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Through the eyes of a child at Christmas...

We wish you a very happy holiday season!

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Bayline Magazine is published monthly in the interests of all segments of the apartment industry. Opinions expressed are those of the authors and do not reflect the opinion of the Bay Area Apartment Association unless specifically stated as such.

We invite the contribution of articles or information that would be of interest to the multifamily housing industry.

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PRESIDENT'S MESSAGE

A Record-Breaking 30th!

By Chris Koback, South Oxford Management

It's become so normal to say "I can't believe it's December and the holidays are here. Where did the year go? It went by so fast this year." The truth is it really did go by fast. When I was much younger I used to wish to be 10 – it was double digits. Then it was to be 13 – a teenager. Then it was to be 16 – driver's license. Then 18 – an adult. I remember like it was yesterday my mom telling me "stop wishing your life away, enjoy it now because the older you get the faster time goes by." Words of wisdom from a woman who would see time catch up with her this past year. Last year I was so proud to have mom join me and to celebrate my installation as President of BAAA. This year my mom will not be

able to make it, having suffered a stroke only a few months ago. I want to thank everyone for all the love and well wishes during these difficult times. My mom is my rock and best friend – always has been and always will be. The lesson about time is it waits for no one. Spend as much time as possible with those you love and never stop telling them how much you love them.

We celebrated 30 years of BAAA this past year. We experienced record turnout at our Gold Medallion Awards, Trade Show, Maintenance Mania and Golf Outing. We raised a record breaking \$22,000 at our Volleyball Tournament and donated \$11,000 to the Children's

Home Network. We made thousands of peanut butter and jelly sandwiches to help Ronald McDonald House. We donated hundreds of backpacks and school supplies to the Hillsborough Education Foundation. Our education classes were "sold out" and we had 7 CAPS, 33 CAM, 12 NALP, 12 CAS and 47 CAMT attend our credential classes. Suppliers Success had 21 graduates, so proud of everyone.

The Association's financial position is continuing to improve. In short, it was a very successful year. We had our fair share of bumps in the road and some disagreements, but we worked together and leaned some valuable lessons for the future.

I want to take a moment and thank everyone who served on the board with me, especially committee chairs and committee members who do so much of the work behind the scenes to make these incredible events so successful. Thank you to my fellow Executive Committee members. Your guidance, leadership and dedication has been invaluable. Thank you, Robert Griffiths, for helping to keep us "in the know" as it relates to government affairs. A special thank you to the team at GMS. I don't think everyone understands how much this group does for us. Cecily, Nena, Debra, Krystal, Andrew, Courtney, Casey and Jeri, thank you!

Thank you everyone for your trust and support. I'm looking forward to a second year as President. I hope you all have a wonderful holiday season. •

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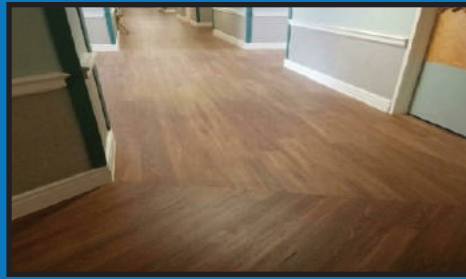


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Change at the State and National Levels

By Robert Griffiths, BAAA Government Activities Director

Many things will be changing in our state with the election of a new Governor and Senator representing our state in Washington, DC in the coming year. New faces will be in evidence in the House of Representatives at both the state and national levels. It's never too early to start planning for both the upcoming FAA and NAA Legislative meetings and Hill visits during the first quarter of the New Year.

With the holidays upon us and the new year just around the corner, there are many things to distract us from our government affairs activities and the task of getting to know where our newly elected and returning legislators stand in reference to our Association and the needs of our members and the multi-family industry. I hope you will take a little time to go to the BAAA website at www.baaahq.org and click on the Advocacy tab – then use the Find your Legislator tool to contact the elected officials who will be representing you in the coming year.

You can send an email about any issues or concerns you have or to find out what issues your legislator's is supporting and to share the concerns of the rental multifamily industry and to ask

for their support.

