



# OnSite

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## Special Summit Celebration Edition

### 2019 Summit Celebration Winners!

*Leasing Consultant of the Year - Michele Butler, Bridgedale Terrace*

*Rookie of the Year - Kaila Meshack, formerly of CityScape Flats*

*Maintenance Technician of the Year - Chad Zelt, Canterbury Green*

*Outstanding Customer Service of the Year - Bob Brown, Steeplechase at Parkview*

*Maintenance Team of the Year - Canterbury Green*

*Assistant Manager of the Year - Kimberly Becker, Carriage House of Kendallville*

*Maintenance Supervisor of the Year - Jermaine Parker, Steeplechase at Parkview*

*Associate Member of the Year - FCL Security*

*Distinguished Service/Outstanding Volunteer of the Year - Niki Gillenwater, New Generation Management*

*Sharon K. Hauser/Manager of the Year - Michele West, Montrose Square*

## Watch a Video Wrap Up of the 2019 Summit Celebration!

Click Here to Link to the Video  
or paste <https://youtu.be/A3Uh6-BZUD4>  
in your browser



2019 Summit Celebration Winners Announced

**Thank you for your patience as we considered all of the options of rescheduling the event due to COVID-19. To ensure the health and safety of our members and guests, the event was held virtually on Facebook.**

# 2019 Summit Celebration Sponsors

**Platinum**  
Canterbury Green  
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PPG Paints  
Republic Services  
Sherwin Williams - Paint  
State Farm Insurance - John Carr

# Thank You Sponsors!

# 2019 Summit Celebration Nominees & Winners!

## *Leasing Consultant of the Year*

**\*Michele Butler, Bridgedale Terrace**  
Faith Dickerson, Tamera Gardens II  
Asia Lee, Canterbury Green  
Ashley Paul, Redwood Fort Wayne Cowen Place

## *Rookie of the Year*

Jeannie Boggs, Canterbury Green  
**\*Kaila Meshack, CityScape Flats**  
Katie Potter, Canterbury Green  
Kristy Wilson, Ryker Reserve  
Christine Wright, Canterbury Green

## *Maintenance Technician of the Year*

**Emily Cospes**, Newburyport & Randall Lofts  
Ira Hawthorne, Steeplechase at Parkview  
Andrew Ratliff, Redwood Fort Wayne  
Brafferton Parkway  
**\*Chad Zelt, Canterbury Green**

## *Outstanding Customer Service of the Year*

**\*Bob Brown, Steeplechase at Parkview**  
Michele Gearhart, Edge Supply  
Sean Hartzell, Canterbury Green  
Hope Zellers & Peggy Meyer, AAFW-NEI

## *Best Maintenance Team of the Year*

**\*Canterbury Green**  
Edsall House

## *Assistant Manager of the Year*

**\*Kimberly Becker, Carriage House of Kendallville**  
Katherine Brennan, CityScape Flats  
Jamie Dohrman, Willow Creek Crossing  
Carolyn King, Villa Capri

## *Maintenance Supervisor of the Year*

Jim Bopp, Canterbury Green  
**\*Jermaine Parker, Steeplechase at Parkview**  
Matt Rose, Bridgedale Terrace

## *Associate Member of the Year*

AmRent  
CertaPro Painters  
**\*FCL Security**  
Sherwin Williams  
WASH

## *Distinguished Service/Outstanding Volunteer of the Year*

**\*Nikki Gillenwater, New Generation Management**  
Angie Rose, Perry Law Office P.C.  
Taylor White, Redwood Living

## *Sharon K Hauser Manager of the Year*

Ines Adams-Maraldo, Woodbridge of Fort Wayne  
Sasha Boehme, Maysville Landing  
Daphanne Crayton, Villa Capri Apartments  
Anita Gordon, Steeplechase at Parkview  
Kelly Hartup, Pointe Inverness  
Nick Kreischer, Canterbury Green  
JaCarla Washington, Edsall House  
**\*Michele West, Montrose Square**  
Rosalind Wilson, Stellhorn Pointe

**\*Denotes Winner**

*Congratulations to All of Our Nominees & Winners!*

*Our Winners are ....*

## **2019 Leasing Consultant of the Year Michele Butler, Bridgedale Terrace, Bridges Property Management**

This year's leasing consultants performance surpassed the company's expectations resulting in the company's most successful year in history! In 2019, this consultant maintained a pre-leased occupancy of 100%, true occupancy of 99% and 85% of their existing residents chose to renew their leases.

As the sole leasing consultant for the community, this individual exemplifies excellence with her high values of trust, loyalty, honesty and dependability. Her passion for her work and enthusiastic, positive attitude never wavers. She goes out of her way to provide each resident with a positive experience every time they visit the office. She provides a wide range of experience and knowledge as she has successfully worked in nearly all areas of apartment management over the past 30 years.

Her "queen of hospitality" mentality leaves residents feeling positive with every experience with this consultant. She's passionate about not only the residents, but also the local, family owned apartment community that she has been with for the past eleven years. She is highly motivated not only for her own accomplishments, but also for the entire company to succeed.



