

Are you FED UP with the whole process of getting your staff Housing Credit Compliance training?

As you know finding good Housing Credit training that you can afford and that is available WHEN YOU NEED IT is... well... bluntly... nearly impossible! The sad truth is...

- My training peers and I are coming to a “city near you” less and less often;
- State Agency-provided training, whereas important, is not in-depth enough to provide the education you need;
- Travel costs... even if in the same state... are cost-prohibitive and well... forget about it if you have to send your employee out of state!
- And let’s face it; even if you could find one and afford one, the reality is you still can’t send your staff because you can’t afford to have one of your properties unmanned or run short staffed!

It’s enough to make any supervisor insane!
Especially when you factor in the RISK of not training your staff!! Yikes!!

But What If I Told You There Is Finally a Solution...

One That Will Allow You to Train Your ENTIRE STAFF Conveniently and Affordably And One That I’m So Confident You’ll LOVE that I’m Willing To Allow You to Test-Drive It for

FREE...

Would I Have Your Attention???

Good... ‘cuz I’m not kidding!!!



Hey, it is Elizabeth Moreland from the Housing Credit College. I know what I am saying may seem too good to be true... but it isn’t. Really! In fact, what I have to tell you is so good I am going to put my money where my mouth is!

I know you care about compliance. I know you want to have well trained, highly motivated staff. But, I also understand the difficulties you face to meet these goals all too well.

It really shouldn’t be so difficult though, should it? I mean, c’mon, all we want to do is provide training for our people at an affordable price and without making them trek across the country to get it! Right! Why should that be so hard??

Well, guess what? It isn’t anymore!! Not

with the
***Housing Credit Online Training
Center***
and its
Unlimited Training Subscription!



I know you are busy... very, very busy... but **DO NOT** put this down cuz I am about to make your day! Even if you already know about the *Online Training Center* and its *Unlimited Training Subscription*. **DO NOT** put this down unless you want to miss out on a once in a lifetime opportunity.

I am introducing a **REVOLUTIONARY TRAINING SYSTEM** that will end your training frustrations and get **YOUR ENTIRE STAFF TRAINED** for less than what you would normally spend to train 1 or 2 key people on your staff!!

A training system that simplifies the actual act of training your staff and results in each staff member...

1. Fully understanding the Housing Credit Program's site compliance responsibilities;
2. Graduating from the Housing Credit College and receiving their Compliance Diploma; and
3. Being prepared to take the *Site Compliance Exam* which when passed will earn them their *Site Compliance Specialist (SCS)* designation.

**We call it the *Automatic Staff Training System...*
you're gonna call it a miracle!**

But, I'm getting ahead myself. Let me start at the beginning so you can see the real beauty in this **SOLUTION and why the *Housing Credit Online Training Center* is about to become one of the most valuable tools you have in winning the battle against noncompliance!**

The *Online Training Center* is the **ONLY** training center available to you 24 hours a day/7 days a week that contains courses teaching the complex rules of Housing Credit compliance and property management! Finally, training that is accessible when YOU WANT IT and NEED IT that can be accessed anytime of the day or night from any computer with high-speed internet access!

Let me give you a little taste of what you'll find at the ***Housing Credit Online Training Center...***

The *Online Training Center* contains 6 fantastic courses that focus on the site compliance requirements of the Housing Credit Program – from an introductory lesson to a comprehensive course that fully prepares an individual for the *Site Compliance Exam!*

PLUS, for those looking to move beyond the basics of site compliance, I have just added my newest course – *Housing Credits 445: National Compliance Professional!* This is a course like none other! Designed to teach the advanced Housing Credit concepts needed to truly become a Program expert, *HC445* covers everything from allocation & development to day-to-day management and fully prepares the individual for the *National Compliance Exam!*

Each course at the *Housing Credit Online Training Center* was designed by me personally. I point this out specifically because I want you to have the confidence that the information taught is correct, up-to-date and understandable!

Plus... it is really me teaching these courses... no radio voice over announcers or actors who dispassionately read the information! This means the courses are easy to understand and match the quality of my public workshops as they are taught in the same straightforward, plain-English style; are chock full of my real-life stories and experiences I like to share to help drive the point I am teaching home; and contain multiple teaching techniques so the students are not just relying on hearing what I am saying but are also visualizing through the use of animated illustrations just as if they were sitting in one of my public workshops and I was doing examples on the flip chart!

You know I am passionate about this stuff! The enthusiasm I display in my public workshops is equally displayed in the *Center's* courses! And most importantly, because I have been training this information for over 11 years, I easily anticipate the questions the student is thinking on each topic and share the answers as part of the instruction just as if the student asked me the question in a live training! Plus, each student can email me questions directly and I will answer each and every one of them personally!

BUT WAIT... THAT'S NOT ALL. There are more than just educational courses available! The *Housing Credit Online Training Center* also contains a **Compliance Assessment** which allows individuals to evaluate their current compliance knowledge. Perfect for when you interview candidates for jobs who state they have experience but also a great way to assess where your staff is at and which courses they should take next. Plus it is incredibly valuable for determining what type of course is needed each year for continuing education.

THERE'S STILL MORE. I have also added an online version of our compliance and property management newsletter – *The Compliance Monitor* – including an archive of recent issues. If you aren't familiar with this newsletter, let me just tell you that

Recent Testimonials from Online Training Center Students...