Please look for new legislation that might impact our industry and let BAAA's Government Affairs Committee know so BAAA's leadership can evaluate what effect positively or negatively the proposed legislation could have on our owners, management companies, members and residents.

We should begin now to prepare for the upcoming FAA Legislative Day trip to Tallahassee on February 4th and 5th (see flyer on page 7) to meet with our legislators and to talk to them about our issues and how we can work together to create affordable housing, job opportunities and economic growth for our state. BAAA needs the support from our owners, big and small, onsite property staff, regional VP's and supplier members and share the message that we are committed to providing clean safe housing for the residents of our state. Please put the FAA Legislative Conference on your calendar and plan to attend and participate in shaping the future of the growing number of Floridians who choose to rent and enjoy the life style our industry offers.

Best wishes for a peaceful and safe

holiday and productive New Year from the entire Bay Area Apartment Association Government Activities team. Please feel free to email staff@baaahq.org or call the BAAA office at 813-882-0222.

Please see page 12 for a brief recap of the twelve constitutional amendments that were determined as a result of the midterm elections in November. All but one measure, Amendment 1, were approved.

In 2018, two citizen initiated constitutional amendments—the Voter Approval of Casino Gambling Initiative and the Voting Rights Restoration for Felons Initiative—were certified for the ballot. Both were approved.

The Florida Constitution Revision Commission (CRC) referred eight constitutional amendments to the ballot, combining multiple proposals in some of the amendments. Amendment 8 was blocked from appearing on the ballot. The seven remaining measures referred by the CRC were approved.

Information provided in part by www.ballotpedia.org and www.floridaelectionwatch.gov. •

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at the FAA Legislative Conference



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- 1** Register for the conference at: faahq.org/events/2019-legislative-conference & pay \$95 registration fee. (Includes the legislative briefing & APAC reception.)
- 2** RSVP with BAAA at: baaahq.org/events/2019-faa-legislative-conference for legislative appointment pairings.
- 3** Find a friend and carpool to the conference!



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Follow These Six Steps to Become a Better Person

*Quit being oblivious to what's not working
and take action to change*

By Paul Winans

As we approach the end of the year and experience the holiday season, some of you are wondering how to make changes in the new year. How can I become more effective? How can I get out of my own way? How I can work better with others?

Most of my life I have asked myself those questions. Not that I have the answers, but here is a process that could work for you. It has for me.

Awareness

Our lives are lived in a fog of doing what we did yesterday and the day before, whether or not it is effective. The first step to making a change is to become aware of stubbing your toe and the accompanying pain. Don't try to ignore because there's a "crisis" under way or an overwhelming work load. Consequently, this is the hardest step to allow to happen.

Acceptance

Coming to terms with the fact that dysfunction is occurring is powerful. Doing so allows for the possibility of moving beyond it. You can't stop here, though. Simply accepting you are not being the person you want to be does not make you different.

Acknowledgment

Here is where the rubber meets the road.

Okay, so you are not making the right choices and you are not going to fool yourself anymore with thinking that other people are the problem. Acknowledging this and embracing it is tough to do. Without looking yourself in the mirror and saying that "I am the problem in this situation," nothing further will be done.

Accountability

So let's say you decide to change. You vow to hold yourself accountable for making a different choice the next time you feel ineffective. This is an exciting step. You are committing to becoming more the person you want to be. You aren't going to keep on making excuses. You won't accept staying in the same place anymore.

Action

Then that familiar stimulus occurs yet again. You find yourself about to respond with the same choice that has been a default for several years. But this time, while you are aware of this inclination, you are no longer a prisoner of it. You look for a different choice, a way of responding that is more likely to leave you feeling good about yourself because you are becoming more effective. You decide on what to do. You don't know how it will work out. But you push yourself into the future you want, by taking a different step.

Award

No matter how the action works out you need to give yourself an award for having the courage to make a different choice. Notice how it feels—doing something that had never occurred to you before or that you thought you couldn't do. Sit and reflect on this for a moment. Don't just move on to doing something else.

