



OnSite

www.aafw.org ♦ E-mail: info@aafw.org ♦ (260) 432-2916 ♦ (260) 432-5137



Happy Holidays

DECEMBER 2018



Picture courtesy of Visit Fort Wayne





OnSite Advertising Directory

Please take a look at the following AAFW-NEI Members who help support the AAFW-NEI with their advertisements in this months issue of the OnSite!

<u>Company</u>	<u>Website</u>	<u>Page Number</u>
* Aardvark Pest Control	www.aardvarkpestcontrolinc.com	Page 28
* American Family Insurance ~ Tom Hendrix Agency	www.tomhendrixagency.com	Page 12
* American Home Store Furniture/ City Carpet Outlet, Inc.	www.americanhomestorfurniture.com/ www.citycarpetoutlet.com	Page 32
* Apex Electric LLC	www.apexfwa.com	Page 13
* Asphalt Maintenance Service	www.asphaltandpaving.net	Page 20
* Bug Free Pest Control LLC	www.bedbugsfortwayne.com	Page 11
* Extinguisher Co. No. 1/Priority 1	www.extinguishercono1.com/ www.priority1safety.com	Page 26
* Hays and Sons Complete Restoration	www.haysansons.com	Page 19
* IDW – Window & Roof Cleaning	www.IDOWINDOWSLLC.com	Page 29
* Jetz Service Co. Inc.	www.jetzservice.com	Page 9
* Old National Bank	www.oldnational.com	Page 23
* Paul Davis	www.WhyCallPaul.com	Page 10
* Perry Law Office P.C.	www.perryoffice.net	Page 12
* Trinity Eco Solutions	www.trinityecosolutions.com	Page 22
* Windows, Doors & More	www.wdmfactorystore.com	Page 16



ONSITE

ADVERTISING RATES

Annual Rates

Business Card \$399

Quarter Page \$579

Half Page \$999

Full Page \$1,549



FULL-COLOR Ads for ALL Advertisers

Clickable Link to Your Website/Email

The **OnSite** is displayed on the newly launched AAFW-NEI website. **What does this mean for advertisers?**

- * Full-Color advertisements for ALL advertisers
- * Direct link to your website. This will make it extremely easy for potential customers to visit your website!
- * Email hyperlinks from your ad allowing easy communication and requests for proposals
- * Increased exposure as **OnSite** newsletters will be available to AAFW-NEI members AND the community

The **OnSite** is the area's leading source for multi-family housing information! Your advertisement in the **OnSite** will be a regular reminder for not only your current customers, but also an introduction to those new and/or potential customers within the Association and to the thousands of visitors to the Association website.

The **OnSite** is published monthly and is posted on aafw.org on the first business day of the month. Emails with direct **OnSite** links will be sent to AAFW-NEI members and key community leaders. Facebook posts will also alert followers that a new issue is available.

Size of Advertisement: Business Card Quarter Page Half Page Full Page

Company Name: _____ Representative: _____

- Use the 2018 Advertisement I will send a NEW digital image Advertisement design needed

Deadline for new ads or ad changes is the first Friday of the month prior to the issue!

Apartment Association of Fort Wayne-NEI
Phone: (260) 482-2916; Fax: (260) 482-5187
E-mail: bwyatt@aafw.org



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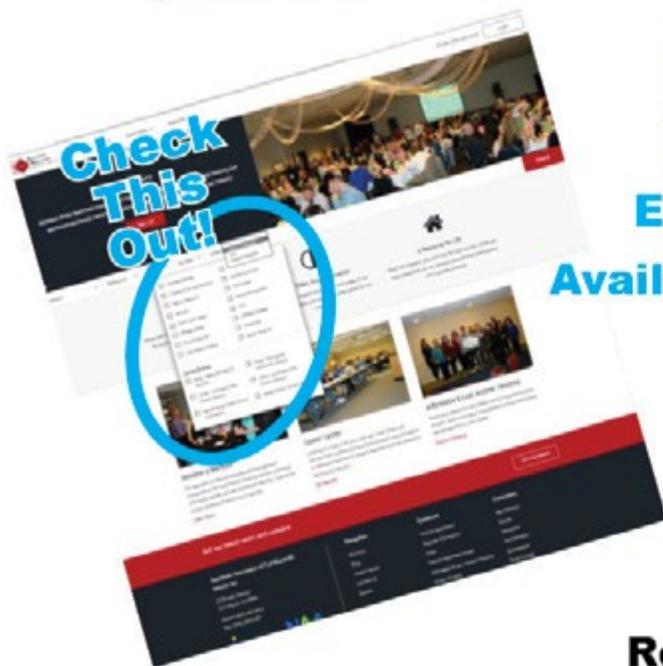
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Click here to be directed to our website - <https://www.aafw.org>

More Opportunities for Your Staff to Be Recognized at the 2018 Summit Celebration



The Summit Celebration Committee is excited to announce three new awards for the 2018 event. The addition of the three additional categories will allow more AAFW-NEI members to be recognized at the Summit Celebration to be held in March 2019. Below are the descriptions of the new categories.

