APARTMENT ASSOCIATION OF FORT WAYNE - NE INDIANA INC.

OnSite

www.aafw.org ◆ E-mail: info@aafw.org ◆ (260) 482-2916 ◆ (260) 482-5187

June & July 2019

Start Planning for Summer FUN!!

After a very cold winter and wet spring, many people are ready to just bask in the sunshine with no urgency to go anywhere. But if you are starting to feel the itch to plan some summer fun, here are a few ideas:

Check out VisitFortWayne.com for things to do in Northeast Indiana. Simply go to visitfortwayne.com, click on Calendar of Events, put in a date and a whole list of things to do will come up! If you are looking for something specific, look through the lists highlighting attractions, museums, sports, farmer markets, wineries, and much more.

Get out and enjoy some fresh air! Fort Wayne offers over 100 miles of biking, hiking, and even kayaking trails, over 80 parks, and even a dozen Splash Pads. Check out https://www.visitfortwayne.com/things-to-do/parks-trails/ for trail maps, family bike ride paths to parks & splash pads, and even paddle trails for kayaking and boat fun!

Excited to experience the new Riverfront? The GRAND OPENING of Fort Wayne's NEWEST park, Promenade Park, is the weekend of August 9th – 11th!

Light Up the Night!

Summer evenings are delightful in Fort Wayne! From fireworks at the TinCaps baseball games - to free outdoor movies at Foellinger Theatre; from free live music at Jefferson Pointe's Friday Nites Live concert series to Rock the Plaza outside the Downtown Library - make evenings musical & magical.

CHECK OUT VISITINDIANA.COM FOR THE BEST OF INDIANA

including the **Top 10** lists for everything you can think of – Summer Gotta-Dos, Burger & Tenderloin Joints, Historic Places to Visit, Waterfalls, Wineries, and more! The website also has easy tabs to find:

- **Things to do** – Attractions, Outdoors & Sports, Shopping
- Lodging
- Food & Drink
- Events
- **Trip Ideas** – Just choose North, West, East, Central South or Girlfriend Getaway!
- **Discounts** – Every tab has ideas for free or on a budget!

Some of the above information is courtesy of Visit Fort Wayne! & Visit Indiana. Check out their websites more information.

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.

~ AAFW-NEI STAFF ~

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

Who Can You Give a High 5 To?

Co-Workers, Employees, AAFW-NEI Associate Members
It's Up to You!!

Registration & Cancellation Policy

* For AAFW-NEI Events *

Designation Education Courses:

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

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

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.

The AAFW-NEI OnSite is a complimentary member benefit for AAFW-NEI members.

If you are not receiving a copy of the OnSite and would like to, contact Hope Zellers at (260) 482-2916.

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Other articles must receive copyright clearance from the author or publication noted at the end of the article. If you wish to use the entire article (layout & artwork) from AAFW-NEI, you must also get AAFW-NEI approval and print this attribution: "As seen in **OnSite**, Apartment Association of Fort Wayne - NE Indiana."

June & July – Volume 41, Issue 5

SOCIAL MEDIA marketing

New AAFW-NEI Member Service!

Increase Your Online Presence

Save Staff Time

Grow Customer Engagement

Option 1: *Three-month minimum*
2 Facebook Posts/Week
Monthly Facebook Snapshot Report
Google Profile Updated Once Per Month
One-Time Photo Session for Post Usage

$99 month

Get More

Option 2: *Three-month minimum*
5 Facebook Posts/Week
1 Instagram Post/Week
Monthly Facebook Snapshot Report
Google Profile Updated Once Per Month
Quarterly Photo Session for Post Usage

$199 month

APARTMENT ASSOCIATION
OF FORT WAYNE - NE INDIANA INC.

Starter Package:
Create a Facebook Page
Create/Update Google Profile
One-Time Photo Session for Post Usage

$159 one-time fee

Call (260) 482-2916
Email pmeyer@aafw.org

June & July OnSite

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June & July OnSite

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Protecting Life, Property & Health

Allen Co.
(260) 399-6189

Adams-Wells Co.
(260) 301-3432

LICENSED
INSURED
LOCALLY OWNED

John Long, Owner

Have an Extinguisher Handy!

Extinguisher Co. No. 1

- Fire Extinguishers & Inspections
- Exit & Emergency Lights
- Fire Suppression Systems
- Fire Escape Ladders
- Fire Hydrant Inspections
- Fire Extinguisher Cabinets

Contact RICARDO for a free survey & estimate

Dial: 260-497-9110 or RMendez@priority1safety.com

Yesterday's Tradition With Today's Technology

Community Outreach will be collecting items for Camp Good Grief for:

We will be collecting Supplies (listed below) for Camp Good Grief in June & July:

ERIN'S HOUSE
FOR GRIEVING CHILDREN TM

Snacks: Chips, Cookies, Fruit Snacks (ind. wrapped)

S'more Ingredients

Capri Sun Pouches/ Canned Soda

Beach Towels

Disposable Cameras

Sunglasses

Watter Bottles - Reusable

Mini Flashlights

Glow Sticks

Mega Blok Legos

Foam Letters (Large)

Laundry Baskets - 4 Needed

$10 Gas Gift Cards - For Volunteers

Gift Cards - Sam's Club, Costco, Meijer, Kroger, Hobby Lobby

In its 19th year, Camp Good Grief is a weekend peer-support bereavement camp for children ages 8-13 who have experienced the death of a loved one. This camp is offered at no cost to all participants.