By allowing yourself to enjoy the unfamiliar, you make your response more likely to become a new, more effective habit. My journey has taken many years. I still have miles to go. Now I realize it is all about the journey and there actually is no destination.

As we make the transition from this year to the next, I suggest that you resolve to change one thing about your behavior that you are dissatisfied with. You know that those you love and those you work with want this to happen. You can do this. The thing is, you have no choice if you want to be the person you think you can be.

About the Author: Paul Winans sold his 30 year old remodeling business that he owned with his wife and is now a consultant for Remodelers Advantage on owner issues, business management, and best practices. www.winans.com. •

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Celebrate Diversity During the Holidays with Joy and Excitement

The holiday season can be a great time for families to celebrate diversity! Parents can use this time to teach children, grandchildren, close friends and neighbors about customs that are different from your own and help children to understand and embrace other cultures.

Children and adults all learn best by seeing, doing, and being a part of a new experience. Start by encouraging your family/friends to learn how other cultures celebrate holidays during this time of year. The Library of Congress is a great resource for stories about celebrating multiple holiday observances during the final month of the year leading up to the beginning of the New Year.

You can choose to search online for other resources about observances about the way people in different countries mark the arrival of the holidays and New Year. You also can find information about celebrations that happen on or around the winter solstice.

Once you've read up on these customs, encourage your family/friends to create something – like a painting, a drawing, a poem, a mask or a sculpture – representing some festival or tradition that interests them.

Consider a side trip into the kitchen to make a special dish that is served in other cultures, not just your own favorites. Belgian waffles with fresh berries are just as good for dinner as they are for Sunday morning breakfast. Try making homemade tortilla's or breakfast pizza for a different view of this Italian favorite. Baklava, anyone?

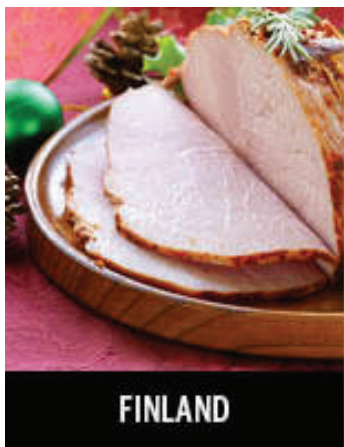
Parents and families can use this time to teach children about the importance of volunteering in the community as well. A visit to a senior facility is one way children can learn about other cultures; the importance of community; and the incredible wealth of wisdom, values, and history that the elder members of any neighborhood have to share

with the next generation. Encourage everyone in your family to take a few minutes to talk with older friends and family about what it was like growing up in their youth. Most of us can't relate to life before tv, cell phones, text messages, e-mail and the internet!

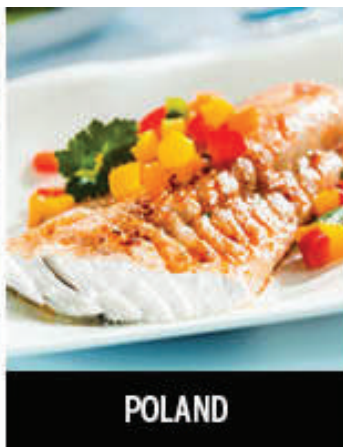
Another fun activity could be exploring what countries other people and their families came to America from originally if they still have family member in their home country.

A trip to your local library is always a fantastic way to find new information and fun activities that will allow you to discover how wonderful other cultures are. Learning about humanity's diversity and richness gives us all so much more to celebrate – during the holidays and throughout the year!

Excerpted in part and with thanks from U.S. Dept of Education www.ed.gov and tastycatering.com. •



FINLAND



POLAND



USA



SCANDINAVIA

Some suggestions include: Christmas ham with mustard (Finland), Pickled herring (Scandinavia), Fish soup (Hungary), Hamborgarhryggur, or cured pork roast (Iceland), 12 dish Christmas Eve dinner (Lithuania), Pavo, or stuffed turkey (Mexico), Carp (Poland), Cabrito assado, or roasted goat (Portugal), Cured ham (Spain), Lutefisk, or boiled white fish (Sweden), Stuffing or dressing (USA), Fried chicken (Japan).