OUTSTANDING CUSTOMER SERVICE

Presented to an AAFW-NEI Member during the past year, January 1, 2018 – December 31, 2018, that exhibited outstanding customer service in their position either at an apartment community or a vendor. This award will be judged on three detailed examples of outstanding customer service.

BEST MAINTENANCE TEAM

Award Criteria: Presented to an AAFW-NEI Apartment Community Maintenance Team. Evaluation will be based on programs, how the team works together, and also how they work to promote resident satisfaction and retention. Activity must have taken place during the past year, January 1, 2018 – December 31, 2018.

RISING STAR

Presented to an AAFW-NEI Regular Member during the past year, January 1, 2018 – December 31, 2018, that has made worthwhile contributions or may have overcome adversity in their career over the past two years (January 1, 2017 to December 31, 2018). This award is for onsite staff that is further along in their career than a rookie, but may not be eligible for other AAFW-NEI individual awards yet deserves to be recognized. Judging will be based on three detailed examples of their contributions or adversity that they have overcome in their career.

Before you know it, the deadline to submit the nominations will be here but you do have a little time before the February 1st deadline. As always, please feel free to contact Peggy Meyer, staff liaison for the Summit Celebration Committee, if you should need any assistance or need clarification for nominations.

If you are interested in helping plan the gala event that honors those that excel in the multi-family housing industry, please contact Peggy at pmeyer@aafw.org or by phone at (260) 482-2916.

2017 Summit Celebration Rookie of the Year Kyle Bauer, CityScape Flats



Here is what was said about our winner at the 2017 Summit Celebration ...

This Rookie started with zero knowledge of our industry, but from day one had an amazing sense of caring and eagerness to please. They show up early and stay as late as needed. You'll never see them get discouraged about a task, whether it is in their job description or not. They motivate others with their eagerness to learn and drive to succeed. When this rookie accepted the position of Groundskeeper, they didn't fully understand what all it entailed. They expected to come in and remove trash receptacles, empty dog waste stations and blow leaves when needed. Instead he was given much more due to a shortage of maintenance staff, but never once complained. Rather, he looked at it like a challenge and the chance to learn more. First was all things maintenance. He accomplished learning about not only new construction but also watched and learned the inner operations of each appliance. He hooked up his first washer/dryer set, repaired his first ice maker line, and informed management of a leak inside drywall that went unnoticed by construction and management. As a result this leak only cost a few hundred dollars to repair, as opposed to the thousands it would have cost had it not been caught. Secondly he helped build a Pet Wash Station at his community. Initially intended as an outside shower for the pool area; it had to be converted into something else due to the Department of Health regulations and city codes. He brainstormed with his manager and once approved, was seen hammering, cutting, and reinventing the shower to an actual care center for all types of animals. He may be young but his professionalism and desire to please his residents is certainly priceless. He is a true asset to any management team and any owner would be proud to call him their Rookie of the Year!

2018 Summit Celebration
Sponsorship Opportunities Available
Platinum - \$1,000

City Carpet Outlet
Flaherty & Collins Properties

Gold - \$750

**Your Company
Could Be Here!**

Silver - \$500

apartments.com
Extinguisher Co. No. 1
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Perry Law Office P.C.
Redwood Living

Company: _____

Representative: _____

Level: _____

Invoice my company in 2018 2019

Deadline For Maximum Promotion: February 12, 2019

Deadline for Signage: February 22, 2019

Event to be held on Saturday, March 23, 2019
at Ceruti's Summit Park II

Apartment Association of Fort Wayne - NE Indiana
If you have questions call 260.482.2916 - Fax completed form to 260.482.5187

AAFW-NEI Event Calendar Highlights



S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	<u>11</u>	12	<u>13</u>	14	15
16	17	<u>18</u>	19	20	21	22
23	<u>24</u>	<u>25</u>	<u>26</u>	27	28	29
30	<u>31</u>					

11 December Breakfast

8 a.m. @ Ramada Plaza

Join us for some festive fun at the December 11th Breakfast Connection! Breakfast and networking start at 8 and the meeting begins at 8:30. There will be plenty of holiday cheer and fun activities, so be sure to get your reservation in today!

13 Education 2018 ~ Maintenance for Office Team

9 a.m. – 11 a.m. @ AAFW-NEI Office

Communication between the office team and maintenance team is key to resident retention.

Attend this session to touch on these key topics:

- * Understanding maintenance terminology
 - * Preventative maintenance
 - * Common Service Requests
 - * The Turn Process
 - * Budgeting Better
 - * Working Together

18 Board of Director's Meeting

8 a.m. @ AAFW-NEI Back Building

If you have a topic or issue that you would like to talk to the AAFW-NEI Board about join us at our monthly Board of Director's meeting. Contact Beth Wyatt so that she can add you to the agenda!

24 Christmas Eve

AAFW-NEI Office Closed

25 Christmas

AAFW-NEI Office Closed

31 New Year's Eve

AAFW-NEI Office Closed

Registration & Cancellation Policy

* For AAFW-NEI Events *

Regular Education Courses:

Registration & Cancellations **MUST** be made 48 Hours PRIOR to the scheduled class.