"This was awesome! I love the speed and the information that it contains and your ability to review notes taken through out the course and going back and reviewing. You have two thumbs up from me. If I had three thumbs you would have it too!"

Jett Woodwick, Standard Enterprises,
Monroe, LA

"This is a great resource that allows you to work at your own pace. Even though I missed your November 2005 Atlanta training seminar, I didn't miss a beat because of the online courses."

Yoshonda Williams, HSI Management,
Atlanta, GA

"You have made my job of maintaining staff training so much easier. This course was as good as attending your courses in person. The convenience of now being able to take these classes when they are most needed instead of when they are most available will be a valuable asset for management."

Anita Hall, Lloyd Management, Inc.
Mankato, MN

"This is just what we need...the ability to allow those new to the industry to learn and those of us who wish to continue our education the ease and convenience of training at our pace and as time allows us. Two thumbs up Elizabeth, this is GREAT!!!"

Tondi Cisneros, Hyder and Company,
Palm Springs, CA

"Being able to take these classes AT MY PACE has been appreciated. It has been much more preferable than leaving the site for days. Elizabeth Moreland is doing a fantastic job of training - she does not rush and the individual slides are short, therefore, she is not throwing out too much information at once."

Marla Daniels, Simpson Property Group,
Las Vegas, NV

There are just too many **BENEFITS** to the **Housing Credit Online Training Center's Unlimited Training Subscription** for me to list... so I'll just give you the **TOP 5!**

The **FIRST** is obvious... **UNLIMITED TRAINING!** No limits! So go for it! If some months you need to register your whole staff and the next you only have 1 or 2 students... that is fine!

The **SECOND** benefit is a **KNOWN BUDGET EXPENSE** whether you have 1 property, 100 properties... or even more!! The price to you is \$699 per month! No more guessing how much you will need to budget for your training needs even if it turns out your training needs substantially increased from what you thought they would be!

The **THIRD** is **IN-DEPTH EDUCATION** for **EACH** member of your staff! Meet your state agency education requirements. Satisfy your investor's desires for a well-educated site staff. Create confidence in your employees!

The **FOURTH** is an **AUTOMATED SYSTEM** that will do the work of training your staff for you!! You can sit back with confidence and know that your staff is being provided an incredible educational opportunity!!

And the **FIFTH** is **TRAINING THAT IS ALWAYS ACCESSIBLE...** 24 hours/7 days a week... nights, weekends... heck even holidays AND it involves no traveling!!

each issue is loaded with great tips and techniques on relevant issues we care about as managers... each issue is like a seminar in itself!

Yep... there is still more! Because the Housing Credit Program rules are always changing, I have created a special level of courses I call my *500 Level*. These courses are designed specifically to teach you the new Program rules and changes as well as share with you the inevitable opinions and interpretations that come hand-in-hand with them. Currently there are 4 such courses including *Housing Credits 505: Final 8823 Guide... Review and Analysis*; *Housing Credits 510: Update & Review of the Student Rule*; *Housing Credits 515: Final Utility Allowance Regulations*; and *Housing Credits 520: Understanding & Implementing H.R. 3221 (HERA)*.

Plus, because I know the goal for many is to become Housing Credit certified which means taking a compliance exam, I have created 2 practice exams – Site Compliance Practice Exam and the National Compliance Practice Exam – to allow individuals to test their knowledge and determine if they are ready to tackle the actual exam thereby providing a higher level of confidence going in!

Updates... updates... updates! As the Housing Credit and other affordable housing programs never stay stagnant, neither can the courses at the *Online Training Center*. But that is the beauty of this format! As changes arise and become part of the fabric of our industry, I update the courses to ensure the newest, most current information is being learned!

And there is more to come. Much more! I plan to add several new courses in the next six months focusing on implementation! It is one thing to learn all the rules but it is often another thing to integrate them successfully and efficiently into operations! Some will be full-blown courses and others “snippet” courses focusing on a specific frequently asked question!

Truly a one-stop training stop!
Now, the Online Training Center alone is great, but it really becomes incredible with *Unlimited Training Subscription*.

The *Unlimited Training Subscription* gives you UNLIMITED access to the *Online Training Center's* courses, *Compliance Assessment* and *Online Newsletter* for YOUR ENTIRE STAFF!! Unlimited training for unlimited number of employees! Normally you would spend between \$149 and \$249 per class at the *Center* which can really add up. Plus you have to pay each time you want to enroll someone. But with the *Unlimited Training System* you get UNLIMITED ACCESS to the courses for UNLIMITED EMPLOYEES!

And you get the *Automatic Staff Training System* AT NO EXTRA CHARGE which makes the actual task of implementing the *Online Training Center's Unlimited Training Subscription* beautiful... BECAUSE WE DO THE WORK FOR YOU!! Let me explain.

You simply make your staff members Registered Users of the *Online Training Center* and we take over from there systematically putting your students in a series of Training Steps which enrolls them in the *Center's* courses in the proper sequence to maximize their learning experience! Quite simply, you get to use my years and years of training experience to personally train your own staff!

