



AAGW

APARTMENT ASSOCIATION OF GREATER WICHITA



Advanced Skill Sets Needed for Apartment Automation Platforms

Peter Jakel, NAA

As technologies and markets evolve, and renter expectations shift, property management teams must keep the needs and priorities of asset owners in mind. Are those priorities shifting as well? What new benchmarks or performance indicators do owners care about today? Those topics were recently discussed at the Entrata Summit.

Asset owners rely heavily on property management teams to suggest innovative ways to meet occupancy and revenue projections, and to keep in step with what residents expect. Changing demands may range from the way a leasing office is set up (looking more like a hotel lobby than a typical office space) to the amenities a community offers (shared workspace, pet-friendly features, recycling, and health-and-wellness options).

"I've been resistant to some virtual leasing functions," Lisa Newton, VP-Asset Management at Hines says. "If I have a choice to talk to someone in person, I'll take that every time. But I love chatbots because of the instant interaction. It's effective and I think it's something we have to embrace."

"We're starting to see home automation that can save us money, like sensors that will shut off water to avoid damage," Jeff Olshan, SVP-Asset Management at Passco Companies, says. "If it costs you four dollars and you can charge your resident \$10, that's a no-brainer. Bring on the data, bring on the tech, and show me the money."

However, most asset managers are not looking to technology to replace or reduce staffing costs. In fact, as residents come to expect more services and concierge-based amenities, and as apartment units become more automated, payroll costs may increase as properties struggle to recruit and retain teams with advanced skill sets.

Owners expect tech to enhance and facilitate the services their onsite teams can provide, helping them be more efficient and focus more on residents and new ideas rather than getting bogged down in day-to-day tasks. Centralized leasing and call center services can play a big role in creating more effective interactions with residents and prospective renters without impacting quality.

"I remember during a new lease-up one of our first shopping reports came in showing "Brandon" had 100 percent and I thought, 'Brandon doesn't work at my property!' " Newton says. "Turns out it was the call center. That's how well they were doing. He checked all the boxes and had all the information readily available."

Member of the Month

By Stacie Becker, BPO5 Ventures

Preston Fanning has been a constant presence in the Apartment Association of Greater Wichita for over seven years now as the partner of Precision Construction Services and he is this month's Member of the Month!

Preston got started in the AAGW when his Superintendent worked for an apartment complex and suggested that Precision Construction Services get involved with the Apartment Association and become members. Preston is grateful for that recommendation because he has made valuable working relationships and gained lasting friendships with managers and suppliers alike.

When asked what he feels the association needs to focus on this year, he brought up a valuable point about how suppliers would like to reinstate the Members buy from Members program. "Our suppliers are a vital component to the association, so it would be great to have some loyalty to our suppliers who have supported the association for a number of years," Preston said. He also brought up how he is thrilled that the AAGW is now giving back to community with the Center of Hope. "It's always important to be a helping hand to our community," says Preston.

Preston, we are lucky to have you as a part of our AAGW!



Preston Fanning
Precision Construction

the grapevine



Case & Associates would like to welcome Amy Meador as their newest Leasing Agent at Portofino Apartments. Stop by and say hello!



Apartments.com is excited to announce that Kim Robertson has been hired to be their new Sales Associate for territories in both Kansas and Oklahoma including Wichita. Congratulations, Kim!



Monarch Investment & Management Group is proud to announce the promotion of Chris Madorin to Maintenance Rover for the Wichita area. Congratulations, Chris!



On January 1st, Perry Reid Properties began managing the property of Flats 324 located at 324 N Emporia St near Old Town and Intrust Bank Arena.

Meet Your AAGW Board and Committees

Amanda Heenan
Case & Associates

I am currently serving on the Board of Directors as the Vice-President and Programs Committee Chair. With that I help plan monthly membership meetings with topics, speakers, and ideas. I work along with Education Committee Chair to plan the year's events. I have been on the Board for several years and really enjoy the friendships and business contacts I have made while serving on the Board. We are really excited about the upcoming meetings planned for 2019 and I look forward to seeing all of you there!



**MAINTENANCE
MANIA!**
KICKOFF



Where: Metro Appliances & More
3545 N Hillside, Wichita, KS

When: Thursday, February 28th
12:00-1:00pm

Cost: Free!

Details: All AAGW maintenance staff members are invited to join us for lunch, provided by Cox Communications, for the 2019 Maintenance Mania Kickoff event. At this event you will learn what is new with this year's competition, complete your registration, and pick up your wheels to start building your racecar for the 2019 Maintenance Mania event on April 18th, 2019 at Century II.

Register at: www.myaagw.com



EFFECTIVE WRITTEN COMMUNICATION



Register today at www.myaagw.com

Where: Abode Venue

When: February 21st, 11:30am-1:00pm

Cost: \$27/members, \$47/non-members

Details: Learn how to properly communicate your written message. With efficient written communication, you can easily give and receive information that will help facilitate your message. There is power in written communication, so come learn how to powerfully communicate with your supervisor, co-workers, residents, vendors, suppliers, and others you regularly communicate with. **1 CEC for NAAEI credential holders.*

UPCOMING EVENTS

- Thursday, February 14th, 11:30 am - 1:00 pm**
Metro Appliances & More
Board of Directors Meeting
- Wednesday, February 20th, 12:00 pm - 1:00 pm**
Furniture Options
Suppliers Council Meeting
- Thursday, February 21st, 11:30 am - 1:00 pm**
Abode Venue
Membership Meeting: Effective Written Communication
- Thursday, February 28th, 12:00 pm - 1:00 pm**
Metro Appliances & More
Maintenance Mania Kickoff Event
- Thursday, March 14th, 11:30 am - 1:00 pm**
Metro Appliances & More
Board of Directors Meeting
- Wednesday, March 20th, 9:00 am - 12:00 pm**
Abode Venue
Advanced Fair Housing Class
- Thursday, March 21st, 11:30 am - 1:00 pm**
Abode Venue
Membership Meeting: Maintenance for Managers

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