The cost of **NO SHOW's** is:

\$10 Per Person for Education Subscribers
\$45 Per Person for NON Education Subscribers

Designation Education Courses:

Registration & Cancellations **MUST** be made by the published deadline. *The cost of cancellations may vary depending on the designation.*

AAFW-NEI Events:

Registrations & Cancellations **MUST** be made by the published deadline. The cost of cancellations and **NO SHOW's** may vary depending on the event.

New Member Corner ~ NEW AAFW-NEI Members



Please join us in welcoming our **NEW** AAFW-NEI Members!

We would like to welcome them and encourage them to take advantage of the many benefits of their Association Membership. Please take a moment and seek them out at future events and meetings!

~ **Associate Member** ~

Bucher Family Allstate Insurance

Manager: Ben Bucher

5909 Wheelock Road; Suite 103
Fort Wayne, IN 46835

Phone: (260) 222-2378; **Cell:** (419) 348-3386

Email: ben.bucher@allstate.com

Website:

agents.allstate.com/ben-bucher-fort-wayne.in.html

**All lines of Insurance, including:
renters, liability and personal property.**

If there is a company that you work with that is **NOT** a member of the AAFW-NEI and you think should be contact the AAFW-NEI Staff so they can send out information on our organization.

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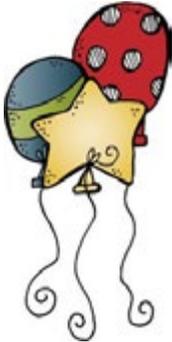
PHONE
(317) 359-9968

TOLL-FREE
(800) 527-4928

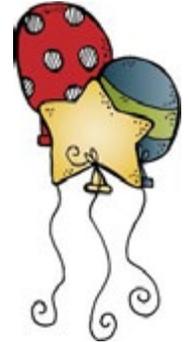
MULTI-FAMILY HOUSING LAUNDRY ~ COIN/CARD ACTIVATED LAUNDRY EQUIPMENT ~ IN-UNIT DOMESTIC WASHERS/DRYERS



Congratulations 2019 AAFW-NEI Board Executive Officers



AAFW Members voted for their 2019 – 2020 representatives on the Board of Directors at the Annual Meeting October 16th. At the following Board of Directors Meeting, our current Directors voted on the 2019 Executive Officers. Congratulations to the officers that will be leading the Board of Directors in 2019:



2019 Executive Officers:

President Dave Becker, Canterbury Green, GoldOller	Vice-President Michele West, Wood Creek Milhaus Development	Secretary Nikki Gillenwater, Director of Training, New Generation Management	Treasurer Angie Rose, Perry Law Office, P.C.	Past President Carole McConnell, Lake Forest, Jehl Properties, LLC
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Thank You to Angela Peoples, Gene B. Glick Co. & Tammy Brandt, New Generation Management, who will be completing their term at the end of December.



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The Best Gift Roller Skates and Lease Renewals

By Debra Crews, NALP

Willow Creek Crossing

Can you believe we are rolling into the holiday season?
Where did the year go?

As I reflect on the upcoming holiday it brings to mind the Christmas I was about 10 years old and "Santa" brought me the best gift, a brand new pair of roller skates complete with pom-poms in a shiny case with stars.

Fast forward fifty years, I now know the best gift I receive not only at Christmas but every day of the year is the "gift of time." So how does this great gift I get on a daily basis translate into the leasing world? It starts well before signing the first lease. Taking the time to get to know each prospect in the very beginning will give you an understanding of why they walked through your door in the first place. When the prospect becomes a resident does that personal touch end? Do you stop giving time to your residents just because they pay rent on time and don't complain? No No No . A resident will not stay in a place they don't feel welcomed.

As the Leasing Manager at Willow Creek Crossing Apartments I am responsible for the lease renewal program and I cannot stress enough to give your residents your time. Ask them about their day when they come into the leasing office to pay rent. Ask them if everything is ok in their apartment. Ask them about their family, their pets, their hobbies, etc. I know firsthand how difficult this can be when you have a pile of paperwork to get through, but the time you give them now will mean so much more than a pizza party when it comes time for them to consider signing a lease renewal for another 12 months.

The gift of time for your residents should not stop at the leasing office. The maintenance team is so vital to giving their time to your residents as well. They spend time in their homes to fix dishwashers, garbage disposals, and clogged drains. Residents will remember the care and service they received when it comes time to renew their lease. I will just boast a moment here and say I am very proud of the fact that my residents compliment our maintenance team daily because of the extra time and care they give them. In fact most residents know each maintenance team member by name and will request Josh, Bob, Luke or Roger for their service requests!

Does the gift of time stop at the door of my leasing office or at your company's? Absolutely not! We can give the gift of time anywhere and everywhere we go!



- Taking a deposit to the bank? Actually ask the teller how they are doing.
- Doing some shopping? Give the cashier a smile, even when the line is long and frustrating.
- In a rush hopping from holiday function to function? Take a moment and enjoy the people around you rather than looking at your cell phone or glancing at your watch.

