



HCCP Board of Governors Spotlight: Carol Howard

Vice President and Director of Housing Compliance
Boston Capital

Carol is vice president and director of housing compliance for Boston Capital, and has approximately 30 years of experience in residential property management, asset management and housing compliance. Prior to joining Boston Capital in its asset management department 22 years ago, her property management portfolio with a New England developer comprised properties in Massachusetts and Florida, where she specialized in market-rate units, Low-Income Housing Tax Credit (LIHTC) units and Section 8 units, as well as tax-exempt bond projects.

Ms. Howard has been successful in achieving strong credibility in our industry amongst her peers. She is a Housing Credit Certified Professional (HCCP) through the National Association of Home Builders and serves on the HCCP Board of Governors. Additionally, she is an active participant in the National Council of State Housing Agencies (NCSHA), and at a local level, she serves on the board of directors for D'Youville Life & Wellness Community.

How has the HCCP designation impacted your career?

The HCCP designation is a symbol of excellence and is widely respected amongst investors, syndicators, developers and property management teams. In addition to demonstrating knowledge, an HCCP must earn continuing education credits in order to renew his or her designation. This ensures that those who hold this designation are current on changes in our industry.

I have always appreciated any opportunity to continue my education, and this is one organization that permits me to be an ambassador to encourage my peers to earn this prestigious designation.



How did you get into the LIHTC industry?

I was employed for a local financial institution during the period of time that many lending institutions were being shut down by FDIC. One of my clients, who was a developer, asked me if I wanted to join his property management company. The rest is history, as I settled in nicely and worked my way up from the bottom to the top of his company as his operations director.

What are your day-to-day responsibilities?

I ensure LIHTC compliance is maintained during both the initial qualification process as well as throughout the credit period as required and regulated under Section 42 of the Internal Revenue Code. This also includes investor reporting, review of the forms 8609 and 8823, state inspections on our projects and Administration Office of the Courts (AOC) filings, as well as provide technical compliance support to our company employees. When required, I am closely involved with our property managers to provide advice when needed.

What helped with your success in the LIHTC industry?

The HCCP network is a force of its own, and having the ability to surround myself with this group of professionals who passionately believe in the same mission of this program is wonderful. Sharing ideas and problems opens a whole world of resolutions for problematic events. I have lots of respect for all the members of this prestigious group and encourage all members to participate together.

What is your favorite hobby?

I love gardening, reading and solving puzzles. Most important, I love spending time with my grandchildren, who make me realize what unconditional love really is all about.