APARTMENT ASSOCIATION OF FORT WAYNE - NE INDIANA INC.

OnSite

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

November 2020

2021 AAFW-NEI Board of Directors Election Results

AAFW-NEI Members voted for their **2021 - 2022 Representatives** on the **Board of Directors** for the first time ever virtually in 2021. At the October 20th Board of Directors Meeting, our current Directors voted on the 2021 Executive Officers.

Newly Elected Regular Member Representative

Stephanie Oren, New Generation Management
Marla Rumschlag, Gene B. Glick Company, Inc.

Regular Members Representatives Re-Elected:

David Lamb, RealAmerica Management LLC
Michele West, Montrose Square Apartments

Newly Elected Associate Member Representative Elected:

Karen Potter, ProFed Credit Union

Thank you to Angela Peoples (Gene G. Glick Company, Inc.) for her commitment and involvement on the Board of Directors since 2014. Over the past six years, she has brought a vast amount of experience and devotion to the Board of Directors. She will be leaving her post as Past President at the end of 2020.

Next Breakfast Connection December 15, 2020

Our next Breakfast Connection will be held on **December 15th** via **Zoom**! We are planning to have a meeting with lots and lots of giveaways helping everyone get in the holiday spirit.

If you are interested in donating a gift card or an item for the December 15th Breakfast Connection, please contact **Hope Zellers** at **hzellers@aafw.org** or call **(260) 482-2916**.

JACKIE RAMSTEDT!!!

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NOVEMBER 12, 2020 - 9am-10:30am ON ZOOM

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NOVEMBER

OnSite Table of Contents

ARTICLES

Cover — 2021 AAFW-NEI Board of Directors Election Results

Pg. 8 — What am I Thankful For?
By AAFW-NEI Board of Directors

Pg. 9 — Summit Celebration Update ~ Moving Date Further into 2021
By Peggy Meyer, AAFW-NEI

Pg.18-19 — Qualities of Exceptional Leaders
By Tim Furlong, My Quarter Turns

Pg. 22-23 — 10 Ideas for Celebrating Thanksgiving During a Pandemic
By Tazi Phillips, The Real Deal

Pg. 25-26 — News You Can Use

FEATURES

Pg. 4 — NAA & IAA Contacts

Editor's Corner

Pg. 5 — Coming Soon! Northeast Indiana Apartment Finder

Pg. 6 — 2021 OnSite Advertising Rates

Pg. 7 — AAFW-NEI Event Calendar Highlights:
November 2020

Pg. 9 — New AAFW-NEI Associate Member Service:
IDW ~ Window & Roof Cleaning

Pg. 10 — Membership Directory Updates

Pg. 11 — Important Announcements:
New AAFW-NEI Members &
Member News

Pg. 12 — Upcoming Education:
Certified Apartment Manager (CAM)

Pg. 13 — Upcoming Education:
Rekindle your Passion for Performance with Jackie Ramstedt

Pg. 14 — Journey to Success:
November Education Courses

Pg. 15 — CFC Certification Wrap-Up & Thank You

Pg. 16-17 — 2020 AAFW-NEI Golf Outing:
Thank You Sponsors & Golf Wrap Up

Pg. 20 — 2019 Summit Celebration Winner Spotlights:
Assistant Manager of the Year

Outstanding Customer Service of the Year

Pg. 21 — October Virtual Breakfast Connection Wrap-Up

Pg. 24 — Social Media Marketing Member Service

Pg. 27 — FREE Ways We Can Help Your Business Thrive!

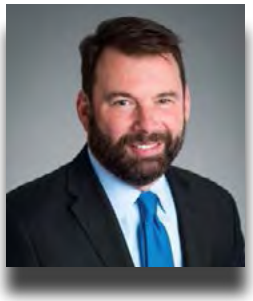
Pg. 28-31 — Associate Members of the AAFW-NEI

Pg. 32 — Online Buyer's Guide!

Pg. 33 — November OnSite Advertiser's Index

NAA & IAA Contacts

Regular Membership in the AAFW-NEI includes membership in the Indiana Apartment Association (IAA) and the National Apartment Association (NAA).



National Apartment Association

4300 Wilson Boulevard, Suite 800
Arlington, VA 22203
Phone: (703) 518-6141
Fax: (703) 248-9440
Website: www.naahq.org

Bob Pinnegar, CAE,
Chief Executive Officer

E-mail:
rpinnegar@naahq.org

Indiana Apartment Association

9200 Keystone Crossing, Suite 100
Indianapolis, IN 46240
Phone: (317) 816-8900
Fax: (317) 816-8911
Website: www.iaaonline.net

Lynne Petersen, CAE,
President

E-mail:
lynne@iaaonline.net

THE AAFW-NEI ONSITE IS A COMPLIMENTARY MEMBER BENEFIT FOR AAFW-NEI MEMBERS.

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NOVEMBER – VOLUME 42, ISSUE 10

If you are not receiving a copy of the OnSite and would like to, contact Hope Zellers at hzellers@aafw.org.

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 ~

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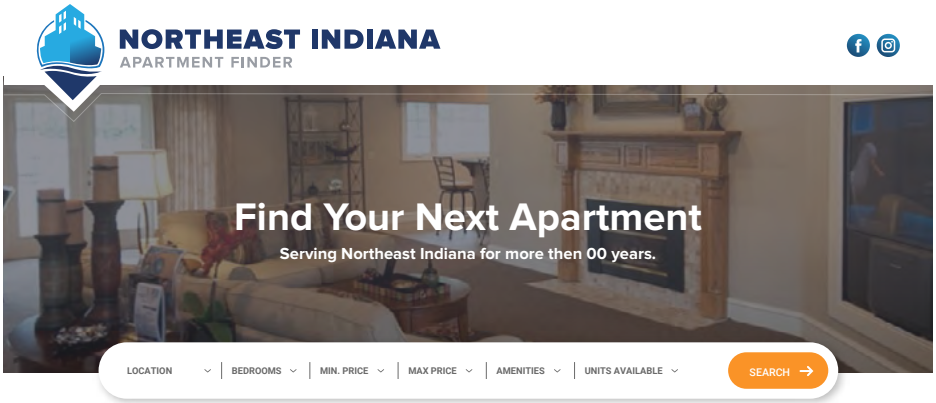
APARTMENT FINDER



ALL AAFW-NEI MEMBER APARTMENT COMMUNITIES WILL BE LISTED!

UPGRADE YOUR LISTING TO INCLUDE FLOOR PLANS, FEATURES & MORE!