You see, I've designed the *Automatic Staff Training System* to assess your employees' current compliance knowledge and move them through the *Online Training Center* courses in their proper order... ALL DESIGNED to give each student a full understanding of the site compliance requirements plus reward them with their Compliance Diploma and fully prepare them for the Site Compliance Exam so they can become certified and earn their Site Compliance Specialist (SCS) designation and earn their National Compliance Professional (NCP) designation. Then for those ready to tackle the advanced concepts, you have unlimited access to HC445, the 500 level courses, any new courses added during your subscription, and the online newsletter archive.

Beautiful... Simply Beautiful!

Especially when you understand ALL OF THIS will only cost you

\$699 per month!

Less than \$8400 per year!

On November 1, 2013, this annual subscription fee increases to \$999/month. So if you'd like to save \$3,600, you must submit your *Subscription* no later than October 31, 2013.

Now, I know this time of the year is notoriously busy for management companies. New allocations are being awarded. Rent up on new properties often begins. And hundreds of annual recertifications must be processed. **BUT, even if you do find yourself swamped at the moment, you can still save \$3,600 by subscribing by October 31, 2013 AND JUST CHOOSE not to activate your *Subscription* until a date that better suits you.** Just select your optimal start date on your *Subscription Agreement* and we will lock in your subscription rate immediately and activate your account on your desired



date!

I want you to truly grasp what this will mean to your company...

For just \$699 a month... less than \$8400 per year...

you can have each and every one of your staff members:

- ◆ RECEIVE A FULL ARRAY OF CLASSES that result in them KNOWING the site compliance rules;
- ◆ BE FULLY PREPARED to take the *Site Compliance Exam* which will earn them their *Site Compliance Specialist (SCS)* designation;
- ◆ EARN and BE AWARD their *Compliance Diploma*;
- ◆ ELIGIBLE for the *National Compliance Professional (NCP)* designation as soon as they have 6 months experience in the business and complete a simple 1 page application; and
- ◆ HAVE ACCESS to the advanced training courses including *HC445*, the *500 level courses* and any new courses I add while your subscription is active!



But wait... let's slow down for a minute!

Now at this point, I can imagine you may be feeling a little skeptical. Maybe even thinking that training your staff couldn't really be that painless. Doubtful that quality training could really be that readily available. Questioning that you could really get all that information and industry accolades and designations for so little. You may even be having a little voice in your head saying... "Okay, but are these online courses any good? And even if they are, my staff is so busy I can't imagine I'll ever use enough courses to make the Unlimited Training Group Subscription feasible? I mean, c'mon, compliance training has always been hard to come by... this can't possibly work... can it?"

So, I'm going to give you an opportunity to silence that little voice and let you experience everything the *Unlimited Training Subscription* has to offer... AT NO RISK!

You see, I know that once you and your staff try the *Housing Credit Online Training Center* and realize the beauty of having the courses available to you on an unlimited basis... 24 hours a day... 7 days a week... your whole idea of training will change... DRASTICALLY!! And thereby drastically solving one of the most nagging problems you face in this industry!

Sooo... what am I going to do? Quite simply, I am going to let you test drive an *Unlimited Training Subscription* to the *Online Training Center* and implement its *Automatic Staff Training System* so you can determine if these training tools are right for your company!

But not just a normal test drive... NOT FOR YOU! No, instead a **TURBO CHARGED NO RISK TEST DRIVE!!** Here's how it works...



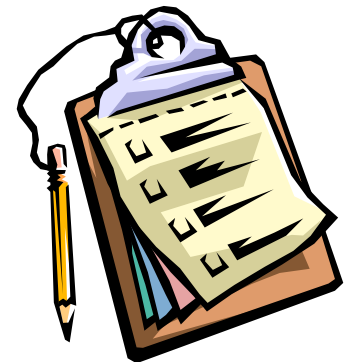
**Enroll in the
Unlimited Training
Subscription,
by October 31, 2013
and test drive it for up to 60 days.
If you find that you don't like it...
haven't used it...
or just plain want to stop,**

**we will void your Subscription Agreement right then and there,
and send back all of the money you have paid in... giving
you an opportunity to check it out ABSOLUTELY FREE!**

How's that for an enticement??

Why would I do this? 'Cuz I am that confident you are gonna love your *Subscription* and agree with the rest of your peers in the industry that the *Housing Credit Online Training Center* and its *Automatic Staff Training System* is **ABSOLUTELY THE BEST, MOST REVOLUTIONARY WAY TO GET YOUR STAFF TRAINED ON HOUSING CREDIT COMPLIANCE!!!**

I realize I have given you a lot of information to digest. So, here is a quick overview of just what you will get for less than \$8400 per year...



