APARTMENT ASSOCIATION OF FORT WAYNE - NE INDIANA INC.

OnSite

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

August 2019 OnSite

Upcoming Fall Education Topics

Model Makeovers & Budget Friendly Upgrades

September 18th ~ Preventative Pest Control

September 26th ~ Diversity in Today's World

Hospitality in Housing

Mildew, Mold & Dealing with other Toxins

Hands-on Self Defense (2 sessions including a special evening session for guests)

October 29th ~ Fair Housing (METRO)

November 21st ~ Adapting to Change, Instructed by Taylor White, Redwood Living

Maintenance Shop Hop

Certificate for Apartment Maintenance Technicans (CAMT)

The CAMT designation program covers 5 technical modules, Electrical, HVAC, Plumbing, Appliances, & Interior/Exterior Maintenance. The first two will be offered this fall and the last three early 2020. The entire program can be taken for one inclusive fee or individual modules can be taken. Call the Association office for details or visit https://aafw.org/association/education/certificate-for-apartment-maintenance-technicians-camt

October: Electrical Maintenance & Repair

November: HVAC Maintenance & Repair

Specific dates missing above will be scheduled and updated on the Association website as available.

JETZ SERVICE

LOOKING FOR A NEW LAUNDRY PROVIDER?

JETZ CAN PROVIDE YOUR PROPERTIES WITH:

Same Day or Next-day service

Coin, Card, or Mobile-activated laundry equipment

Web-based laundry monitoring with text and email alerts

Flexible lease terms

Worry free maintenance and service

FAMILY-OWNED AND OPERATED 52 YEARS

For over 50 years Jetz has been a family-owned and operated provider of laundry room equipment and services to multi-family communities

BRAD APPLEGATE

bapplegate@jetzservice.com

PHONE

(317) 359-9968

(800) 527-4928

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."

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AUGUST

Advertisers Index

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 }
American Family Insurance ~ Tom Hendrix Agency	www.tomhendrixagency.com	Page 27
American Home Store Furniture	www.americanhomestorefurniture.com	Page 35
Asphalt Maintenance Service	www.asphaltandpaving.net	Page 32
Bug Free Pest Control	www.bedbugsfortwayne.com	Page 5
City Carpet Outlet, Inc.	www.citycarpetoutlet.com	Page 35
Extinguisher Co. No. 1/ Priority 1	www.extinguishercono1.com www.priority1safety.com	Page 20
IDW ~ Window & Roof Cleaning	www.IDOWINDOWSLLC.com	Page 24
Jetz Service Co. Inc.	www.jetzservice.com	Page 2
Perry Law Office P.C.	www.perryoffice.net	Page 24
Windows Doors & More	www.wdmfactorystore.com	Page 33

If you would be interested in advertising in the monthly ***OnSite*** please contact **Beth Wyatt** at (260) 482-2916 or bwyatt@aafw.org.

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

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

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

$159 one-time fee

Get More

APARTMENT ASSOCIATION OF FORT WAYNE - NE INDIANA INC.

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

AAFW-NEI Calendar

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

8 **August Breakfast Connection Registration Deadline**

12 FIRST DAY OF SCHOOL - EACS
FIRST DAY OF SCHOOL - SACS

13 **August Breakfast Connection**
8 a.m. @ Ramada Plaza
Community Outreach, Marketing & Summit Celebration will meet afterwards

13 FIRST DAY OF SCHOOL - FWCS

14 FIRST DAY OF SCHOOL - NACS

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

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				

2 **Labor Day AAFW Office Closed**

5 **September Breakfast Connection Registration Deadline**

10 **September Breakfast Connection**
8 a.m. @ Ramada Plaza

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

25 **Business Exchange**
11:00 to 2:00 @ Ramada Plaza Fort Wayne
Check out Page 13 for more details!

26 **Education 2019: Diversity In Today's World**
9:00 to Noon @ AAFW-NEI Education & Training Center

For a complete list of upcoming AAFW-NEI events & education visit https://aafw.org/association

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 for Association purposes only!*

WELCOME NEW 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 ~

Posterity Scholar House

4315 Joshua Lane, Fort Wayne, IN 46806
Phone: (260) 267-9300; **Fax:** (260) 267-9305

Management Company:
Fort Wayne Housing Authority
Type of Community:
Section 42 & Section 8
Number of Units: 44

Redwood Warsaw

Manager: Jodie Pearson, CAM

3023 Murwood Place, Warsaw, IN 46582
Phone: (574) 261-3099
Email: warsaw@byredwood.com

Management Company:
Redwood Living
Type of Community:
Conventional
Number of Units: 101

Southside Senior Villas

7315 Hanna Street, Fort Wayne, IN 46816
Phone: (260) 267-9300; **Fax:** (260) 267-9305

Management Company:
Fort Wayne Housing Authority
Type of Community:
Senior, Conventional & Public Housing
Number of Units: 20

~ Associate Member ~

Frontier / Raimak

Contact: Debbie Reader

Phone: (260) 450-3234
Email: raimak.events@gmail.com

Marketing & Telecommunications

~ Independent Rental Owner ~

REGOR, LLC

Owner: Roger & Anna Zartman

7634 Wynnewood Lane, Fort Wayne, IN 46835
Phone: (260) 485-4206
Email: zrazartman@frontier.com

Number of Units: 8

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 member packet sent introducing the Association.
* Invite them to join us at one of our monthly breakfast meetings -- FREE of charge!
* Have them visit our website (www.aafw.org) to check out our association.

CHECK IT OUT

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.

