



Get the Service Team Involved in the Budget Process

By: Mark Cukro, CAMT, CAMTII, CAPS

If you want to really get a better idea of how much things cost and help reduce or avoid the all too common surprises that result in unexpected expenditures, get the Service Team involved in the process.

Very often the main reference for the upcoming budget is the historical data from the last year of spending and while that can be helpful, it can also eliminate the ability to accurately adjust expenses that match the quality of work that you want to achieve on site. You may want to try sitting with the Service Team or Service Manager to create a budget with no historical references and then compare it to previous expenses and see what you can decide based on the contrast and similarities in the projections. It may help you notice something that has been overlooked or spark a new innovative idea that is beneficial. Trying new approaches to improve everything on site is the only way to really get out of the old habits and patterns you find yourself in.

Cheaper is rarely ever better, it usually leads to frustration and disappointment. You have to consider the level of service you want to deliver and find the balance between the quality of workmanship, the time you expect to invest for each goal along with the cost required to do so. The formula for each changes from property to property and also year to year depending on so many factors, why not get the input from the team that does the work.

If the Service Team members do not have much experience with budgeting and you want them to know more about the costs associated with running the property as this is an effective way to get them involved and understand the roles of everyone on site better. Teams that take on challenges together will become stronger, work better together and be more respectful of each other since everyone understands the perspective from everyone on the team.

Get the Service Team involved with budgeting and you will get better results and they will deliver better service. Everyone on the Service Team wants to work in a place where their voice is heard, their expertise is utilized and where they feel involved and appreciated. Be the example of how it should be in our industry and everyone will appreciate how you get such good results.

Member of the Month

By: Rhiannon Giffin, Key Management

We are proud to announce our member of the month is Steven Dunlavy with Weigand-Omega Management. Steven joined the apartment industry in 1997 after completing HVAC school which was followed by what he described as, "The worst interview ever." Luckily someone saw his potential and took a chance as he has been recognized for his hard work ever since including the Best Maintenance Technician Award at the last Star of Excellence Awards.

Steven keeps himself at a high quality level by constantly challenging himself and setting short and long-term goals. One of his most recent goals was to learn even more about the apartment industry and he has begun doing that by joining the Board of Directors giving a much needed voice for maintenance professionals in the area.

He looks forward to helping the AAGW improve the local industry and becoming more involved with the charitable work the association does for the community. With his experience of helping those at his properties we look forward to seeing those skills carry over to help the less fortunate in our community beginning with next month's Give Back event.



Steven Dunlavy
Weigand-Omega



The Grapevine

Kim Robertson-Metro Appliances and More



Metro Appliances would like to welcome Kim Robertson to their team as the new ARD Sales Representative. Kim is excited to rejoin the Supplier side of the AAGW and serving our Apartment Member's appliance needs.

Tom Stewart-Sherwin-Williams



The Sherwin-Williams family grew a little as Tom and his wife Heather welcomed baby #5 to the world last month. Danielle Rose Stewart was born Tuesday, October 17th. Tom would like to thank everyone for the well wishes!

Jamie Ibarra-OxiFresh Carpet Cleaning



The AAGW would like to introduce Jamie Ibarra as the new administrative assistant for OxiFresh Carpet Cleaning. She will be the friendly voice you hear to schedule all your carpet cleaning needs. Welcome Jamie!

Jonathan Reiter-Belfor Property Restoration



Belfor Property Restoration welcomes Jonathan to the AAGW as their new Marketing Director for the Wichita area. He looks forward to getting involved and meeting all the other members. We look forward to seeing you as well Jonathan!

October Membership Meeting: Property Bus Tours and Appreciation Party



October brought the return of our Property Bus Tours which took us to five great west side properties in Wichita. The tour ended with the Annual Apartment Appreciation Party at Margaritas Cantina hosted by the AAGW Suppliers Council. Thank you to all the properties who hosted us during the tour and to everyone who came out and enjoyed the evening.



AAGW **Legislative News**

Our local AAGW Political Action Committee has made a goal to keep our members more up to date on local, state and national legislation news that can affect our members.

Beginning this month keep an eye on your email for our Legislative Newsletter and stay more informed on the laws and regulations that are changing, many of which can directly affect your business. If you wish to receive this newsletter and are currently not receiving AAGW updates, please contact admin@myaagw.com

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What better way to celebrate your success in this industry than with a glass of champagne AND a chance to win a \$500 gift card to **Jewelry Savers**

All proceeds go toward our goal for the NAA PAC.

UPCOMING EVENTS

Register Today at myaagw.com!

Wednesday, November 15th, Noon—1pm
Furniture Options
Suppliers Council Meeting

Tuesday, November 28th, 7:00 pm—9 pm
Charles Koch Arena
AAGW at WSU presented by Belfor Property Restoration

Thursday, December 14th, 11:30 am—1pm
Furniture Options
Board of Directors Meeting

Wednesday, December 20th, Noon -1pm
Furniture Options
Suppliers Council Meeting

Thursday, December 21st, 11:30—1 pm
Abode Venue
Monthly Membership Meeting: Give Back Event

Saturday, January 27th
Crown Uptown Theatre
Star of Excellence Awards



Emily Telfer
MDU ACCOUNT MANAGER

901 S. George Washington Blvd.
Wichita, KS. 67211
316-260-7328 tel
316-249-9532 cell
emily.telfer@cox.com



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curstin.jinkens@cornejocorp.com

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sbecker@actcat.com
ADVANCE CATASTROPHE

BETTY WARES ▪ ARD Sales
Phone: (316) 941-4040
B.Wares@metroappliancesandmore.com
METRO APPLIANCES & MORE

ERIC FAHNESTOCK ▪ Franchisee
Phone: (316) 655-4303
Eric@OxiFreshKS.com
OXI FRESH CARPET CLEANING

CHRIS RICKERSON ▪ President
Phone: (316) 202-2082
chris@wichitastaffing.com
ELITE STAFFING SOLUTIONS

TOM STEWART ▪ Sales Representative
Phone: (316) 942-0188
Sherwin.ict@gmail.com
SHERWIN WILLIAMS

JEREMY PARKS ▪ Business Development
Phone: (316) 670-9722
JParks@FurnitureOptions.com
FURNITURE OPTIONS

NICHOLAS HOWELL ▪ Commercial Development Manager
Phone: (316) 927-2233
nick@rhodenroofing.com
RHODEN ROOFING

DAVID PFAFF ▪ Commercial Sales Manager
Phone: (316) 259-4876
David@IndianHillsHardware.com
INDIAN HILLS ACE HARDWARE

JESSE BARG ▪ Owner
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