The redesign is almost completed! We are excited to share with members the new options and features available on the website!

Most importantly, we have focused the redesign on making it easier for consumers to search YOUR listings for their new apartment home!

Peggy will be contacting all apartment community managers about their new listing and how to upgrade their listings!

We are excited to share the newest option for consumers **to find their new** apartment home!

2021 ONSITE
ADVERTISING RATES

Annual Rates

Business Card $419

Quarter Page $609

Half Page $1,049

Full Page $1,629

Limited Premier Placement Available - Contact Hope Zellers for details.

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 - *3 1/2" X 2 1/2"*
❑ Quarter Page - *3 1/2" X 5" (vertical)*
❑ Half Page - *7 1/2" X 5 5/8" (horizontal) or 3 5/8" X 9 3/4" (vertical)*
❑ Full Page - *7 1/2" X 9 3/4"*

Company Name: _____ Representative: _____

❑ Use the 2020 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: hzellers@aafw.org

AAFW-NEI Event Calendar

NOVEMBER 2020

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					

1 DAYLIGHT SAVINGS TIME ENDS

3 ELECTION DAY

10 NO NOVEMBER BREAKFAST CONNECTION

10-11 INDIANA APARTMENT ASSOCIATION (IAA) VIRTUAL MIDWEST MULTIFAMILY CONFERENCE

11 VETERANS DAY

12 JOURNEY TO SUCCESS 2020:

Rekindle Your Passion for Performance!

9 AM to 10:30 AM on Zoom

Especially during this time of uncertainty and stress, this seminar makes so much sense for your teams. Let Jackie Ramstedt help you rekindle your staff's inner **PASSION** and **REIGNITE** their **DRIVE** for a **BETTER OUTCOME**. In this session we allow for how much time we have, to deliver a message and condense accordingly, focusing on the main "take aways".

17 BOARD OF DIRECTOR'S VIRTUAL MEETING

8 AM on Zoom

Do you have a topic to discuss? An idea for an Event or an Education Class? Or a problem that you would like to talk to the Board about? Contact **Peggy Meyer** for ways to share your ideas at **pmeyer@aafw.org** or **(260) 482-2916**.

19 JOURNEY TO SUCCESS 2020:

Be Aware & Save a Life

9 AM to 10 AM on Zoom

This course will provide you with the tools to be more aware of signs of human trafficking. Indicators and situations will be shared with attendees that are being seen in the Fort Wayne metro area. Maintenance technicians and housekeeping members are encouraged to attend; however, all members will benefit from this course. After this course you and your team will be more aware of what to watch for at your community or business to help reduce human trafficking in our community. Attendees will receive 1 CEC for attending this course.

24 JOURNEY TO SUCCESS 2020:

Who Wears the Real Mask?

Getting Real about Identity Fraud

9 AM to 10 AM on Zoom

As most communities migrate to an online application platform, identity thieves and con artists take advantage of vulnerabilities in the application process. In this course we will review strategies on how to be diligent in recognizing and preventing fraud in the application process.

25 AAFW-NEI OFFICE CLOSED

26 THANKSGIVING

AAFW-NEI Office Closed

27 AAFW-NEI OFFICE CLOSED

TO KEEP UP TO DATE ON AAFW-NEI EVENTS VISIT HTTPS://AAFW.ORG/ASSOCIATION/EVENTS

I am the most thankful for my wife, my kids and my grandchild. I am also thankful for my employee's and vendors. Without any of them my job would be impossible. And for 2021, whatever it has, it cannot be worse than 2020.

~ David Becker, Canterbury Green

I am thankful for all the medical professionals in Fort Wayne and across the country. The dedication they have shown to their profession during the past year is phenomenal. I am also thankful for the spectacular fall colors nature gave us this season. It made me appreciative of the beauty of nature.

~ Debra Crews,
Willow Creek Crossing

I'm thankful for so much. My friends and family. A roof over my head and the wonderful life I am living. I'm so grateful to be surrounded by people who give me strength and life me up every day and I wish the best for everyone this Thanksgiving!

~ Nikki Gillenwater,
New Generation Management

I am grateful for my family's health throughout this pandemic as well as my teams here at Canterbury Green.

~ Nicholas Kreischer,
Canterbury Green

There are so many things to be thankful for in today's world. I will just name a few that I find to be positive things that have come out of this year. First and foremost I am thankful for having such conscious people in my company and this Association that care for my well-being and the well-being of my family. I am thankful for the technological advancements that have been made out of necessity and the mass number of people that have become familiar with and now see the benefit of virtual platforms for conducting business. I am thankful for the heightened awareness of the need to be cleanly and conscious of how ones cleanliness effects the people around them. I am thankful that we as a culture have adapted so well to a changing world and are continuing to create new and innovative ways to move forward into a better tomorrow.

~ David Lamb,
RealAmerica Management LLC

I am thankful for the support and dedication that the Association and its members have had for each other during these difficult times this year. It is truly a pleasure working with the Ladies and Gentlemen of the AAFW-NEI.

~ Dan Moulton, WASH

I am thankful for a new start every day. I am thankful for our teachers, education leaders, healthcare providers, and all essential workers who risk their health and time away from their own families to keep us all safe and the countless hours of support they provide to us.

~ Angela Peoples,
Carriage House of Kendallville

I am thankful that everyone in our family has good health and that we have navigated this crazy world and found a way to still give and show our love for each other every day. I am thankful for friends who bless me every day with their grace, compassion and friendship. I am thankful for clients who have become friends and that support our office each day with their partnership. I am thankful to have a job that teaches me, stretches and supports me every day and has for the last 32 years. PLO has an amazing staff who have become family and we appreciate all of them. Finally, I am thankful for an Association, Peggy and Hope who truly want the best for each of it's members and is constantly learning and growing and trying to make sure every member finds their value each and every day and truly supports everyone around them.

~ Angela Rose, Perry Law Office, P.C.

I am thankful for a Mom and Dad who gave me all the love and support I ever needed. I am also thankful for the wisdom of old age, and the small things I recognize and enjoy now that I am older.

~ Jon Roach, Edge Supply

I am grateful for my family, friends, health and the wonderful company I work for keeping everyone's safety and well-being above all else this year.

~ Michele West, Montrose Square

Summit Celebration Update:

Moving Date Further into 2021

By Peggy Meyer, AAFW-NEI Executive Director

Well, we have planned, modified plans and then reevaluated so much this year; and we are doing it again for the Summit Celebration.