Congratulations

Fort Wayne Mayor Thomas C. Henry
Certificate of Excellence
Presented to
Carole Jehl-McConnell
For displaying the qualities and dedication of a servant leader committed to making a positive difference in Fort Wayne
Awarded this 14th day of February, 2019

Carole McConnell, Jehl Apartments, LLC. was recognized by Mayor Tom Henry for her years of service on the Safe Housing & Building Oversight Committee and long time work with Neighborhood Code representing the rental housing industry. Thank you Carole for your passion for providing safe and decent housing in our community!

Thank You!

Scott Perry, Perry Law Office, P.C., has been the long time Legal Counsel for the Association and always helped with any question needed.

A HUGE thank you to Scott for his dedication & patience as we welome Ray Perry as the new Legal Counsel for the Association.

Welcome!

Congratulations

Join us in congratulating our NEW **Housing Credit Certified Professionals!** Great job on all of your hard work!

Sasha Boehme, HCCP
RealAmerica Management

Daphanne Crayton, CAM, HCCP
Villa Capri

Nikki Gillenwater, CAM, HCCP
New Generation Management

David Lamb, CAMT+E, HCCP
RealAmerica Management

Stephanie Oren, CAM, HCCP
New Generation Management

Rebecca Pecina, HCCP
New Generation Management

Over 28 years ago . . .

By Angie Rose
Perry Law Office P.C.

It was over 28 years ago that we joined the Apartment Association after one of our first apartment client managers said, "you have to join this Association if you want to handle our work…we only use members"…. and the rest is history as they say. We had no idea what to expect.

What have we learned/developed/accomplished over the last 28 years you ask? Here are 28 things that our membership has given us:

1. Connections: Friendships that will last a lifetime
2. A referral network
3. Educational opportunities that have helped us grow personally and professionally
4. Developing better listening skills
5. Learning from our own clients
6. Resources…resources…resources
7. Clients…clients…and more clients
8. Opportunities to promote events
9. Community partnerships
10. Social media presence
11. Being on a truly dedicated, working Board of Directors
12. Chairing awesome committees
13. Loyalty; apartment communities are loyal to each other and their vendors
14. Dedication; we are partners with a dedicated group of people who love their jobs and it shows every day in what they do
15. Growth; our business has grown from our membership
16. Hard work; we learned that the hard work comes after you sign on a new client
17. Team work mentality; you know the saying…"it takes an army"…this holds true for this group
18. IAA State Membership opportunities to expand our reach
19. Brainstorming skill development
20. Working with a passionate trio of Association Staff who work tirelessly for the betterment of every member
21. Associate to associate opportunities: we look to fellow members on a regular basis (and ask first) when we need a service one of them offers
22. Problem solving skills
23. Compassion/empathy for those who experience difficult situations
24. Out of the box thinking; hence our merger with a fellow law firm that has expanded our reach at PLO; the merger of Myers Law Office with us…who would have thought a once competing member would now be part of us?
25. Nothing is impossible mentality
26. Leadership skills development/opportunities
27. Fun events great for everyone young and old
28. Philanthropy opportunities all year long

We are forever grateful that our first client told us to join the AAFW-NEI as we have connected/learned/grown/developed immensely over the last 28 years.

What has your membership done for you? Are you looking at all the opportunities/connections/resources and taking advantage of everything available? Take it from us seasoned members…it is definitely worth it!

I challenge all of you to seize every moment, make time to attend/sponsor the events/classes, join a committee, develop those connections and think outside the box for ways to further make your membership the most it can be!

A truly heart felt THANK YOU to all the members that made this list possible for us over the last 28 years! We look forward to what the future brings PLO and the AAFW-NEI.

Angie Rose

Perry Law Office, P.C.

Treasurer of the AAFW-NEI Board of Directors

Help Guide the Association by joining the Board!

The AAFW-NEI Board of Directors is the perfect opportunity to grow as a professional, build your peer network, and give back to the rental industry by leading and guiding the resources and services that the Association provides the membership as well as the community.

Who can be a candidate for the Board of Directors?

- Members that have been involved in the multi-family industry for at least one year.
- Members that are employed with an AAFW-NEI member company in good standing.
- Members that have been involved and supported at least one area of the Association, such as recruiting new members, serving on committees, attending educational seminars and workshops, and any other voluntary participation.

Board of Directors Election for 2020-2021 is October 15th

The 2019 Nominating Committee will submit names of candidates to serve on the AAFW-NEI Board of Directors for the 2020-2021 term at the October 15th Annual Meeting. The election will include 8 Regular Member positions, 1 Independent Rental Owner position, and 1 Associate Member position. If you are interested in being nominated as a Director, please complete the nomination form below. Nominations will be accepted up to the day of the election and from the floor during the meeting. Any nomination forms submitted to the Association office by September 6th will be included in the October ***OnSite*** newsletter.

General information:

Name: _____

Company Name: _____

Phone: _____ Email: _____

Experience:

Are you currently serving on any AAFW committee? _____

Please list any other association that you currently volunteer for: _____

_____

Additional information:

Why are you interested in running for the Board of Directors? _____

_____

What do you see as the major local and state issues that affect our industry? _____

_____

List any skills or experience you possess that you feel would beneficial to the Board of Directors?

_____

_____

August 13th Breakfast Connection:

Resident Retention Roundtable

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

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

As apartment communities transition from the busy leasing season into fall, the focus moves to resident retention, events, and activities. Join us at the August Breakfast Connection to hear several fun ideas that apartment communities have done for their residents. There will also be time to share your favorites! Thank you to our speakers to date:

Jenni Harris-Steele, Island Club, Flaherty & Collins Properties
Michele West & Sherry Shaw, Chronister Properties

Registration deadline is Thursday, August 8th at 12 Noon!

Spotlight:
AAA

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! **

Community Outreach will be collecting blankets at the August Breakfast Connection for:

Mission:
Meeting the basic needs of foster children and children in need.