Camp Good Grief provides a setting that is safe for children to learn how to adjust in their lives as a result of the death of a loved one. Children have some concentrated time to discover their individual coping skills and to practice new skills as they continue to reinvest into positive lives.

THANK YOU for ALL of YOUR HELP AND SUPPORT!

Where Connections are Made

The Apartment Association of Fort Wayne & Northeast Indiana presents the

2019 Business Exchange

Wednesday, September 25, 2019 from 11 a.m. to 2 p.m.

A Business Exchange, also known as a Reverse Tradeshow, is where Property Management Company decision makers have their own table like an exhibitor and Associate vendor members circulate around the room in 5 minute meetings. This will be a fantastic networking opportunity just in time for budget season!

YES - We're Ready to Network!

Management Companies

Maximize your time by holding multiple vendor meetings all in one location at one time. You get the latest information on new products, services, and pricing in a quick format. There is no fee for management company representatives to participate and you get a fabulous lunch!

Associate Members

Don't miss YOUR opportunity to meet key decision makers, leading to a new business relationship or reconnecting with a current / previous customer that you have not spoken with in a while.

Where else could you meet a key decision maker for your next prospect or even meet with multiple Management Companies all in one spot?

Yes our Property Management Company wants to Participate!

Company: _____

Contact: _____

Email: _____

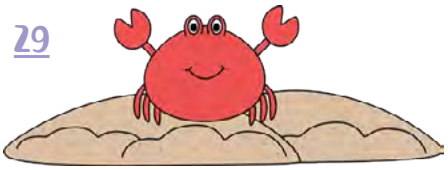
Lunch is complimentary for all attendees!

Associate Registration is just $199 per attendee and will open July 12th at 9 a.m.

The first 10 Associate Companies to register will get to pick the first property management company they will meet with!

AAFW-NEI Event Calendar Highlights

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



5 **Marketing Committee Meeting**
12 Noon @ AAFW-NEI Office

6 **June Breakfast Connection Registration Deadline**

11 **June Breakfast Connection**
8 a.m. @ Ramada Plaza

12 **Golf Committee Meeting**
12 Noon @ AAFW-NEI Office

14 **Flag Day**

16 **Father's Day**

18 **Board of Directors**
8 a.m. @ AAFW-NEI Back Building

20 **Education 2019 ~ R410A Safety & Training**
10 a.m. – 2 p.m. @ AAFW-NEI

26-29 **NAA Apartmentalize**
Denver, Colorado

27 **2019 AAFW-NEI Golf Outing**
Registration is 10 a.m. @ Birdies: Canterbury Green Golf Course

For a complete list of upcoming AAFW-NEI events visit http://www.aafw.org/Association/Assocevents.php

Get Text Reminders to keep you in the KNOW!

To get your reminders for upcoming Education and Events, simply put in your CELL PHONE NUMBER when you register online!!!

Want to be reminded what's coming up??? Send your CELL PHONE number to bwyatt@aafw.org to get added to the reminder list!

**Cell Phone Numbers will not be published and used only for Association purposes!*

AAFW-NEI EVENT CALENDAR HIGHLIGHTS

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

For a complete list of upcoming AAFW-NEI events visit http://www.aafw.org/Association/Assocevents.php

4 Independence Day ~ Office Closed

9 NO JULY BREAKFAST MEETING

Associate Council Breakfast
8:30 a.m. @ AAFW-NEI

16 Board of Directors
8 a.m. @ AAFW-NEI Back Building

A Big Thank You to the members listed below who helped our book drive for Kate's Kart at the May Breakfast Meeting. With your help we collected 115 books and $115 for them to purchase more books!

Joe Beier, AAA

Connie Denton, PNC

Zorya Elkins, FWHA

Don Hughes, Precision Concrete

Hannah Jackson, Paul Davis

Amy Jacobowitz, FWHA

Paul James, Colony Bay

Nicholas Kreischer, Canterbury Green

Dan Kuleff, FWHA

Terri LeQuia, RealAmerica Management LLC

Ali Mendenhall, AmRent, Inc.