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## **2019 Rookie of the Year: Kaila Meshack, formerly of CityScape Flats, Barrett & Stokely**

Our Rookie of the Year began her current position in early 2019. As a new manager, she had some lofty goals and set out to increase occupancy. By making the community her main primary priority and focus, in her first year, she increased occupancy by 23% in just six months.

This Rookie focuses on team building. As the budget allows, each month the entire team either has a lunch together or participates in a fun team-building activity. She also schedules weekly meetings to keep her entire team up-to-date on projects and responsibilities. She also has the ability to analyze and trouble shoot with her team. She recognized a specific floor plan that the team was struggling to rent, so she implemented the process of replacing the carpet with plank flooring to open up the cozy living room and kitchen. The community instantly noticed an increase in interest of the upgraded floor plan and has started replacing the carpet in other floor plans as well.

This motivated, professional woman is continuously looking for something more meaningful to do to help others succeed through volunteering with Personal Safety Committee with the Foundation of Greater Fort Wayne, and volunteering for RealTalk that helps underage women. She also serves on the Summit Celebration and Golf Outing committees for the association.

From her nomination, "She has definitely been one of the best bosses I've ever had! She understands how to lead by example, but not micromanage. She is always there to talk and give advice, yet stays professional. She is going to go very far in this company and industry, and I'm so excited for her future endeavors." *Kaila has relocated to Indianapolis*



*Congratulations!*

*Our Winners are ....*

## 2019 Maintenance Technician of the Year Chad Zelt, Canterbury Green

Our winning technician is a vital part of the onsite team and the successful operation of their property. Property tenure, overall knowledge of the property, training skills and superior work ethic are all true assets to this maintenance technician and the entire property team. Exceptional skills in electrical and HVAC along with the knowledge of the property makes everyone's job easier. In fact our winner enjoys sharing that knowledge allowing other techs to also grow in their skill sets and teaches hands-on techniques during staff training sessions. The technician enjoys being in the lead role, as it gives them the opportunity to be an adviser and work one-on-one with fellow techs.

Another role this technician takes on in the department has been a cost-saving one. A "Second Opinion" call can be requested, which means when another technician is having trouble and wants to call a contractor or replace an appliance. This technician will come and either confirm what the other technician recommends, or offer an alternative solution through trouble shooting. This opportunity to work so closely with fellow technicians allows for a great mentoring experience and benefits the entire team. Not only does the team benefit, but also the budget! The winner has been instrumental in saving the community a substantial amount of money by reducing appliance replacements and also contractor calls.

In 2019, this technician had a 100% work order completion rate of 24 hours or less with ZERO call backs. Amazing when you consider this technician completed 1,248 work orders in 2019. The ability to mentor other technicians, frees up the managers to concentrate on other tasks making the department one of the best in the city. This maintenance technician has devoted his professional career to one property over the last 25 years and has a genuine care for the industry, property and most importantly the residents.



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## 2019 Outstanding Customer Service of the Year: Bob Brown, Steeplechase at Parkview

As many of you already 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.



*Congratulations!*

*Our Winners are ....*

## 2019 Maintenance Team of The Year: Canterbury Green

This year's Maintenance Team of the Year runs like a "well-oiled machine" through not only their daily service requests, but also when emergencies arise at the community.

The community experienced three fires in 2019 and they were well-prepared through the property's emergency preparedness plan. It was executed without flaw. Each member that responded had a job to do and did it perfectly. The team showed extreme compassion while ensuring each resident was taken care of during each emergency. The level of professionalism was second to none.

For each service request that is responded to, they require the following: Shoe covers be worn inside; all smoke detectors are checked for operation, furnace filters are checked. Residents are kept up-to-date after each request with an email, but they also leave paperwork at the apartment, as well. Each employee must generate a positive social media review from a resident each month. This encourages exemplary service and helps ensure our employees are going above and beyond. All this helps contribute to the properties 66% monthly renewal average, which exceeds the company's standard of 50%.

In order to ensure 2008 apartment homes, 250 acres, 91 buildings, and 18 hole golf course are kept in peak shape, each part of the department has to be running efficiently. The service teams consists of : Service Manager; Asst. Service Manager, Lead Service Tech, Grounds Manager, Turn Manager, 16 service technicians, 2 grounds technicians, and 2 resident service specialists.

In 2019: 16,333 completed Service Requests in which 98.5% were completed within 24hrs. There were 969 unit turns also. If one part fails, the whole system fails. Together as one, they manage the service side of one of the largest multifamily complexes in the country. Without the contributions of each member on our team, they would be unable to provide the level of service that their residents deserve and expect.



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## 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.



*Congratulations!*

*Our Winners are ....*

## 2019 Maintenance Supervisor of the Year: Jermaine Parker, Steeplechase at Parkview

Our winning Maintenance Supervisor has a great attitude and it can be seen in how he treats his team and relates to the residents. If you have the chance to speak with him, you hear the passion about the property and the residents in his voice.