- ✓ **UNLIMITED** access to all of the core courses **CURRENTLY** contained at the *Online Training Center* PLUS access to additional core courses I post while your subscription is active. *Beyond the 20 courses and tools already available, plan to add several new courses in the next 6 months focusing on practical implementation so you can successfully integrate the rules into your operations!*
- ✓ **UNLIMITED** subscriptions to *The Compliance Monitor – Online Newsletter* for every member of your staff you choose to give it to PLUS access to the *Newsletter Archive* of recent issues. *Each issue of the newsletter is like a seminar all on its own so the wealth of information contained in the newsletter and its archive is tremendous!*
- ✓ **FREE** use of the *Automatic Staff Training System* so each of your students are systematically enrolled in a training plan that is designed to maximize their learning experience and teach them everything they need to know about site compliance. *By following*

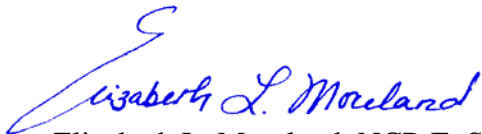
all the steps in the System the student is fully educated on the site compliance requirements of this complex Program, awarded with her Compliance Diploma, is fully prepared to pass the Site Compliance Exam which will earn him his Site Compliance Specialists (SCS) designation, and eligible for the National Compliance Professional (NCP) designation as soon as they have 6 months or more experience in the industry and complete a simple 1 page membership application!!

- ✓ **FREE** access to HC445 and the 500 level courses so each student you feel ready has access to the advanced material and latest interpretations. *Every company needs a compliance expert and the Online Training Center provides you the tools to make this happen! Also prepares you to earn one of the industry's elite compliance exams including the National Compliance Professional (NCP), the Home Builder's HCCP or Spectrum's C3P. (The latter designations are not owned or operated by the Housing Credit College or Elizabeth Moreland Consulting and are administered by the National Association of Home Builder's and Spectrum respectively.)*
- ✓ **FREE** use of the Comprehensive Reporting Functions contained at the **Online Training Center** which allows you to track your staff's progress. *The Reporting Functions are so comprehensive that you can even drill down to an individual's progress in a course and the specific choices the individual made on each Section quiz!!*
- ✓ **A TURBO CHARGED NO RISK TEST DRIVE** that allows you to put the **Online Training Center** through its paces for up to 60 days at no risk and if you decide the **Subscription** isn't right for your company, we will end your subscription and return all the money you paid in!! *Quite simply, we are that confident you are gonna love it!!*
- ✓ The opportunity to start your **Subscription Agreement** on a future date yet lock into the prices contained in this letter! *Take advantage of this offer even if you are too swamped to implement the training at this time... just get your Subscription Agreement to us no later than October 31, 2013 to lock in the current subscription prices!*

So what are you waiting for?

Fill out the simple **Subscription Agreement** and sign your company up today for the **Housing Credit Online Training Center's Unlimited Training Subscription** which includes the **Automatic Staff Training System** and get your staff on its way to being Compliance Confident!!

Sincerely,
Housing Credit College



Elizabeth L. Moreland, NCP-E, SCS, HCCP, SHCM, FHC
President



P.S. #1: Submit by October 31, 2013 and Turbo Charge Your Test Drive!

Remember, you are only eligible for the Turbo Charged NO RISK TEST DRIVE if we receive your **Subscription Agreement** and initial payment by October 31, 2013!

P.S. #2: Lock in NOW... use later!



Even if you are beyond swamped right now... **DON'T IGNORE THIS INCREDIBLE OFFER...** just submit your *Subscription Agreement* with your initial payment no later than October 31, 2013 locking in the special prices and then indicate to me the date you want your *Subscription* started!

More testimonials from Online Training Center students...

"The courses are easy to use and very well laid out. It provides the user to review at their own speed and it allows me to break for phone calls. (Something that you can not do at a course in a hotel.) It also provides the user to communicate when necessary."

John Widmark, President, Widmark's LLC, Alexandria, VA

"I find it very difficult to get the time to travel to take a course. I'm very happy to have found this so that I can take courses in my own time no matter where I am. As well, I found the instructor pleasant." **Beverly Blaul, Regional Manager, O'Malley's Property Mgmt., Alva, OK**

"After taking 3 classes in about 24 hours but WOW. . .it was extremely helpful. Thank you, thank you, thank you!!! I now have a much better understanding of the process and the confidence to get my job done correctly." **Kathryn Davis, John Stewart Co., Sacramento, CA**

"Well I have just started and I am hooked. I am already looking forward to my next course. You ROCK!!!!!" **Jett Woodwick, Standard Enterprises, Monroe, LA**

"I have been waiting for the opportunity to continue my education, but due to work and family commitments I have been unable to travel to the classes offered close to me, that is why I am elated at the thought of being able to do these classes on line. You have out-done yourself Elizabeth." **Tondi Cisneros, Hyder and Company, Palm Springs, CA**

"Very easy to use and full of great information. A great tool to have at our fingertips!" **Gina Metzger, Fairfield Properties, LP, San Diego, CA**

"This is great. Easy, convenient, fast...and we won't be paying for mileage or hotel costs!" **Teri Hoerntlein, So. California Housing, Rancho Cucamonga, CA**

"I have activity managed tax credit properties for over 10 years and was excited to review your program." **Barbara Jo Nabours, Pace Realty, Dallas, TX**

"The notion that travel to a major city for classroom training is too expensive for my properties is no longer a valid reason to not send all property staff to training. Send them to class in cyberspace! I went, and it didn't cost anything for travel. I could see and hear my instructor clearly, I could repeat any topic with a point and click of my mouse, I could take a break on "my" schedule, and I was able to learn what I needed to learn." **Pam Mullinax, Director of Compliance, Management, Inc., Atlanta, GA**

"Excellent material, very user friendly and with my busy schedule, it allows me to take the course whenever I want even while I am traveling." **Charles Robinson, Regional Manager, Virtu Property Management, Tacoma, WA**

"I knew nothing about Tax Credit and was very intimidated by it but now after going through these courses and taking the quizzes I have more confidence and believe that I can actually do it!" **Kim Wolcott, Sonoma Ridge at Bennett Valley, Santa Rosa, CA**

"Wonderful!! Keeps me right where I need to be, in the office." **Beth Gomes, Washington Square Apartments, Chowchilla, CA**

"You are definitely on to something here. I think it's a great way to learn the FINE details in this job, yet be able to be close by if needed for the day. I love this! And I look forward to learning through many more courses this way." **Tammy Nickolson, Whitley Crossings Neighborhood Corporation, Columbia City, IN**

Just consider the following 4 facts about the Housing Credit Online Training Center...