Stephanie Oren, New Generation Management

Karen Potter, ProFed Credit Union

Gauge Rios, Reserve at Dawson's Creek

Connie Rosales, Canterbury Green

Sherry Shaw, Chronister Properties

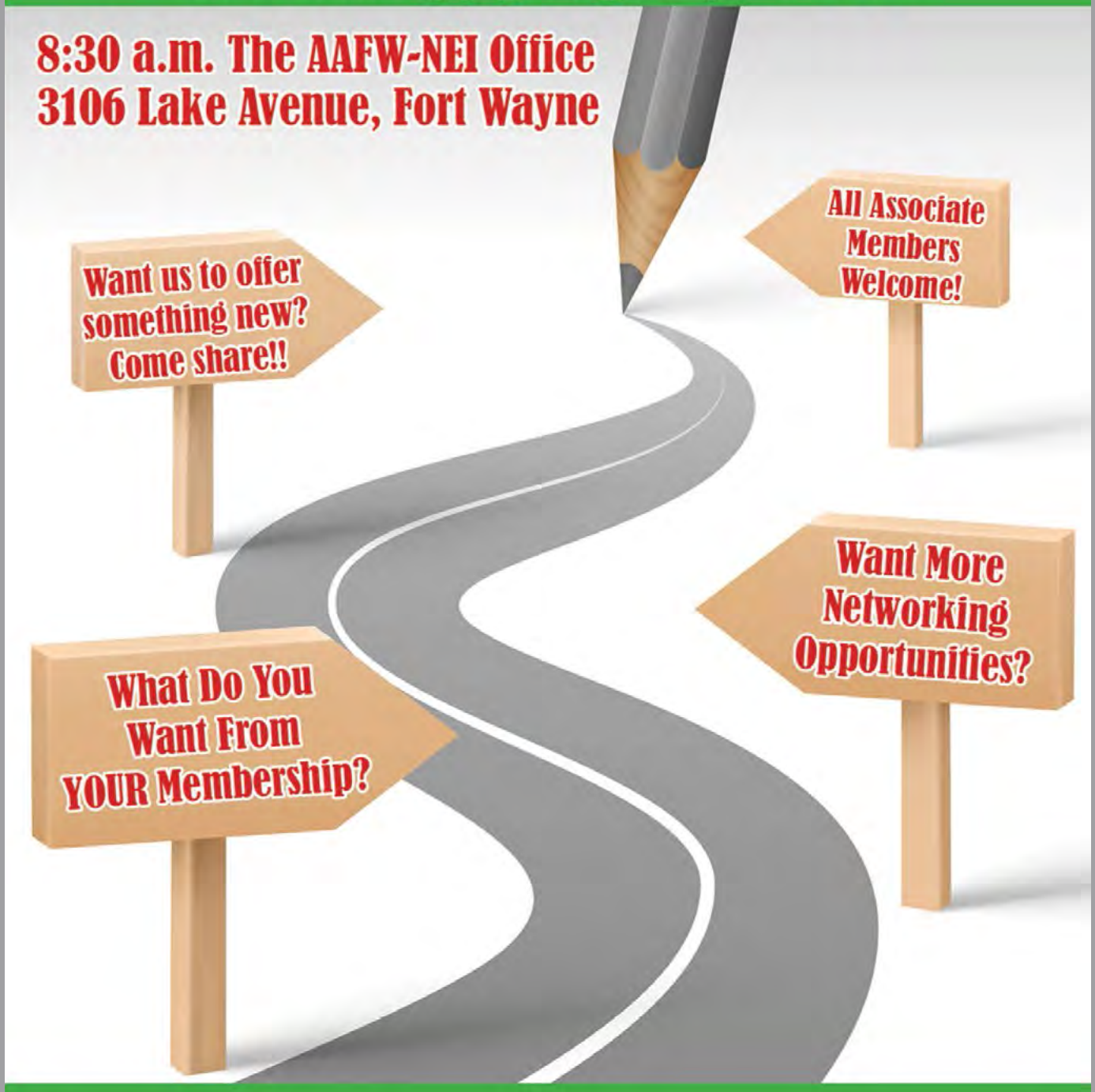
Chris Smith, Kenmore Direct

Taylor White, Redwood Living

Ben Williams, Ben's Bug Be Gone

Jennifer Zent, Coldwater Crossing

Associate Council
Tuesday, July 9, 2019



FREE BREAKFAST provided by Perry Law Office, PC

RSVP By: Wednesday, July 3rd at 260.482.2916

~ A Note From the AAFW-NEI ~

A letter from our AAFW-NEI Board

Customer Service in the Digital Age

By Michele West, CAM, COS, LIHTC

Montrose Square Apartments, Chronister Properties

I have recently made a transition from a property that was completely paperless to going back to being moderately paperless. Paperless meant everything was electronic records. All leases were signed with electronic signatures and kept in the digital file, conversation records were typed into the system, and even documents supplied by residents were electronic with no paper copies. Everything was so easy to send off with a click of the mouse. Then the software change came and with it came the realization that most of the documentation had been uploaded into the software were going to be lost if it didn't get printed out. That was the first sign maybe technology was not really a good thing.

Technology has been a driving factor in our industry for quite a while now, with communities going "GREEN", amenities including recycling, paperless and the convenience of paying rent online along with submitting service requests without having to go into the rental office. It's great for out of town prospects being able to apply online without having to step foot in the rental office. All fees being paid online and the only time the prospect needs to come into the office is to receive their keys to their new home. Great right? We all know the saying "Technology is great until it doesn't work," but does it really work for customer service?