Never underestimate the value of time you give your residents, the people around you, or even a stranger standing next to you in line. It may just be the best gift they receive that day!

*Wishing you all a wonderful
Holiday Season!*

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DECEMBER 11TH BREAKFAST CONNECTION:



8 am @ Ramada plaza



\$10 per person or 1 Breakfast Coupon per person



JOIN US FOR SOME FESTIVE FUN AT THE
DECEMBER 11TH BREAKFAST CONNECTION!

Breakfast and networking start at 8 and the meeting begins at 8:30.

There will be plenty of holiday cheer and fun activities, so be sure to get your reservation in today!

Registration deadline is this Thursday, December 6th at 12 Noon!

** All Cancellations **MUST** be made the Thursday **BEFORE** the Breakfast Meeting. **ALL** Cancellations **AFTER** the deadline will be charged a **NO SHOW** fee of FULL PRICE ~ \$14 per person! **

BEGINNING JANUARY 2019 BREAKFAST CONNECTION \$15/PERSON

CONTACT HOPE ZELLERS TO PURCHASE A PRE-PAID COUPON BOOKLET

EMAIL: [HZELLERS@aaFW.org](mailto:hzellers@aaFW.org)

TEL: 260.482.2916

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DREAM FEARLESSLY.**

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Ramon S. Perry III

R. Scott Perry - Ramon S. Perry III - Thomas J. Knight - Jana M. Lange

How do you define giving this Holiday Season?

By Beth Wyatt, A.A.F.W.-NEI Executive Director

A friend of mine posted on Facebook the other night that with all the holiday stuff approaching she was looking for kid appropriate ideas to teach her little ones about giving, service to others, and seeing the blessings they have in life. This very much resonated with me since I have 3 little ones about the same ages and it is hard sometimes not only for little ones, but also adults to see the bigger concepts and not just all the pretty bows, sparkly lights, and tinsel trimmings of the holidays.

So I thought I would share some of the ideas that were shared on her thread. The ideas can be used for kids and adults of all ages, just by changing it up a little to work for you.

 Pick an organization and spend time with their clients - listen to stories from veterans, kids deliver books and spend time coloring at an organization that works with kids

 Visit a local nursing home - make cards ahead of time, dress up in fun holiday attire, visit and pass out cards and candy canes

 Collect old fabric or fleece to make blankets for Project Linus that can be donated at Joann's

 A Reverse Advent Calendar where each day of December you donate an item to a charity - canned food items, pet supplies for the shelter, something small and simple every day to the same or different place

 Community Harvest Food Bank - collect food items, get a group to stock shelves, or let the kids color the outside of the brown bags used for delivery to seniors

 Make homemade cards to send to family near and far or soldiers overseas

 Adopt a single person, senior or family that is about the same size or ages of your own

 Help making sack lunches or care packages with an organization that serves the homeless.

Mostly importantly the idea of giving is different for everybody. How do you define giving? Is it out in the community or is it personal behind the scenes? Is it

pulling together folks you work with in a collaborative approach or is it one-on-one? Is it tangible things that are needed or is it the intangible of time, support, thoughts of others, or prayers?

However you define giving this holiday season - the who, the what, the when, or the how - just remember that spirit of giving is a true gift to others. That is a bigger picture that all of us, young and old, can understand.



Happy Holidays!

Beth Wyatt

An advertisement for Apex Electric LLC. The top half shows a cityscape at sunset with the text "The Solution to Your Electrical Needs is Here". The bottom half features the Apex Electric LLC logo, which consists of a stylized green 'A' and a grey plug. Below the logo is the text "APEX ELECTRIC LLC" and the phone number "(260) 739-5948". At the bottom of the ad, the website "apexfwa.com; info@apexfwa.com" and the address "1304 Maumee Avenue, Fort Wayne, IN 46803" are listed.

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Electrical Needs is Here

APEX ELECTRIC
LLC

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apexfwa.com; info@apexfwa.com
1304 Maumee Avenue, Fort Wayne, IN 46803



Open your doors of influence. . . You hold the Key

Register Employees from _____

Step #1

per apartment community

- 1-10 Units - \$100
 - 11-25 Units - \$150
 - 26-50 Units - \$200
 - 51-150 Units - \$300
 - 151-300 Units - \$400
 - 301-499 Units - \$500
 - 500+ Units - \$600
 - Associate Member - \$150
- Subscriptions are available for Management Companies. Please call for more information.
- ** All Education Subscribers receive 10% discount on certification & designation courses **

Step #2

We understand this Education Subscription will allow each member of our team to attend all of the 2019 Educational Series courses.

Here's how we would like to secure our participation:

- Please invoice for full amount in January 2018
- Installment Option (please go to step 3)

Step #3

(if needed)

Installment Option:
Program subscriber will be invoiced in four installments (amount listed below)

January, February
March & April

- 1-10 Units = \$25
- 11-25 Units = \$37.50
- 26-50 Units = \$50
- 51-150 Units = \$75
- 151-300 Units = \$100
- 301-499 Units = \$125
- 500+ Units = \$150
- Associate Members = \$37.50

Final Step

Invoicing to take place
in January 2019

By signing below, we understand that this is a binding contract for the full amount of the program subscription. Cancellations are not permitted and no refunds or account credits will be allowed. Non-payment will result in the immediate suspension of all program participation and member privileges.