FACT #1: With the Housing Credit Online Training Center, you NEVER have to worry about putting a new hire on the job without training as there is a full array of courses available designed specifically for this task!

Now you can hire a person and easily get him an initial training before you even have him step foot on the site! In fact, the *Online Training Center* currently has 6 courses specifically designed for new hires - from a 2-hour overview course to get them started to a 9-hour course teaching them everything they need to completely understand the site compliance rules and even prepare them to earn their *Site Compliance Specialists (SCS)* designation.

Plus, you can easily create a training plan that suits the person and her new job responsibilities. And with the *Unlimited Training Subscription*, you don't have to worry about paying for these courses as it is already included in your subscription price!! FINALLY, you can get your new hires trained IMMEDIATELY so they are AN ASSET rather than A LIABILITY. FINALLY, you can STOP putting off training because you are afraid the individual might not work out... instead you can put them through the training on Day 1 and BEGIN ASSESSING THEIR COMPETENCY IMMEDIATELY!

FACT #2: With the Housing Credit Online Training Center, you NEVER have to worry about a compliance class being available as they are available 24 hours a day... 7 days a week!

No more waiting for a class to come to town! Instead, get the training when you need it and when it fits YOUR schedule. Plus you never have to worry about travel expenses, scheduling conflicts or workloads as the *Online Training Center* is available 24 hours a day, 7 days a week. FINALLY, you can end the risk of having untrained or beyond-the-times staff running your properties and compliance operations! FINALLY, you can take the pressure off your already overworked supervisors and let them concentrate on what they are best at... supervising property management!

FACT #3: With the Housing Credit Online Training Center and its Unlimited Training Subscription, you NEVER have to miss a class when things start getting crazy and workloads spin out of control.

Instead, you can have the confidence in knowing you are in control of the training schedule which means you can simply re-enroll your students in courses they weren't able to complete or extend the course completion date so it is more in line with the current schedule AT NO EXTRA COST. FINALLY, the ability to tailor your training schedule to the realities of property management! FINALLY, the ability to get through the crazy times without worrying about lost training opportunities and precious budget dollars!

FACT #4: With the Housing Credit Online Training Center and its Unlimited Training Subscription, you CAN STOP GUESSING what you will spend on training when preparing your budgets.

Instead, you can have the confidence at budget time what the expense will be not just for one property BUT FOR AN ENTIRE PORTFOLIO of properties! Plus you don't have to say NO to your staff when they ask for training risking them leaving for another company because they feel ill-prepared or neglected. FINALLY, the ability to stay within your training budget even if your training needs dramatically change from what you predicted!! FINALLY, the ability to say YES to your staff when they ask about training deepening their confidence and instilling a deep loyalty to your company!

Now do you see why companies are changing their whole idea about compliance training and are changing their operations accordingly??



Concerned with your ROI?

3 Simple Facts That Explain Why the Housing Credit Online Training Center and its Unlimited Training Subscription is Well Worth the Investment!

When committing to a service such as a subscription to the *Housing Credit Online Training Center*, you must always consider your return on investment. The president, CEO or CFO of your company certainly will. So consider the following...

1. With the *Online Training Center*, you can literally save hundreds of dollars in training costs as you will be able to train your ENTIRE STAFF for less than what it would normally cost you to train 2 maybe 3 managers.

The annual costs for this subscription is less than \$8400 (specifically \$7,995 if you pay in one payment or \$699 monthly which equals \$8,388 over a year's time). Normally to train an individual in the same depth you would receive with the *Online Training Center's* courses you are talking about sending an individual to a public course offered by one of the industry experts. Our public courses run \$499 for a 1 day and \$649 for a 2 day course plus travel. The current *Online Training Center* course catalog is equivalent to both our *Pathways to Success* which is 2 separate weeks of courses. Each week normally costs \$1295 per person plus travel. So let's compare costs.

If you sent 6 individuals to just one Pathway or week of training your cost would be \$7,770 (\$1295 x 6). But with the *Online Training Center's Unlimited Training Subscription* you can train your **ENTIRE STAFF** for approximately the same price and **THERE ARE NO TRAVEL COSTS!**

Now, I know I based all of that on our prices, but by doing a quick review of my competitor's websites to see what they charge for training, you will see their prices are basically the same for their public courses and in some cases higher. For example, Steve Rosenblatt from Spectrum Seminars charges \$475 for a 1½ day course and Ruth Theobald from TheoPro Compliance & Consulting charges \$399 for a full day course, \$199 for each half day course, \$598 for 1½ days, and \$797 for 2 full days.

