



HCCP Distributor Spotlight: Lori Dunn

Special Projects Coordinator
Costello Companies

Lori Dunn has over two decades of experience in the housing industry. Currently, she serves as the special projects coordinator for Costello Companies, a distributor of the Housing Credit Certified Professional (HCCP) exam. Among other duties, she calculates utility allowances and baselines for all the housing programs Costello manages and serves as the LEP coordinator. She has worked as a site manager, compliance file reviewer, a state auditor for multifamily housing programs, a rent up director for several acquisition/rehab projects, and also worked for the Department of Agriculture's Rural Development (RD) in its housing division for more than four years. She brings her years of experience as a private and federal employee to bear on all Costello products and systems that she manages.

Question: How has the HCCP designation impacted your career?

I had the privilege of managing the first Low Income Housing Tax Credit (LIHTC) complex in South Dakota right in the middle of its lifespan. The first tax credit class that I took made so much sense of the regulations and requirements that I just soaked it up! That first class happened to be an HCCP class, the first year that the HCCP was offered. Having the HCCP designation really meant something because it represented knowledge of the program and industry experience — and both are absolutely necessary for success.

Question: How did you get into the LIHTC industry?

By accident. I was working part time in a property management office for Costello Property Management. The site manager was in a bad car accident and had several months in recovery. I had to choose between my career in cake decorating and the management of six properties with tax credits,



Department of Housing and Urban Development (HUD) and RD programs. I found I liked the challenge of working with the different programs and the rest is history. By the way, I introduced my young husband, Scott Michael Dunn, to the industry and convinced him to change careers. You're welcome, tax credit industry.

Question: What are your day-to-day responsibilities?

Today, I work behind the scenes on our HCCP classes — scheduling, creating manuals and keeping inventory of the exams, etc. I also work with the HUD Utility Schedule Models and with the requirements for those with Limited English Proficiency in our portfolio, along with the unusual things that come up every day in the industry. My title is special projects coordinator, and it's the “special” unusual things that make every day a challenge in our industry.

Question: What helped with your success in the LIHTC industry?

I consistently remind myself that the LIHTC program with its rules and regulations are in place for real people who need housing. The LIHTC program is successfully housing millions of individuals, families and the children of these families. I may not meet them in person anymore, like I did when I was a site manager, but I can help keep the program going and help make it a successful housing venture.

Question: What's your favorite hobby?

I love snorkeling, which is a surprise to everyone, since I live in the land-locked Midwest. I absolutely adore the endless diversity and Crayola color of the reef fish and corals.