Manager/Owner (please print) _____ Manager/Owner Signature _____

Cancellation Policy: If as a subscriber, an employee registers for a course and does not cancel by the advertised cancellation date, a \$10 charge will be billed to the subscriber. Substitutions are accepted at any time. If you have a disability that may require accommodations to participate, please call (260) 482-2916.

The Apartment Association of Fort Wayne ~ NE Indiana
3106 Lake Avenue, Fort Wayne, IN 46805; (260) 482-2916; Fax: (260) 482-5187
E-mail: info@aafw.org; www.aafw.org

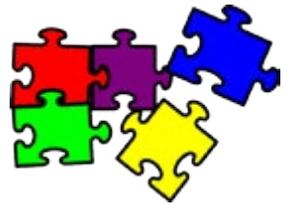
2018 Education Photo Wrap-Up



Photos from all courses can be found on Facebook!



CONNECT to EDUCATION



◆ DECEMBER REGISTRATION ◆

- ◆ **Maintenance for the Office Team (2 CEC's)**
Thursday, December 13, 2018: 9 a.m. to 11 a.m. @ AAFW-NEI Office
Instructor ~ Nikki Gillenwater, New Generation Management & David Lamb, RealAmerica Management LLC



Cost: FREE for Education Subscribers
\$45 per person for Non Education Subscribers

Communication between the office team and maintenance team is key to resident retention. Attend this session to touch on these key topics:

Understanding maintenance terminology	Preventative maintenance	Common Service Requests	The Turn Process	Budgeting Better	Working Together
---------------------------------------	--------------------------	-------------------------	------------------	------------------	------------------

~ Registration & Cancellation Deadline: Tuesday, December 11, 2018 ~



Cancellation Policy ~

ALL cancellations AFTER the cancellation date will be charged a NO SHOW fee of \$45 per person for Non Education Subscribers and \$10 per person for Education Subscribers.

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Coming to Fort Wayne

**February 19, 20, & 21
and
March 26, 27 & 28**

If you're a **community manager** or **experienced assistant manager** we recommend this course!

Register me for CAM!

Name: _____

Company: _____

Phone: _____

Email: _____

You'll learn about:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately

***Registration Deadline is
February 1, 2019***

\$899

Full course instruction, materials, & exam

**For more information, visit
naahq.org/CAM**

Apartment Association of Fort Wayne-NEI
3106 Lake Avenue, Fort Wayne, IN 46805
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Paparazzi ~ Seen on the Scene: November Breakfast Connection



SOCIAL MEDIA MARKETING!



OUR RED ROCK CHRISTMAS

BY KERRY PATTERSON

I suppose that the Christmas traditions we cling to the most as an adult are the ones we enjoyed the most as children. This means that, for some people, pine trees covered with lead-foil tinsel are a must. For others, if the family wassail doesn't contain fresh pineapple juice, why, it's simply unacceptable. And, of course, if somebody doesn't sing about the time their Grandmother got run over by a reindeer – what kind of holiday season is that?

This being the case, you can imagine what it was like for my wife and me when my parents invited us to spend our 1972 holiday season with them in their new home. This meant that the celebration wouldn't be held in Northwestern Washington where I had been raised (and where Christmas was done correctly), but in the red rock town of Peach Springs, Arizona, where Dad had taken a job managing the local trading post – a place, I surmised, that would not be the least bit in sync with our family's time-honored traditions.

"I suppose joyfully sliding down the snow-covered foothills of Mt. Baker atop an inverted car hood is out of the question," I mumbled to my wife as I envisioned the scratchy, dry, red sandstone celebration Dad was promising us. "Plus," I continued, "you can bet that I won't be stuffing myself with the Hoag's (our Washington neighbors) delicious smoked salmon. You can get excommunicated for less than that," I mumbled in Louise's direction. "I'm pretty sure that not eating smoked salmon during the holidays is a vegan sin."

"Venial sin," Louise corrected me.

"Either way," I responded, "I'll miss the sockKeye."

This whole "let's expand our horizons" holiday was about to take place because earlier that year, Dad had accepted a job offer to run the Hualapai tribe's retail businesses located forty-two miles northeast of Kingman, Arizona, just off Route 66. And now, after living almost a year in

Peach Springs, he and Mom couldn't wait for us to come celebrate the holidays with them. "We also have," Dad shouted over the phone, "a magnificent gift for you. I swear it's going to knock your ... " but then Mom cut him off. "Hang up the phone before you ruin the big surprise!" Click.



What surprise?

When my parents first arrived at the trading post, Mom immediately fell in love with the Native American artwork that the store proudly displayed. Clay pottery, fancy leather work, turquoise squash blossoms, and other art pieces, all caught her attention. But it was the locally produced basketry that most impressed Mom. Unfortunately, the beautifully woven baskets were expensive. But then again, maybe if she cut back a little here and a tad there she could buy a basket for Louise and me. She'd have to wait and see. A hundred dollars was a lot of money.