Vision:
All foster children and children in need in NE Indiana will have their basic needs supported through the programs of Fostering Hope for Children Inc.

FHC
Jer 29:11
Fostering Hope for Children Inc.

Not everyone is meant to be a Foster Parent but everyone can help a Foster Child.

Thank you for helping support this local organization.

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: _____

Cancellations accepted until 5:00 p.m. August 30, 2019; substitutions accepted anytime.

Sign Us Up to Network!!!
Associate Member Company:

_____

Representatives $199 each

Name:

1) _____

2) _____

A Big **Thank You** to the members listed below who helped our drive for Camp Good Grief for Erin's House at the June Breakfast Connection. With your help we collected 96 items and $95 for them to purchase more items!

John Carr,
State Farm Insurance

Terri LeQuia,
RealAmerica Management LLC

Sheila Clayton,
Woodbridge

Dan Moulton
WASH Multifamily Laundry Systems

Don Hughes,
Precision Concrete

Cecilia Rolf,
Hays & Sons Complete Restoration

Paul James,
Colony Bay

Connie Rosales,
Canterbury Green

David Lamb
RealAmerica Management LLC

Sherry Shaw,
Chronister Properties

Diana Wheeler,
City Carpet Outlet

2018 President's Award
David Becker, Canterbury Green

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

A few, some years ago, a position came open for our Board of Directors. Luckily, I had had the opportunity to work alongside a person who I knew held the characteristics needed to to serve our Board. This person has an outstanding amount of integrity, respect for others, a vast array of experience in working for and with Presidents, CEO's, Owners/Operators, our amazing Associates and Vendors, and above all else, has a deep caring for our Association and those in this community that everyone in this room represents. I knew this person would take our Association and Board from "Where We Are" to "Where Can We Go?" I knew all of this as I've had the great experience to have worked alongside this person for years. ... This person takes a little more than their share of blame for the mistakes...and a little less than their fair share of credit for the good things. 2018 was a challenging year for us for a few reasons. We had our fair share of struggles. Some pretty heavy conversations were had and at times some tears were shed. With that being said, there wasn't one time over the past year that I picked up the phone to ask this person for some guidance and support ...in which I didn't receive. Any idea I said wasn't too crazy. This person would just listen and at times...listened long to my thoughts. This person always responded with 100% honesty. They never told me what I wanted to hear or advised to take the 'easy' route. Rather, they gave me perspectives from all possible angles. Of course, there were those times I would call and I'd get a response like, "And WHYYYYY do you think this is a good idea" or "I'm sorry...WHAT?!". But...this person would still take the time to give me the support a leader needs. All the while I was receiving this support and guidance, this person was busy putting out fires (figuratively and metaphorically). They were busy guiding a staff of over 25 employees in their department, teaching education classes for our Association, sitting on our Education Committee, coaching 7th grade soccer, putting up with his wife, raising 6 children (with one away serving in the military) AND 1 grandchild, along with maintaining over 2,000 apartments. To quote John Quincy Adams, "If your actions inspire others to dream more, learn more, do more, and become more, YOU ARE A LEADER." This person is a true leader and the first ever Maintenance Service Director to hold the President seat on the Board of Directors. ...

Hays + Sons
2019
Golf
Outing
Thursday, June 27
Canterbury Green
Golf Course
MEMBERSHIP
ZIFFLES
WASH
PERRY LAW OFFICE

2019 Golf Outing
THANK YOU SPONSORS!

* Food Truck *
Canterbury Green Apartments

* Registration Table *
WASH Multi-family Laundry Systems

* Golf Towels *
RealAmerica Management LLC

* Golf Balls *
Hays & Sons Complete Restoration

* Beverage Carts *
City Carpet Outlet, Inc.
Precision Concrete
Ryan FireProtection

Hole Sponsor & 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
Apartment Guide
Comcast
Edge Supply
IPW - Window & Roof Cleaning
Hylant
Paul Davis
ProFed Credit Union
Sherwin Williams
Testify Marketing
Willow Creek Crossing

Winning Golf Teams

Left - 1st Place Hays & Sons Complete Restoration

Below - 6th Place Lake Forest Village/ Lengacher Bros.

Front 9 Special Contest Winners

Straightest Drive #1 - Wes Maier, CertaPro
Straightest Drive #1 - Nikki Gillenwater, New Generation Management
Shortest Drive #4 - Debra Crews, Willow Creek Crossing
Shortest Drive #4 - Roger Lewis, Willow Creek Crossing
Longest Drive #6 - Chad Vanderbilt, Hays & Sons Complete Restoration
Longest Drive #6 - Jane Bowers, Steamatic of Fort Wayne

Left - 9th Place New Generation/ S.W.O.R.N. Protection

Bottom - Far from Par Willow Creek Crossing

Back 9 Special Contest Winners

Closest to the Pin #10 - Janel Fitzgerald, Willow Creek Crossing

Closest to the Pin #11 - Adam Lawson, Sherwin Williams

Longest Putt #18 - Bill Wright, New Generation Management

Longest Putt #18 - Janel Fitzgerald, Willow Creek Crossing

Associate Members of the AAFW-NEI

Contact An Associate Member for Your Next Bid!

