Parliament Building, the Royal BC Museum, Afternoon Tea at the elegant Fairmont Empress Hotel, Crystal Gardens and the famous Butchart Gardens.

*If you are a U.S. or Canadian Citizen you MUST present a passport, enhanced driver’s license, or other approved secure document denoting citizenship.* If you are a U.S. citizen looking for information on passports, please visit the U.S. Department of State website [http://www.travel.state.gov/passport/passport](http://www.travel.state.gov/passport/passport).

*If you are a Canadian citizen looking for information on passports, please visit the Passport Canada website [http://www.ppt.gc.ca/index](http://www.ppt.gc.ca/index).*

*Please note, this tour includes roundtrip transportation from the hotel to the Victoria Clipper terminal in Seattle, roundtrip ferry to Victoria, approximately 2 ½ hours each way, and some light walking. Meals are not included however there are items for purchase aboard the Clipper.*

**Cost:** $209.00

*(Note: A minimum of 20 attendees are needed to run this tour.)*

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**Northwest Winery Tour**
*Wednesday, October 30, 10:30 a.m. – 3:30 p.m.*

As Washington State’s oldest and most acclaimed winery, Chateau Ste. Michelle offers award-winning wines, tours of the facility, and a tasting experience second to none at the historic grounds. You will enjoy a “Theme Tasting” at the tasting bar located in the wine and gift shop. Following your tour and tasting at Ste. Michelle, you will transfer across the street to Novelty Hill Januik Winery, known for their crisp Chardonnay and velvety reds for a winemaker’s tasting experience followed by a light lunch.

*Please note, this tour includes roundtrip transportation, a light lunch and some light walking.*

**Cost:** $85.00

*(Note: A minimum of 20 attendees are needed to run this tour.)*

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**Seattle Landmarks Tour with Lunch at Ivar’s Salmon House**
*Wednesday, October 30, 11:00 a.m. – 4:00 p.m.*

Learn why Seattle has been named one of America’s most livable cities as guides provide historical background on the area, point out iconic interesting landmarks and give insider tips on shopping and sightseeing. The tour will take you through downtown Seattle to the world famous Seattle’s Pike Place Market, one of the oldest farmers markets in the country and home to the original Starbucks Coffee House. Additional stops include Pioneer Square, 20 blocks of unique shops and glass galleries, the International District, the Olympic Sculpture Park, Ballard Locks and the most recognizable landmark in Seattle – the Space Needle. You will also enjoy a lunch at Ivar’s Salmon House on Lake Union.

*Please note, this tour includes roundtrip transportation, a sit-down lunch and some light walking.*

**Cost:** $89.00

*(Note: A minimum of 20 attendees are needed to run this tour.)*
Seattle Cooperative Tour
**Wednesday, October 30, 1:00 p.m. – 5:00 p.m.**

While in Seattle you will tour three cooperative developments located in and around the downtown Seattle area. The cooperatives are relatively small but each cooperative has unique programs that they offer their members. Join us for this educational highlight of cooperatives, always a popular feature with the opportunities to network during the day too! **Please note, this tour includes tour and roundtrip transportation only.**

**Cost: $50.00**
*(Note: A minimum of 20 attendees are needed to run this tour.)*

Snoqualmie Falls & Boehm’s Chocolates Tour
**Saturday, November 2, 1:00 p.m. – 5:30 p.m.**

Enjoy an afternoon viewing the tallest Falls in the country, a stroll through downtown Issaquah and a visit to a Swiss chocolatier’s shop. Snoqualmie Falls and the historic Salish lodge and Spa are a favorite retreat for international visitors and locals alike. During your visit, your naturalist guide will share the history of this property and direct you through the Lodge and out onto the overlook situated above the Falls. Afterward, you will transfer to the town of Issaquah and Boehm’s Chocolates, known throughout the Northwest for their Swiss delicacies including hand dipped truffles, caramels and butter creams. You will also have some time to walk through downtown and visit their local brewery, enjoy cafes and view live glassblowing demos. **Please note, this tour includes roundtrip transportation and some light walking. No meals are included.**