The Board of Directors discussed different options for the Summit Celebration at their October Board Meeting, and it was decided that it was in the best interest of our members to postpone the event until later in 2021. So, we will not be holding the event in March 2021 as we anticipated. There are so many different aspects to consider, and the health and safety of our members is at the top of the list.

We look to hold the event in 2021 if at all possible. In the mean time, you could start keeping notes about your staff and what they have done over the past 11 months at the property. As essential workers, our AAFW-NEI apartment community members have provided services to thousands of residents in the ten counties that we cover, and deserve to be recognized.

We look forward to celebrating our outstanding members during our next Summit Celebration, but as I feel like I've said a 100 times, "It will just look different."

Peggy Meyer

Executive Director

New Associate Member Service!

2 – 3 Minute Video from your phone or Zoom
Featured on AAFW-NEI YouTube Channel
Oh, and it's FREE to AAFW-NEI Associates

YouTube

IDW
IDOWINDOWSLLC.COM
Window & Roof Cleaning

Edited Video will be placed on the AAFW-NEI YouTube Channel and you can utilize it as you want!

Check out IDW's video here

◆ Membership Directory Updates ◆

Below are updates for your AAFW-NEI Membership Directory.
Make sure to update your books and to check online for New Member Labels!
If you have any updates for your Company Listing
contact **Hope Zellers** at **hzellers@aafw.org** or **(260) 482-2916**.

~ Associate Member Updates ~

◆ PNC ◆

(NEW CONTACT TO REPLACE CONNIE DENTON)

Janet K Roehm — Branch Manager Maysville

10130 Maysville Road
Fort Wayne, IN 46835

Phone: (260) 492-5978; **Fax:** (260) 492-5796
E-mail: Janet.roehm@pnc.com

(NEW MAILING ADDRESS FOR CORRESPONDENCE)

6210 Bluffton Road
Fort Wayne, IN 46819

◆ TruGreen ◆

(NEW CONTACT TO REPLACE MEGAN FORD & AARON FIDLER)

Mindy Ratty

Cellphone: (260) 609-5196
E-mail: MindyRatty@trugreenmail.com

~ Apartment Community Updates ~

◆ Hamilton Pointe ◆

(NEW MANAGER)

Karen Gramling

◆ Overlook Senior Villas ◆

(NEW MANAGER)

Paula Long

◆ Hauenstein Hills ◆

(NEW MANAGER)

Paula Long

◆ Preston Pointe at Inverness Centre ◆

(NEW MANAGER)

Major Hall

◆ Liberty Mills ◆

(NEW MANAGER)

Robin Hall

◆ Tillwater Pointe ◆

(NEW MANAGER)

John Curtis

Lose a Copy of Your Membership Directory?

Need an Extra Copy?

No Worries! We have you covered!

The cost of extra directories is $25 per copy.

If you would like another copy of the 2020-2021 Membership Directory contact Hope Zellers at hzellers@aafw.org or (260) 482-2916.

~ New Member Corner ~

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!

Holt Construction Group

Contact: Lyndsey Holt

8846 E 33rd Street
Indianapolis, IN 46226
Phone: (317) 898-9002; **Cellphone:** (317) 224-6026
Email: lyndseyholt@holtconstruction.com
Website: www.holtconstruction.com

Description of Business:
Multi-family construction, restoration, 24/7 emergency response, mold remediation, rehabilitations, exterior renovations, general construction, commercial construction and renovation and property maintenance.

PeopleReady

Contact: Amy Carter

3968 W. Jefferson Boulevard
Fort Wayne, IN 46804
Phone: (260) 745-4577
Email: acarter1@peopleready.com
Website: www.peopleready.com

Description of Business:
Staffing Company

**** EDIT — PeopleReady joined in May 2020**

Please join me in congratulating **Alison Mendenhall** with **AmRent** on getting married, Saturday, October 10, 2020 to **Justin Young**!

Congratulations Ali!

Connie Denton with **PNC** will be retiring on November 20, 2020. We will miss you Connie!

Happy Retirement!

Lots of things to celebrate at Gene B. Glick Company!

In October **Capri Meadows/ Capri II** was selected by **Bluffton News-Banner readers** and was awarded **1st Place** in the category of **Best Apartment complex** in the **2020 News-Banner Readers' Choice Award**! Please join me in congratulating the team on this huge accomplishment!

Congratulations
Capri Meadows/Capri II!!

Join me in saying **Happy Anniversary** to **LaToya Crowder** with **Richfield Apartments**! She celebrated her **15 year anniversary** with **Gene B. Glick Company** in October. LaToya started out as Assistant Property Manager at Cambridge Square for 7 years. During that time she accomplished her National Apartment Leasing Professional (NALP) & Certified Apartment Manager (CAM) Designation. Shortly after receiving her CAM, she was promoted to Richfield Fort Wayne as Property Manager where she is currently working!

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.

Course Dates:

Wednesday, Dec. 16 (Virtually)

Thursday, Dec. 17 (Virtually)

Wednesday, Jan. 20 (TBA)

Thursday, Jan. 21 (TBA)

UPDATED CURRICULUM!

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Company: _____

Phone: _____

Email: _____

Instructor: Jill Herron
CAM, CAPS, HCCP

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- 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

Minimum of 8 Students Needed to Hold the Course!

Cancellation Policy: If a student wishes to cancel their registration after course materials are ordered, there will be a cancellation charge of $275 to cover the restocking and shipping charges.

$1,250 **Call for Specal Billing Options, if needed**

Full course instruction, materials, & exam

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NAA NATIONAL APARTMENT ASSOCIATION Education Institute

Rekindle
Your Passion for Performance!

Especially during this time of uncertainty and stress, this seminar makes so much sense for your teams. Let Jackie Ramstedt help you to rekindle your staff's inner **PASSION** and **REIGNITE** their **DRIVE** for a **BETTER OUTCOME**. In this session we allow for how much time as we have, to deliver the message and condense accordingly, focusing on the main "take aways".

NOVEMBER 12, 2020 - 9am-10:30am ON ZOOM

Take Aways ...

What is killing your passion at work?

Understanding how to deal with personality differences of your residents & staff

Multigenerational challenges to understand how different generations are influenced

Overcoming resident conflict and how to deal with those difficult situations

A better ability to manage yourself and your job more effectively-time management tips

Steps to re-creating your passion with purpose

Developing a Personal Commitment Pledge to be your best for 2020 and beyond!

YES, Register Us...