At my current property, everything is mostly manual with very little technology involved. And I'm loving it. For the past few weeks I have had more interaction with the residents at my new property and it has made me think about what is getting lost in the technology. With technology there is no looking a prospect in the eye, shaking their hand and making them feel welcomed. No sitting across from them and listening to their needs and what they are looking for. There is no talking to residents and finding out what exactly the noise they keep hearing come from the furnace is or is that neighbor really causing all that noise. In most cases, the customer service aspect was lost, there was very little interaction, and in some case, you only interacted via email with the prospect.

We all know how important renewals are. With the digital era, emails are sent instead of an actual letter delivered to the resident. It had become impersonal and unfeeling. It's nice to sit and have a conversation with residents about how they feel about the property. The face to face interaction with the residents is an important part of a having a great community. Being able to celebrate with them their achievements, victories, promotions, graduations, weddings, birth of their children and many more life experiences make an apartment complex into a community that will bring them lasting memories for a lifetime.

How many of us have handed a prospect an *Apartment Guide* booklet when we are not able to help them? The convenience of handing a prospect an *Apartment Guide* booklet when we are not able to help them in their time frame cannot be replaced with "why don't you go online and look up..." When you assist them with trying to find something that might be open helps with having them come back next year or they refer friends to the property because they remembered the service they received. There is no price you can put on the personal touches when you give that extra personal service.

Michele West, CAM, COS, LIHTC

Vice President of the AAFW-NEI Board of Directors
Montrose Square Apartments
Chronister Properties

2019-2020 MEMBERSHIP DIRECTORY ADVERTISERS

A BIG Thank You to the following AAFW-NEI Associate Members for their advertisements in the 2019-2020 Membership Directory & Buyer's Guide. Advertising dollars help us to ensure every Associate, Apartment Community, Independent Owner and Management Company member receives multiple copies of the directory! The directory is an invaluable resource for our members to use on a daily basis!

* BED BUG DESTROYERS
* BONE DRY ROOFING
* CITY CARPET OUTLET, INC.
* CORT
* FCL SECURITY
* IDW ~ WINDOW & ROOF CLEANING
* JETZ SERVICE CO.
* LENGACHER BROS. CONSTRUCTION
* MIDWEST AMERICA FCU
* PERRY LAW OFFICE P.C.
* PRECISION CONCRETE
* STATE FARM INSURANCE ~ JOHN CARR
* STEAMATIC OF FORT WAYNE
* WAYNE PIPE & SUPPLY

2018 Rising Star of the Year
Brendan Brooks, Bridgedale Terrace

Here is what was said about our winner at the 2018 Summit Celebration ...

This Rising Star started out in a much different team role when an unexpected series of events thrust them into a new position, uncovered hidden skills and a new found passion for management. Even without receiving the complete training that was planned due to the manager unexpectedly leaving, this star hit the ground running with no on-site staff assistance. ... Exceeding all expectations, our star set a new course for both properties. Along with all of the daily responsibilities, they began implementing time-saving and more efficient procedures for security deposit refunds, apartment inspections, turnovers and, most importantly, rent collection, just to name a few. These contributions and changes helped in making 2018 the most successful year the company has ever had! ... Running a successful property requires the motivation and cooperation of an entire team! In a surprisingly short period of time, our rising star won the respect of the team that had way more experience than them! The teams cooperation, enthusiasm and positive energy are at an all-time high. In fact the team finished out 2018 with seven months 99% leased and five months 100% leased!

IMPORTANT Announcements

If you have any news, updates, promotions that you would like to share with the AAFW-NEI Membership contact Hope Zellers at hzellers@aafw.org.

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!

~ Apartment Community ~

Centlivre Apartments

Manager: Rosie Freeman

2811 Westbrook Drive
Fort Wayne, IN 46805
Phone: (260) 387-7715
Email: info@centlivre.com

Management Company:
BND Property Management
Type of Community: Conventional
Number of Units: 96

Do You Know a Company or Apartment Community that is NOT a member of the AAFW-NEI and should be?

* Call the AAFW-NEI Office to have a prospective packet sent introducing the Association.
* Invite them to join us at one of our monthly breakfast meeting – FREE of charge!
* Have them visit our website (www.aafw.org) to have them check out our association.

◆ Congratulations ◆

Join us in congratulating our NEW 2019 Certified Apartment Manager (CAM) Designees! Great job on all of your hard work!

Daphanne Crayton, CAM
Villa Capri

Ashley Cress, CAM
RealAmerica Management

Nikki Gillenwater, CAM
New Generation Management

Jenni Harris-Steele, CAM
Island Club

Sean Hartzell, CAM
New Generation Management

Jarvisha Jackson, CAM
SteepleChase at Parkview

Paul James, CAM
Colony Bay

Amanda Kohman, CAM
Reserve at Dawson Creek

Stephanie Oren, CAM
New Generation Management

Jacqueline Todd, CAM
GoldOller

R410a Safety & Training Course

June 20, 2019
10:00 a.m. to 2 p.m.