A

A & B CONSTRUCTION, LLC ..... **Phone** (260) 432-6860
AAA ..... **Phone** (260) 579-9149
AARDVARK PEST CONTROL ..... **Phone** (260) 471-2800
ADVANCED DISPOSAL SERVICE ..... **Phone** (260) 436-8870
ALLSTATE INSURANCE:
BEN BUCHER AGENCY ..... **Phone** (260) 222-2378
Cellphone (419) 348-3386
AMERICAN FAMILY INSURANCE:
Tom Hendrix ..... **Phone** (317) 577-2722
AMERICAN HOME STORE FURNITURE ..... **Phone** (260) 442-0300
AMRENT ..... **Phone** (877) 440-9134
ANTHONY WAYNE CREDIT ADJUSTERS ..... **Phone** (260) 423-9574
APARTMENTS.COM ..... **Phone** (260) 402-5654
ASPHALT MAINTENANCE SERVICE ..... **Phone** (260) 422-6068

B

BATH FITTER ..... **Phone** (800) 721-8427/(260) 483-6294
Cellphone (260) 403-9019
BED BUG DESTROYERS ..... **Phone** (260) 445-7815
BEN'S BUGS BE GONE ..... **Phone** (260) 255-4887
BETTER BUSINESS BUREAU ..... **Phone** (260) 423-4433
BGI FITNESS ..... **Phone** (317) 813-2242
Cellphone (317) 965-5377
BONE DRY ROOFING, INC. ..... **Phone** (260) 267-6189
BRIGADOON FITNESS ..... **Phone** (260) 434-2400
BUG FREE PEST CONTROL, LLC ..... **Phone** (260) 399-6189

C

CARPET *ONE* ..... **Phone** (260) 489-4584
CERTAPRO PAINTERS ..... **Phone** (260) 494-1412
Cellphone (260) 444-1953
CFS INC.-FLOOR COVERING SPECIALISTS ..... **Phone** (260) 456-3922
COMCAST ..... **Phone** (260) 215-5309
COMMERCIAL FLOOR COVERINGS, INC./
CITY CARPET OUTLET, INC. ..... **Phone** (260) 442-2773
CORT ..... **Phone** (877) 467-8268/(616) 257-2770
CSC SERVICEWORKS ..... **Phone** (800) 590-0036 EXT. 55101
Cellphone (317) 473-3290

D

DELUXE GLASS, INC. ..... **Phone** (260) 482-9469

E

EDGE SUPPLY ..... **Phone** (866) 715-3343
EXTINGUISHER CO. NO. 1 ..... **Phone** (260) 497-9110

F

FAST SIGNS ..... **Phone** (260) 373-0911
FCL SECURITY ..... **Phone** (260) 482-5292
FIRST FEDERAL BANK OF THE MIDWEST ..... **Phone** (260) 489-3036
FIRST MERCHANT ..... **Phone** (260) 469-6276
FORT WAYNE NEWSPAPERS ..... **Phone** (260) 461-8671
Cellphone (260) 615-8386
FRONTIER/RAIMAK ..... **Phone** (260) 450-3234

G

GREEN, RICHARD AND TRENT ..... **Phone** (260) 637-0000

H

HAYS & SONS COMPLETE RESTORATION ..... **Phone** (260) 471-9110
HD SUPPLY FACILITIES MAINT ..... **Phone** (800) 431-3000
HOME DEPOT PRO MULTIFAMILY ..... **Cellphone** (574) 218-3318
HOME LUMBER ..... **Phone** (260) 493-4436
HYLANT ..... **Phone** (260) 969-3900

I

IDW WINDOW & ROOF CLEANING ..... **Phone** (260) 424-1300
INDIANA FARM BUREAU INSURANCE ..... **Phone** (260) 490-2240
Cellphone (260) 402-1757
INFINITY GLASS **(Todd)** ..... **Cellphone** (260) 705-5500
INFINITY GLASS **(Dan)** ..... **Cellphone** (260) 418-0732

J

JET STREAM SOFT WASH ..... **Phone** (260) 220-9274
Cellphone (260) 310-4389
JETZ SERVICE CO., INC. ..... **Phone** (317) 359-9968

K

K KERN PAINTING TOLEDO, LLC ..... **Phone** (419) 966-0812
KENMORE DIRECT ..... **Phone** (260) 486-7329
Cellphone (260) 348-2016
KEY EXTERIORS ..... **Phone** (260) 492-8062
Cellphone (260) 804-3355
KINGSTON HEALTHCARE ..... **Phone** (260) 415-7741
KNOT JUST DECKS ..... **Phone** (260) 745-0337

L

LANDART INC. ..... **Phone** (260) 749-8993
LAUNDRY ONE ..... **Phone** (800) 800-0322
LAWNSCAPE LAND MANAGEMENT, INC. ..... **Phone** (260) 749-8611

CONTINUED ON PAGE 19

The online Buyer's Guide listings & categories will be updated soon - Check it out!!

Associate Members of the AAFW-NEI

Contact An Associate Member for Your Next Bid!

CONTINUED FROM PAGE 18

L

LENGACHER BROS. CONSTRUCTION, INC. ..... **Phone** (260) 492-8738
Cellphone (260) 704-2534

M

MIDWEST AMERICA FCU ..... **Phone** (260) 423-8251

O

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Membership Directory & Buyer's Guide

Keep a Look Out for your
2019-2020 Membership Directory!

Membership Directories will be delivered and mailed to members in August!

Do NOT Forget to check out ALL of our AAFW-NEI Members on our Website! Browse our Buyer's Guide to see what services our Associate Members Provide!

The online Buyer's Guide listings & categories will be updated soon - Check it out!!

gtd Q&A How to Apply New Skills

By Justin Hale, VitalSmarts

Dear Justin,

I have attended many courses that make use of skill models, including the VitalSmarts courses. Crucial Conversations, for example, provides a model that outlines what to do before, during, and after a crucial conversation. In Getting Things Done, I learned multiple steps for how to take control of my workflow, from capturing ideas to completing projects. But do I need to follow these models from A to Z? **How much of a model does one need to follow in order to see results?**

Signed,
Curious GTD-er

Dear Curious,

This is an excellent question. Everyone reading this struggles to acquire and apply new skills and learn new behaviors. When you're done reading this article, ironically enough, you'll struggle to apply what I share. I won't go into the detailed nature of becoming an expert (10,000 hours of deliberate practice), rather I will share a few ideas for improving your ability to retain and apply what you learn—whether from a two-day class, an online course, a book, a TED talk, or a cooking show.