Register Online at aafw.org or complete the information below.
Call us for non-member pricing

- ❑ AAFW-NEI Members as a Team - $99
- ❑ AAFW-NEI Member as an Individual - $39

This seminar is not included in the Education Subscription Series.

Company: _____

❑ **Please Invoice $_____**

Authorized By: _____

Date: _____

Email: _____

Name for Certificate: _____

Name for Certificate: _____

Name for Certificate: _____

Name for Certificate: _____

Name for Certificate: _____

Defining Your Efforts to Realign Your Drive with Your Performance

Jackie Ramstedt is a nationally renowned, requested repeat Motivational Keynote Speaker, National Trainer, Consultant, and Performance Coach who has more than 30 years experience in the multi-housing industry. Her energetic and enthusiastic speaking style makes her seminars fun and exciting with a "down to earth" approach to education. Jackie's "real world solutions for real world challenges" focuses on empowering others to reach their full professional and personal potential through "balance" in their lives while reminding us of the important role continuing education plays in the success of our performances.

Welcome Back Jackie Ramstedt!

GET YOUR ROADMAP...

figure out your destination while determining how to get there.

Journey to Success — 2020 Educational Series

Education Classes: November 2020

BE AWARE & SAVE A LIFE

November 19, 2020 • 9:00am–10:00am @ ZOOM
Instructor: Sandra Keller
Location: Zoom – **register for link**
FREE to All AAFW-NEI Education Subscribers;
$45 for non-subscribers

This course will provide you with the tools to be more aware of signs of human trafficking. Indicators and situations will be shared with attendees that are being seen in the Fort Wayne metro area. Maintenance technicians and housekeeping members are encouraged to attend; however, all members will benefit from this course. After this course you and your team will be more aware of what to watch for at your community or business to help reduce human trafficking in our community. Attendees will receive 1 CEC for attending this course.

WHO WEARS THE REAL MASK? GETTING REAL ABOUT IDENTITY FRAUD

November 24, 2020 • 9:00am–10:00am @ ZOOM
Instructor: Alison Mendenhall, **AmRent, Inc.**
Location: Zoom – **register for link**
FREE to All AAFW-NEI Education Subscribers;
$45 for non-subscribers

As most communities migrate to an online application platform, identity thieves and con artists take advantage of vulnerabilities in the application process. In this course we will review strategies on how to be diligent in recognizing and preventing fraud in the application process.

Cancellation Policy: ALL cancellations must be made 48 hours prior to the class to not be charged a No Show Fee. $10 per person for Education Subscribers and $45 per person for Non Education Subscribers.

If you would like to register for one of our upcoming Education Classes contact Hope or Peggy at hzellers@aafw.org or pmeyer@aafw.org today!

2020 Education Certificates

Have you attended a class in 2020 and need a copy of your certificate?

No problem!

Contact Hope Zellers at hzellers@aafw.org with the class name and date of class and she will take care of the rest!

Thank You Edge Supply & Paul Davis!

Paul Davis recently held our **CFC Certification Course** at their facility that allowed social distancing during instruction and testing. Also thanks to **Edge Supply** for providing lunch to our instructor and students!

We appreciate the extra help in holding this course!

Would you be interested in sponsoring a breakfast or lunch for an upcoming class?

Do you have a facility that we can use for classes or meetings that allows social distancing?

If so, contact Peggy Meyer at pmeyer@aafw.org
to find out all of the different opportunities coming up!

At WASH, we are transforming the laundry experience with intelligent systems and easy-to-use apps.

- Pay from your phone with **mobile payment**
- Check machine availability and **get alerts** when your laundry is done
- Scan a barcode on a washer to **request service**

Because there is more to life than laundry.

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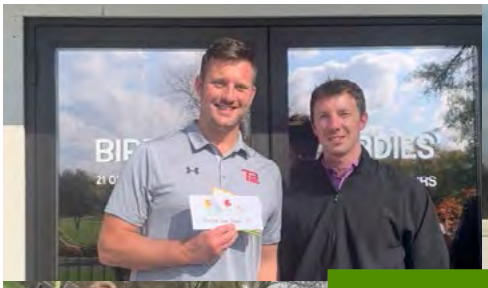
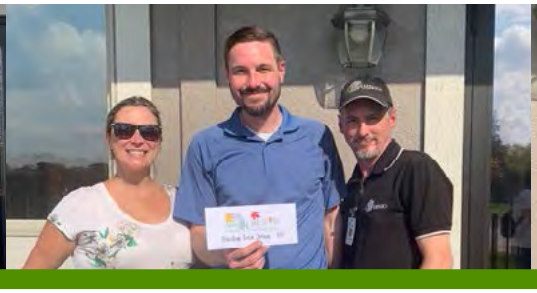
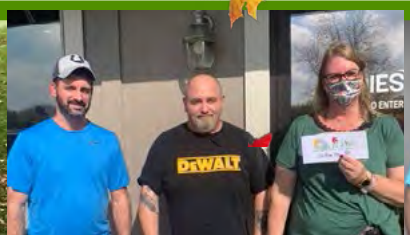
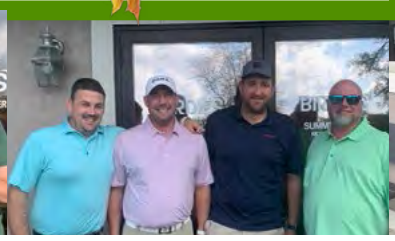
800-777-1484

WASH

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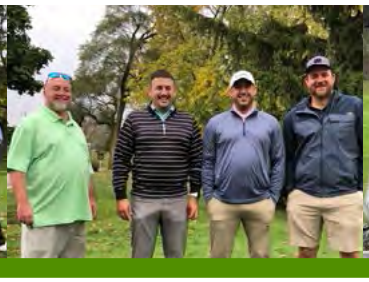

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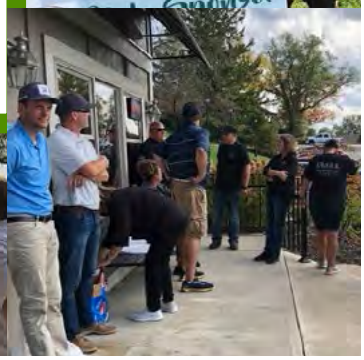


Qualities of Exceptional Leaders

By Tim Furlong, My Quarter Turns

There are thousands of books written about leadership and just as many theories written by known and unknown scholars. If you've read any of these or had the opportunity to work with or for an Exceptional Leader, then you have probably noticed some common themes to their success. You've probably also noticed some common characteristics for those not so exceptional leaders as well that you can probably list off the top of your head.