**Cost: $79.00**
*(Note: A minimum of 20 attendees are needed to run this tour.)*

Seattle Lakes Cruise Tour
**Saturday, November 2, 1:30 p.m. – 5:00 p.m.**

Embark on a luxurious, 2 ½ hour cruise on Lake Union and Lake Washington where you will have the opportunity to view the stunning estates of Seattle’s rich and famous. Cruise along Lake Union and see the historic houseboat community including the famous houseboat from Sleepless in Seattle. While cruising along Lake Washington you will pass Seattle’s 520 floating bridge and see multi-million dollar mansions including the home of Microsoft co-founder Bill Gates, the McCaw Cellular family home and other celebrity homes perched at the edge of the lake. **Please note, this tour includes roundtrip transportation. No meals are included.**

**Cost: $60.00**
*(Note: A minimum of 30 attendees are needed to run this tour.)*

Seattle Premium Outlets Shopping and Tulalip Resort & Casino Tour
**Saturday, November 2, 1:00 p.m. – 9:00 p.m.**

Enjoy an afternoon of shopping at Seattle’s Premium Outlets, the premier shopping outlet mall, offering savings at over 100 brand name stores. If you get tired of shopping or just want a break and would like to press your luck and hopefully win some money, enjoy yourself at Tulalip Resort & Casino, located steps away from the outlet mall. Enjoy over 2000 slots and video poker machines, gaming tables including blackjack, 3-card poker, baccarat, roulette and craps as well as many of their restaurants and buffets. A shuttle will run between the outlets and the casino every hour. **Please note, this tour includes roundtrip transportation only and some light walking. No meals are included.**

**Cost: $50.00**
*(Note: A minimum of 20 attendees are needed to run this tour.)*
Things to Do While In Seattle, WA

• **The Space Needle:** Seattle’s iconic structure rises 605 feet in the air, giving visitors panoramic views of the Cascade Mountains, Olympic Mountains and Puget Sound. Built in conjunction with the 1962 World’s Fair, the Space Needle represents “American aspirations towards technological prowess” and “the belief in commerce, technology and progress.” Go to the 520-foot high observation deck, or dine at the world-famous SkyCity restaurant, where you can enjoy fine cuisine as the dining room slowly rotates 360 degrees above the Emerald City.

• **Experience Music Project:** Located at Seattle Center by the Space Needle, EMP is an innovative music museum “dedicated to the ideas and risk-taking that fuel contemporary popular culture.” The museum combines traditional musical artifact collections with interactive displays allowing patrons to play their own music. The Frank Gehry-designed building also houses the Science Fiction Museum, which displays items from Star Trek, Star Wars and other seminal sci-fi shows.

• **Chihuly Garden and Glass Museum:** Seattle’s newest attraction, this museum is located by the base of the Space Needle, features the works of famed glass artist and Washington State native Dale Chihuly. The museum features the artist’s large-scale glass creations, which depict flowers, plants, sea life and Northwest Indian designs.

• **The Pike Place Market:** the market is one of the oldest farmer’s markets in the country, housing over a hundred shops and food vendors over several city blocks near the waterfront. The famed “fish-throwers” heave huge salmon and halibut at the Pike Place Fish Market. Aside from wonderful seafood, you can find coffee, produce, flowers or other gifts. Market tours and tasting tours are available to get the full culinary experience.

• **Tillicum Village:** Showcasing Native American culture, Tillicum Village is located on Blake Island across Puget Sound from downtown Seattle. The guided 4-hour experience includes round-trip narrated cruises to the island, a salmon buffet and Native American programming, plus the opportunity to explore the island on your own.

• **Bainbridge Island:** Take a ferry across Puget Sound to Bainbridge Island and browse the island’s many shops for gifts from the Northwest. Ferries leave from the downtown waterfront each hour. Harbor cruises are also available for longer trips to the San Juan Islands and other points in Puget Sound.

• **The Museum of Flight:** Located south of downtown Seattle, this independent museum has a collection of 150 air and spacecraft, including the Concorde and the original Air Force One.

For more information on Seattle’s attractions, go to [http://www.visitseattle.org](http://www.visitseattle.org).