UK



INDIA



ALBANIA



COLOMBIA

Some suggestions include: Pumpkin and walnut pie (Albania), Eggnog (Canada and USA), Natillas, or custard (Hispania), Buneulos, or friend dough balls (Colombia and Central America), Thirteen desserts (France), Pfefferkuchenhaus, or decorated gingerbread houses (Germany), Allahabadi cake, rum fruit cake (India), Julegrot, or rice pudding with an almond (Scandinavia), Puto bumbong, or a sweet rice dessert (Philippines), Chocolate yule log (UK), Crema de vie, or Cuban eggnog (Cuba), Turron, or custard dish (Spain).



JAMAICA



GUATEMALA



ITALY



SCANDINAVIA

Some suggestions include: Julebryg, or Christmas beer (Denmark), Anis del Mono (Dominican Republic), Glogg, or mulled wine (Scandinavia), Ponche, or hot Christmas fruit punch (Guatemala), Prosecco, pandoro, panforte or spumante (Italy), Coquito, or spiced coconut eggnog (Puerto Rico), Brandy snaps (New Zealand), Sorrel (Jamaica).



USA



GERMANY



PHILIPPINES



LATIN AMERICA

Some suggestions include: Decorate a Christmas tree (Norwegians typically decorate a tree together on Christmas Eve), Have guests put out a shoe or stocking to receive treats or prizes at the end of the party (Sweden), Make parols, or star lanterns, made from bamboo and colored rice paper (Philippines), Hire Junkanoo dancers (Jamaica).



2018 Florida State Ballot Measures

Subject	Description	Result
Taxes	Increases the amount of a home's value exempted from property tax	Defeated
Taxes	Makes the cap on non-homestead parcel assessment increases permanent	Approved
Gambling	Requires voter approval of casino gambling	Approved
Suffrage	Restores the right to vote for most people with prior felony convictions upon completion of their sentences	Approved
Legislature	Requires 2/3 vote of legislature to impose or increase tax or fee	Approved
Judiciary	Adds a Marsy's Law to state constitution, increases judicial retirement age to 75 and prohibits judges from deferring to administrative agencies in interpreting law	Approved
Education	Requires death benefits for first responders and military members, a super majority vote for college fees and adds state college system structure to constitution	Approved
Environment	Bans offshore oil and gas drilling and vaping in enclosed indoor workplaces	Approved
Admin of Gov't	Prohibits counties from abolishing certain local offices, changes start date of legislative sessions, and adds an executive office and executive department to constitution	Approved
Admin of Gov't	Repeals the following: (a) a prohibition against aliens owning property, (b) a requirement for a high speed ground transportation system, and (c) a provision saying that changes to a criminal statute are not retroactive	Approved
Gov't Acct	Prohibits public officials from lobbying for compensation while in office and six years thereafter	Approved
Gambling	Prohibits pari mutuel operations from racing grey- hounds or any other dogs for wagering, prohibits persons in Florida from wagering on the outcome of live dog races occurring in the state	Approved



Where Do You See Yourself in Five Years?

As this year comes rushing to an end and Performance Review time is just around the corner, it's time to think and give yourself the opportunity to really look at the "Where do you See Yourself?" question and be prepared to answer it honestly.

When your manager or Regional VP asks you this, there may several answers running through your brain. "Moving (way) up the ranks," "running this place," "working for myself," or "in your job," for example. None of which are necessarily things you should say out loud in an interview.

So, how do you answer the question "Where do you see yourself in five years?"

This can feel like a bit of a trick question, because sometimes the answer is, "not in this job," or, "in your job," or something like, "at a bigger better

opportunity elsewhere." But none of those are things you actually want to say to your boss or supervisor.

