



COMPANY OVERVIEW

*Premier business solutions
& community development
strategies to strengthen
neighborhoods nationwide*

www.nanmckay.com



Who We Are

For more than 45 years, Nan McKay and Associates (NMA) has been recognized as one of the most effective, strategic, and knowledgeable professional service companies in the affordable housing industry. NMA is a full-service firm that offers professional services solutions nationwide to affordable housing providers administering HCV, LIHTC, PBRA, PBV, public housing, and RAD programs.

Disaster Recovery & Grant Management

Our team will help you chart a path forward after a disaster. NMA has a clear focus on leadership and strategic planning to meet the current and future disaster relief grant management needs of federal, state, and local agencies. With decades of experience in redevelopment and HUD management, we're ready to assist with:

- Land use planning
- Down payment assistance
- Compliance monitoring
- Emergency plan for disasters
- Construction and contract management
 - Housing rehabilitation
 - Renovation and redevelopment in communities
 - Accessing funding for your community



45+ Years of Housing Expertise

NMA brings the following aptitudes to your agency:

Leaders in the Field

Decades of experience with housing programs

Compliance-Focused

At the forefront of regulatory changes

Tech Savvy

Strong familiarity with most housing software

Consulting

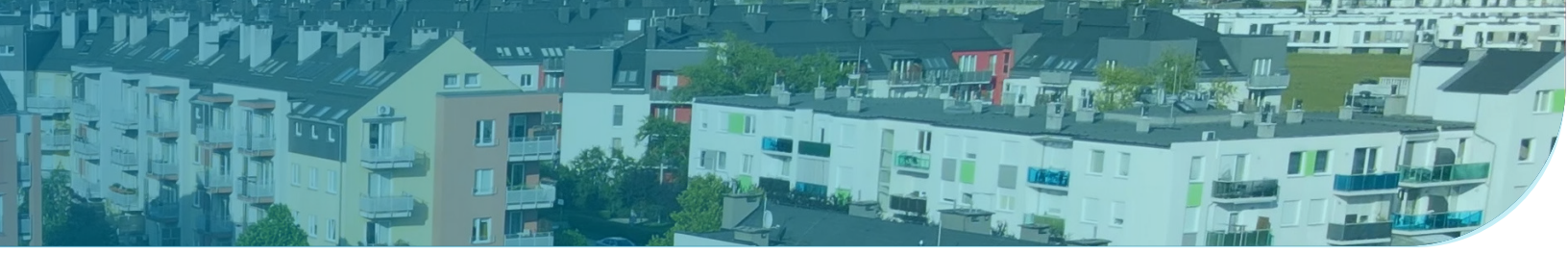
NMA provides consulting solutions to PHAs across the country as a partner in driving performance excellence. Consulting topics include:

- Admissions & Continued Occupancy Plan (ACOP)
- Administrative Plan
- Financial
- PIH Information Center (PIC) error correction
- Process mapping
- Program assessment
- Standard Operating Procedure development

Technical Assistance

When you have questions about HUD regulations, you want fast, accurate, insightful answers. NMA's technical assistance services give you just that. Email your NMA consultant when you need help and pay as you go, up to an agreed number of hours.

Your partner in driving performance excellence



Program Management

Currently managing nearly 100,000 HCV contracts for PHAs nationwide, NMA is the premier provider of program management services in the affordable housing industry. We leverage that experience and our bench of industry experts to maintain high levels of quality and customer service across all our projects.

- Capacity to immediately transition certified professionals to your program
- Respectful and reliable customer service
- Optimized and innovative program operations

Inspections (NMAI)

NMA Inspections (NMAI) meets the increasing demand for high-quality inspection outsourcing for affordable housing, providing agencies with cost-effective services by a proven and trustworthy partner.

Inspection services include:

- Completing inspections
- Scheduling
- Correspondence management
- Result data entry
- RFTA processing
- Rent reasonableness comparisons
- Quality control
- Pre-REAC inspections

**More than
350,000
inspections
completed
each year**

Operational Support/Remote Services

Our team handles your work offsite.

Full Case Management

We manage all aspects of each case according to HUD regulations and your admin plan. Includes:

- Annual recertification, interims, rent increases, and rent reasonable determination
- All necessary communication with participant and property owner
- Quality control review
- EIV reporting and follow-up
- PIC corrections and reporting

Annual Recertification

Full Process: From initiating the recertification process 90-120 days before the effective date to documenting all transactions, we'll cover it all.

Processing Only: Provide fully completed recertification packets; we'll process them for you.

Call Center

We provide a direct phone line for your clients' concerns. Our trained customer service professionals answer complaints and questions on your behalf.

**More than
1,000,000
phone calls
answered
each year**

Eligibility Determination

We review applicant documentation to determine program eligibility, following up as needed to obtain any missing documents.

Interim Recertification & Rent Increase

Send us your interim and rent increase requests to complete. We communicate with the participant and property owner, determine rent reasonableness, and update your systems with memos.

Moves and Transfers

Our team processes moves and transfers according to your standards, including issuing vouchers and processing RTAs.

New Admissions Leasing

We conduct all leasing activities—issuing vouchers, processing RTAs, and executing HAP contracts and lease agreements—using your agency's briefing platform.

Portability In/Out

Port-in and port-out requests, processed according to your PHA's standards.



Training & Certification

Nationally Recognized as the Industry Leader in Training

We're committed to your professional development: NMA is the only housing training company with status as an International Association of Continued Education Training (IACET) provider authorized to award CEUs.

50+ trainings in HCV, Public Housing, and Multifamily Skills and Knowledge

See scheduled classes at www.nanmckay.com/training-calendar. Your PHA can arrange for a training in your area. Browse all our courses at www.nanmckay.com/course-catalog.

Products & Subscriptions

Handbooks

Bring commissioners, families, owners, and customer service staff up to speed on public housing and HCV programs with our handbooks for distinct audiences.

Master Books

NMA's Master Book series provides detailed explanations on applying HUD rules and regulations for your housing program. Add the revision service to stay on top of yearly policy updates.

PIH Alert Emails

Stay on top of HUD news and more. A PIH Alert subscription includes a daily email with a concise summary of PIH program news, and a monthly email summarizing the previous month's most important news, with one frequently asked question submitted by our subscribers.

Videos

Present the most important program information to your families, owners, and staff in an easy-to-follow video and ensure all requirements are consistently communicated.

- *Housekeeping Basics*
- *Public Housing Orientation*
- *Voucher Family Briefing*
- *Your Rights Under Fair Housing*