And in the spirit of my message, I encourage you to pick just one suggestion and try it.

The Easy Answer

You know the saying: "How do you eat an elephant? One bite at a time." But what if you are full after a few bites? Ask yourself, "Do I need to use this whole model to benefit?" You might want to later on, but first focus on applying the skill(s) that will help you handle the challenges you're dealing with today, this week. In my experience, you probably don't need the whole model and you probably wouldn't use it even if you could. Look at your current situation. Which of the skills you have learned would have the greatest impact if you used it consistently for the next month? Work on that one skill and nothing else. Go all in. Some experts estimate you really only need about twenty hours of deliberate practice to become proficient at something (see The First 20 Hours: How to Learn Anything Fast).

Break It Down Even Smaller

You don't DO the crucial conversations model; you do small actions. You don't do at the model level and you don't do at the principle level; you do at the skill and behavior level. So when you learn a new skill, whether from a course, book, or article, stop and ask yourself, "What is the next micro-action I must take to apply this new skill?" Maybe you learned the ins and outs of apologies and you decide the smallest next action you could take is to call your spouse at the next break and apologize for being short this morning on your way out the door.

Create Disfluency

A few months back, I was working with author Charles Duhigg. He said that in order to learn in today's world of abundant information we need to create disfluency. Disfluency is the idea of making a task more difficult in order to absorb it. In order to learn (change behavior, thinking, or perspective), you have to assimilate information slowly. Disfluency is the process of intentionally assimilating information slowly and tediously. That could mean taking handwritten notes about something you read or sharing a sixty-second summary to someone else or preparing a short presentation on it for your next team meeting.

Continued on page 24

CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

ANSI

Earn your Certificate for Apartment Maintenance Technicians and advance your career in apartment maintenance TODAY!

CAMT integrates online coursework, in-classroom study, and hands-on learning, providing a great introduction for new maintenance professionals and a refresher for the veteran technician. It gives these professionals the knowledge and tools necessary to run an effective maintenance program and pave a career path towards success. Maintenance expenses are the single largest controllable element in any operating budget, making this course an important component for your property's success!

Take the entire course if you are motivated to not only earn the CAMT certificate, but also want to increase your technical, business, and personal development skills while immediately improving on-the-job performance. Or if you need only specific skill sets, take the modules you need – Electrical, HVAC, Plumbing, Appliance Repair, or Interior/Exterior Maintenance.

Technical Courses

The five technical courses take place in the classroom, with instructors presenting core concepts and procedures. These activities will include discussions and hands-on activities, followed by online practice scenarios which allow you to play the role of a maintenance technician in realistic situations.

Electrical Maintenance & Repair
October 2019 • 9:00am – 4:00pm (1 day)
This course provides the solid foundation in electrical work that learners must have to be successful on the job, especially when working with appliances and HVAC. Content includes understanding systems and circuits; switches, receptacles, and fixtures; using meters; making diagnoses and repairs; following regulations; and safety issues.

Heating, Ventilation and Air Conditioning Maintenance & Repair
November 2019 • 9:00am – 4:00pm (2 back to back days)
This course teaches students how various heating and air conditioning systems work, as well as how to maintain and repair these systems.

Appliance Maintenance & Repair
January 2020 • 9:00am – 4:00pm (1 day followed by Interior/Exterior)
This course teaches students how to install, diagnose and repair the key appliances that they will encounter on the job.

Interior - Exterior Maintenance & Repair
January 2020 • 9:00am – 4:00pm (2nd day after Appliances)
This course gives learners what they need to know to keep the interior and exterior of the buildings on their property in excellent shape, both through repair and preventive maintenance. This course also teaches students how to perform "make-ready" activities, and gives them helpful checklists to use on the job.

Plumbing Maintenance & Repair
February 2020 • 9:00am – 4:00pm (1 day)
This course teaches students how to maintain and repair plumbing systems and fixtures. Content includes an overview of the systems; key materials and equipment; pipes, fittings, and valves; and fixtures and appliances.

Yes! Register me for CAMT Courses!

- ❑ **Full CAMT Course - $999**

Individual Course Modules are $249 each:

- ❑ **Electrical Maintenance & Repair**
- ❑ **HVAC Maintenance & Repair**
- ❑ **Appliances Maintenance & Repair**
- ❑ **Interior/Exterior Maintenance & Repair**
- ❑ **Plumbing Maintenance & Repair**

Prices listed are AAFW-NEI Member rates. Education Subscribers receive a 10% discount.

Name: _____

Company: _____

Phone: _____

Email: _____

Authorized by: _____

Cancellations for the full CAMT course after September 27, 2019 will be charged $399. Substitutions accepted at any time.

Class presented by the Apartment Association of Fort Wayne-NEI in conjunction with the National Apartment Association Education Institute. For more details call 260-482-2916 or visit http://www.naahq.org/learn/education/designation-programs

Did you attend Rick Ellis in May?

Check out some of the great tips he shared below!

Powerful Telephone Techniques

"Cue Card"

Essential Qualifying Questions

BE SURE THAT YOU:

1. **Smile** - The caller will "hear" it!
   - Answer - By the third ring
   - Tone of voice - Warm & friendly

GREETING:

2. "Thank you for calling Sunshine Apartments"
   "I want to find the apartment that is perfect for you, do you mind if I ask you a few questions?"

WHO?

3. "My name is ——— And you are ——— ?
   Use prospect's name!
   - "Is the apartment just for yourself?"
   - "Will you be bringing any pets?"

WHEN?

4. "When are you planning to move?"

WHAT?