So ask yourself... do you want a hand full of well-trained, fully-functioning, compliance confident staff members or an ENTIRE STAFF??

2. With the *Online Training Center* you can significantly reduce your in-house training costs and better concentrate on the in-house training that is really important!

Another way to look at ROI is to view the amount of savings your company will experience in training, monitoring, and retraining the average new hire. Training your new hires is a necessary, yet expensive endeavor... **even if you have an in-house training department or trainer.** Normally when you hire staff, even if they say they have experience, you have to put the person through initial training; then carefully monitor the person's performance and work during a probationary period; and then retrain the person on the parts that need further refinement. And as you and I both know, it usually doesn't stop there and often requires multiple "re-trainings" before the person can work independently.

These trainings are expensive... even if in-house. Most are performed by regional managers, property supervisors or compliance staff unless your company is lucky enough to have a formal training department or in-house trainer. And even if it does, the training is usually the responsibility of multiple people because the average trainer is not usually well-versed in everything a new hire needs to know like the compliance rules, property management, fair housing, accounts payable and receivable, and all the other specific company policies.

Now using estimated numbers that I believe are on the conservative side, let's take a look at the costs of this new hire training... The average new hire is usually expected to reach an independent level of competency in 6 weeks and the average number of hours spent during that 6 week period in training, monitoring and re-training is conservatively 10 hours per week or a total of 60 hours. The average hourly salary of the people involved in this training equates out to be \$30 per hour. (*That is very conservative especially when you factor in benefits that are part of normal compensation plans.*) So this gives us a conservative estimate that new-hire training costs \$1,500 per person (60 hours x \$30 = \$1800).

Most companies, in a year's time, will easily have at least 4 or 5 new employees that need to go through this training process so **you can expect to conservatively spend \$90000 which is more than what it will cost to train your ENTIRE STAFF with a subscription to the *Online Training Center*.**

Now, I don't for one minute think the *Online Training Center* will replace in-house training. It wasn't designed for that. But it was designed to significantly reduce it and allow the supervisor in question to focus on more company and state-specific aspects. I truly believe an *Unlimited Training Subscription* to the *Online Training Center* can reduce a companies training time by at least half.

So ask yourself... would you like to reduce your in-house staff training time yet end up with fully functioning independent staff members?

3. With the *Online Training Center* and its *Unlimited Training Subscription* you don't have to worry about staff turnover, the need to have staff members repeat courses or your continuing education requirements as you literally have UNLIMITED access to the core courses!

Nothing kills a training budget quicker than staff turnover! And how many of us have dealt with staff that are good employees but just didn't learn everything they needed after the initial training and really need to repeat the course? Oh and how about the newest continuing education requirements most states are mandating. Serious problems for our limited training dollars! **Well... that was until the *Housing Credit Online Training Center* came along.**

With the *Center's Unlimited Training Subscription* you have **UNLIMITED** access to the core courses so there are no additional costs for re-training or asking certain staff people to repeat courses. Hey... there is a lot of stuff to know when it comes to Housing Credit compliance and being exposed to this information multiple times can only help with retention.

Plus, you don't have to fret about lost training dollars if the person you just trained doesn't work out or quits!! **With your Subscription you pay NOTHING to train additional people!!** Same goes if you bring on new properties and therefore need to hire additional staff. It doesn't affect the price you paid for your *Unlimited Training Subscription* one little bit.

And go ahead and confidently provide all the continuing education you need to your existing staff. Heck, we encourage it as anyone can benefit from hearing this information again! Your cost is simply the \$6995 you paid for your Subscription. **No hidden costs. No surcharges for additional students or repeated courses. No increases if you add more units, properties or staff. \$7995. Period. The end!**

So ask yourself... do you want a known training budget that will not be increased because you have additional training needs, added staff members or an increased number of units being added to your portfolio??

Just a Few of the Companies with an Unlimited Training Subscription

Amurcon Realty Company
Beacon Property Management
Belmont Shelter Corporation
Bertram Management
Brackenhoff Management Group
Cambridge Management Services
Churchill Residential
Community Investment Strategies
Community Reinvestment Foundation
ConAm Management
Conlin Properties
Edmondson and Gallagher Group
EAH

Evans Property Management
Fairfield Residential
Forest City Residential
Homestead Capital
Hyder Property Management
JL Gray Company
Mercy Housing, Inc.
New Holland Apartments
Oakland Community Hsg Mgmt
Pace Realty Corporation
Paradigm Management Company
Pinnacle-AMS
Professional Property Management

Simpson Property Group
Standard Enterprises
Summit Real Estate Services
The Carlisle Group
The Finch Group
UAH Property Management
Virginia Community Dev Corp
Vermont State Housing Authority
Whitewater Creek
Winn Residential
Wilder Richmond Mgmt Corp

Hear what just a few of them have to say...

