

The CONN NAHRO Connection



June 2025

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Bristol Housing Authority

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Bristol Housing Authority



CONN NAHRO Executive Director's Report



Dear CONN NAHRO Community,

I'm excited to bring you this edition's Executive Director's Report, highlighting all the energy and momentum building across the CONN NAHRO community. Whether through high-impact trainings, meaningful gatherings, or festive celebrations, our members continue to show up, engage, and push our mission forward, promoting affordable housing and advancing professional knowledge throughout Connecticut.

Engagement Through Education

Training remains at the heart of what we do. Our **Fair Housing session on April 30** brought together over 220 participants, making it one of our most well-attended trainings to date. On **May 28**, sixty-five housing professionals joined us for "Managing Extreme Housing Challenges: Hoarding Risks & Biohazard Safety." This session received glowing feedback, and we're excited to announce that Beth Markowski-Roop will be returning at our upcoming Convention to lead a two-part hoarding session!

Member Meetings and Appreciation

In addition to training, we were proud to host **two well-attended Membership Meeting & Luncheon events**, held on **April 24** and **June 26**. A third is scheduled for **October 23** at **Traditions Golf Course in Wallingford**, register now!

We also held our annual **Employee Training & Appreciation Day** on **May 9** at Holiday Hill. While the weather didn't fully cooperate, spirits remained high as Pamela Hunter and Carlos Rivera from Workers' Compensation Trust kicked things off with a compelling session on safety and situational awareness. From there, the day rolled on with good food, fun games, and team bonding.

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CONN NAHRO Executive Director's Report

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Looking Ahead: Events You Won't Want to Miss

We're thrilled to bring back three signature events—and launch a few new twists along the way.

- ◆ **July 18, 2025 — Housing Night in America @ the Yard Goats Game**
One of our most fun and laid-back gatherings of the year. Bring your team and enjoy an evening of baseball and housing camaraderie!
- ◆ **August 24–27, 2025 — CONN NAHRO Convention & Exhibition**
Our flagship event returns, and we're going big: Monday kicks off with a Mardi Gras-themed celebration, and Tuesday's reception moves to an exciting new venue, Comix Roadhouse, where attendees can network while enjoying karaoke, mechanical bull riding, and more!
- ◆ **August 27, 2025 — HCV Rent Calculation Training**
Happening immediately after the Convention at Mohegan Sun Sky Convention Center: An opportunity to extend your learning experience before heading home.
- ◆ **September 19, 2025 — 27th Annual John J. Kelly Memorial Golf Outing**
This year's tournament heads to a brand-new location, Hunter Golf Club in Meriden. Join us for a day on the links to raise scholarship funds for students from subsidized housing communities across Connecticut. – Register Now!

As we move through 2025, I'm continuously impressed by the commitment and collaboration of our members. Your participation, whether through training, networking, or community engagement, is what makes CONN NAHRO such a vital resource. I look forward to seeing many of you at our upcoming events and continuing the great work we're doing together.

Warm regards,

John Aliberti

John Aliberti
Executive Director



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BUILDING COMMUNITY THROUGH RESIDENT SERVICES: **EAST WINDSOR'S HARP SUCCESS STORY**

Marcus Smith | Director of Research, Marketing, and Outreach | CT Finance Housing Authority

When CHFA launched the Housing Authority Resident Program (HARP) in Fall 2024, the goal was simple but powerful: help housing authorities strengthen resident services in ways that foster wellness, connection, and a sense of community. Through flexible awards of up to \$10,000 per property, HARP supports educational, recreational, and health-focused programming at State-Sponsored Housing Portfolio (SSHP) developments across Connecticut.

East Windsor Housing Authority was among the first to apply – and received funding to support all ten programs proposed in its application.

“We’re planning a summer cookout, a spring luncheon, and for the first time, a fall barbecue,” said Marisa Prior, Executive Director of the East Windsor Housing Authority. “We want to create reasons for residents to come together and connect.”

Connection is a central theme of HARP. Many SSHP properties, particularly smaller housing authorities, don’t have the staff or discretionary funds to support consistent resident programming. By filling that gap, HARP enables housing authorities to focus on what they know their residents need most – community engagement, preventive health, and learning opportunities that meet people where they are.