The good news is you can be honest while still telling them what they really want to know. Do you have realistic expectations for your career? Are you ambitious? And does this particular position align with your growth and goals overall?

For example, one way I like to think about it is: Think about where this position could realistically take you, and think about how that aligns with some of your broader professional goals.

So, for example, you might say, "Well I'm really excited by my position because in five years, I'd like to be seen as someone with respected experience and I know that's something that I'll have an opportunity to do here. I'm also really excited to take on more managerial

responsibilities in the next few years and potentially even take the lead on some projects. I've been lucky enough to work with some amazing managers, and so developing into a great manager myself is something I'm really excited about."

So, what if this position is not a one way ticket to your professional aspirations? It's okay to say you don't really know what the future holds, but you see how this experience could really help in making that decision.

If on the other hand, be honest if you are not interested in joining the corporate ladder or becoming the next CEO of your company, ask for more training opportunities, more ability to explore other areas in your company where you can achieve the goals you have set for yourself.

*Excerpted with thanks from
www.themuse.com. •*

How to Have a Successful One on One Meeting with Your Boss

By Ximena Vengoechea

Whether you've been working for years or are just starting out, you know that having good one on one meetings with your boss is crucial for your success.

At best, these meetings can leave both you and your manager feeling productive, energized, and prepared for the week and work ahead. At worst, they can leave you feeling confused, drained, or even hopeless about the path forward. If you are reading this article and realize you don't even have occasional one on one meetings on your calendar now is the time to start. Ask your boss to set up weekly, biweekly or monthly check ins.

Here's how to make the most of this time so you get what you need to get ahead and grow in your career.

SET AN AGENDA

The most productive one on ones have some kind of structure, which requires you to do some prep beforehand. Basically, don't just show up and chat — you'll lose precious time in rambling conversations.

SHARE IMPORTANT UPDATES

It's key to share any important updates with your manager — here's what I did last week, here's what I'm doing this week, here's the result of X project, but be careful of spending too much time discussing these in depth. Prior to your one on one, consider what you want to get out of sharing updates. Remember that you don't have to share everything in person — many things can be explained over email or in team meetings.

PRIORITIZE

WHAT'S IMPORTANT

Ask yourself — Is my update time sensitive? If it's urgent, don't wait for your next meeting to provide an update. Mention anything urgent in real time so your manager can quickly help you before the going gets too tough. Is the issue complicated? If you find yourself drafting an essay length email to your manager, that's a good sign your update is better suited for your in-person meeting. On the other hand, if it's short and sweet, go on and send over an email with the important details and ask for your manager's input.

ASK A LOT OF QUESTIONS

The best use of one on ones is spent here — debugging a problem, thinking



through an obstacle, or gathering feedback or guidance on how to take the next step forward. Ask questions that get to the heart of your concerns. For instance, if you're stuck on a potential strategy, you can ask your manager: "How would you approach X? My proposed solution is Y, any feedback on this?"

It's important to note that your role as an individual is not only to ask questions but also to provide some initial thoughts on how you might solve these problems. It's okay if your ideas aren't fully baked, but make sure you've thought through potential solutions, rather than rely fully on your manager to solve those issues for you.

MAKE COMMITMENTS OUT LOUD

What next steps will you and your manager both agree to do? What tasks will your manager commit to overseeing and what will you be tasked with taking on and how you will proceed forward?

Articulate and agree on these commitments in the last part of your one on one so you're crystal clear on what's expected between now and your next check in. This could be as simple as your manager agreeing to send over a report that might be helpful for you, or as complex as you agreeing to have a difficult conversation with a resident, customer, vendor or supplier.

DISCUSS THE LONG TERM

Not every one on one meetings needs to be about the short term — remember to discuss long term goals every now and then. Think about how your manager can help you grow in your career, and ask for feedback to help guide the way.

For instance, ask yourself and your boss: "What am I good at and how can I get to the next level?" "What are my strengths?" "What are some gaps in my experience, and what help do I need to get there?"

