

HANDBOOKS, MASTER BOOKS, VIDEOS AND MORE....

NMA Products

2009 Product Catalog



Our products are created in user-friendly formats to assist you in finding, understanding, and applying complex HUD regulations.

Whether you're planning on briefing families and owners with our video series, or you need to create a comprehensive administrative plan, our products are here to guide you through the regulations.

Our goal is to provide you with the information you need to help employees, families, and owners excel in your program.

As your partner in performance in 2009, we look forward to providing you these knowledge-driven products.

Nan McKay
AND ASSOCIATES, INC.

Index

Model Policy and Plan	2
Master Books	4
Handbooks	6
PIH Alert	8
Quick Check Guides	9
Videos	10
Revision Services	11
Spanish Products	11
Prices	11

NMA offers a variety of products to help you achieve higher levels of performance and professionalism. Choose the industry standard in master books, handbooks, videos, and more!

Visit us online at
www.nanmckay.com

Model Administrative Plan & Guide

NMA's Model Administrative Plan lays the foundation for writing your agency's Administrative Plan! It contains recommended language for each area in which the PHA has discretion or flexibility to develop its own policies.

The Model cites and describes HUD regulations and other requirements in detail. Accept the model policy as is or use the included policy guide to customize the Administrative Plan for your agency. The policy guide contains highlighted PHA policy "decision points," alternative policies, and explanations regarding policy recommendations and options. The policy features:

- Overview of the program and plan
- Fair housing and equal opportunity
- Eligibility and denial of assistance – including VAWA
- Application, waiting list management and tenant selection
- Briefings and voucher issuance
- Verification
- Leasing policies

- Housing quality standards and rent reasonableness
- Income and subsidy determinations and verification - including up-front income verification (UIV)
- Moves and portability
- Reexaminations
- Terminations of assistance and tenancy – including VAWA
- Owners
- Program integrity and administration
- Project-based vouchers

This is necessary for section 8 / housing choice voucher program management!

Subscribe to our Model Administrative Plan revision service and receive automatic updates to the model plan as HUD makes regulatory changes.

Model Admissions and Continued Occupancy Policy (ACOP) and Guide

The Model ACOP lays the foundation for writing your agency's Admissions and Continued Occupancy Policy! It contains recommended language for each area in which the PHA has discretion or flexibility to develop its own policies.

The Model cites and describes HUD regulations and other requirements in detail. Accept the model policy as is or use the included policy guide to customize the ACOP for your agency. The policy guide contains highlighted PHA policy "decision points," alternative policies, and explanations regarding policy recommendations and options.



The policy features:

- Program and plan overview
- Fair housing and equal opportunity
- Eligibility and admissions policy – including VAWA
- Occupancy standards and unit offers
- Income and rent determinations
- Verification – including up-front income verification (UIV)
- Waiting list management
- Tenant selection and unit offers
- Leasing and inspections
- Pets
- Community Service
- Transfers
- Terminations – including VAWA
- Grievances and appeals

The Model provides you with expert guidance in a timesaving, user-friendly format! It's a must-have for managing Public Housing!

Subscribe to our ACOP revision service and receive automatic updates to the model policy and the guide as HUD makes regulatory changes.

Master Books & Revision Services

NMA's Master Book series provide you with a complete program guide. You will find detailed explanations on how to apply the latest HUD rules and regulations for the public housing and housing choice voucher programs. We clarify tough regulations so you can understand and apply each correctly. The Master Book annual revision service is a yearly update to your Master Book. The revision offers you explanations and guidance on the most current HUD rules and regulations.

- Family Self-Sufficiency
- HCV Executive Management
- HCV Financial Management & Reporting
- HCV Housing Quality Standards (HQS)
- Housing Choice Voucher (HCV)
- Project-Based Accounting for PHAs
- Public Housing
- Public Housing Assessment System (PHAS)
- Public Housing Management
- Uniform Physical Condition Standards (UPCS)

Your NMA Master Book will help you find, understand, and apply complex HUD regulations.

Public Housing Master Book

The Public Housing Master Book provides comprehensive and uniform guidelines to your agency staff with this indispensable reference tool. The easy to follow format assists in finding, understanding, and applying complex HUD regulations. Includes requirements for:

- Intake and tenant selection
- Income, assets and allowances
- Earned income disallowance
- Tenant Rents, including flat rents
- Eligibility determination
- Unit offers and lease-up
- Terminations

Together with the revision service, this resource provides complete information on HUD regulations, notices, and industry practices.