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OUR RED ROCK CHRISTMAS



Continued from page 19

And then, as if she had been reading Mom's mind, Lucy (one of the local basket makers), asked Mom for a favor.

"You own a van," Lucy observed. "I was wondering if you'd drive me a few miles north to an area where the shoots I use to make my baskets are now the right size to be harvested. I'll cut them and load them into your van. You just need to haul me and the shoots."

Of course she would haul the shoots, Mom thought to herself. Better still, she'd help cut them as well.

Two days later, with visions of baskets dancing in her head, Mom and her new friend Lucy climbed into Mom's Volkswagen van and merrily headed off in pursuit of northern Arizona tree shoots of some sort. It was a miserably hot day, the work would be difficult, and Mom's heart was soon to be tested (cue ominous music).

After working arduously for eight hours in the heat-cutting enough basket material to nearly fill the Van, Mom signaled to Lucy that she felt sick. Then, to prove her point, she passed out. Lucy thought Mom was dead. (She wasn't, of course, but she did suffer some sort of episode.) Notwithstanding the frightening setback, a few minutes later when Mom eventually came to, she insisted on finishing the job.

"Plus," she told Lucy, "I want to buy all the baskets these shoots will make. I almost died for them. I want to purchase every single one of them."

"Why, Mrs. Patterson!" Lucy responded. "The shoots we've gathered today are barely enough to make one basket." And thus, Mom was introduced to the harsh economics of making handcrafted baskets. Lucy not only gathered an entire van full of shoots, she also dried them, split them, dried them, and wove them – until one day, after several weeks of taxing labor, she presented Mom with her finished one-hundred-dollar basket. This was the present Mom couldn't wait to give us. This was the gift that had almost stopped her heart.

You can imagine the scene that unfolded that Christmas Eve as we sat cheek-to-jowl in the cramped space behind the Hualapai trading post. At the first stroke of gift-giving time, Mom reached under the tree, gathered up a beautifully wrapped box, and placed it at our feet. I had no idea what was inside.

"It's a handmade Hualapai basket!" Mom explained as she helped Louise tear through the tissue paper. "My friend Lucy made it! Isn't it gorgeous?" Then Mom went on to explain the meaning contained in the basket's design and the story of how she had collapsed – all the while staring intently into our faces – taking pleasure from knowing that her gift had brought us joy. That's right, she wasn't looking for praise for having given us such a special gift (as is often the case) she was simply reveling in our delight.

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OUR RED ROCK CHRISTMAS

Continued from page 21

It was on this day I realized that all gifts, thoughtfully and lovingly given, are similar to Russian nesting dolls. I know this sounds silly, but it's true. The basket Mom gave us wasn't covered with hand-painted babushkas, but it was a nested gift all the same. The external component was the Hualapai basket itself – perfectly shaped and gorgeously designed. Nested inside lay the fascinating Native American history captured in the basket's intricate pattern. Nested within this lay the story of Mom's harrowing sacrifice. And finally, if you continued for long enough, you'd come to the centerpiece – the hardest to get to and, in some ways, the loveliest addition. It was the radiant look on Mom's face.

This concept of nesting several elements into a single gift was made even clearer to me five years later – in a rather odd way. Someone stole our beloved basket. I

couldn't believe that somebody had actually taken our precious art piece. Fortunately, I was now mature enough to realize that only the basket itself was gone. We still had the lion's share of the gift.

"What's that supposed to mean?" my nine-year-old granddaughter asked as I told her about my red-rock epiphany.

"Nested, one piece inside the next," I explained, "we had the appreciation for native history and art, the tender story behind Mom's sacrifice, and the glorious look on her face as her love washed across the trading post." "But the basket's gone," my granddaughter exclaimed.

"Not to me," I answered. "Not to me."

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2018 AAFW-NEI Committee & Event Year in Review

From helping those less fortunate to providing education, from celebrating our milestones to delivering great networking opportunities, and everything in between, THANK YOU to all of our members that participated in a committee or an event in 2018. Without your support, we could not plan such wonderful events, programs, education, and member services!



Education Committee

The 2018 Education Connection schedule had great new topics, 4 Certification courses and 2 National Designation programs!

- **New Development in the New Year**
 - **OSHA for Multifamily**
 - **Active Shooter Scenario**
 - **Fair Housing – Spring & Fall**
 - **Leasing in Today’s World**
 - **Property Roundtable Breakfast: Emotional Support Animals & Hiring, Retention & Promotability**
 - **Maintenance Shop Hops**
 - **The Opioid Crisis**
- **Sherre Helmer’s R U Rdy to Lead?**
- **Maintenance for the Office Team**

Many management companies and apartment communities took advantage of the Education Subscription Program. By paying one low price based on their unit count, communities could

send all of their staff to any and every class. Roundtables & Shop Hops featured special topics and gave members opportunities to network and discuss industry concerns, best practices, and trends.