Universal R-410A Safety & Training covers the necessary training and practical knowledge to safely service systems containing R-410A & R-407C, the R-22 phase-out, appropriate refrigerant & oil applications, service techniques, and safe handling of R-410A.

Students will receive the full ESCO Training Manual that details the concepts covered in the session as a valauble reference guide.

Instructor: Bill Sammons, CMS, Quality HVAC/R Training

In 1998 Bill formed his own training company to help technicians in the field get the educational help they needed that was not available from manufacturers. Currently Secretary of the Buckeye Sate Association of RSES, Bill also received the V.V. Soloman Educator/Teacher of the Year in 2001, the Walter B. Stopera CM Speaker of the Year in 2003. Bill has been a member of the Educating and Examining Board since 2004, and was elected to the Board of Directors of RSES for Region 6 covering Ohio, Kentucky, Indiana, and West Virginia.

Location: AAFW-NEI Leo Jehl Education Training Center
3106 Lake Avenue, Fort Wayne, IN 46805

- ❑ Education Subscribers $79
- ❑ AAFW Members $99
- ❑ Non-Members $129

Name: _____ Company Name: _____

Address: _____ City/State/Zip: _____

Phone: _____ Email: _____

Authorized Signature: _____

❑ Enclosed is $ _____ ❑ Invoice my company for $ _____ ❑ Paying by Credit Card**

***Credit Card Payment Instructions will be sent to you. Processsing fees apply.*

Lunch Sponsored By: Apartment Association of Fort Wayne - NE Indiana Inc.

Please note this is only a training session and no certification exam will be offered.

Cancelation Policy: Registration Deadline is June 14th. Full refund if canceled by published deadline.
If you have a disability that may require special accommodations to participate, please call (260) 482-2916.

Register online at https://aafw.org/association/education

Or send this form to AAFW-NEI, 3106 Lake Avenue, Fort Wayne, IN 46805;
Fax: (260) 482-5187; E-mail: info@aafw.org

2019 Golf Outing Sponsors

A Big **THANK YOU** to our AAFW-NEI Members that are sponsoring our upcoming 2019 Golf Outing! We appreciate your support and could not make it the successful event it is without **YOU**!!

* Food Truck *

Canterbury Green Apartments

* Golf Towels *

RealAmerica Management LLC

* Golf Balls *

Hays & Sons Complete Restoration

* Registration Table *

WASH Multi-family Laundry Systems

* Beverage Carts *

City Carpet Outlet, Inc.
Precision Concrete
Ryan FireProtection

Hole Sponsor with A Contest

Flaherty & Collins Properties
Hays & Sons Complete Restoration
Kenmore Direct
New Generation Management
Perry Law Office P.C.
State Farm Insurance ~ John Carr

Hole Sponsor

AAA
apartments.com
IDW ~ Window & Roof Cleaning
Hylant
ProFed Credit Union
Sherwin Williams
Willow Creek Crossing

We Hope to See Everyone There!

Golf Outing

~ June 27, 2019 ~

Canterbury Green Golf Course

The Apartment Association of Fort Wayne & NE Indiana

GOLF OUTING

is back with a patriotic bang after 10 long years! It will be a scramble format at Canterbury Green Golf Course. Help make this event a true celebration right before July 4th by choosing a sponsorship below.

Breakfast & Registration at 9:00

Shotgun Start at 10:00

❑ **Food Truck Sponsor** -
Canterbury Green Apartments

❑ **Hole-In-One Contest** - **Different levels**
Special contest for all golfers to have a chance to win! You decide the prize & the sponsorship.

❑ **Golf Towels** - **RealAmerica Management**
Sponsor logo on golf towel given to each golfer

❑ **Golf Balls** -
Hays & Sons Complete Restoration
Sponsor logo on 3 balls given to each golfer

❑ **Beverage Carts - City Carpet Outlet, Precision Concrete & Ryan FireProtection**

❑ **Registration Table** -
WASH Multifamily Laundry Systems

❑ **Hole Sponsorships** - **$150 each**
Sponsors are encouraged to have snacks, fun contests, a giveaway, etc. at their hole.

❑ **Special Contest Hole Sponsorships** - **$200**
Includes a Cash Prize to contest winner
- Closest to the Pin (Ladies/Men)
- Longest Putt (Ladies/Men)
- Longest Drive (Ladies/Men)
- Shortest Drive (Ladies/Men)
- Straighest Drive (Anyone can win!)

❑ **Door Prize Donation**
I would like to donate $_____ toward the door prizes or will send in gift cards.

Company Name: _____

Authorized by: _____

Phone: _____

Email: _____

Total Due $ _____

Send your sponsor form to bwyatt@aafw.org or fax to 260-482-5187

The Apartment Association of
Fort Wayne & NE Indiana

GOLF OUTING

is back with a patriotic bang after 10 long years! It will be a scramble format at Canterbury Green Golf Course. Help make this event a true celebration right before July 4th by registering to golf!