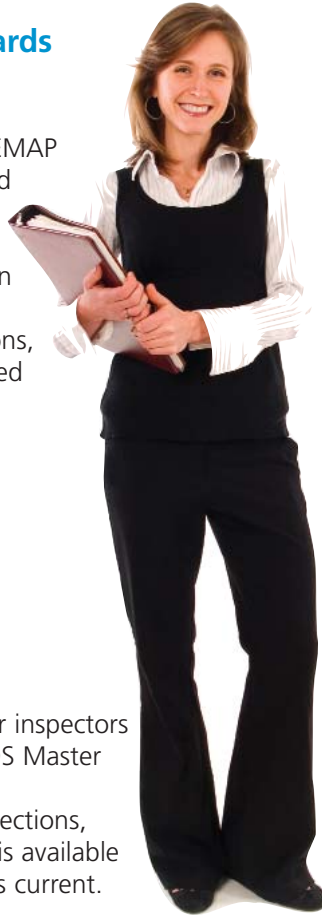


HCV Housing Quality Standards (HQS) Master Book

Maintain or improve your agency's SEMAP scores by ensuring that inspectors and housing staff thoroughly understand the required Housing Quality Standards (HQS) essentials. In addition to having been recently updated to include HQS frequently asked questions, the HQS Master Book provides detailed information on:

- General room standards
- Kitchens and bathrooms
- Electricity and plumbing
- Security
- General health and safety
- Exteriors
- Lead-based paint

As an indispensable reference tool for inspectors and housing authorities alike, the HQS Master Book also contains chapters on rent reasonableness, monitoring HQS inspections, and special claims. A revision service is available to ensure that all information remains current.



Housing Choice Voucher (HCV) Master Book

The HCV Master Book's clear, user-friendly format made to assist you in finding, understanding, and applying complex HUD regulations makes this one of our most widely-used reference tools. Provide your agency staff with comprehensive and uniform guidance with this incredibly easy-to-understand material.

This Master Book contains the most vital information pertaining to the HCV program, including information on:

- Intake & eligibility determination
- Leasing and moves
- Owner rents and payment standards
- Rent reasonableness
- Waiting list management
- Voucher issuance
- Annual and interim recertification
- Terminations

Together with the revision service, this fully outlined and referenced text provides complete information on HUD regulations, notices, and industry practices.

HCV Family Handbook

A valuable resource for new HCV participants, The Family Handbook: A Guide to the Housing Choice Voucher Program offers a general program overview in addition to providing answers to many of the program-related questions facing new participants.

This comprehensive guide covers basic program information, the relationships between the PHA, the family, and the owner, necessary steps to becoming program participants, and guidance to successful participation in the program. Our latest edition has been completely revised for both content and clarity. It features:

- A modern, easy to read format
- Information on the Violence against Women and Department of Justice Reauthorization Act of 2005 (VAWA)
- Clarified language on disabilities and reasonable accommodations
- Clear, updated examples for calculating subsidy and family share
- User-friendly, participant-oriented wording

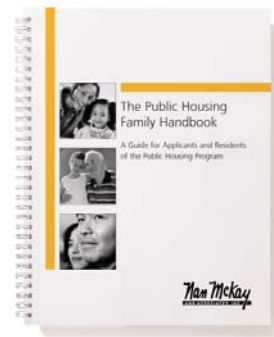
The HCV Family Handbook reduces your staff work and saves you time. Let this useful tool assist your participants while helping you establish a professional PHA image for your community and public officials.

Public Housing Family Handbook

Welcome families into public housing with this easy-to-read, illustrated handbook. The Public Housing Family Handbook is designed to teach families how to be successful residents.

Specifically, this handbook covers:

- General program information
- Facts about applying for housing
- How much does the family pay?
- Leasing and moving into a public housing unit
- Successful participation in the public housing program
- Public housing opportunities



Purchase The Public Housing Family Handbook and build positive relationships with your families today!

Quantity Discounts Available!

Order handbooks in bulk and receive the following quantity discounts.

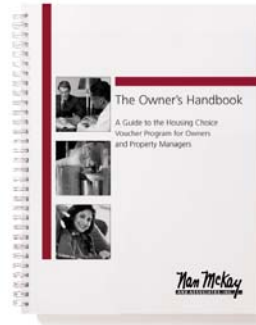
Quantity	Price	Discount
0-99	\$20	Regular price
100-199	\$9	55% off
200+	\$7	65% off
1000+	\$7	Custom logo added to cover

Owner's Handbook

The Owner's Handbook is designed to answer prospective section 8 / HCV landlord questions about their role in the Housing Choice Voucher Program.