You should think about these

questions in advance of these long term discussions and send them to your manager in advance in your meeting agenda so your manager can prepare thoughtful feedback. This also gives you time to self reflect and prepare for your part of the conversation.

Is this an opportunity to share a win? Don't be afraid to share and celebrate your wins. Help your manager see your progress and acknowledge your good work. This also helps your manager share your work with leadership who you might not interact with on a regular basis.

These simple changes will help your one on one meetings be more productive and show your manager that you're proactive about managing your work and your career — and confident in your abilities to do so.

Excerpted with thanks and permission from www.themuse.com. •



Essential Steps to Handle Negative Reviews

By Anita Campbell

Bad online reviews can cause potential customers to shop elsewhere, negatively impacting your business' bottom line. If your business has received a bad online review, here are steps you can take to handle it and minimize the damage.

RESPOND TO CUSTOMER REVIEWS

Ignoring a bad review won't make it go away. On the other hand, responding to customer reviews can result in better ratings and improve your business' online reputation.

The Harvard Business Review analyzed tens of thousands of hotel reviews and responses from TripAdvisor. The study found that around a third of reviews on TripAdvisor receive a response and almost a half of hotels respond to reviews. According to the study, hotels that respond to customer reviews receive 12 percent more reviews and their ratings increase by an average of 0.12 stars.

Yelp for Business Owners points out that responding to reviews is a great way to learn from your customers and build goodwill.

BE NICE AND AVOID GETTING PERSONAL

If you've received a bad review online, it can be tempting to defend your busi-

ness — and get personal in the process. However, as Google Business Support advises, it's important that business owners remain polite and avoid getting personal when they respond to reviews.

Replies should be useful, readable, and courteous, because it's difficult to win an argument with an unsatisfied customer. That's why it's important to think before you reply to a negative review. As Yelp for Business Owners points out, if a reviewer believes you're being "rude, condescending or disingenuous in any way, there's a chance he or she could get angry and make the situation even worse."

THANK YOUR REVIEWERS AND CUSTOMIZE RESPONSES

You might be angry over a bad review, but your response should be professional, authentic, and humane. Apologize to the customer and thank them for taking the time to highlight issues with your business. That can help transform a negative review into a positive one.

Also, make sure you use the reviewer's name and recap their specific complaint. Customizing responses will show that your business genuinely appreciates customer feedback.

TAKE THE TIME TO UPLOAD AN IMAGE WITH A REVIEW RESPONSE

Yelp requires all business account users to upload a real photo before they message customers. Yelp does this in order to make the messages more personal.

If you're responding to a bad review, make a video response message or send relevant photos with your response. It will show that you're taking the complaint seriously and are responding in a diligent way, which can help build trust with your customers and win them over — despite their negative experience.

SHOW YOU'VE TAKEN THE NECESSARY ACTION

Customer feedback is an essential part of improving business performance. If you've received a negative online review, showing that you've taken the steps to resolve the issue could help turn a negative review into a positive one.

Once you've acted upon the issue your customer raised, reply to the complaint on the review site so that other customers can read what about what you've done.

Excerpted in part with thanks from www.smallbiztrends.com. •



HOW DO YOU MEASURE UP?



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MAINTENANCE MANIA!®

Thursday

February 21, 2019

5:30-9:00pm

The Coliseum

535 4th Ave N • St. Petersburg, FL 33701

**Are you the fastest?
Here's your chance to prove it!**

Come and compete in maintenance-focused challenges, you could earn the title of Maintenance Mania® National Champion. Build a race car from maintenance products ahead of the event to race it down a 32' long track. You are sure to have a darn good time at one or all of the games.

- AO Smith
- Water Heater Installation
- Carrier Smart Comfort Air Conditioner Repair
- Fluidmaster Duo Flush Toilet Conversion
- Frigidaire Icemaker Installation
- Kidde Fire & Carbon Monoxide Safety Installation
- Kwikset Key Control Deadbolt Test
- SmartBurner™ Heating Element Installation
- Race Car Competition

You must compete in all challenges, plus enter a car in the race car competition to be able to qualify for a spot in the National Championship.