I want to take a moment from our busy schedules to let you know how thrilled I am with your training website and your courses! I have had many 'kudos' sent to me from our employees! By the way – we have all new Senior Management here at Mercy and they love your product! Thank you very much! Donna L Saunders, Training Director, Mercy Services

I just took your classes over the internet. I forgot how good they really are. I know the people in our company who are going to take these in the next few months will really benefit from it. Thank you! Lisa Rosenmeyer, NCP-E, HCCP, C7P, SCS, Compliance Supervisor, Professional Property Management

I love your courses! I am having my managers go through them as well and they have been a BIG hit. Believe it or not this has even woken the Owner and CFO up on how important it is to have good compliance and they are beginning to see what all it entails. These are such great courses...my hat goes off to you on your classes and the information you present. I hope you had a great Thanksgiving and have a super week. Jett Woodwick, CPO, Director of Compliance, Standard Enterprises

The Housing Credit Online Training Center has been the right answer for our organization for a number of reasons. With a larger staff, it has been a huge cost savings as opposed to the costs associated with travel. Also, since the one time annual fee allowed for unlimited use, we were able to offer the cost not only to new staff, but also to veteran staff in need of a refresher as well as other agency staff looking to expand their understanding of other agency functions. Staff also commented on the fact that they were able to work at their own pace as opposed to leaving their work stations for days at a time. Susan Kuegel, Vermont State Housing Authority

The online training has provided my staff with a convenient, cost effective training venue. There is no traveling; they can do the coursework at their own speed and best of all it is a comprehensive course that keeps simple a convoluted program. Beth Janney, WRMC, Inc., Senior Regional Manager, Northeast, Greenwich, CT

The subscription to the Online Training Center is a very valuable resource. With 24/7 availability and unlimited access, it allows us the opportunity to immediately train our new hires without having to wait for a scheduled training. Gina Metzger, Director of Compliance, Fairfield Properties, LP

Hi Elizabeth, I wanted to share one of the comments we have received since our employees began working on your courses....

Good morning, I just wanted to give you feedback on the courses I have been taking online. Up until I worked with Simpson almost 1 1/2 yrs ago, I dealt strictly with Conventional communities. I had picked up bits and pieces of the Tax Credit process from Rosa Lee when she visited Sunset Park last year. Being able to take these classes AT MY PACE has been appreciated. It has been much more preferable than leaving the site for days. Elizabeth Moreland is doing a fantastic job of training - she does not rush and the individual slides are short, therefore, she is not throwing out too much information at once. I have successfully completed Housing Credits 101 and 103 to date. I will continue on until I finish! Thank You! Marla Daniel, Summerhill Apartments, Las Vegas, NV

This lady was very resistant to compliance... but you are winning her over. THANKS so much Elizabeth! We know we can always count on you. RosaLee Mollett, Compliance Director, Simpson Property Group

When our company first signed up for the Housing Credit Online Training Center, I was not too sure I would have the time to use it. However, after I started my first course, I knew, not only was it far easier to use than I ever imagined, you can stop at any time and resume when you can, which is great in this crazy business we work in. The online training is so easy I received my SCS in just a few weeks. I highly recommend it not only for the corporate level, but also at a site level. It is much easier to jump on a computer than to go to an off-site seminar! Debby Nichols, CAM, SCS, Cambridge Management Services, Inc.



Housing Credit College

Housing Credit Online Training Center *Unlimited Training Subscription Agreement*

This Subscription Agreement provides the Customer with unlimited ability to enroll employees of its company as Registered Users and unlimited ability to register these users in the core courses contained in the *Housing Credit Online Training Center* while the Customer's account is activated. A Customer keeps its account activated by paying the agreed upon amount as indicated by the Customer's selected Payment Option.

By signing this Agreement, the Customer agrees to the following:

1. **Administration of Account:** The Customer receives the ability to use the *Automatic Staff Training System* or self-administer its enrollments and registrations to specific courses. The Customer also receives access to the report functions that allow the Customer to monitor its activity, enrollments and registered students' progress through the selected courses. These enrollments and registrations are unlimited in number, however are limited to the employees of the Customer's Company. The Client must assign one staff member as Group Administrator who will be the main contact for the account & will be the individual given access to the administrator functions. The Elizabeth Moreland Consulting, Inc. (d/b/a Housing Credit College) must be notified if changes to the selected Administrator are required.
2. **Non-Core Courses:** This Agreement gives the Customer unlimited access to the core courses contained in the Course Catalog and the online newsletter known as *The Compliance Monitor—Online Newsletter*. Additional courses – core and non-core – will be added on a regular basis. Customer will have access to core courses added any time while the Customer's account is active. Non-core courses are not part of this Agreement. Customer must pay separately for these courses or forums. An example of a non-core course is the *NCP Professional Development Center*.
3. **Subscription Fee & Payment Options:** The Annual Subscription Agreement is \$7995 per year; however slight variations in this price may occur based on the Customer's selected Payment Option due to the decreased administrative time involved with maintaining the account. Customer must select from the following Payment Options:
 - a. **Monthly Auto-Pay Credit Card:** \$699 per month. This subscription option grants the Elizabeth Moreland Consulting, Inc. automatic monthly authorization to process the Customer's provided credit card number each month. Customer's who select the Authorized Credit Card Subscription option will receive an email receipt of the transaction. These monthly payments will be processed until the Customer cancels its Account. To activate the Account, the Customer must submit the first monthly payment with the submission of this Agreement.



