

**Minutes of the
MassHousing Multifamily Advisory Committee Meeting
held on
May 18, 2018**

A regular meeting of the MassHousing Multifamily Advisory Committee (MFAC) was held on May 18, 2018 at MassHousing's offices located at One Beacon Street in Boston, Massachusetts. In attendance were:

Members Present:

Charlie Adams
Lisa Alberghini
Rodger Brown
Ned Epstein
Hannah Kilson
William Martin
Margaret Wagner
Kenneth Willis

Members Not Present:

Howard Cohen
Melissa Fish-Crane
Len Fishman
Ann Houston
Thomas O'Malley
Gordon Pulsifer
Daniel Rivera

Staff Present:

Chrystal Kornegay
Sergio Ferreira
Cynthia Lacasse
Hana Migliorato

The meeting was convened at 12:00 p.m. by Chrystal Kornegay. Ms. Kornegay opened the conversation by seeking feedback about what members like about MFAC and how the group should proceed going forward. Members shared that they benefitted from the informational sessions on MassHousing's Rental Business Line; enjoyed participating in discussions about improving customer service and business processes; and would like to continue to pursue the work led by the Residents and Senior Subcommittees.

In discussing how MFAC members would like to contribute in the future, proposals included:

- Addressing housing issues by giving input on topics such as 13A;
- Discussing how MassHousing can become more competitive, efficient, and effective, including through statutory change;
- Proactively advocating for MassHousing within the industry;
- Brainstorming about MassHousing can help fill gaps in the housing stock, including workforce housing, senior housing, and historic rehab; and
- Acting as a feedback loop to measure how business process improvements are being perceived by the industry.

Ms. Kornegay then discussed how her vision for MassHousing is developing. The customer service work that has been done is being felt by the industry, so the next step is to figure out how to normalize these practices for all our transactions. She also is exploring whether MassHousing can play a role in eliminating the need for operating income to subsidize services in senior housing. There is a need for more workforce housing, so Ms. Kornegay is considering how MassHousing can best leverage its capital, as well as influencing the market by elevating innovative construction practices. Ms. Kornegay then commented that she hopes to hire for the open Chief Operating Officer, VP of Multifamily Programs,

and VP of Homeownership Programs positions by the end of June, with start dates hopefully by the end of the summer.

Ms. Kornegay then concluded her remarks by suggesting that MFAC convene more than once per quarter. The next meeting will be held on June 29th, and the topic for discussion will be the modernization of the MassHousing enabling act.

The meeting concluded at approximately 1:10 p.m.

A true record.

Attest.



Beth M. Elliott
Secretary