Specifically, this handbook covers:

- General program information
- Responsibilities within the section 8 / HCV program
- The steps owners need to take to participate in the section 8 / HCV program
- Owner, family and PHA obligations
- HUD required annual activities
- Terminations of family, owner, and housing assistance by housing agency
- Program benefits
- Glossary of section 8 / HCV housing terms
- Forms
 - Sample HUD program forms
 - Property management forms



Reduce owner complaints due to misunderstandings, and enhance your PHA's image with this invaluable tool!

English and Spanish Handbooks

NMA offers our handbooks in English, Mexican Spanish, and Puerto Rican Spanish. Here is a complete list of handbooks available:

- Assisted Housing 101
- Essentials for Commissioners
- HCV Family Handbook
 - *Available in Mexican and Puerto Rican Spanish*
- Owner's Handbook
- Public Housing Family Handbook
 - *Available in Mexican and Puerto Rican Spanish*

The Complete Briefing Package

Our clients often tell us that our handbooks and DVDs make briefings quick, easy, and consistent. The handbooks are designed to be a take home manual for the section 8 and public housing programs. Our DVDs are perfect for briefing many clients at one time, while meeting HUD regulations. Order these products together for the complete briefing package!



PIH ALERT SUBSCRIPTION

PIH Alert and Housing Resource Newsletter

Don't spend all your time searching the web for important information you need -- let Nan McKay & Associates do it for you!



NMA's PIH Alert will save you countless hours of internet searching.

Here's how it works: Every time HUD issues a new regulation or notice pertaining to the public housing or HCV program, you get a summary email in your inbox that contains links to the pertinent information.

Also delivered directly to your email inbox, our monthly Housing Resource Newsletter gives you the info on trends, news, and notices you need to keep current with the constantly changing housing industry.

NMA's timesaving PIH Alert and monthly Housing Resource Newsletter are invaluable additions to any agency.

Housing Help Sessions - Sessions and Recordings

\$129 Training - The Perfect Low-Cost Training Alternative! Learn with our Housing Help Sessions for the housing choice voucher and public housing programs. NMA offers session recordings for \$30 a session if you order online at the same time as you order the live session. Sessions begin at 10 AM PST, 11 AM MST, 12 PM CST, 1 PM EST and last two-hours. The last half-hour of the audio conference training is a question and answer portion with the audience.



To view a list of upcoming sessions or order recordings online, visit <http://store.nanmckay.com>.

SAVE \$30 on Housing Help Sessions Subscribe to the PIH Alert!

All clients who currently subscribe to our PIH Alert and Housing Resource Newsletter, are entitled to Housing Help Sessions for only \$99 per session!

Look for your coupon code at the bottom of your next PIH Alert and start saving today!

UPCS Quick Guide

Whether you're a UPCS inspector or a property manager, an understanding of the Uniform Physical Condition Standards is important for well maintained and safe units.

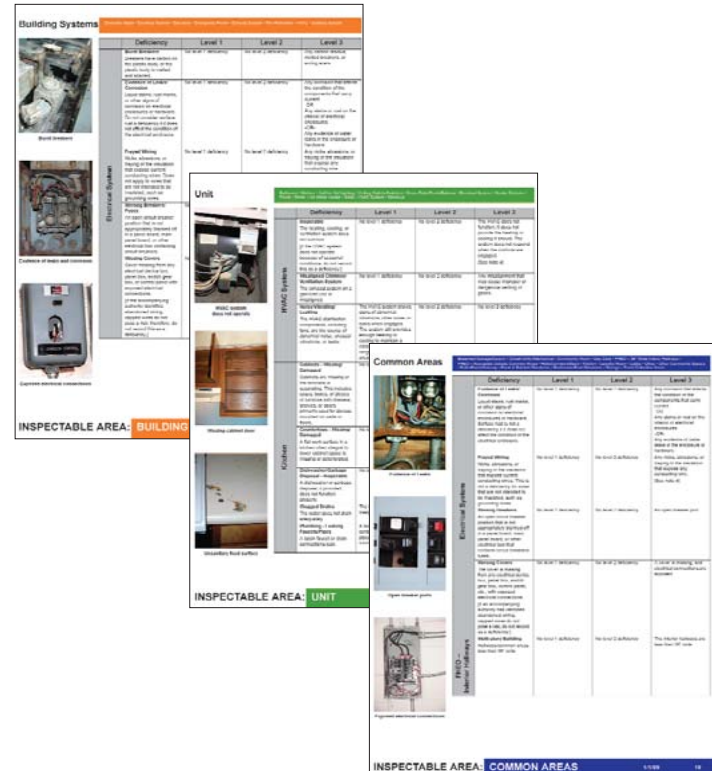
In just 20 double-sided pages, the UPCS Quick Check Guide details all 450 UPCS definitions and the corresponding deficiency levels. The guide includes full-color photograph examples of deficiencies, color-coated labels, and a ruler printed on the back for your convenience. In addition, the guide's gloss-coated pages allow you to make notes in the guide, using a grease pencil, that will assist you when completing inspection reports later — making reports a breeze!

