



HCCP Designee Spotlight: Melissa Pullin

*Property Management Systems Director
Franklin Group*

My name is Melissa Pullin and I started on site as a maintenance administrator then moving on to being a leasing professional and now a director of software in the property management industry for a little shy of 19 years with a mixed bag of property types. I have been with Franklin Group for almost 10 years.

How has the HCCP designation impacted your career?

My HCCP jumped started my knowledge and path into the affordable industry. While I had on site knowledge of policies and procedures, it has opened the door to have a more hands on grasp of the LIHTC compliant world, especially in relation to software.

How did you get into the LIHTC industry?

In a previous position, I assisted in handling resident inquiries about their housing contracts and rent billings. From that I grew into a position of assisting with compliance applications within our residential software.

What are your day-to-day responsibilities?

In my current role of Director, I make sure to be an advocate and a liaison between the departments, ensuring that our software meets the needs of the operations team and the compliance team. I assist and coordinate that our forms and documents are up to date and compliant. That we are entering accurate resident data and make sure that the software can accurately/effectively connect to any available state agency portals. All of this with help of course from our internal compliance teams.



What helped with your success in the LIHTC industry?

I love learning new things, so having that drive to continually learn in an ever-changing industry has truly helped me stay successful through the years.

What's your favorite hobby?

My husband, 9 year old son and I love Disney. We are true Disney nerds and vacation at Disney at least once a year. When it comes to a hobby, anything Disney-related and we are in!