Breakfast & Registration at 9:00

Shotgun Start at 10:00

TEAM PRIZES AWARDED for 1st, 6th, 19th & Far from Par

Name: _____ **Company:** _____

Name: _____ **Company:** _____

Name: _____ **Company:** _____

Name: _____ **Company:** _____

Golfer Fees - # of golfers X $50 each = $ _____

Golfer fee includes Green Fees, Cart, Goodie Bag, Contests, Breakfast, Lunch, Beverages & snacks on the course

❑ **I would like a Mulligan Package for my Team - $15 Pre-sale (will be $20 day of the event)**

Mulligan Package includes 2 Mulligans, 2 Skirts, & 30" string to be used during play

Mulligan Package proceeds benefit the 2019 Community Outreach Charities
Fort Wayne Children's Foundation & SCAN - Stop Child Abuse & Neglect

Authorized by: _____

Phone: _____

Email: _____

Total Due $ _____

Send your registration form to bwyatt@aafw.org or fax to 260-482-5187

Full refund if cancelled by June 14th, 2019. Substitutions accepted any time. Please notify the Association of changes before the event.

Sorry to See You Go!
Non-Renewing 2019 Members

ASSOCIATE MEMBERS
American Family - Arlene Stutzman Agency
Apex Electric LLC
ATI Energy
Berkadia
ECC Horizon
Elliot Insurance
Gerbers Electric, Inc.
Kone Elevator
Lee Supply Corp.
Leisure Pools & Spa Supply Inc.
Lincoln Printing
Lotus Lawn Care & Painting
Office Concepts Inc.

ASSOCIATE MEMBERS, cont.
Precision Door Service
Protechs, Inc.
RentPath
Springfield Restoration & Remodeling
XFiber, LLC

REGULAR MEMBERS
Astoria Apartments
Avalon at Northbrook
Three Fountains of Fort Wayne
Villages of Hanna

INDEPENDENT OWNER
Vaughan Development

2019 Renewing AAFW Members
Received Since March 12, 2019

ASSOCIATE MEMBERS
Allstate Insurance
Ben Bucher Agency
Bone Dry Roofing, Inc.
Deluxe Glass, Inc.
First Merchants
Home Depot Pro Multifamily (Formerly Wilmar)
K Kern Painting
PNC Bank
Precision Glass
Testify Marketing Media
TransUnion Rental Screening Solutions
Wayne Pipe & Supply

REGULAR MEMBERS
Preston Pointe
Three Rivers
Woodview Manor

WASH

800.777.1484 www.washlaundry.com/happy

Keep Your Residents Happy with a WASH Laundry Room

WASH laundry rooms offer the ultimate in convenience for your residents, with the latest technology-based amenities and unsurpassed service.

- 24/7 live answers to service calls.
- Electronic card systems for easy payment.
- Quick response to service calls — typically within 12 business hours.
- FIXLAUNDRY mobile app and online service portal.
- ENERGY STAR-rated machines and green practices that focus on conservation.
- Online laundry monitoring to see if machines are available or laundry is done.

The bottom line is that when your laundry room contract comes up for renewal, we want you to switch to WASH. WASH offers superior laundry equipment, and service and support that is unparalleled in the industry.

WHO'S WHO IN THE AAFW-NEI ~

WOODBRIDGE APARTMENTS

Manager: Ines Adams-Maraldo

Maintenance Supervisor: Joshua Golaszewski

5710 River Run Trail; Fort Wayne, IN 46825
Phone: (260) 482-8156
E-mail: IAdamsmaraldo@birgeandheld.com
Website: www.woodbridgefortwayne.com
Type of Community: Conventional – 450 Units
Management Company: Birge & Held Asset Management
Year Built: 1980

How long have you been in the Industry and how did you start?

I've been in the industry for 16 years and 15 of those have been at Woodbridge. I wanted a career change after being a Pre-school Teacher/Director and Rosie Freeman (now with BND) took a chance on me and I've loved it ever since.

What are 3 special features of Woodbridge?

* Newly Remodeled Apartments: Flooring, Appliances, Cabinets & Granite Counter tops.

* Fenced in Patios: great for our pet-friendly community.

* New Sports Court with Pickleball, Tennis, Basketball and Cornhole!

What 2 things do you enjoy about your job in the apartment industry?

* All of the people that I meet daily.

* Everyday is different and NEVER boring!

How do you as a Manager impact your staff?

I try to foster a positive, upbeat environment for my staff that focuses on working together as a TEAM with a common goal.

What are 3 things your office cannot live without?

Residents * Computers * Post It Notes

What do people at Woodbridge do to relive stress on long days?

We relieve stress with laughter and diffusing essential oils however there's no such thing as a long day at Woodbridge, we blink and it is over. ☺

What is your advice for someone thinking about getting into the apartment industry?

My advice would be; if you are looking for a challenging, fast paced, never boring job that you meet lots of new people this is the job for you!

What 4 words describe the whole staff at your community?