East Windsor’s lineup of HARP-funded activities reflects this mission. Alongside community meals, the housing authority has launched wellness programming, arts engagement, and personal services aimed at supporting residents holistically.

“We do on-site haircuts every other month,” Marisa shared. “We added that to the grant so that residents won’t have to pay for them. We feel that looking good is a part of your overall wellness.”

This attention to dignity and daily quality of life runs through much of East Windsor’s approach. Residents can also participate in nutrition classes, chair yoga, and virtual art sessions – all activities that promote physical and mental well-being in an accessible, community-based setting.

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East Windsor's HARP Success Story

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“We offer nutrition classes also on-site and virtual art classes,” Marisa noted. “Having these things available where people live makes all the difference.”

The impact of these programs is already being felt, not just by residents, but by housing authorities looking for a model of what's possible when programming is treated as a priority, not an afterthought.

CHFA's commitment to HARP includes \$1 million in total funding – \$250,000 annually for four years. Applications are accepted on a rolling basis, and awards are open to any SSHP property in compliance with CHFA program requirements.



You can find HARP guidelines, a sample application package, and application workbook at www.chfa.org/owners-property-managers/property-management-resources/.

For further information or questions, please contact Karen Futoma, Resident Services Specialist at karen.futoma@chfa.org.



Marcus Smith | Director Research, Marketing, and Outreach

CONN NAHRO's 2025 Employee Training & Appreciation Day

Holiday Hill, Prospect
May 9, 2025



HOW TO STOP WATER DAMAGE BEFORE IT STARTS: **A GUIDE FOR HOUSING PROFESSIONALS**

Ally Modugno | Marketing Specialist | HAI Group

Water damage might not be as dramatic as a fire, but for affordable housing organizations, it's nearly as costly—and far more common. In fact, among HAI Group policyholders, water damage was the **second most common property claim as of 2024**, totaling **242 claims and \$17.04 million** in damages.

The good news? Most water damage incidents are preventable with a proactive maintenance strategy. The right strategies can help protect your properties, your residents' belongings, and your organization's long-term sustainability.

The risk: Water intrusion can be more than just a nuisance

It can compromise your building's structure, trigger mold growth, and even cause personal injuries from collapsing ceilings or slippery floors. These types of issues not only increase liability—they also take time, energy, and resources away from the people and programs that matter most.



Whether the culprit is a clogged HVAC drain line, a compromised sprinkler head, or an old cast iron pipe, there's one common thread: preventative maintenance makes all the difference.

HVAC systems and attic-mounted plumbing equipment

Drip Pans

Drip pans are a simple but essential safeguard. You'll typically find them under water heaters, A/C units, and other equipment in attic or ceiling spaces. They're designed to catch leaks, but if they're improperly installed or not maintained, they may do more harm than good.

Maintenance Tip: Inspect drip pans regularly. If you spot standing water, look for leaks around pipe fittings and tighten or replace valves as needed.

Drip Lines

A/C units remove humidity by converting it into water. That water travels from the drain pan through a drip line—usually discharging outside. But when that line clogs with dirt, dust, or mold, water backs up fast.

Red flags include:

- ◆ A/C units stop working
- ◆ Standing water or full drip pan
- ◆ Musty smells
- ◆ Water stains
- ◆ Alerts from newer system technology

Maintenance Tip: Schedule regular HVAC inspections and ask your HVAC professional for help developing a preventative maintenance plan that's tailored to your system.

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How to Stop Water Damage Before It Starts

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Sprinkler Systems

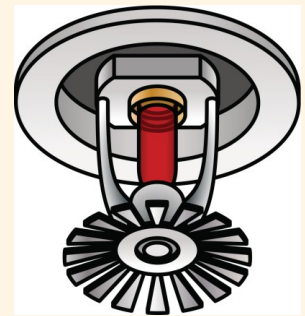
Sprinkler systems are critical for fire safety, but they're also a top cause of unintended water damage. A single accidental activation—whether from vandalism, resident tampering, or improper use—can result in tens of thousands of dollars in damage.

Ceiling Types Matter

- ◆ **Above finished ceilings:** Water leaks in these concealed areas (chases) often go unnoticed until it's too late.
- ◆ **Exposed ceilings:** Easier to monitor, but still vulnerable to water discharge.

Maintenance Tip: Stick to a strict inspection schedule—weekly, quarterly, and annually—and make sure your team checks system components during both scheduled and unscheduled visits to leased units. Maintain up-to-date system schematics and share them with staff.