One common misconception regarding exceptional leaders is that they must be extremely smart or must have a high IQ. But let me ask you – How many of you know someone that is so smart, they are actually dumb?

The other misconception is that you must be extremely talented or skilled in what you do. But let me ask you – How many of you know someone that is extremely talented and skilled at their given profession, but haven't achieved much and certainly wouldn't qualify as an exceptional leader?

Before I go any further let me clarify something. Of course you need to be somewhat smart and skilled at what you do to have a shot at being an exceptional leader, but those traits alone will not place you in the exceptional leader category.

Obviously there is something else that brands these exceptional leaders and it's these qualities that I would like to lay out.

1. **Leadership is about People –**
   We don't lead in a vacuum and if your leadership style is always about what is best for YOU than cross yourself off the list for exceptional leader. Effectively communicating a plan that involves people and creates buy in to a larger vision is key if you plan to lead. Creating, building and maintaining strong relationships is the easiest way to engage a team and not just those at the top rung but at every level of the organization.

2. **Lead by Example –**
   Successful leaders demonstrate the behaviors they ask their teams to perform. Leading is essentially coaching and everyday as a coach your team is relying on you to be a role model. How are you showing up under

adversity? How are you managing conflict? How are you living the values that you ask others to act upon?

It's hard for anyone to have faith in a leader that isn't as committed to the vision of empowering a team to take action as they are being asked to commit themselves. Leading by example shows confidence and dedication to a team and allows them to align with the vision of the organization.

3. **Be Human and Admit Mistakes –**
   Leaders are not paid for perfection, they are paid for results. Everyone will make mistakes. How you own up to those mistakes goes a long way toward the type of leader you are. Admitting to a mistake and owning the consequences makes you relatable as a leader. More importantly it gives others the confidence to take risks knowing that mistakes aren't fatal and part of the learning and growing process. Show me a team that is afraid to make mistakes and I'll show you an unengaged and unproductive team. Once you own the mistake it's easier to get your teams to focus on fixing the problem instead of fixing the blame.

4. **SHUT UP and Listen –**
   The best leaders are always the best listeners. Listening to your team provides you with valuable information from multiple sources that ultimately allows you to make the best and most informed decisions. Your team doesn't expect you to always agree with them, but they do have a right to expect that you will at least hear them out. When I know you are listening to me, even when you don't agree, I know you value me.

Continued on page 19

Qualities of Exceptional Leaders

Continued from page 12

Remember being a good listening is not about YOU understanding that person, it's about that person feeling understood in that moment. Which do you think is more valuable if you want to become an exceptional leader?

5. Have Solid Values –

Strong leaders have a clear set of values and a personal brand that they strive to live up to every day. If your values are simply about making $$ and being profitable that's hard to get fired up for in the long term. Don't get me wrong, people go to work to earn a living but that's not what causes them to go the extra mile.

Working as a team, flexible work hours, having a life outside the workplace, a positive work environment, job security and feeling as though what I do contributes to the success of the company and makes a difference in people's lives. Those are values that people can stand behind and if as a leader you understand those values then I'm willing to walk through walls for you.

6. Develop Future Leaders –

There is always a need for good leadership at every level of an organization. Identifying talent, and providing opportunities to training, coaching, mentoring and development is a hallmark of exceptional leaders. True leaders love watching others grow and become better than they are. They don't fear for their jobs by the growth of others, they promote it and most importantly fund it.

Exceptional leaders usually aren't born that way, they were fortunate to have someone that nurtured their talent and ability. As a team member, when I experience a leader and an organization that is willing to invest in me and my success, then I'm willing to invest my energy and talent in the organization and more specifically in that leader.

There you have it. The six most important characteristics of exceptional leaders. But don't kid yourself there are so many more and some that you may practice on a consistent basis that will allow you to get up on the exceptional leader board.

Which of these do you demonstrate on a consistent basis? Where do you have an opportunity for growth and development? What are you planning to implement this week to start or continue being that exceptional leader?

Cheers you your continued success and your health

Quote for the Week:

"Never stop learning, because life never stops teaching"

– Lin Pernille

"You don't need a title to be a leader– lead from the chair you reside."

–Coach Tim

Congratulations to our 2019 Summit Celebration Winners ... Watch for more next month

2019 Assistant Manager of the Year

Kimberly Becker, Carriage House of Kendallville

This Assistant Manager goes above and beyond in her position. She not only completes her daily tasks that are included in her job description, but also takes the initiative to learn how to support her manager and the maintenance supervisor all while maintaining a 100% occupancy average of the past year. One of her greatest qualities as an Assistant Manager is that she always ready to learn. She never claims to know it all and she will ask questions and advice from her coworkers as well as peers within the industry. She is humble and consistently addresses issues from others perspectives that may have more knowledge and experience than her. She is a team player that not only supports her residents but also her coworkers and peers. She can often be seen leading the weekly meetings and when she isn't, she is the one who consistently brings up property issues that need addressed and new ideas that can be implemented. She's not too proud to get dirty either. This Assistant Manager took it upon herself this past year to not only help turnover units, but she also, without hesitation, put on a hazmat suit and helped cleaned out an apartment that unfortunately were infested with bed bugs and fleas…in 90+ degree weather. And she did so without one complaint.

She also has implemented new services for the residents at her community that often struggle to make ends meet. She has a huge heart when it comes to the residents, especially the kids, in her community. From providing toys for the community clubhouse, Back to School Bingo, to a Free Lunch Program, she is the reason the children in her community have brighter days. This Assistant Manager has also served on the Community Outreach Committee where she helped collect items every month for different charities as well as assisted with drawings, the selling of 50/50 tickets and more.