Friendly * Dedicated * Outgoing * Family

How would your residents describe Woodbridge?

Homey

What has been your favorite event thrown?

Our Fall Bonfire & Hayride! One year we even included a chili cookoff between the residents and the staff!!

June 11th Breakfast Connection:

State Legislative & NE Indiana Market Outlook

8 a.m. @ **Ramada Plaza**

$15 per person or **1 Breakfast Coupon** per person

Please join us for an informative breakfast connection to learn about local and state legislative issues impacting the rental housing industry. The **Indiana Apartment Association** will be presenting a legislative review from the last session and will also highlight a multitude of member benefits available to all members in Northeast Indiana, including Associate Members!

George Tikijian, ***Tikijian & Associates***, will also be sharing a Market Outlook for Northeast Indiana including new construction, property management changes, rental and occupancy rates, and what other trends they are seeing.

Join us for this jam packed session as well as have a chance to win a FREE REGISTRATION for the *Midwest Multifamily Exposition & Education Conference* being held October 9th & 10th.

Registration deadline is Thursday, June 6th at 12 Noon!

Indiana Apartment Association™

All Cancellations **MUST** be made the Thursday **BEFORE** the Breakfast Meeting. **ALL** Cancellations **AFTER** the deadline will be charged a **NO SHOW** fee of the **FULL PRICE** ~ ** **$17 per person**! **

June Connecting the Dots Spotlight(s):

OPEN ~ Call the AAFW-NEI office at (260) 482-2916 TODAY to take advantage of this open spotlight month!

Beginning January 2019

Breakfast Connection $15/Person

Contact Hope Zellers to purchase a pre-paid coupon booklet

Email: hzellers@aafw.org

Tel: 260.482.2916

May 2019 Breakfast Connection

News You Can Use ~ *Have you heard the latest?*

2019 Legislative Session Review

General Assembly Concludes Work Ahead of Schedule

Last year the clock literally ran out on the General Assembly and they had to return for a one-day special session. With that in mind and a large conference taking up hotel rooms in downtown Indianapolis, lawmakers were able to adjourn sine die five days before their deadline. Roughly 20% of legislation filed made it through the legislative process and progressed to Governor Eric Holcomb's desk for his review. Below are some highlights of what did and did not pass this year. Please contact **IAA's Legislative Team** with questions or comments.

IAA Successfully Worked to Ensure Property Owner Determines Who is Responsible for Utility Bills

HEA 1347 provides that all rates, charges, and other fees for service rendered by a municipally owned utility to a property occupied by a renter are payable by the person occupying the property so long as the owner communicates that the resident is responsible for paying the bill. Further the bill clarifies that nonpayment by the resident does not constitute a lien. The legislation does not include sewer but is applicable to electric and water. This was a key priority for IAA this year after several municipal utilities started requiring their services be placed in the property owner's name. While some properties may prefer to keep water in their name, many do not want to be responsible for electric service which is typically individually metered to each unit.

Effective Date: *Governor Eric Holcomb has signed the bill into law and is effective immediately.*

Amendment raising rental registration fees from $5 to $150 defeated

IAA was able to defeat an amendment offered by a freshman legislator which would have taken the existing annual $5 per property rental registration cap to $150. In explaining the amendment, the author thought the language was raising it to $150 per unit although it was drafted to say $150 per property. IAA remains committed to protecting the existing reasonable cap for completing one registration form per property. Effective Date: None, was defeated on the House floor

Tenant Rights Bill Dies Behind the Scenes

The introduced version of Senate Bill 422 dealt with habitability standards and sought to allow a resident to terminate their lease within the first 24-hours for a broad range of reasons. Further it required the owner to refund all money previously paid within seven days. IAA attempted to work with the bill's author to address concerns and the bill was significantly amended in committee (view updated version) to essentially make a property owner wait ten days before terminating the lease for non-payment and required that a court hear a cause of action filed by a resident to enforce an obligation of a landlord within 30-days of its filing. The bill narrowly moved out of the Senate Judiciary Committee. IAA voiced concerns over this legislation and did not have enough support to be called down on the Senate floor.

Effective Date: *None, bill was not adopted*

Continued on page 23

Thomas Hendrix, Agent
11720 Olio Rd Ste 400
Fishers, IN 46037
Bus: (317) 577-2722
thendrix@amfam.com
tomhendrixagency.com

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News You Can Use ~ *Have you heard the latest?*

Continued from page 22

Short-Term Rental Taxation

IAA is aware that some members are exploring the possibility of utilizing vacant units for short-term rentals. This is a new and evolving area with respect to taxation and the legislature has been looking at the issue for several years. For the most part, short-term rentals are subject to paying state sales and applicable local innkeeper taxes. Please see language within the state budget (HEA 1001), starting on page 135, which is repealing some existing language and now requiring a facilitator to remit what is owed on behalf of the owner. The hotel industry not excited about single-family or multifamily units being used for short-term stays and are carefully monitoring various websites where units are being marketed. IAA encourages members to review the legislation and contracts to ensure all governmental entities are receiving the proper taxes for these rentals.

