

**Minutes of the MassHousing
Multifamily Advisory Committee Meeting
held on
November 17, 2017**

A regular meeting of the MassHousing Multifamily Advisory Committee was held on November 17, 2017 at MassHousing's offices located at One Beacon Street in Boston, Massachusetts. In attendance were:

Members Lisa Alberghini
Margaret Wagner
Ned Epstein
Kenneth Willis
Howard Cohen
Len Fishman
Thomas O'Malley

**Members
Not Present** Gordon Pulsifer
Charlie Adams
Ann Houston
Roger Brown
Melissa Fish-Crane
Hannah Kilson
William Martin
Daniel Rivera

Staff Karen Kelleher
Beth Elliott
Henry Mukasa
Max Ward

The meeting was convened at 12:00 p.m. by Karen Kelleher. Ms. Kelleher briefly reviewed the agenda for the meeting and then presented an Agency update. She described the Agency's progress towards its mission and business goals and highlighted significant recent accomplishments in the Agency's rental business line. Her report included information on the Agency's new policy regarding replacement reserves, which was discussed positively by the members of the Committee. She also discussed the Agency's planning initiatives, a new homeownership program for tenants of MassHousing-financed properties, the annual M/BWE awards ceremony and the 2017 Annual Report.

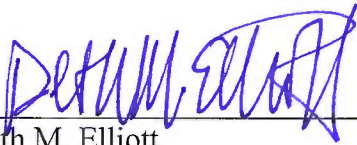
Ms. Kelleher and Max Ward then led a discussion with the Committee about the technology challenges facing the rental division. Mr. Ward reviewed recent technological innovations impacting the business environment and described how the "age of the customer" is changing how businesses deliver products and services. He then introduced some innovations that the Rental

divisions are pursuing to address these challenges and asked for feedback from the Committee members about these ideas.

The meeting concluded at approximately 2:00 p.m.

A true record.

Attest.



Beth M. Elliott
Secretary

Meeting Materials:

- Agenda
- MassHousing Multifamily Advisory Committee Meeting, 11/17/2017 (slide presentation)
- Summary Information Sheet regarding Senior Housing Subcommittee, Residents Subcommittee and Housing Production Subcommittee
- Information Sheet regarding Multifamily Advisory Committee Members and 2018 Meeting Schedule
- Copies of articles regarding information technology in the real estate sector