On the Tenant Side: Enforce strict lease terms that prohibit alterations or repairs involving sprinkler systems. Educate residents about the risks of hanging items from pipes or sprinkler heads—it's a common mistake that can lead to major headaches.



Plumbing and Water Supply Lines

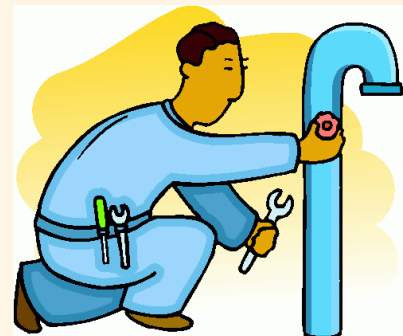
From aging cast iron to newer PVC systems, water supply lines are often “out of sight, out of mind”—until they fail.

What You're Working With

- ◆ **Copper:** Durable and reliable, but susceptible to corrosion from acidic water.
- ◆ **Cast Iron:** Still in use in some older buildings but linked to health concerns and corrosion issues.
- ◆ **PVC:** A cost-effective option that's lightweight, insulative, and sound-dampening.

Maintenance Tip: Even if you don't see a leak, make plumbing inspections a regular part of your maintenance calendar. Check all accessible lines—not just the most obvious ones. And don't cover water stains with paint without investigating first. What's on the surface might be the tip of a much larger problem.

Stay on top of recalls, tackle even minor leaks quickly, and always document your inspections and repairs.



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How to Stop Water Damage Before It Starts

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Roof Systems and Drainage

Roofs are your building's first line of defense against the elements—and a major risk area for water intrusion.

Key Problem Areas

- ◆ **Flat roofs:** These are especially prone to ponding water, which can lead to punctures or seam failures .
- ◆ **Roof-mounted equipment:** Things like solar panels or HVAC units can damage roof coverings when not properly installed or maintained.
- ◆ **Gutters and downspouts:** Essential for directing water away from the roof. When clogged or damaged, water finds the path of least resistance—often straight into your building.

Maintenance Tip: Essential for directing water away from the roof. When clogged or damaged, water finds the path of least resistance—often straight into your building.

Always take photos and keep written records of what you find. Past issues often signal future problems, so reviewing your repair history is key to spotting patterns and preventing repeat failures.

The Bottom Line

With today's advancements in inspection and documentation tools, housing organizations are expected to stay ahead of deteriorating conditions. "We didn't know" is no longer a viable excuse, and claims stemming from poor maintenance can hurt the entire affordable housing industry's insurance position.

A proactive maintenance strategy doesn't just reduce costly claims. It builds safer communities, protects vital housing stock, and shows residents that their well-being is your top priority.

Want to take your maintenance planning further?

Download our [Water Damage Prevention Risk Guide](#) for system-specific checklists, inspection schedules, and documentation tips.

[Contact our Risk Control and Consulting team](#) for more resources and answers to your housing organization's risk-related questions.



Ally Modugno | Marketing Specialist | HAI Group



Upcoming Events

Look out for upcoming events!

CONN NAHRO Membership Meeting and Luncheon

Wheeler Family Traditions Golf Club, 37 Harrison Road, Wallingford, CT

Thursday, October 23 — 11:00 a.m. to 2:00 p.m.

[Click Here for Info and Registration](#)

Housing Night in America at the Yard Goats Game 2025

Dunkin' Park, 1214 Main Street, Hartford, CT

Friday, July 18 — 6:00 p.m.

[Click Here for Info and Registration](#)

2025 CONN NAHRO Annual Convention & Exhibition

August 24-27

and HCV Rent Calculation Training

August 27

Mohegan Sun Sky Convention Center, One Mohegan Sun Blvd., Uncasville, CT

[Click Here for Info and Registration](#)

Get Involved and Become a CONN NAHRO Leader

If you are interested in serving on a CONN NAHRO committee, please contact John Aliberti at john@conn-nahro.org.

As a prerequisite to being considered to serve on a CONN NAHRO committee, you must be a current member in good standing with CONN NAHRO. Members are encouraged to volunteer their service by participating on a committee.



To advertise in future publications, please contact Mitzy Rowe at mrowe@bristolhousing.org