



HCCP Distributor Spotlight: Mandi Lewis

Director of Training
Zeffert & Training

With 15+ years of property management experience, I now lead national affordable housing education. As a nationally recognized leader with deep LIHTC management experience, I curate compliance education for thousands of housing professionals annually. My dedication to empowering industry professionals earned me the prestigious 2023 "HCCP of the Year" award from the National Association of Homebuilders. I oversee the Zeffert University Course Catalog and training strategy, ensuring relevant learning meets students wherever they are in their journey. I currently hold the HCCP and FHS credentials.

How has the HCCP credential impacted your career?

The HCCP credential has been a catalyst for my growth since joining Zeffert & Associates. Beyond the technical validation, my active involvement with NAHB—from board meetings to supporting the HCCP exam for nearly a decade—has fueled my confidence and drive for multi-family housing. The HCCP credential has been pivotal in molding my most important industry relationships. It is more than a credential; it is a professional home where I have found both invaluable business partners and lifelong friends. My experience with NAHB has created a genuine sense of community.

How did you get into the LIHTC industry?

My journey began in market-rate property management in 2010, but it was my transition to multi-family housing three years later that truly ignited my passion. I realized my goal wasn't just to provide a roof over someone's head, but to help residents love their homes and build their lives in our communities. I then discovered the LIHTC sector which changed my career trajectory entirely. I joined Zeffert &



Associates in 2016 with a drive to master the complexities of multi-family housing. As I advanced from supporting Compliance Specialists to becoming the Director of Training in 2018, I made it a personal goal to immerse myself in the LIHTC community. The HCCP designation was central to this strategy—it provided the framework for my expertise and the credibility to lead on a national stage.

What are your day-to-day responsibilities?

I lead a dual-faceted training department at Zeffert University that bridges live instruction and self-paced eLearning. For live training, I handle every logistical detail so our trainers can simply show up and teach. This includes maintaining a robust calendar with monthly HCCP courses to ensure the designation remains accessible. For eLearning, I support the creative team behind our self-paced curriculum, ensuring we deliver relevant content for onboarding and continuing education. Beyond these operations, I drive the department's growth through strategic marketing and sales, representing Zeffert at major agency conferences nationwide.

What helped with your success in the LIHTC industry?

Success in this industry requires more than just knowledge; it requires a support system. My husband and son have been my biggest champions, providing the patience and encouragement I needed to pursue an aggressive travel schedule and career growth. That personal stability allowed me to fully invest in my professional strategy which includes using the HCCP designation to build relationships. My journey has been defined by blending that deep family support with a relentless commitment to multi-family housing education and industry connection.

What's your favorite hobby?

I love making the most of my summers, whether I'm out on the water or traveling to new destinations. When I have downtime at home, I enjoy unwinding with true crime documentaries and tending to my plants. Life is always busy with my son's soccer schedule, and I wouldn't have it any other way. Our home is never quiet, with two hilarious dogs and a cat who thinks he's a dog.