2019 Outstanding Customer Service of the Year

Bob Brown, Steeplechase at Parkview

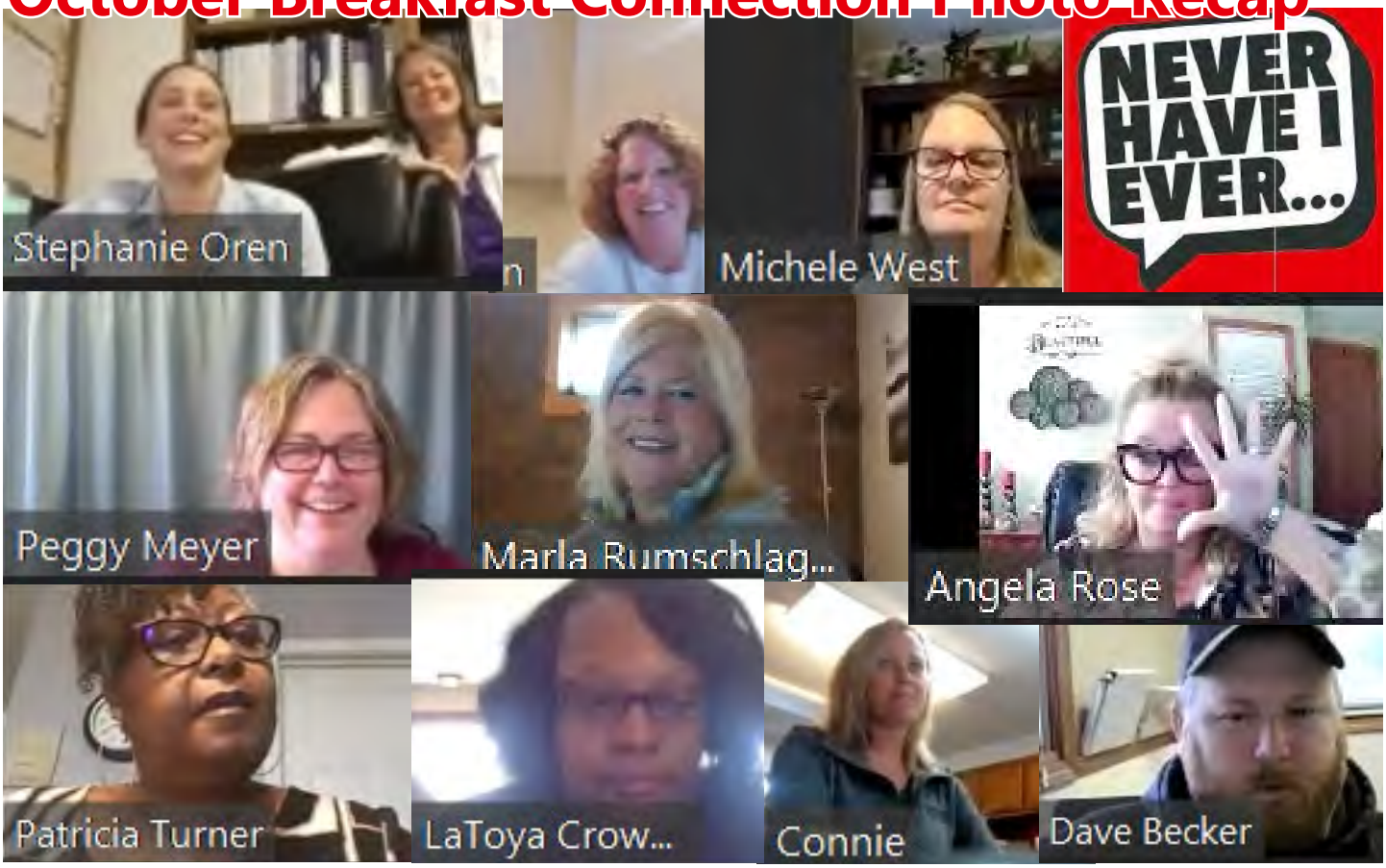
As many of you already you know, being in the multifamily housing industry, you become much more than just "someone that works at the property" to the residents. Our nominee has taken the time to get to know the residents over the past four years and they often look at them as a friend. Our winner always puts the residents' needs first and does things selflessly, not expecting praise or to be recognized.

During the record breaking cold in February 2019, the community had 6 sprinkler lines break in 6 different buildings in less than a 24 hour period. This flood affected 30 residents, and our outstanding customer service winner took the time to help residents move furniture, work along with the team for nearly 24-hours straight, and maybe more importantly helped keep the residents calm. This situation could have easily turned into an event that residents would have really been very upset. They were able to keep this event from being disastrous and our winner was monumental in making the residents feel like they came first by their actions during that weekend.

From the nomination "Our nominee is never too busy to help. A lot of times we only find out that these things have happened when the resident comes into the office to thank them because he or she is a giving person by nature. I believe that there just isn't anything that they wouldn't do for someone to help them out or to make their experience better."

Even the littlest customer at the apartment community gets their exceptional service. The apartment manager was told about a story where a toddler's toy was carried by the wind up onto the balcony above. The child was just a toddler, so you can imagine that it was difficult to take the child's mind off the toy. It was after 5pm, when they were going home, off work for the day, they saw the situation. Instantly the nominee went and retrieved the toy from the unit above. As you can imagine the child was elated to have his toy back and they created a memorable moment for this family and showed that all residents are important and they will provide customer service even to the youngest resident.

October Breakfast Connection Photo Recap



We got to know each other a little better and started our day out with some laughs!!

THANK YOU CERTAPRO PAINTERS & CITY CARPET OUTLET FOR DOOR PRIZES!

Apartment Association of Fort Wayne - NE Indiana

Who we are, what we do ...

OUR MISSION

We provide education and resources to our community, legislatively advocate on behalf of the rental housing industry and promote an educated and skilled workforce.

Who we aspire to be ...

OUR VISION

To continue to provide valuable resources to an ever changing housing industry.

10 Ideas for Celebrating Thanksgiving During a Pandemic

By Tazi Phillips, The Real Deal

2020 is really throwing us for a loop, and just like with summer vacation plans and Halloween trick-or-treating, Thanksgiving is going to look a lot different this year. The CDC's recommendations this Thanksgiving include avoiding travel and large gatherings, but there are still many ways to celebrate without putting yourself or others at risk.

Whether you're hosting a meal with family or keeping it low key this year, now is the perfect time to create new memories and traditions. To help, feast your eyes on this spread of quarantine-friendly Thanksgiving ideas!

How to Celebrate Thanksgiving During Quarantine

Have a Virtual Dinner with Family and Friends

Traveling to visit family this year will be difficult, but that doesn't mean you can't still celebrate together! Share recipes ahead of time and host a virtual dinner over Zoom, Skype or Facebook Portal, so you can still spend time with the people you care about most while indulging in a special, home-cooked meal.

Spice up your virtual Thanksgiving dinner by playing a game, toasting with a signature (or any) cocktail and sharing what you're most thankful for this year.

Throw a Thanksgiving Picnic or Backyard Bash

Okay, so if you live in one of the Northern U.S. states, this might be a harder sell, but if the weather is good to us this Thanksgiving, why not celebrate outside? The CDC has said that being outdoors reduces the risk of exposure to COVID-19, and plus, fall foliage makes a wonderful backdrop to your Thanksgiving celebration.

