



## **Chair's Report: 2008, Welcome Letter**

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### **New Chairman Pledges 'Superior' Value for Members, Residents**

**Barry Romano of Albany Housing Authority of Albany, New York  
2008 – 2009 Chair HAI Group's Board of Directors**

It is an honor and a pleasure to address you in my new role as chairman of your company. You may remember that I was Chairman from 1999-2001 and I sincerely appreciate the confidence that this second opportunity hopefully reflects.

HAI Group has a very full plate and I pledge my best efforts in return for that confidence. The myriad of stresses that challenge our membership and the compounding of their influence by the undependable, albeit currently soft insurance marketplace, have combined to create a perfect storm of sorts. When push comes to shove the rule is survival of the fittest and we have every intention of continuing HAI Group's 20-plus year history of being your best choice for product, service, and value. I believe the combination of our demonstrated resolve to serve the best interests of the affordable housing industry, the dedication and expertise of the staff, and the experience and commitment of your Board and Committee members will continue to afford you a clearly superior source for meeting your insurance needs and serving the people who rely on us.

Loyalty is an increasingly scarce commodity. I encourage you to include it in your deliberations when you go out to bid your insurance. It is akin to respect in the sense that it needs to be earned and I challenge you to find another insurance provider that offers or truly delivers it. I plan to do all I can to foster, enhance, and reward the loyalty of HAI Group members and to make sure that loyalty continues to be well placed and deserved.

In closing, I want to acknowledge Glen Redding for his leadership and dedication over the last two years and to express my gratitude to him for allowing me to remain involved to the extent that he did. It will be invaluable in terms of minimizing the learning curve and supporting my goal to hit the ground running.