He believes that resident services are the backbone of having happy residents. Diligently working alongside his team, they prioritize service requests and work efficiently through his leadership. The residents know that service is a priority and that he will take care of their needs. If a service request cannot be completed within 24 hours, then he personally reaches out to go over what the issue is and when it will be corrected. Keeping those lines of communication open and reducing the likelihood of the resident being upset. Since he has come on board the satisfaction scores for maintenance have jumped to 95% satisfied, generally ranking maintenance as excellent. When he started as Maintenance Supervisor in 2017, residents were renewing at about 30%-35%, with maintenance often cited as the reason for moving. In 2019 the community averaged 60% renewed.

He is a forward thinker, so he's not just looking at what's best for this year, but what's going to be best in the years to come. He also realizes that the key to a great maintenance team is motivation, and he creates camaraderie within his team. His team meets weekly for lunch and they even take a group fishing trip in the summer.

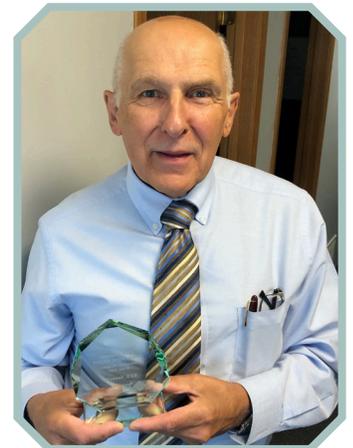
From the nomination: "He's a champion when it comes to way of saving his community money, whether it's consistently negotiating with vendors or seeing our new vendors. He has been the reason that the community finished 2019 3% ahead of their maintenance operating budget." He's consistently coming up with new ideas to streamline processes and add features to enhance the resident experience. He's often heard say "I have an idea"



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## 2019 Associate Member of the Year: FCL Security

The winner of the Associate Member of the Year is no stranger to membership. Even though ownership changes, this company has been a consistent member for just a mere 27 years. Throughout 2019, this member was seen regularly at the monthly Breakfast Connections. As the owner of the company, the value of membership didn't stop with him. He would frequently send his service technician so that their customers could see both of them on a consistent basis. The company also participated in the Reverse Trade Show, sponsored the Summit Celebration, and supported the association with advertising. When the time came for the associations move to the new office in late 2019, this member did not hesitate to show their support by installing a new security system.



*Congratulations!*

*Our Winners are ....*

## **2019 Distinguished Service/Oustanding Volunteer of the Year: Nikki Gillenwater, New Generation Management**



Our Distinguished Service winner is willing to jump in and help, no matter what is needed, through the Association, or with their company. She can be found regularly attending Breakfast Connection meetings, participate in committee work and her company often sponsors event along with the company's participation in ALL of the association activities.

Our winner has served on the Board of Directors, education committee and is always more than willing to help in any way that she can. Not only will she help, but she will come up with ideas and will work with the committee and staff to make them happen!

In 2019, she has tackled a project for her management company that will help ensure housing for the chronic homeless community through traditional housing in Lafayette. She took it upon herself to do research, visit other properties, meet with other management companies on how to manage this type of housing and attend the Support Housing Institute all while continuing her normal day to day duties. According to the nomination "With the chronic homeless there is a lot of hand holding, training and patients that come with managing and over seeing this type of facility and without her, this may not have been as successful." With so much to be done, including training, leasing, and the continued hands on took her out of town on several overnights at a time away from her family, and she never faltered on commitment. She is a true representation of the type of employee she is and her dedication to not only her management company but also the community.

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## **2019 Sharon K. Hauser/Manager of the Year: Michele West, Montrose Square**



When our winner first started in the industry in Fort Wayne, they were quiet and shy. They may have also been a little reluctant to become involved with the association too, but with a little help from a friend, they joined a committee and blossomed from there.

The community, team and residents are all their top priority! Not only does this manager strive to make sure that their community is in tip-top shape, but they also makes sure that the team is performing to their fullest potential. Working with their staff, they determine together what areas they could improve upon and helps them find training in those areas. She believes in not only educating her staff, but they also strive to learn by attending education courses offered through the association.

When it comes to resident relations and retention – this manager is prepared! Through resident events and giveaways, they maintain a well-planned out schedule that includes gifts for move-ins, special occasions, renewals, resident birthdays and even those special 4 legged residents.

The manager also has the numbers to back the financial successes of the community and they keep the owners happy! Our winner's occupancy is at 100%. With continued hard work throughout 2019, 100% occupancy was maintained for over 4 months. As a result, the budgeted income was increased by over 5%, and they were able to maintain controllable expenses to be less than 1% over budget.

Not only does our winner make her community a priority, but she also is involved with the leadership of the association and is co-chair of the Summit Celebration committee.

*Congratulations!*



*Save the Date!*

*2020 Summit  
Celebration*

*March 27, 2021*