

# CAA connect

RENTAL HOUSING CONFERENCE & EXPO

April 16, 2019 | Santa Clara Convention Center

#CAACConnect2019



## Advance your career. Reveal your potential. Master your skill.

Learn from experts in the rental housing industry to increase your closing rates, resident retention and net operating income. Gain tactical techniques, tools, and skills that you can implement the very next day. Build a network of rental housing professionals to share best practices and brainstorm solutions.

### NEW! THIS YEAR FEATURES:

- ✦ 15 SEMINARS ✦ 90+ EXHIBITORS ✦ 13 SPEAKERS ✦
- ✦ MAINTENANCE TECHNICAL TROUBLESHOOTING ✦ DEEP DIVES ✦
- ✦ UPDATE YOUR LINKEDIN PROFILE PICTURE ✦



Early Bird Deadline  
**March 29, 2019**

Learn more at:  
[caanet.org/2019connect](http://caanet.org/2019connect)

# REGISTER TODAY!

Register at:  
[caanet.org/2019connect](http://caanet.org/2019connect)

**TUESDAY,**  
**APRIL 16, 2019**  
8:30 a.m. – 5:00 p.m.

**SANTA CLARA**  
**CONVENTION CENTER**

Mission City Ballroom  
5001 Great America Parkway  
Santa Clara, CA 95054

# JOIN US

## Surround yourself with success.



California Apartment Association  
1530 The Alameda, Suite 100  
San Jose, CA 95126

**8:30AM: REGISTRATION OPENS, EXPO OPENS, LUNCH AT NOON**

### **BRAINSTORMING BUNKER**

**FEATURING CHAD MOULIN, PROFESSOR OF MAINTENANCE**

9:00am – 10:00am: Time Management for Maintenance

10:00am – 11:00am: How to Avoid Pool Shutdowns

11:00am – 12:00pm: Managing People and Resident Interactions

1:00pm – 2:00pm: Electrical Troubleshooting and Repair, *Chris King-Dye*

2:00pm – 3:00pm: HVAC Troubleshooting and Repair, *Randy Woolery*

### **LEARNING LOFT**

9:00am – 10:00am: Mission Minded Leasing, *Pete Regules*

10:00am – 11:00am: Decoding Difficult Residents, *Jennifer Carter*

11:00am – 12:00pm: Legal Challenges facing Rental Housing Operators, *Michael Pierce and Stephen Pahl*

1:00pm – 3:00pm: Legal Lab: Ted-style talks featuring

- Hoarding and Service Animals, *Shawn Bankson, ESQ*
- Enforcing Smoking Policies and Bed Bugs, *Puneet Singh, ESQ*
- Evictions, *Todd Rothbard, ESQ*

### **INSPIRATION STATION**

**FEATURING VALERIE SARGENT, EXECUTIVE COACH**

9:00am – 10:00am: Emotional Intelligence and You

10:00am – 11:00am: Growing Up Digital: Millennial and Gen Z Renters, *Laura Eddy*

11:00am – 12:00pm: OMG Not Again – Managing at the Speed of Change

1:00pm – 2:00pm: Super Teamwork for Super Performance

2:00pm – 3:00pm Be Careful Your Culture Is Showing, *Jen Picotti*

**3:00pm - 5:00pm: HAPPY HOUR AND RECEPTION**

powered by

**xfinity**

Learn more at: [caanet.org/2019connect](http://caanet.org/2019connect)