Move what might have been an evening Thanksgiving dinner to brunch or lunch, and you'll get more hours of natural light (and more time to celebrate, of course).

If you have yard or deck space, host a small gathering outside with tables, chairs, blankets, warm drinks (use that slow cooker or Instant Pot!) and maybe even an outdoor heater or fire pit. If you're having a larger gathering, instead of one big table, break up seating into smaller parties based on households to make mealtime safer. A local park or special outdoor spot also makes a great setting!

Single Servings

Many of our Thanksgiving meals revolve around buffet-style servings that everyone digs into. But more hands on serving ware means more germs. (PSA: Remember to frequently wash your hands!) Instead, pick a designated person or "head chef" to serve up turkey and sides onto individual plates instead of everyone passing around that green bean casserole.

Have a Taste of Home

Can't make it home for Thanksgiving? Order a piece of home instead. Many iconic restaurants from across the country ship nationwide, offering you a slice of nostalgia or a taste of your favorite meal even if you can't travel this year. Some of our favorites? Junior's Cheesecake in New York, Collin Street Bakery in Corsicana and Blue Owl Bakery in Missouri. Dig in!

Set Up Outdoor Entertainment

If watching the game is part of your Thanksgiving tradition, set up a projector outside to screen football or a favorite family movie.

For those looking for other activities, setting up a competition or tournament outside with games like bocce ball, croquet, badminton or corn hole (personalize your family name!) can be a fun way to safely get together while social distancing.

Continued on page 23

10 IDEAS FOR CELEBRATING THANKSGIVING DURING A PANDEMIC

Continued from page 22

Decorate Your House in Festive Flair

If the gathering just isn't happening this year, you can still get festive by decorating your house to the max with gorgeous fall accents. From fall foliage garlands, dried flowers and colorful maize to knit and plaid home decor, there are a plethora of ways to bring Thanksgiving to life inside your home.

Order Thanksgiving To Go

Many local restaurants and chains have started offering family-size meals to-go, and Thanksgiving is no exception! You'll be supporting your local restaurants and community while saving time and the stress of preparing a traditional turkey meal at home. Check back soon for a list of restaurants serving Thanksgiving meals!

Get Creative With Family-Friendly Crafts and Activities

It's tough being stuck inside, especially with young kids and everyone being under the same roof more often than usual. But there are plenty of ways for the whole family to stay entertained and happy over the holidays. While the adults are preparing the meal, keep the kiddos entertained with crafts, like a paper bag turkey, DIY handprint turkey hat or Thanksgiving wreath. Or create your own Thanksgiving-themed advent calendar with leaves or construction paper where each family member expresses what they're grateful for leading up to the big day.

Your Friendly Neighborhood Delivery

For families or individuals celebrating Thanksgiving with only those in their households or alone, a great way to show thanks this year is by preparing your favorite recipes for family and neighbors — especially those at higher risk of severe illness from COVID-19 — and delivering them in a contact-free way. So even if you can't spend Thanksgiving with the grandparents, they'll still be able to indulge in your famous pumpkin pie.

(Virtual) Volunteer Opportunities

The holidays are a time of giving, but in the middle of a pandemic, it may be more difficult to do so in person this year. Consider donating to a food bank, and if you're able, sign up for Meals on Wheels, an organization that delivers meals to seniors, or volunteer to go grocery shopping for people who may need help getting groceries safely this season. There are also many virtual volunteering options, like StoriiTime, CHD Living's "Adopt a Grandparent" program, the Trevor Project and more.

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News You Can Use ~ Have You Heard the Latest??

Keeping You Up-To-Date!

NMHC RENT PAYMENT TRACKER FINDS 79.4% OF APARTMENT HOUSEHOLDS PAID RENT AS OF OCTOBER 6TH

The NMHC Rent Payment Tracker is powered by Entrata, MRI Software, RealPage, ResMan and Yardi - Washington, D.C. – The National Multifamily Housing Council (NMHC)'s Rent Payment tracker found 79.4% of apartment households made a full or partial rent payment by October 6 in its survey of 11.4 million units of professionally managed apartment units across the country.

This is unchanged from the share who paid rent through October 6, 2019 and compares to 76.4% that had paid by September 6, 2020. These data encompass a wide variety of market-rate rental properties across the United States, which can vary by size, type and average rental price.

"Our initial findings for October show that despite ongoing efforts by apartment community owners and operators to help residents facing financial distress through creative and nuanced payment plans, rent relief and other approaches, renters and the broader multifamily industry are confronting growing challenges," said Doug Bibby, NMHC President.

"As we have called for months now, leaders in both parties, in Congress and in the Trump administration need to step up, return to the negotiating table, and provide much-needed assistance and support to the tens of millions of Americans who call an apartment home. In light of the CDC's nationwide eviction moratorium – a policy which will do nothing to deal with the long-term economic pain residents and housing providers are facing - policymakers need to act now to forestall the health and financial crises we are already grappling with from evolving into a housing crisis which would undermine the economic recovery and destabilize the country's housing market."

The NMHC Rent Payment Tracker metric provides insight into changes in resident rent payment behavior over the course of each month, and, as the dataset ages, between months. While the tracker is intended to serve as an indicator of resident financial challenges, it is also intended to track the recovery as well, including the effectiveness of government stimulus and subsidies.

However, noteworthy technical issues may make historical comparisons imprecise. For example, factors such as varying days of the week on which data are collected; individual companies' differing payment collection policies; shelter-in-place orders' effects on residents' ability to deliver payments in person or by mail; the closure of leasing offices, which may delay operators' payment processing; and other factors can affect how and when rent data is processed and recorded.

Find more information, including the methodology, on the NMHC Rent Payment Tracker. Additional resources, data and materials can be found at https://www.nmhc.org/research-insight/Research-Insight-Knowledge-Library/covid-19-hub/

CDC ISSUES GUIDANCE, APARTMENT INDUSTRY CONCERNS HEARD OCTOBER 13, 2020

On the evening of October 9, the U.S. Centers for Disease Control and Prevention (CDC) issued answers to frequently asked questions to supplement their federal eviction moratorium order. There is no doubt that National Apartment Association's (NAA) aggressive advocacy and legal efforts, including first-hand conversations with the Trump Administration and the U.S. Department of Justice (DOJ), played a major role in this guidance. NAA voiced concern over the outstanding issues related to the federal eviction restrictions and requested specific supplemental guidance to help housing providers operationalize these confusing and sometimes conflicting mandates, which ultimately culminated in the CDC's response. Though we continue to advocate against any extension or expansion of federal eviction restrictions, this significant development creates a path forward for the apartment industry.