Also in 2018, the **National Apartment Leasing Professional (NALP)** designation was offered. Maintenance Technicians were able to attain the credentials they need to work on air conditioning units by attending the **CFC certification class** and exams offered throughout the year. And last but not least, maintenance technicians were able to finish the **Certificate for Apartment Maintenance Technician (CAMT)** designation course. It was a great year to present so many industry professionals with their advanced certifications and designations! The committee is already working on a fantastic list of class topics for the first half of 2019. If you or your staff has any topic ideas or speaker recommendations, please let us know!

THANK YOU COMMITTEE MEMBERS:

- Tara Arms, *RealAmerica Management LLC*
- Dave Becker, *Canterbury Green*
- Debra Crews, *Willow Creek Crossing*
- Marcy Fleetwood, *Three Fountains*
- Nikki Gillenwater, *New Generation Management*
- David Lamb, *RealAmerica Management LLC*
- Melissa Moriarity, *RealAmerica Management LLC*
- Lisa Pavey, *RealAmerica Management LLC*
- Melissa Schneider, *Maplecrest/Redwood Living LLC*
- Sherry Shaw, *Chronister Properties*
- Michele West, *Wood Creek*
- Sarah Wilkins Pabla, *Atrium Village*
- Beth Wyatt, *AAFW-NEI (STAFF LIAISON)*

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2018 AAFW-NEI Committee & Event Year in Review

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Special Event:

40th Anniversary Celebration Committee

The AAFW-NEI celebrated **40 years** of providing networking, resources, education and much more to the multi-family and rental industry in 2018. It was so much fun to look back at the first meetings, classes, and events and recognize all the milestones in each decade since. We grooved to the 70's in February, teased our hair for the 80's in May, remembered all the great music from the 90's, and recognized all the member companies and properties that joined the Association along the way.

Our 40th Anniversary Celebration culminated in an open house event on October 18th at Club Soda. It was an evening filled with fond reminiscing, laughter, old friends and new memories. Several attendees commented how nice it was to unwind with peers and friends, with no set agenda, no timeline, just a chance to reconnect, trade stories, and celebrate what we all do for the community. Something that is so unique to our industry is the fact that while the location we work at may change, the people we serve and the relationships we create, really does not. Several times throughout the night you could hear a squeal of delight and see a long hug or firm hand shake exchanged as old friends and co-workers saw each other.

Thank you to the **42 members** that sponsored the event, all the companies that donated gift cards given away throughout the night, and all the people that attended to help us celebrate. Visit the Association Facebook page to see pictures from the event.

THANK YOU COMMITTEE MEMBERS:

- Jennifer Harris-Steele, *Island Club*
- Carole McConnell, *Jehl Properties, LLC*
- Angela Peoples, *Gene B. Glick Co.*
- Angie Rose, *Perry Law Office P.C.*
- Sherry Shaw, *Chronister Properties*
- Michele West, *Wood Creek Apartments*
- Beth Wyatt, *AAFW-NEI (STAFF LIAISON)*

- Peggy Meyer, *AAFW-NEI (STAFF LIAISON)*
- Hope Zellers, *AAFW-NEI (STAFF LIAISON)*
- Christine Wright, *AAFW-NEI (STAFF LIAISON)*



Summit Celebration Committee

Chair: Sherry Shaw,
Chronister Properties



The Summit Celebration was held on March 24, 2018 at Ceruti's. This event is a very special evening honoring dedication to our Association and excellence in our industry. This year we had 39 nominees and over 170 rsvps for the gala event. The

Continued on page 24

Strengthening the Fabric of Our Community



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2018 AAFW-NEI Committee & Event Year in Review

Continued from page 22

Summit Celebration Committee (Cont.)

Summit Celebration King & Queen contest continued this year to raise money for the charities the Apartment Association sponsors throughout the year. **King Brandon Shanyfelt**, Woodbridge, and **Queen Kim Becker**, Carriage House of Kendallville, with the seven other candidates had a lot of fun collecting **\$4,795.11**.

Emcee Wes Gilbert, former Leasing Manager at Canterbury Green, led the awards program recognizing all our great nominees and deserving winners. The program also recognized the Board of Directors, Committee Chairs & Members, Education Designation recipients and 2017 Community Outreach program. Thank you to everyone who made this special event a true

recognition of our industry and celebration of our accomplishments.

THANK YOU COMMITTEE MEMBERS:

- Tim Tassler, *Springfield Enterprises*
- Michele West, *Wood Creek Apartments*
- Diana Wheeler, *City Carpet Outlet, Inc.*
- Taylor White, *Redwood Living, Inc.*
- Peggy Meyer, *AAFW-NEI (STAFF LIAISON)*

Keep a look out for the January 2019 OnSite for a continuation of the Wrap-Up notes for the Community Outreach and Marketing & Promotion committees!

