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**IREM New England Conference 2023 - Informative,  
inspirational...and fun!**

October 06, 2023 - Owners Developers & Managers



William Woodward

The recent annual IREM New England Conference, this year held at the Mystic Hilton on a sunny day in beautiful Mystic Connecticut, brought IREM Chapters from Massachusetts, Rhode Island, and Connecticut together for an interactive one-day session on topics relevant to all real estate professionals including owners, developers, investors, property managers, maintenance professionals, assistant managers, leasing agenda, human resources professionals and industry partners. And those topics were definitely relevant!

Chris Marciano, CEO of Prepared to Act, presented “Emotional Intelligence in Real Estate: Navigating Crises with Empathy and Expertise.” The session provided practical strategies to develop and enhance emotional intelligence, leading to more effective crisis management and stronger client relationships.

Dave Carlson and Frank Flynn of Flynn Law Group addressed the particularly hot topic “Walking a Fine Line: Legal Cases with Tenants with Mental Disabilities.” The session spoke to the challenges faced by property managers when dealing with tenants suffering from depression, bipolar disorder, schizophrenia, and dementia.

Charlie Kellom, IREM senior director, Diversity, Equity, and Inclusion (DEI), presented “Continuing the Conversation: What Diversity, Equity, and Inclusion Means to IREM.” Kellom addressed the efforts that IREM’s DEI Strategy has made since its inception in 2021, and how members can get

involved in creating greater inclusion.

Brian Tenenbaum, compliance manager for Picerne Real Estate Group, hosted a HOTMA FAQ table. Tenenbaum oversees HUD compliance for a portfolio of more than 1,400 project-based Section 8 apartments in the Northeast and coaches and educates both employees and residents in the nuances of affordable housing.

Our keynote speaker, past IREM president Christopher Mellen, gave a comprehensive and entertaining accounting of “IREM Happenings.”

The conference also provided an opportunity to network, share best practices, and have true down-to-earth discussions about the issues real estate professionals face today.

A tip of the hat goes to the many exhibitors at the conference and a loud shout out of gratitude to event sponsors Flynn Law Group, Norfolk Multi-Family, Single Source Disaster Recovery Specialists, Bouvier Insurance, United Property Restoration Services, and T.F. Andrew Carpet One Floor and Home.

Special thanks to Rick Kaplan from the New England Real Estate Journal for streaming live from the conference and I would be remiss if I didn't mention the outstanding continental breakfast, lunch and

other goodies coming from the amazing dining staff at the Mystic Hilton!

William Woodward is the 2023 IREM Boston president and is a regional property manager with Greystar, Boston, Mass.

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