



## **Chair's Report: May-June 2008**

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### **Looking Ahead**

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

Your companies are actively focused on both the future of the public and affordable housing industries and their own future.

The recent Board and Committee meetings in San Diego were well attended and very productive and your Board of Directors has scheduled a strategic planning retreat over the first weekend in May in Rocky Hill, CT, near the Cheshire home office. The agenda will involve a wide range of topics focused on how we can best serve the needs of our members and customers going forward in a manner that also supports the long term viability of HAI Group.

The marketplace is aggressively courting our niche business as well as affordable housing business in general and we must be competitive to survive through this cycle. We came into existence at a time when the traditional insurers wanted nothing to do with providing habitational insurance and we have remained stable and grown steadily through a number of their changes with the wind over twenty-one years. We have taken and continue to take significant steps to insulate ourselves from these mood swings and to develop and sophisticate service delivery mechanisms that are completely focused on meeting the needs of the unique customer we exist to serve.

Earlier this year, in the first of these columns, I pledged my best efforts to earn the trust that was placed in me by electing me Chairman. After just a few months of working with them I can say with confidence that you have a Board of Directors, a group of Committee members and a staff that is equally committed to making their best efforts to earn your business, your trust and your loyalty. I am confident that HAI Group has a solid future and that it will thrive at the same time that you see pricing and coverage that is highly competitive and a level of customized service that remains unparalleled.