

## Ramiro Pena, Honorable Mention, Maintenance Professional of the Year Excellence in Low-Income Housing and Tax Credit Management Awards, 2009

**Management Company Name:** AHC Management LLC  
**Name of Nominee:** Ramiro Pena  
**Name of Property:** Woodbury Park and The Frederick  
**No. of Income Restricted Units:** 312

Ramiro Pena, who emigrated from his native Mexico to the United States in 1993, began his career at AHC Management in 2000. Before coming to AHC, he worked in the maintenance field in the hotel industry. Today Ramiro is the Maintenance Supervisor at two adjacent AHC properties, Woodbury Park, a garden apartment complex with 204 affordable units and 160 restricted income) and The Frederick, a new 108-unit, nine-story affordable apartment building that opened in 2007.



Although the buildings are very different, Ramiro’s approach is consistent. His polite professionalism has won him kudos from tenants and staff alike. “Ramiro is a highly motivated person, hard worker, responsible and always on time,” says Miriam Parra, Resident Manager. “He goes beyond expectations, takes very seriously every piece of work he does, no matter how large or small a job can be.” Ramiro’s dedication and integrity ensure both properties stay in top-notch condition. He has also honed practical strategies over the years, which benefit tenants and the landlord. “When he places orders for supplies, he will recycle parts, saving not only for the landlord, but also keeping in mind the environment,” explains Parra.

Ramiro works hard to respond quickly to residents’ needs in a personal manner and encourages his staff of four to do the same. “I try to take care of problems as soon as possible and make sure people are comfortable,” says Ramiro. “I always try to talk to people in person; most of the residents know my name.” He and his team share responsibilities and work together to solve problems as quickly as possible. Prioritizing effectively and getting things done efficiently and well are some of his key skills.

One of the challenges Ramiro recently faced was managing the staff and supporting the residents during the construction of The Frederick, which is in the back yard of Woodbury Park. Ramiro was already the maintenance supervisor at Woodbury Park and his responsibilities expanded as The Frederick took shape. He was the liaison between the building contractors and the residents during the construction, which could be daunting. “Ramiro’s diplomatic skills were put to the test during this time,” explains Escarleth Torres-Shahin, Senior Property Manager. “But he was able to work with others and find solutions to everyone’s satisfaction.”



Ramiro’s combination of integrity and professionalism makes him an ideal candidate for Maintenance Professional of the Year. “There is not a job too small or too difficult that Ramiro can’t tackle,” says Torres-Shahin. “He has extensive experience maintaining a rental property and is a jack of all trades. He and his team are outstanding, hard working people.”