Importantly, the FAQs clarify:

- The Order is not intended to terminate or suspend the operations of any state or local court. Nor is it intended to prevent housing providers from starting eviction proceedings, provided that the actual eviction of a covered person for non-payment of rent does NOT take place during the period of the Order.
- The Order does not preclude a housing provider from challenging the truthfulness of the resident's declaration in any state or

CONTINUED ON PAGE 26

News You Can Use ~ Have You Heard the Latest??

CONTINUED FROM PAGE 25

municipal court. The protections of the Order apply to the resident until the court decides the issue as long as the Order remains in effect.

- Housing providers are not required to make their tenants aware of the Order and Declaration.

Other outstanding issues addressed by the FAQs are as follows:

- To seek the protections of the Order, each adult listed on the lease, rental agreement, or housing contract should complete and sign a declaration and provide it to the housing provider where they live.
- Covered people still owe rent to their housing provider. The Order halts residential evictions only temporarily. Covered persons still must fulfill their obligation to pay rent and follow all the other terms of their lease and rules of the place where they live. Covered persons must use best efforts to make timely partial payments that are as close to the full payment as their individual circumstances permit, considering other non discretionary expenses.
- Anyone who falsely claims to be a covered person would be subject to DOJ prosecution.
- To make the Administration's stance on these issues abundantly clear, the FAQS represent the views of the U.S. Department of Health and Human Services (HHS), U.S. Department of Housing and Urban Development (HUD) and DOJ.

This development is a significant nod to the power of NAA as we continue to lead the fight for our members and the viability of the industry. An additional COVID-19 relief package is likely, and NAA is meeting with lawmakers and staff daily to tell them that apartment owners, operators and residents need direct rental assistance. Eviction moratoria are not the answer and will do nothing to solve renters' housing insecurity. Further, our lawsuit against the CDC is ongoing. While the new guidance provides some important clarification for the industry, we are seeking a final ruling that will decide whether the CDC exceeded its authority; that decision may not come until the new year.

https://www.naahq.org/news-publications/cdc-issues-guidance-apartment-industry-concerns-heard?utm_source=Pardot&utm_medium=Email&utm_campaign=Industry-Inside

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Don't Forget, during this time, the AAFW-NEI is still here to Serve You in any way possible!

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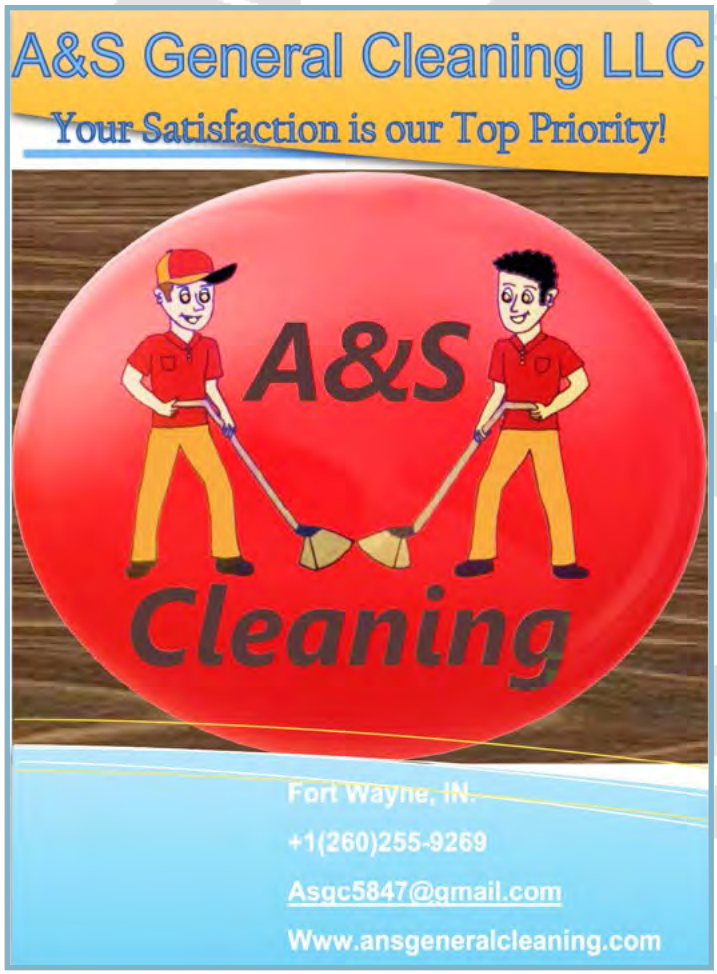

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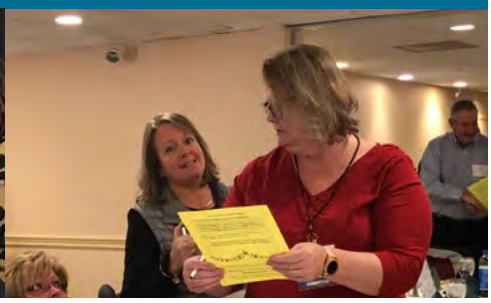

CONTINUED FROM PAGE 29

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CONTINUED ON PAGE 31

Associate Members of the AAFW-NEI

CONTINUED FROM PAGE 30

P

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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!

A&S General Cleaning LLC
WWW.ANSGENERALCLEANING.COM
PAGE 28

American Home Store Furniture
WWW.AMERICANHOMESTORFURNITURE.COM
PAGE 2

Asphalt Maintenance Service
WWW.ASPHALTANDPAVING.NET
PAGE 4

City Carpet Outlet,Inc.
WWW.CITYCARPETOUTLET.COM
PAGE 2

Extinguisher Co. No. 1
WWW.EXTINGUISHERCONO1.COM
PAGE 4

IDW: Window & Roof Cleaning
WWW.IDOWINDOWSLLC.COM
PAGE 29

Jetz Service Co. Inc.
WWW.JETZSERVICE.COM
PAGE 34

Paul Davis
WWW.WHYCALLPAUL.COM
PAGE 19

Perry Law Office P.C.
WWW.PERRYOFFICE.NET
PAGE 30

PooPrints N.E. Indiana LLC
WWW.POOPRINTSNEINDIANALLC.COM
PAGE 25

S.W.O.R.N. Protection
WWW.SWORNPROTECTION.COM
PAGE 23

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PAGE 15

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PAGE 26

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