



HCCP Board of Governors Spotlight: Wendy Quackenbush

Director of Multifamily Compliance
Texas Department of Housing and Community Affairs (TDHCA)

Wendy Quackenbush has served at the Texas Department of Housing & Community Affairs in various roles since 2001. Currently, Wendy is the director of multifamily compliance. In her role, she manages and oversees the compliance team that conducts physical inspections, onsite monitoring reviews, program and income eligibility training, technical assistance to development owners, management companies and others and oversees the Annual Owner's Compliance Report (AOCR).

Prior to joining the department, she has worked in the apartment industry since 1992. She started out as a leasing agent and eventually worked as the compliance director for an affordable housing developer in the private sector. She is very passionate about affordable housing and helping others.

Her friends describe her as a good listener, loyal, an eBay shopping wizard and a casserole maker extraordinaire. She is married to her high school sweetheart, a mother of one teenage daughter and has three of the cutest dogs, Xochi, Tepin and Munckin. She loves all Star War movies, reading fantasy books, antique shopping, wine tasting and volunteering at her local service center.

How has the HCCP designation impacted your career?

I obtained my HCCP designation early in my affordable housing career while I was working for a private developer. The HCCP designation is nationally recognized as the highest LIHTC program designation that I recommend everyone should strive to obtain that works in the industry. Having the HCCP designation gave me the confidence to apply to work at the TDHCA Compliance Division as a monitor in 2001. I



believe having the HCCP designation helped land me the job and has opened many doors for me professionally.

How did you get into the LIHTC industry?

After my husband graduated college, we moved from Houston to San Marcos to be closer to his family. After finding myself living in a new city, I was looking for a job in the apartment industry. I applied for a job as an apartment manager for a new property that was still under construction and discovered through the interview process it was a LIHTC property.

After learning more about the LIHTC program, I was so excited to be part of something bigger than just providing a market-rate unit. From the beginning, I was fascinated with the program and how it helped people find affordable housing that was equal to market-rate housing. Anyways, I landed the job and opened the first LIHTC property in San Marcos, Texas, in the early '90s.

What are your day-to-day responsibilities?

I manage and oversee the compliance division that conducts onsite monitoring and physical inspections of LIHTC properties in Texas. In addition, the compliance division provides program and income eligibility training for development owners, management agents and others industry partners. Also, I oversee the Annual Owner's Compliance Reports.

What helped with your success in the LIHTC industry?

I have been fortunate to have worked in so many roles within the compliance division in the last 22 years, from starting out as a compliance monitor to manager to my current role as director. I have worked with so many wonderful, talented people within and outside of TDHCA and learned a lot from those long-lasting professional relationships. I continue to grow by learning new perspectives from TDHCA staff, housing partners and industry leaders, and continue to grow my knowledge by attending industry training and performing LIHTC training.

What's your favorite hobby?

Does drinking wine count? I love to spend time with family and friends, antique shopping, reading, and volunteering with local organizations.