

HCCP Board of Governors Member – Susan Westbrook

I have certifications in several affordable housing programs and specialize in the LIHTC and HOME programs. I have 22 years' experience in compliance monitoring, property management and property accounting. Prior to entering the affordable housing field, I had over seven years' experience in income tax consulting, income tax training and accounting. I am employed by the North Carolina Housing Finance Agency as the supervisor of rental compliance operations.



Q: How has the HCCP designation affected your career?

A: Blessed with good test-taking skills, I was able to pass the HCCP exam with no tax credit experience. As a result, I had to wait the required two-year time frame to achieve the necessary experience before I received the designation. Passing the exam alone afforded me the opportunity to get a job in the tax credit industry so I could gain the required experience.

Q: How did you get into the LIHTC industry?

A: My first experience with tax credit compliance was working at NCHFA. Prior to that, I had four years of experience with a property management company with HUD, Rural Development and conventional apartment communities.

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

A: I oversee the day-to-day operations of the rental compliance and asset management teams, ensuring the proper level and frequency of monitoring and asset management of assigned agency property assets for compliance with federal, state and agency guidelines. I also oversee the proper administration of rental assistance programs and provide oversight of contract administration. I assess the agency's risk and exposure with each program type, as assigned, and recommend adjustments to monitoring and oversight that effectively allocates agency resources to underperforming properties or focus areas.

Q: What's your favorite hobby?

A: My favorite hobby is spending time with my grandchildren! I enjoy reading and creating videos from photos for friends and family. I am on the leadership team at my church. I work with the projection equipment and provide technical support for the church's computers.