5. "Take a moment and describe the type of apartment you are looking for."
   - "How many bedrooms . . . How many bathrooms?"
   - "Do you have any special needs or preferences?"

HOW MUCH?

6. "What price range are you budgeting for?"

WHERE?

7. "Do you work nearby?"
   - "Where are you moving from?"
   - "Where did you find our telephone number?"

WHY?

8. "Do you mind if I ask why you are considering a move right now?"

PHONE #?

9. "Please give me your phone number in case something comes up."

ADDRESS:

10. "Let me get your address so I can mail you my card and we can keep in touch."
    - "What email address do you check most?"

SET APPOINTMENT:

11. "When do you think you might come by for a visit? I want to make sure I'm here so I can personally assist you."

DON'T FORGET!

12. Describe Amenities
    Create a Sense of Urgency
    Give Specific Directions
    Verify the Appointment Time

Thank the Prospect for Calling!

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6 Steps to Make Each Telephone Call a Success!

1. **Stop...** what you are doing!
2. **Answer** by the third ring.
3. **Smile!** – The Caller will "hear" it!
4. **Enthusiastic Greeting** – The caller's first impression comes from your initial greeting.
5. **Warm and Friendly Sound** – Your positive attitude produces a friendly sound.
6. **Be Prepared!** – Have all your telephone leasing tools ready!

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Take advantage of the opportunity to sponsor one of the great education courses & meetings coming up this fall! Sponsors will be invited to attend the class, introduce their company and the instructor. Sponsorship will also cover the meal/refreshments offered during the session.

Fall Fair Housing ~ October 29th

- ❑ Breakfast Sponsor (3 available - $50 each)
- ❑ Coffee & Water Sponsor ($100)

Maintenance Shop Hop Lunches ($100 each)

- ❑ November

EPA Certification Class & Exam

($125 Sponsorship covers lunches for all students)

Certificate for Apartment Maintenance Technicians (CAMT)

Electrical Maintenance Session (October):

❑ Breakfast Sponsor ($50) ❑ Lunch Sponsor ($100)

HVAC Maintenance & Repair Session (November):

❑ Breakfast Sponsor ($50) ❑ Lunch Sponsor ($100)

Call Today to be a 2019 Education Partner!

Sponsors will be highlighted in the meeting promotion depending on when sponsorhip form is received. Signage at the meeting as well as the meal or refreshments will be coordinated by the AAFW-NEI.

gtd Q&A How to Apply New Skills

Continued from page 20

When you struggle or work to understand or apply new concepts or skills, you tend to absorb them. How can you apply disfluency in your life?

Let's try it now. Go to a coworker or call your spouse right now and tell them in thirty seconds what you've learned from this article. Seriously, try it.

Practice > Learning

I once worked with Ethna Reid, one of the world's experts on teacher behaviors that drive measurable improvements in student learning. She used to tell me that when you're designing any learning experience, there should be a 2:1 ratio of practice/application to learning. This should be the same for you and I. It's fun to say we read a whole book on how to influence others. It's far more interesting to actually be able to influence. Dr. Stephen Krashen at USC says that learning is valuable only if it enables you to plan, edit, and correct yourself while practicing. If it doesn't do that, then you should only practice.

Best of luck,
Justin

Justin Hale is a speaker, training designer, and Master Trainer at VitalSmarts. He has been a lead engineer in designing the VitalSmarts edition of Getting Things Done® Training and has facilitated the course and delivered keynote speeches on the skills and principles of stress-free productivity to clients and audiences across North America.

Want to master these crucial skills? Attend one of our public training workshops in a city near you. Learn more at www.vitalsmarts.com/events.

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2019 AAFW-NEI Educational Series

Register Employees from _____

Step #1

per apartment community

- ❑ 1-10 Units - $100
- ❑ 11-25 Units - $150
- ❑ 26-50 Units - $200
- ❑ 51-150 Units - $300
- ❑ 151-300 Units - $400
- ❑ 301-499 Units - $500
- ❑ 500 - 999 Units - $600
- ❑ 1,000+ Units - $800
- ❑ Associate Member - $150

Subscriptions are available for Management Companies. Please call for more information.

** All Education Subscribers receive 10% discount on certification & designation courses **

Step #2

We understand this Education Subscription will allow each member of our team to attend all of the 2019 Educational Series courses. Here's how we would like to secure our participation:

- ❑ Please invoice for full amount in August 2019
- ❑ Installment Option (please go to step 3)

Step #3

(if needed)

Installment Option: Program subscriber will be invoiced in four installments (amount listed below) August, September, October & November

- ❑ 1-10 Units = $25
- ❑ 11-25 Units = $37.50
- ❑ 26-50 Units = $50
- ❑ 51-150 Units = $75
- ❑ 151-300 Units = $100
- ❑ 301-499 Units = $125
- ❑ 500 - 999 Units = $150
- ❑ 1,000+ Units = $200
- ❑ Associate Members = $37.50

Final Step

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

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

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

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E-mail: info@aafw.org; www.aafw.org

Who's Who in the AAFW-NEI ~ Getting to Know Our Summer Intern Caroline McMasters

Caroline is graduating from Purdue University in December 2019 with a major in Professional Writing and minors in Anthropology, Art & Design, and Spanish. She is hoping to find a career in Marketing after graduation, though she might make a pit stop in a Spanish speaking country, so she can be immersed in the language and mark it as a skill on her resume.

* Favorite Foods:

Cheese, Rice, Ice Cream

* Favorite Vacation spots:

Topsail Island, N.C.
Gulf Shores, AL

* Favorite TV Shows:

Downton Abbey
Brooklyn 99
Stranger Things

* Favorite Movies:

Princess Bride
The Incredibles
The Book Thief
Love, Rosie
Captain America Winter Soldier
Super 8
Ferris Bueller's Day off

* Favorite Band/Song:

The Killers
Zak & Sara by Ben Folds

* Favorite Sports Team:

Purdue Basketball

* Biggest Pet Peeve:

Loud Chewing!!!

