

# GBREB Webinar

How to Avoid Evictions

A practical guide  
to preserve housing during  
the COVID Pandemic

## Moderator:



**JEFFREY C. TURK, ESQ.**  
PARTNER, TURK & QUIJANO LLP

## Panelists:



**LYNN DELIDOW**  
VICE PRESIDENT  
MALONEY PROPERTIES



**TRACIE GLASMAN**  
CHIEF OPERATION OFFICER  
HALLKEEN MANAGEMENT



**CAITLIN MILONE, ESQ.**  
PARTNER,  
TURK & QUIJANO LLP



**HON. MARYLOU MUIRHEAD**  
FIRST JUSTICE,  
NORTHEAST HOUSING COURT



**ALEX VALDERRAMA**  
CHIEF HOUSING SPECIALIST,  
BOSTON HOUSING COURT

## **Moderator:**

**JEFFREY C. TURK,  
ESQ.  
PARTNER,  
TURK & QUIJANO LLP**



Attorney Turk is widely recognized as a leading expert in landlord-tenant law, representing many of the country's largest commercial and residential landlords, as well as several housing authorities. He has written extensively and lectured on both the national and local levels on residential and commercial landlord-tenant law, lead paint, mold litigation, reasonable accommodation requirements, bedbug issues, fair housing, residential evictions and property management. Although his primary focus is landlord-tenant law, Attorney Turk also represents cooperative clients and handles civil litigation cases. He is an active member of several real estate trade associations, previously serving on their Boards. He is also local counsel to the Greater Boston Real Estate Board and the National Apartment Association.



## **Panelist:**

**LYNN DELIDOW  
VICE PRESIDENT  
MALONEY PROPERTIES**

Ms. Delidow is a Vice President at Maloney Properties and currently oversees a large portfolio including family and elderly housing. Over the past 30 years, Ms. Delidow has successfully worked with our clients to serve residents living in urban settings in a variety of developments. These developments serve diverse resident populations, many with vulnerable populations and resident service programs. These properties have multiple subsidy layers, and varied ownership structures. She is a dynamic leader who successfully oversees management teams that consistently exceed our clients' expectations. Ms. Delidow holds a Master's in Social Work from Boston University. She is a certified credit compliance professional for properties with a Low-Income Housing Tax Credit designation. Ms. Delidow serves on the Maloney Properties Board of Directors and is the Chair of the Employee Training and Professional Development Committee.

## **Panelist:**

**TRACIE GLASMAN**  
CHIEF OPERATION OFFICER  
HALLKEEN MANAGEMENT



Tracie has over 20 years of experience in the property management and asset management arena. Tracie joined HallKeen Management in 2019 to oversee and strengthen the residential property management division. She uses her vast skills, knowledge and experience to ensure maximized performance at the properties. Tracie is also a member of the Executive Team, Chair of the Residential Operating Committee and Training Group. Tracie oversees HallKeen's Regional Managers and on-site teams, the Marketing Department, and the Community Relations Department and works with all of the company's departments to enhance communications and company-wide initiatives.

Prior to joining HallKeen, Tracie held the position as Assistant Vice President of Asset Management at Boston Capital, where she was integrally involved in the planning, implementation, lease-up and stabilization of many different types of properties.

Tracie holds a Master in Business Administration from the University of Central Florida.



## **Panelist:**

**CAITLIN MILONE, ESQ.**  
PARTNER,  
TURK & QUIJANO LLP

Attorney Milone is a partner in the firm's Landlord/Tenant Department, focusing on the representation of residential landlords and housing authorities. Caitlin assists and advises landlords and property managers in all aspects of their operations including lease drafting, summary process actions, fair housing, and general representation.

Caitlin's prior experience includes the representation of commercial lending institutions in real estate litigation, complex title litigation and summary process matters. She has also represented indigent clients in criminal and family law matters.



## **Panelist:**

**HON. MARYLOU MUIRHEAD**  
FIRST JUSTICE,  
NORTHEAST HOUSING COURT

Judge Muirhead joined the housing court bench in December 2006 and was named First Justice of the Eastern Division in 2018. She is currently on loan to the MetroSouth and Southeast divisions to assist in clearing the COVID backlog. An active member of the National Association of Women Judges, she served as the District Director for District 1 from 2012 to 2018. She is presently the chair of the Judicial Outreach Committee.

As a member of the Housing Court Department of the Massachusetts Trial Court, she has served on the access to Justice Commission, the Trial Court Race and Implicit Bias Advisory Committee. Judge Muirhead also chairs the Statewide Steering Committee for the Tenancy Preservation Program, a homelessness prevention program through which social service providers connect tenants, including families with children with disabilities, facing eviction as a result of behavior related to a disability (e.g. mental illness, mental retardation, substance abuse, aging related impairments) to preserve tenancies.

Judge Muirhead obtained her law degree from New England Law | Boston (f/k/a New England School of Law) and her undergraduate degree from State University of New York at Plattsburgh.

## **Panelist:**

**ALEX VALDERRAMA**  
CHIEF HOUSING SPECIALIST,  
BOSTON HOUSING COURT



Alex Valderrama is the Chief Housing Specialist in the Eastern Division. He has been employed with the trial court for over 20 years. Prior to that, he worked for the Boston Housing Authority as a Property Manager and a Constituent Coordinator for District 7 Boston City Council. Alex attended Wentworth Institute of Technology, Architectural Engineering Major, and graduated from Boston Technical High School. Alex is a certified Massachusetts Public Health Inspector, and a Certified Alternative Dispute Resolution Mediator.