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Phone: (800) 644-0390 Fax: (800) 466-5689
Email: trainers@housingcreditcollege.com
Web Site: www.housingcreditcollege.com



- b. **Monthly Auto-Pay Mailed Payment:** \$699 per month. Customers who select this payment option agreed to automatically mail its payment (without reminder) to the Elizabeth Moreland Consulting, Inc. each month via check or credit card. Mailed payments are due in the Elizabeth Moreland Consulting, Inc. on or before the monthly anniversary date of this signed agreement. Customers whose payments due not arrive by this anniversary date will be billed \$899 to keep the account active. To activate the Account, the Customer must submit the first monthly payment with the submission of this Agreement. Checks should be payable to Elizabeth Moreland Consulting, Inc.
- c. **Monthly Invoiced Payment:** \$799 per month. Customers who select this option will receive a single invoice each month in the amount of \$799. To activate the Account, the Customer must submit the first monthly payment with the submission of this Agreement. The remaining payments will be invoiced. A single invoice will be sent to the Customer 15 business days before the start of a new month and must be paid in full no later than the beginning of the next month to keep the Account active. A single invoice will be sent to the Customer monthly until the Account is canceled. Checks should be payable to Elizabeth Moreland Consulting, Inc.
- d. **Annual Payment:** \$7995.00 per year. Customers who select this option desire to pay their entire annual subscription in full and will enclose the entire amount of \$7,995.00 with the submission of this Agreement. Customer accounts with this payment option selected will expire 12 month from the activation of the account. Such accounts can be renewed at anytime by contacting the Elizabeth Moreland Consulting, Inc. office. Checks should be payable to Elizabeth Moreland Consulting, Inc.
4. **Delinquent Accounts:** A Customer's Subscription that becomes more than thirty (30) days delinquent shall be deactivated. No *Online Training Center* services will be provided until the account becomes current. The Subscription will be reinstated as soon as the account balance is fully paid. The Elizabeth Moreland Consulting, Inc. reserves the right to permanently suspend a Subscription if the account is regularly delinquent or in arrears by more than ninety (90) days. All reasonable attorney's fees and court costs incurred in the collection of this Agreement shall be the responsibility of the Customer.
5. **No Risk Guarantee:** In the first 60 days, if the Customer desires to close its Account, the Agreement will be voided, the Customer will be reimbursed the full amount of money remitted towards the Subscription and Registered User accounts will be immediately de-activated. Customer's notice must be received by the Elizabeth Moreland Consulting, Inc. in the first 60 days from activation of the account to be eligible for this guarantee.
6. **Cancellation Policy:** After the initial 60 days, the Customer may cancel its subscription at any time. Payments received will not be reimbursed except if payment is received for future months after notice of cancellation is received. Account will be immediately de-activated upon such cancellation notice.
7. **Guaranteed Price Policy:** The Customer's Subscription Fee is guaranteed for 12 months from the date of this agreement. The Elizabeth Moreland Consulting, Inc. will provide the Customer 30 days notice of any change in the Subscription Fee after the end of the original agreement period.
8. The Customer acknowledges that the Housing Credit College and Elizabeth Moreland Consulting, Inc. do not guarantee tax credits nor act as the Customer's attorney, agent, employee or representative. The Customer further acknowledges that any information, documentation or opinion provided through the *Online Training Center* is not legal advice.

Housing Credit Online Training Center

Unlimited Training Subscription Initial Agreement

Customer Information

Company: _____
Mailing Address: _____
City, State, Zip: _____
Phone #: () Fax #: () Email: _____
of LIHC Sites # of LIHC Units: # of LIHC Staff: _____
Geographic Area of Sites: _____
Group Administrator Name: _____

Account Activation Information (*Select **ONLY ONE***)

- Activate my account IMMEDIATELY!
 We want to take advantage of your offer however we are swamped right now, so don't activate my account until: _____

Payment Options (*Select **ONLY ONE***)

- Monthly Auto-Pay Credit Card:** I authorize you to automatically process my credit card for the initial payment of \$699 and each month thereafter in the amount of \$699 until I tell you to stop.
- Monthly Auto-Pay By Mail:** I have included my initial payment of \$699 and will automatically mail my monthly payments of \$699 so each arrives in the Elizabeth Moreland Consulting, Inc.'s office on or before the first of the month. If my payment is late, I understand that I will be invoiced in the amount of \$899 and that accounts that are in arrears 30 or more days will be deactivated.
- Monthly Invoice:** I have included my initial payment of \$799 and want to receive a single invoice each month in the amount of \$799. I understand I will only receive 1 invoice and that it will be sent to me 15 business days prior to its due date and that my payment must be in the Elizabeth Moreland Consulting, Inc.'s office on or before the specified due date to keep my account activated.
- Advanced Pay:** I have enclosed payment for the 12-month subscription in FULL in the amount of \$7,995.00

Payment Method (*Select **ONLY ONE***)

- Check: (*Payable to the Elizabeth Moreland Consulting, Inc.*)
- Credit Card: Visa MasterCard AmEx Card #: _____ Exp Date: _____ Amount: \$ _____
Signature _____

I agree to the terms and conditions of the *Unlimited Training Subscription Agreement* & the selections I made above.

Signature of Company Representative: _____ Date: _____

Print Name of Company Representative: _____ Title: _____

Fax: (800) 466-5689
with credit card payment.

Mail: 6907 University Avenue, Suite 196, Middleton, WI 53562
with check or credit card information.