What made you want to intern at the AAFW-NEI and what do you hope to gain from your internship?

I was initially interested because of the description of the position. When I looked up the AAFW-NEI, I found out they generously help the community of Greater Fort Wayne. I am drawn to organizations that improve their local community.

I hope to strengthen my current marketing skills and develop new ones that will make me a good candidate for a career in marketing. I also want to learn more about how a smaller non-profit is run.

What is something no one would guess about you?

I am 25% Cuban

What has been the best pieces of advice you have received and by whom?

"Don't waste your life away" My mom

What is your favorite quote?

"Sometimes the hardest days are the most important days." Tyler Trent, Purdue Superfan, Cancer Fighter, all around gracious guy

What is your favorite or last book you read?

It's hard to choose just one of my favorites, so the last book I read was "Fruit of the Drunken Tree" by Ingrid Rojas Contreras

What groups, clubs or organizations are you a part of?

Purdue Run Club, Boilermakers for Life, The Purdue Writing Lab, Boiler Awakening (Can you tell she goes to Purdue West Lafayette???)

What would be your big splurge if you won the lottery?

A 2 week vacation to Italy with my family!

MAINTENANCE COMMUNICATION: Is too much ever enough?

By Paul Rhodes, National Maintenance & Safety Instructor for NAA

If this is the way you do business, I'm not interested in any bid you may wish to submit.

Thus ended an interaction with a contractor that I had contacted to come out for a bid on some work at my house. (I honestly didn't think trying to get people interested in taking my money for repairs would be this difficult!)

I'm needing some pretty specific tree trimming and for my roof to be replaced. As a homeowner these would equate pretty well to a resident calling maintenance for a service request. This entire experience is a great reminder for the importance of communication when providing maintenance service. I've found that just getting a call back from companies is more difficult than I would have thought. Some of the contractors only want to respond by email…

What if the job is more detailed than I can tell you by email?

What is the method our residents want to let us know of service needs? More and more communities are looking for automated methods. Those methods only work if there is a monitoring culture in place. If the resident has sent a request to us through an impersonal means such as text or email, how is the resident assured that the request is received? Is there a responsive culture in place and does the resident know what happens next?

I can't tell you how many online requests for a call back I've sent in to different companies that have yet to respond… Wonder why I'm not going to use them?

When are you stopping by again?

The first statement above came from the interaction with a roofer that showed up to my house, unannounced, set up and climbed a ladder outside my bathroom window to look at the roof. When we spoke, I had told him I would only be available in the afternoon, not that I wouldn't be home. He didn't call, text, email, send smoke signals or even knock on the door before climbing up today. When I confronted him as he got off of the ladder he said that he "assumed I wasn't home" and didn't even try let me know. Another contractor with a slightly better method was:

I was in the neighborhood and thought I would just stop by…

This roofer had an appointment tomorrow and happened to be in the neighborhood today. I'm glad he came and he did let my wife know he was here before climbing on the roof. The only problem was that I had an appointment with him tomorrow. My schedule was arranged around it. I would have been happier if he had called before coming so I could have met him in person.

Continued on page 28

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Continued from page 27

Maintenance is almost always "in the neighborhood" so to speak. It may not be feasible for a call before coming as we are constantly running on property during normal hours. The key here is to be aware that "too much may be just enough" when it comes to letting a resident know we are there to provide service. It starts with the notification; is the office equipped with the ability to at least in general terms provide a guess as to when maintenance will arrive at their door to assess the situation further? Does the office know what questions to ask for a more detailed description of the problem than "It's broke"?

When a technician is at the door, do they knock more than once? Do they wait after knocking to give a resident time to get to the door? Do they call out once the door is cracked before entering? Do they call out even after entering to let someone in the back know they are there? Do they put a door hanger on the front knob to let the resident returning from an errand know maintenance is inside?

How long is this job going to take anyway?

From a customer viewpoint this one is pretty important. A tree company I've heard from refuses to give me an estimate more exact than "maybe a day or three". The arborist for this company can't even tell me how many trucks/people will be on the job… (I have an answer for him: None!)

On the apartment community what is the process for maintenance to inform residents of a delay in completing the request? How clear is the writing on the service request letting the resident know of a part or need that will take a couple of days to fulfil? Is there any expected time to complete given? Is there a follow up at all except for a surprise visit?

Communication of maintenance is just as important as the actual act of maintenance… How's yours? I'll echo a statement above to summarize my thoughts about it:

"Too much communication just might be enough."

Tobacco Free Allen County Coalition Awards June 25th, 2019

Fort Wayne Housing Authority

Executive Director George Guy & Director of Asset Management Amy Jacobowitz of FWHA accept the Smokefree Housing Award for adding E-cigarettes to their smokefree housing policy.

RealAmerica Management, LLC

Regional Manager Terri LeQuia also accepted the Smokefree Housing Award for RealAmerica Management's committment to smokefree housing.

Redwood Living

Nancy Cripe with TFAC presents Regional Manager Melissa Schneider with an award celebrating Redwood Living's committment to smokefree housing in all of their northeast Indiana communities.