Effective Date: *July 1, 2019*

Government transparency bill starts dialogue on local transparency issues

IAA along with other housing and business groups have started the conversation about the impact local governments have on the cost of housing. Oftentimes local governments enact ordinances that negatively impact their constituent's housing costs. HB 1625 was an attempt to ask locals to acknowledge that their actions were impacting the cost of housing -whether it be through regulations on architectural standards, fire hydrant fees, rental inspection fees, municipal utility increases, or other regulations. They would have had to admit to raising housing costs before moving an ordinance forward, post it on their website and several other things. The bill was narrowly approved by the House and after much discussion the decision was made to not move it forward this year. The conversation has started though and do expect to bring something back in the future which will likely have more teeth to it.

Effective Date: *None, bill was not adopted*

Be sure to register for the June 11th Breakfast Connection where IAA - Indianapolis Apartment Association will highlight additional legislative trends and how they can impact the housing industry.

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THE ULTIMATE SUMMER HOME MAINTENANCE CHECKLIST

By Laura Fenton

Everything you need to do to keep your home and yard in tip-top shape this summer.

With the change of each season comes a new set of maintenance tasks for your home. Now that summer's here, you'll want to prepare your home and yard for the onslaught of summer heat. From air-conditioner upkeep to hanging a clothesline, these simple chores will help keep your home happy and healthy.

* **Check detectors :**

  Check your home's smoke and carbon monoxide detectors to make sure they're working properly.

* **Inspect air-conditioners :**

  If you haven't already, prep air conditioners and fans for their busiest season:

  With help, install window air-conditioning units. Remove and clean the filters before firing up the AC. If you have central air-conditioning, consider a professional servicing.

  Clean all ceiling fans and other fans with a damp rag. If you have high ceilings, a ceiling-fan duster can help you de-grime hard-to-reach blades.

* **Enjoy a dry spell :**

  Install an outdoor clothesline to dry your laundry in the summer sun; you'll save money and energy by skipping the dryer. Plus, who doesn't love the smell of air-dried sheets?

* **Clean your outdoor cooker :**

  Give your grill a deep cleaning with these simple steps:

  For gas grills, turn the heat up to high and let the grill cook with the lid closed for about half an hour. Allow the grill to cool and then brush it off with a grill brush. Wipe down the exterior with a damp sponge and a gentle cleanser. Clean the grill's drip pans.

  For charcoal grills, completely empty the grill and wipe out any ashy residue. Then clean it inside and out with hot water, a

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Continued on page 25

THE ULTIMATE SUMMER HOME MAINTENANCE CHECKLIST

Continued from page 24

- **Clean your outdoor cooker (Cont) :**

  scrubby sponge and some liquid dishwashing soap. Let the grill dry completely before using it again.

- **Polish your porch :**

  Thoroughly sweep painted porch floors; then mop them with an all-purpose cleaner. If there's a lot of built-up dirt on the floorboards, you may need to scrub them with a brush.

- **Analyze your deck :**

  Look over your deck for signs of rotting and hammer in any nails that are poking up. Then, determine if your deck needs sealing. Sprinkle water on the deck's boards. If the water beads up, you're in good shape; but if it soaks right in, it's time to reseal that sucker.

- **Wash your windows :**

  If you didn't tackle exterior window washing in the spring, now's the time to get your glass clean.

  Make much ado about mulch. Add a layer of mulch to keep weeds down and help the ground retain its moisture in the heat. It'll give your plants a chance to grow.

- **Be a leak detective :**

  Check your hoses and exterior faucets for leaks – even a tiny drip can add up to a big waste of water. Pinhole leaks in hoses can be covered up by winding regular electrical tape around the (dry) hose in overlapping layers.

- **Primp your plants :**

  Deadhead both perennials and annuals to keep them productive. If you have visible dead foliage from spring bulbs, pull it out to maintain a tidy look, but if the daffodil or tulip leaves are still green, leave them alone; they're busy nourishing the bulb to bloom again next year.

- **Plan your watering schedule :**

  Train your garden to endure dry days by watering deeply a couple times a week, instead of watering lightly daily. This style of watering will promote the growth of deep, strong roots.

- **Stop dirt at the door :**

  Keep summer's mud and muck outside with not one, but two doormats at your main entry door. Place a coarse mat at the exterior and a softer, cloth one on the interior to catch the most dirt. Better still, instruct family members to remove their shoes upon entering.

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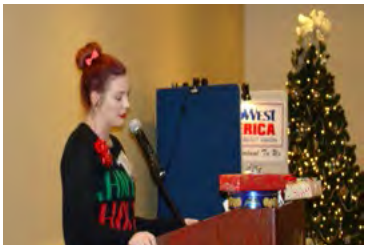

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CONTINUED FROM PAGE 28

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Make sure to check all of your Contact Information is up to date!

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Do Not Forget to check your online listing to make sure your information is up to date

June & July

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***!

Company	Website	Page Number
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