Most Needed Items Include:

- Boxed Potatoes
- Boxed Dinners
- Canned Protein
- Peanut Butter
- Canned Soups
- Canned French Fried Onions
- Canned Pumpkin
- Boxed Crust Mix
- Spices
- Canned evaporated milk
- Boxed Jello



- Dry Goods
(Beans, Rice & Pasta)
- Gravy Mix Packets
- Condiments
- Canned Cranberries
- Canned Vegetables
- Canned Beans
- Canned Fruits
- Boxed Cake Mixes
- Cake Frosting

**NO GLASS CONTAINERS*

Thank you to all the communities that are participating in this year's food drive! We will be servicing the food drive thru the week of December 10th at which time we will be collecting the barrels and delivering them to The Community Harvest Food Bank in time for the holidays.

If you would like to be a part of this food drive, please contact Buck, Scott or Diana at City Carpet Outlet at 260.442.2773 and we will be happy to get a collection barrel dropped off to you. If your company/community would like to donate money for the food drive, please contact the AAFW-NEI Office at 260.482.2916.

Community Outreach 2018 Silent Auction

It Is That Time of Year Again!

Community Outreach is collecting donations for the Silent Auction to raise money for our 2019 Charities:



NEW THINGS THIS YEAR:

Credit Card Payments Accepted this year!

Community Outreach is doing something **SPECIAL** for this year's Silent Auction!

We are doing **40 Baskets** for our **40th Anniversary!**

Community Outreach will be reaching out to members starting in October for donations. We will have **40 Themed Baskets** to choose from that you can sponsor fully or donate a portion to. No donation is too small! We can combine your donation with others to make amazing baskets!

If you are interested in donating contact Hope Zellers at hzellers@aafw.org or (260) 482-2916 with your basket choice or your donation.



HAT, MITTEN, SCARF AND COAT DRIVE

Community Outreach will be collecting winter items for the Rescue Mission at the December Breakfast Connection!!



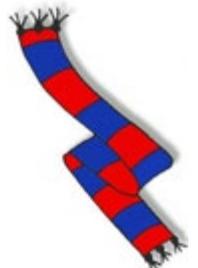
Bring **NEW** or Gently Used winter items to help us make this drive a huge success!



For every item brought you will have a chance to win a gift card!



No Time to Shop? No Problem! We can do the shopping for you! Just bring a cash or check donation the day of the meeting!





Candle & Christmas Tree Safety



Candles, Christmas Tree and Lights may be pretty to look at but they are a cause for home fires – and home fire deaths. Remember, a candle is an open flame, which means that it can easily ignite anything that can burn. Christmas trees are easily ignited and lights can have electrical failures. The **AAFW-NEI**, the **Fort Wayne Fire Department**, the **U.S. Fire Administration** and the **National Fire Protection Association** want everyone to always be careful when using candles and to remember the following.

“Candle with Care”

- * Blow out all candles when you leave the room or go to bed. Avoid the use of candles in the bedroom and other areas where people may fall asleep.
- * Most children’s first close exposure to candles is on their birthday cake which can easily result in unintentional burns.



If you do burn candles, make sure that you...

- * Use candle holders that are sturdy and won’t tip over easily.
- * Light candles carefully. Keep your hair and any loose clothing away from the flame.
- * Don’t burn a candle if oxygen is used in the home.
- * Never leave a child alone in a room with a burning candle. Keep matches and lighters up high and out of children’s reach, in a locked cabinet.



Think about using flameless candles in your home. They look and smell like real candles!

Picking a Tree

- * Pick a tree with fresh, green needles that do NOT fall off when touched.



Placing the Tree

- * Before placing the tree in the stand, cut 2” from the base of the trunk.
- * Make sure the tree is 3 feet away from any heat source (fireplaces, radiators, candles, heat vents, and lights).
- * Add water to the tree stand. Be sure to add water daily.



Lighting the Tree

- * Always turn off lights before leaving home or going to bed.
- * Replace any string of lights with worn or broken cords or loose bulb connection. Connect NO MORE than 3 strands of mini string sets and a max of 50 bulbs for screw in bulbs. Read manufacturer’s instructions for number of LED strands to connect.



Facts:

- * On average, a candle fire in the home is reported to a U.S. Fire Department every 34 minutes!
- * 38% of home candle fires started in the bedroom!
- * More than half of all candle fires start when things that can burn are too close to the candle!
- * Working smoke alarms in the house reduce the chance of dying in a fire by nearly 50%!
- * A heat source too close to the tree causes roughly 1 in 6 of the fires.
- * 1 of every 3 home Christmas tree fires are caused by electrical failures.
- * 2 of every 5 (39%) home Christmas tree fires started in the Living Room, Family Room and Den.
- * On average, 1 of every 40 reported home fires that began with a Christmas tree resulted in death, compared to an average of 1 death per 142 total reported home fires.



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Editor's Corner

We apologize for any incorrect information within the contents of these pages. Please notify us of any errors we have made and we will make the corrections.

If you have any news to report from your business or community. Drop us a line and we will do our best to include it in the next issue of the OnSite.



THE DEADLINE FOR SUBMISSIONS FOR THE MONTHLY ONSITE IS THE SECOND FRIDAY OF THE MONTH.



Let us know who we can give a HIGH 5 to at the next Breakfast Connection

Who Can You Give a High 5 To?
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Beth

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Hope

Christine



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DECEMBER – Volume 40, Issue 10

Can't Find Your Name?

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