

XPO 2010

10TH ANNUAL RHA MULTIFAMILY CONFERENCE & EXPO
 September 21, 2010
 Hynes Convention Center, Boston

EARLY BIRD
 DISCOUNT

KEYNOTE



Captain D. Michael Abrashoff

Former Navy Commander, Author
 & Founding Partner GRL Solutions

"It's Your Ship"

Mike Abrashoff tells the inspiring story of how the USS Benfold was transformed into the best ship in the Navy by empowering the crew to take ownership and improve every aspect of the way things were done.

SPEAKERS



Toni Blake

International Speaker, Author & Comedienne

"Product Positioning"

Toni will show you ways to use the authentic voice of the consumer; increase your page ranking with SEO; how to define and outline social media ROI; time management tools for operating in the New Media; how to leverage all the FREE online e-commerce tools out there; and more.



Bill Nye, PhD

Bill Nye Training

"Customizing Your Customer Service"

This seminar will teach you the four basic temperament types and how each one prefers to be treated as a customer. During this session you will learn how to identify the temperament of your residents based on social tells and the most effective way to meet their needs.

PANEL

Renovation Repair & Paint Rule Panel

Moderator: John MacIssac, President, ASAP Environmental Chapter Head, Lead and Environmental Hazards Association (LEHA)

Panelists: Martin Wood, Owner, Institute for Environmental Education (IEE), LEHA Member
 Chris Zorcy, President, A&A Deleading, LEHA Member
 Ernest Kelly, MA Department of Occupational Safety

Join our panel of experts from the fields of testing, compliance training, contracting and enforcement for a sixty minute update on the Commonwealths assumption of enforcement of the EPA's RR&P rule, new and amended regulations, and the latest in industry best practices.

For more on our speakers, tradeshow, awards ceremony & networking reception: www.gbreb.com/rha/FallConference2010.htm

PRICING - PREPAYMENT REQUIRED

	Individual	Tickets Ten & Up (per ticket)
On or before August 21st	\$175 \$150	\$155 \$130
After August 21st	\$225	\$205

REGISTRATION

Pre-Registration & Pre-Payment Required. If registering more than one person, names of all attendees, titles, and contact information is required electronically. Please request an attendee list [template](#) by emailing jcooke@gbreb.com

Name: _____

Company: _____ Title: _____

Job Category (please select one):

____ Owner/Exec/VP/Regional ____ Property Manager (site)

____ Maintenance (site) ____ Leasing Agent (site)

____ Information Technology ____ Admin/Other

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email (required): _____

____ Check here if you require special accommodations to fully participate. Please attach a written description of your needs.

PAYMENT

____ # of tickets at \$ ____ each = \$ ____ Total

____ check enclosed (payable to RHA) ____ Amex ____ MC ____ Visa ____ Dis

Card#: _____ Exp.Date: _____

HOW TO REGISTER

Send this form with payment by mail to:

RHA XPO- 2010, One Center Plaza, Mezzanine Suite, Boston, MA 02108.

Send this form with payment information by fax to: 617 338 2600. Send all required information and payment information by email to: jcooke@gbreb.com

Questions: jcooke@gbreb.com or 617 399 7860.

Cancellations will not be refunded after 8/31/10

Earn 3 NAAEI credits towards your CAM, NALP, CAPS or CAMT designation.



PLATINUM SPONSORS



GOLD SPONSORS