Event Schedule:

- Car check-in opens: 5:00 p.m.
- Registration for Guests: 5:30 p.m.
- Practice time: 5:30 - 6:00 p.m. Check out all the games!
- Competition begins: 6:15 p.m.
- Buffet 6:30 p.m.
- Awards Presentation at end of competition

Cost: \$45 Members, \$55 Non-members, Free for Competitors
(Competitors must complete at least 5 of the 8 games to qualify for free admission and dinner)

To receive Competitor's Registration Packet, visit
BAAAHQ.org/maintenance-mania or email Andrew@BAAAHQ.org.
Registration date for participants to complete all forms is 2/8/19.
Participants MUST be a member of BAAA in good standing in
order to compete. To join BAAA, please call 813-882-0222.



BAAA Event Information

DATE: Thursday, February 21, 2019

PLACE: The Coliseum, 535 4th Ave N, St. Petersburg, FL 33701

TIME: 5:30pm Registration, 6:15pm Competition Begins, 6:30pm Buffet

COST: \$45 Members, \$55 Non-Members, Free for Competitors

(Competitors must complete at least 5 of the 8 games to qualify for free admission and dinner)

RESERVE & SPONSOR AT BAAAHQ.ORG

Deadline is 2/8/19. No shows and non-cancelled reservations will be billed.

Sponsorship Opportunities

Platinum Sponsor \$1,000.00	<ul style="list-style-type: none">• Acknowledgment on all printed material relevant to the event• Four free admissions to Maintenance Mania Event• Sponsorship signage at the event on banner• Recognition from the podium during the event• Assist with awarding prizes and first choice on judging stations
Gold Sponsor \$800.00	<ul style="list-style-type: none">• Acknowledgment on all printed material relevant to the event• Two free admissions to Maintenance Mania Event• Sponsorship signage at the event• Recognition from the podium during the event• Assist with judging
Silver Sponsor \$600.00	<ul style="list-style-type: none">• Acknowledgment on all printed material relevant to the event• One free admission to Maintenance Mania Event• Sponsorship signage at the event• Recognition from the podium during the event• Assist with judging
Bronze Sponsor \$400.00	<ul style="list-style-type: none">• Acknowledgment on all printed material relevant to the event• Sponsorship signage at the event
Parking Sponsor \$200.00	<ul style="list-style-type: none">• Acknowledgment on all printed material relevant to the event• Sponsorship signage in parking lots and inside event



GOLF OUTING

THURSDAY | MARCH 21, 2019

NEWMONTH! SAME EVENT WITH HALF THE HEAT!



TOPGOLF®

Topgolf | 10690 Palm River Road | Tampa, FL 33619

11am to 12pm - Registration • 12pm to 4pm - Golf, Networking, Lunch & Awards

\$135 Per Player Members • \$780 Bay for 6 Members

Includes: Golf, Prizes, Hosted Bar, Gourmet Lunch and Awards Presentation



Golf skills are NOT REQUIRED to have fun!

**The event you can't afford to miss with
300+ industry peers in attendance.**

**PHASE 1
PRICING
ENDS
FEB 22!**

Corporate Sponsors

**[YOUR
LOGO
HERE]**

**DECEMBER 6
BOARD OF DIRECTORS
MEETING**

4:30 to 5:45pm
Crowne Plaza Tampa Westshore
5303 W Kennedy Blvd
Tampa, FL 33609

**DECEMBER 6
BOARD INSTALLATION &
HOLIDAY DINNER**

6:00 to 10:00pm
Crowne Plaza Tampa Westshore
5303 W Kennedy Blvd
Tampa, FL 33609
\$55 Members, \$65 Non-Members

Join us for our annual holiday dinner as we install the 2019 officers and directors and celebrate the holidays.