Keep your PHAS score high — stay on top of your deficiencies and maintenance issues and increase every area of your inspection. Using all 450 definitions required by REAC, the UPCS Quick Check Guide covers:

- Site
- Building exterior and systems
- Common areas
- Unit
- Health and safety

Thorough and easy to use, the UPCS Quick Check Guide is sure to assist your agency in its mission to be a high performer!

HQS Quick  Guide coming soon!



Housekeeping Basics Video

Housekeeping Basics gives families a concise, yet thorough, overview of methods for keeping their units clean and in good repair. The video is useful for initial briefings, problem families, and as a tool for managers to help maintenance staff. The DVD includes closed captions for both English and Spanish versions!

The tips given in this DVD use inexpensive cleaning solutions and cover all areas of the home including the entrance, kitchen, bathroom, laundry, bedroom, living room, outdoor maintenance, and reporting repair problems.

Give your families a tool to help improve their success as tenants while maintaining and potentially improving the property.

Public Housing Orientation Video

This video is the perfect way to educate new families on what living in public housing will be like. It explains important lease requirements as well as program rules related to a family's choice of rent, annual reexaminations, community service, lease termination, grievance rights, reasonable accommodation, and more. It can also serve as a tool to orient new staff to the public housing program.

ADDITIONAL VIDEOS

NMA videos provide you with information for your families, owners, and staff. Here are other videos available from NMA:

- Benefits of Owning Voucher Assisted Housing Video
- Essentials for Commissioners Video
- How to Be a Good Renter Video
- Owner Briefing Video
- Owner Guide to HQS Inspections Video

View video previews online at <http://store.nanmckay.com>

Voucher Family Briefing Video

This family-friendly video presentation of the Housing Choice Voucher Program (HCV) walks new participants through the important rules and relevant details, a required HUD task. This video covers topics including, how the housing choice voucher program works, choosing where you want to live, leasing under the voucher program, and after you move in. Available in English and Spanish. Revision service available for English version.



Revision Services

Keep current with HUD changes! Subscribe to our revision service and receive automatic updates to your master book, policy, plan, and videos. In order to purchase the revision service, you must first purchase the master book, policy, plan, or video. All revisions are available below.

Master Book Revision Services

- Family Self-Sufficiency
- HCV Executive Management
- HCV Financial Management & Reporting
- HCV Housing Quality Standards (HQS)
- Housing Choice Voucher (HCV)
- Project-Based Accounting for PHAs
- Public Housing
- Public Housing Assessment System (PHAS)
- Public Housing Management
- Uniform Physical Condition Standards (UPCS)

Model Policy and Plan Revision Services

- Model Administrative Plan and Guide
- Model Admissions and Continued Occupancy Policy (ACOP) and Guide

Video Revision Service

- Voucher Family Briefing

Spanish Products / Disponible en Español

- HCV Family Handbook
- Housekeeping Basics Video
- Public Housing Family Handbook
- Voucher Family Briefing Video



PRODUCT	PRICE
MODEL POLICY AND PLAN	PAPER AND CD \$850
	CD REVISION SERVICE \$189
	PAPER REVISION SERVICE \$249
MASTER BOOKS	PAPER MASTER BOOK \$299
	CD MASTER BOOK \$199
	CD REVISION SERVICE \$189
HANDBOOKS	1-99 HANDBOOKS \$20
	100-199 HANDBOOKS \$9
	200+ HANDBOOKS \$7
PIH ALERT	PIH ALERT \$349

**FOR ALL OTHER PRODUCT PRICES, PLEASE VISIT
[HTTP://STORE.NANMCKAY.COM](http://store.nanmckay.com)**

HANDBOOKS, MASTER BOOKS, VIDEOS AND MORE....

NMA Products

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4 Easy Ways to Order

1

ONLINE STORE

<http://store.nanmckay.com>

2

PHONE

1.800.783.3100
8 am-4pm, pacific time
Monday - Friday

3

FAX

1.619.258.5791

4

MAIL

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El Cajon, CA 92020

In 2009, NMA is striving to build your knowledge of housing regulations and guidance.

We have dedicated over 29 years of service to help housing authorities, private companies, and HUD improve the assisted housing industry. We are here to help you build housing knowledge in 2009.

**Turn to NMA products for your information needs.
800.783.3100 • <http://store.nanmckay.com>**

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