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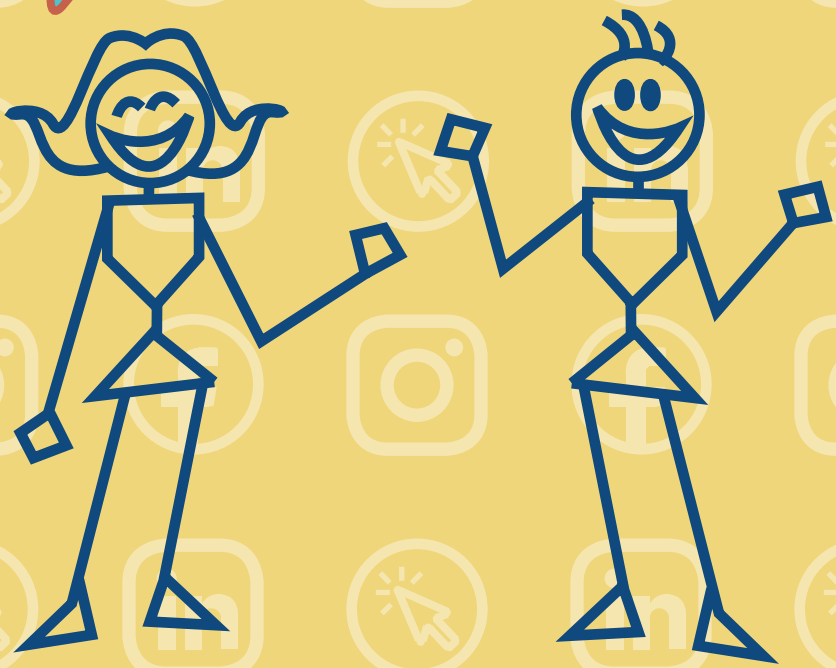

Don't miss a minute of activity at the Apartment Association of Fort Wayne - Northeast Indiana! Like us on Facebook, follow us on Instagram and LinkedIn, and visit our website at aafw.org for all the latest updates on events, education, and legislative efforts.

Redwood Fort Wayne Cowen Place

Manager:
Sarah Wilkins

Maintenance:
Jim Sparkman, CAMT

1208 Cowen Place,
Fort Wayne, IN 46825

Phone: (260) 443-2975

E-mail:
fortwayne2@byredwood.com

Website:
www.byredwood.com

Type of Community:
Conventional – 147 Units

Management Company:
Redwood Living

Year Built: 2015

Special features of Redwood Fort Wayne Cowen Place

All Single Story

2 Bedroom / 2 Bath

Attached Garages

How would your residents describe your community?

Home Sweet Home
from an actual resident!

What has been your favorite event thrown?

Pizza Night - We ordered 30 pizzas & gave them to the first 30 residents who stopped by for FREE!

What is your advice for someone joining the apartment industry?

You will have your good days & your bad days but helping people find a home and seeing how excited they are is extremely rewarding!

What 4 words describe the whole staff at your community?

Helpful
Kind
Determined
Fun

Redwood
APARTMENT NEIGHBORHOODS

June 2019 Breakfast Connection

More Photos From the June Breakfast Connection can be found on Facebook!

Lessons Learned Going Paperless

By Les Shaver, National Apartment Association

Even if a company can effectively sell investors, suppliers and associates on running a paperless community, challenges can pop up. Here's how some experienced operators have dealt with four common issues.

If you're converting from paper to electronic administration, make sure you cover the following bases:

Know the Rules of Data Storage

Before eliminating paper at its communities, Village Green had to bring in its attorneys to explain the rules of data storage, including how long the company needed to keep documents. Afterward, the firm had to decide what it should keep and what it could purge.

"We needed to determine how long we were going to store [data] and what the process was going to be," says Diane Batayeh, Village Green's CEO. "We had to do that homework first, and then we began the conversion."

Look Beyond the Hassle

For Tina West, CPM, COO for Capstone Real Estate Services, and Melissa L. Smith, Chief Administrative Officer for Fogelman Management Group, the biggest pain point in going paperless was getting paper-lease files scanned, uploaded and tagged into the system at individual communities.

"The initial heavy lifting of the setup can be daunting, and scanning the files takes a lot [of work] up front," West says. "But once you're through that phase, you'll reap the benefits of efficiency and a seamless process."

Make Scanning Fun

Scanning documents is a mundane task. You could pay temporary workers to do it, but sometimes they take more time and are less accurate than regular employees. If you want to use onsite staff, Smith suggests trying to make the activity fun.

"We told each site to [have some employees] dress down and come in [just] to scan files," Smith says. "We don't pull them into leasing or whatever other thing's going on in the office. We tell them to pretend like they're on vacation."

Destroy the Files Afterward

Once Fogelman's staffers finished scanning documents, Smith quickly learned another valuable lesson. They still refused to give up the paper if it was around.

"Once you get those files scanned, you need to destroy them," she says. "Then, folks [can't] go back and forth between the online file and the paper file once the conversion is made."

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Apartment Guide

Plan, promote, & oversee the production of the print & online versions of the area's first & most widely used Apartment Guide. Meets Quarterly

Community Outreach

Raise funds & design projects that help the community & promote multi-family housing. Meets after Monthly Breakfast Connections

Education

Organize the Association's continuing education program including the national designation courses. Meets twice a year

Golf Outing

Plan, coordinate, & work the Association's golf outing for members, in the summer or fall. Meets as needed

Legislative

Expand & enhance the Membership's political awareness by monitoring, analyzing, & reporting local, state, & national legislation that impacts the industry. Educate government officials on the significance of issues that relate to multi-family housing providers & residents. Meets as needed

Marketing and Promotion

Assist the committees & staff members by advertising Association events, programs, & services to current members, prospective members, & our community. Meets after Monthly Breakfast Connections

Special Events

Organize one of our great membership appreciation events. Events have included: Family Carnival, Fall Rock Fest, & Monster Mash. Meets as needed

Summit Celebration

Plan & promote Northeast Indiana's annual awards ceremony honoring dedication to the Association & excellence in the multi-family housing industry. Meets after Monthly Breakfast Connections

Interested in joining? Fill out this information!

Name _____

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Committee(s) you would like to join _____

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