

Preventive Maintenance for the Holidays *By Jerry L'Ecuyer and Frank Alvarez*

We are getting close to the holidays, which means guests, cooking and possible emergency calls to you from residents on Thanksgiving Day about a clogged sink or non-working oven and an apartment full of guests waiting for dinner. This scenario can ruin both yours and your residents' holiday. The answer? Preventive maintenance.



Before the holiday season begins, check each stove and oven for proper operation. Many residents only turn on their ovens at this time of year, and the problem may be as simple as a pilot light being out. Also, check the oven's temperature calibration with an oven thermometer. Because of heavier-than-normal use of the plumbing, it may be a good idea to snake out your main plumbing lines.

Sending a note to all residents on the proper use of the garbage disposal will be useful, too. Explain what they should and should not put down the disposal unit. A few items to include on this "No-No" list are: banana peels, potato skins, coffee grounds and any stringy food. Also make sure that they turn on the water before using the disposer and put down small amounts of food at a time. Tell them not use the disposer as a trash can and then turn it on when full; it will clog.

Over the holidays more people than usual will be walking on your property. Is your property safe? What are some of the liabilities to worry about? Check trip and fall hazards. Sprinkler heads sticking up above the grass or landscape near sidewalks. Use pop-up heads to solve this problem. Look for sidewalks that have been pushed up by tree roots. This can be solved with a concrete grinder or replacement of the section and removal of the tree root. Cut any low hanging tree branches and look for branches that may break in heavy winter wind or rain. Check your decking for cracks or damage and inspect the exterior stairways for wear and tear. Inspect all your garage door springs, winter wind and rain may make them heavy causing the door to close or fall unexpectedly. As a precaution, always replace both garage springs at the same time and throw away any used springs. Never install used garage springs. Check all property lighting and timers. Remember: Preventive maintenance is cheaper than emergency maintenance!

Member of the Month

By: Cody Stout, Monarch Investment & Management Group

This month's Member of the Month is Gianna Williams with Flamingo Ink. Gianna started Flamingo Ink in April 2018 and soon noticed the need for a new printing partner with the AAGW. She since has become a fan favorite by many and has helped with printing/graphic design for many projects inside the association.

She says her favorite part of the AAGW is "The diversity. You have a wide range of people in very different roles coming together to make their properties and businesses the best they can for their clients. You need worker bees and leadership folks and everyone in between to accomplish this, and the AAGW is just that." Gianna strives to make each and every interaction with her customers special and an exceptionally positive experience. A motto that she lives by is, "Dream Big. Work Hard. Do Good. Have Fun." Thank You Gianna for your support to the AAGW and we look forward to working with you for years to come!



**Gianna Williams
Flamingo Ink**



Congratulations to Megan Lewis, Sydney Duncan and Stacey Bradley who were each awarded in October for earning their Certified Apartment Manager credentials. Pictured with AAGW President, Amanda Heenan. Can you spot the 8 differences between the photos?



GIVE BACK EVENT



Giving the Basics

Keep an eye on your inbox this month as we will start preparations for our annual Give Back event in December. We encourage all properties and supplier partners to help us drive donations for specified items which will then be brought together and donated to those in need.

This year our donations will go to help Giving the Basics Wichita, their organization believes no one should go without the basic items needed to be clean and live a normal life. They proudly serve the Wichita community and hope to bring dignity, health, and the opportunity to thrive to children and adults through their hygiene hub.

Meet Your AAGW Board and Committees



This month's Spotlight Board Member is Rob Couch, Housing Chief with McConnell Air Force Base. Rob has been in his current role since July but brings over 20 years of property management experience to the AAGW Board of Directors. He says the best part of being on the Board of Directors is "Witnessing the collaboration of ideas and working together to make our organization better."

Rob has helped with many committees and says that the annual Trade Show is one of his favorite events, both to help with, and attend. In his free time, he enjoys traveling and says some of his favorite destinations have been Greece, Mexico and Jamaica. Thanks, Rob, for your continued support and commitment to the AAGW.



Rob Couch, Housing Chief, McConnell AFB



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MONTHLY MEMBERSHIP MEETING



Broken Links in the Communication Chain



Joshua Turner, V.P. & General Manager, J.P. Weigand

Effective team communication in the workplace is essential to foster an environment where individuals can grow and creates a positive atmosphere to keep teams together. To have effective communication within a team, employees must learn to keep an open mind, listen to others' viewpoints before speaking, and have a clear understanding of project goals and requirements.

During this membership meeting, attendees will not only learn more about the importance of team communication, but also will actively participate in an exercise to help understand why all levels of staff need to be on the same page to succeed.

The meeting will be hosted by Josh Turner, Vice President and General Manager of the Commercial Division at J.P. Weigand & Sons and sponsored by Cox Communications.

UPCOMING EVENTS

Thursday, November 12th, 11:30 am - 1:00 pm
River Vista Apartments Clubhouse
Board of Directors Meeting

Wednesday, November 18th, 12:00 pm - 1:00 pm
River Vista Apartments Clubhouse
Suppliers Council Meeting & Pot Luck Lunch

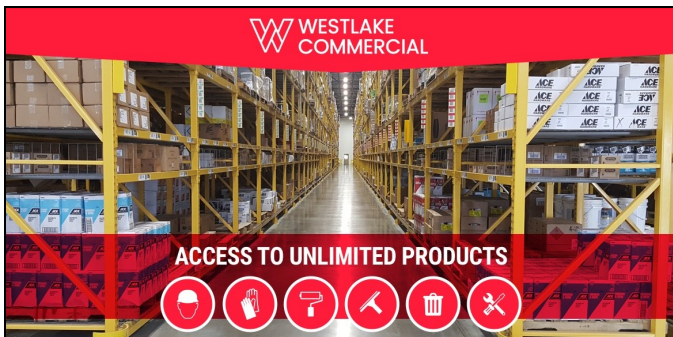
Thursday, November 19th, 11:30 am - 1:00 pm
Wichita Boathouse
Membership Meeting: Broken Links in the Communication Chain

Thursday, November 26th
Thanksgiving Holiday

Thursday, December 17th, 11:30 am - 1:00 pm
Venue TBD
Give Back Event


COMMUNITY AMBASSADORS

GERON SMITH ▪ Vice President Phone: (316) 260-9200 geron@precision-ict.com	LOU CALKINS ▪ ARD Sales Phone: (316) 761-6176 Lourella.C@metro1974.com
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