**JANUARY 19
DIAMONDS &
PEARLS GALA
GOLD MEDALLION
AWARDS**

6:30pm to 12:00am
Hilton Tampa Downtown
3rd Floor, Bayshore Ballroom
211 North Tampa Street
Tampa, FL 33602
\$100 before 12/14/18
\$125 until 1/2/19
\$150 until 1/9/19

Join us for professional networking and reception followed by the Gold Medallion Awards presentation. The evening ends with an After Party featuring a one hour open bar and music.

Make your reservations today!

*You can register
for any event at
www.BAAAhq.org*

*Members must log in
to the website
to receive member pricing.*

*Reservations and
cancellations accepted
up to 48 hours before event.*

*No shows and
non-cancelled reservations
will be invoiced.*



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					

DECEMBER

DECEMBER 2

Hanukkah Begins

DECEMBER 6

Board of Directors Meeting

4:30 to 5:45pm @ Crowne Plaza Tampa Westshore

DECEMBER 6

Board Installation and Holiday Dinner

6:00 to 10:00pm @ Crowne Plaza Tampa Westshore

DECEMBER 25

Christmas

BAAA Offices will be Closed

DECEMBER 26

Kwanzaa Begins

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		

JANUARY

JANUARY 1

New Year's Day

BAAA Offices will be Closed

JANUARY 19

Diamonds & Pearls Gala

Gold Medallion Awards

6:30pm to 12:00am @ Hilton Tampa Downtown

**You can register for any event at www.BAAAhq.org
Members must log in to the website to receive member pricing.**



Diamonds & Pearls Gala

Celebrating 30 Years!
GOLD MEDALLION AWARDS

SATURDAY, JANUARY 19, 2019

6:30PM TO 12:00AM

Hilton Tampa Downtown

3rd Floor, Bayshore Ballroom

211 North Tampa Street

Tampa, Florida 33602

Requested Attire: Formal, Accenting Diamonds & Pearls

The Gold Medallion Awards program recognizes the
"Best of the Best" in the multi-family housing industry.

The event begins with professional networking and reception
followed by the presentation of awards in multiple categories.

The evening ends with an After Party featuring a one hour open bar and music.

Nominations open on September 4th, close on December 14th.

Ticket price per person is as follows and includes reserved seating:

 **\$100 per person before December 14th, ticket will be mailed**

 **\$125 until January 2nd, ticket will be mailed**

 **\$150 until January 9th, ticket will be available at will call**

Visit www.theGMAs.com to register for this priceless event!

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Monthly Cost:

Fourth Page B/W

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Fourth Page Color

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Member Price: \$175

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Member Price: \$250

Full Page Color

Non-Member Price: \$450

Member Price: \$385

Half Page Horizontal

B/W Non-Member Price: \$200

Member Price: \$175

Half Page Horizontal Color

Non-Member Price: \$300

Member Price: \$225

Half Page Vertical B/W

Non-Member Price: \$225

Member Price: \$200

Half Page Vertical Color

Non-Member Price: \$325

Member Price: \$250

Third Page Vertical B/W

Non-Member Price: \$180

Member Price: \$150

Third Page Vertical Color

Non-Member Price: \$280

Member Price: \$200

*For more advertising info call
BAAA at 813-882-0222 or
go to www.BAAAHQ.org*

ADVERTISERS

House of Floors	5
Law Offices of Heist, Weisse & Wolk, PA	36
Lindsey M. Porter, PA	4
Professional Grounds Management	8
Switch Electric	2

For ad info call BAAA at 813-882-0222.

BAAA WEBSITE

**Have you created an account on our website?
Get the most out of your membership!**

With your login, you will be able to:

- Register for events and classes
- Update your profile information to include a photo, bio and other marketing details
- Track event attendance
- View/Pay company invoices
- And, much more!

In order to create your new login, please complete the steps below.

1. Visit <https://www.baaahq.org/login>
2. Click "Create an Account"
3. Agree to the Terms and Conditions
4. Enter your email and select a password.
(You can also choose to login using your Facebook or Google+)
5. You may be prompted for contact information.
If so, enter it and click "Complete Registration."

*If you need help, call
BAAA at 813-882-022*



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