

BAYLINE

January 2018



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2018**

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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.

Editor: Nena Gang (staff@baaahq.org);

Graphic Design: Sandy Cox (saundracox@verizon.net); Photos: DaveMoorePhoto.com (727) 323-5077

Dues, contributions or gifts to the Bay Area Apartment Association are not deductible as charitable contributions. For federal tax purposes, however, such dues, contributions or gifts may be deductible under other sections of the Internal Revenue Code. Please consult your tax advisor.



Annual FAA Legislative Conference January 30th & 31st

By Robert Griffiths, BAAA Government Affairs Director

BAAA needs your help to get the message across to our legislators about several issues of concern to the multi-family industry. The annual FAA Legislative Conference will be held this year on January 30th and 31st in Tallahassee. Tuesday's schedule will include committee meetings, the FAA board of directors meeting, a full legislative issues briefing and a networking reception to close out the day.

The FAA Legislative Conference Hotel has sold out — the secondary locations Aloft Hotel and Candlewood Suites still have rooms at this time. Please go to www.faaahq.org for Conference and Hotel Registration information.

BAAA and FAA needs your participation in the Conference to insure

that multi-family's voice is heard when we meet with the elected officials who have a direct impact on our resident's, our owners, suppliers and our jobs and economy.

Wednesday's Hill visits will be a great opportunity to see Florida's government at work as the BAAA teams begin their appointments with elected officials from the Bay Area to thank them for their support in the past and to ask if we can assist them in any way. You will have time to network briefly and to share the reason you are there and why you are asking for the legislator's support.

You will have hand out materials to share with the person you are meeting with during your visit. Be sure to take

business cards with you and to get the card of the aide or the representative who met with you. If appropriate, ask permission to take a photo as you leave.

This three priorities for this year's Legislative days at this time are the William E. Sadowski Affordable Housing Trust Fund, door to door Valet Trash Collection for Apartments and Renters Insurance concerns. There are other issues that may arise as the session progresses, FAA and BAAA will keep us updated as the they develop.

BAAA has made arrangements to reimburse our attendees for the \$95 FAA registration fee. If you have questions about the Conference or are interested in car pooling to Tallahassee, please give me a call at the BAAA office. •



The BAAA Team from 2017!

Three apartments, one difference



Smoke Free Housing Policy

Promoted as "amenity"
 Saved money on rehab
 Saved time on turnover
 Insurance cost decrease
 No issues with enforcement

Fire damage
 \$\$\$ in rehab costs
 Tenant complaints
 Less market value

84% of adults in Florida are non-smokers



4 out of 5 would prefer a smoke free building policy

Add an amenity that will subtract your costs

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Understanding Your Cultural Heritage

Each of us adds to our own unique heritage based on multiple customs learned from generations of family members and ancestors.

Every new resident who moves into your apartment community will have a virtual history of their heritage as you get to know them. Cultural heritage includes tangible culture (such as buildings, monuments, landscapes, books, works of art and artifacts).

The act of keeping cultural heritage from the present for the future is known as preservation or conservation though these terms may have more specific or technical meaning in the same contexts in other languages.

Cultural heritage in general consists of the products and processes of a culture that are preserved and passed on through the generations. Some of that heritage takes the form of cultural property, formed by tangible artifacts such as buildings or works of art. Many parts of culture, however are intangible, including song, music, dance, drama, skills, cuisine, crafts and festivals.

Intangible cultural heritage often is related through the performing arts, folklore, traditions, language, traditional craftsmanship and learned knowledge. This includes social customs during specific periods in history which required strict rules for operating in a particular cultural environment.

Intangible cultural heritage is passed orally within a community, and while there may be individuals who are known tradition bearers, intangible cultural heritage is often broader than one individual's own skills or knowledge. Each member of the community possesses a piece of the shared knowledge. Crucial knowledge is passed on during community activities, frequently without any conscious attention to the process.

Modern technology has made it possible to preserve so much more family's cultural heritage for future generations. Get in the habit of asking grandparents, parents and other family members about their childhood, their parents, what they did for a living and what it was like growing up in their younger years.

Record as much information as possible so that you can share the information with cousins, siblings and other family members.

If you have residents who are not from this country, learn as much as possible about their homeland and the joys and challenges they faced before coming to Florida. The more we understand the make up of our residents, the more we can deliver the services they want and to keep them renewing their leases.

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





OSHA Hazardous Cleaning Update

PROTECTING WORKERS WHO USE CLEANING CHEMICALS

Workplaces, often use cleaning chemicals to ensure the cleanliness of their buildings. Workers who handle these products include building the maintenance team, porters and housekeepers. Some cleaning chemicals can be hazardous, causing problems ranging from skin rashes and burns to coughing and asthma. Many employers are switching to green cleaning products because they are thought to be less hazardous to workers and the environment.

This OSHA update provides information to help keep workers safe when working with cleaning chemicals. What you can do to keep workers who use these products safe. Stay informed. Have stand up meetings, take the time to look over the product labels and the Safety Data Sheets. Make sure cleaning supplies/chemicals are stored in an area with proper ventilation.

A number of factors should be considered before choosing a cleaning product, including ingredients, how it will be stored, whether ventilation is adequate where it's being used, if it can come in contact with a worker's skin,

and whether mists or vapors are released.

If employees will be using hazardous cleaning chemicals, they need to be trained. Required training under OSHA's Hazard Communication Standard (1910.1200) includes understanding:

- The health and physical hazards of cleaning chemicals
- How to properly handle, use and store the products
- What type of personal protective equipment to wear
- How to use the hazard information, including labels and Safety Data Sheets
- Proper First Aid procedures to follow in the event of a spill

Don't mix different chemicals, because life threatening gases potentially can be released. For example, OSHA warns that mixing cleaning products that contain bleach with ammonia can result in severe lung damage or death. Cleaning chemicals should not be used to wash hands. Wash hands with water

after working with a cleaning chemical, especially before eating, drinking or smoking.

WORKER TRAINING

Chemicals pose a wide range of health and safety hazards to ensure that information about these hazards and associated protective measures is communicated to workers. Worker training must be provided if the cleaning chemicals are hazardous. This training must be provided before the worker begins using the cleaner. Employers must provide training to workers at a level and in a language and vocabulary that they can understand.

The Occupational Safety and Health Administration (OSHA) provides information on putting together a comprehensive chemical hazard communication program. OSHA also has guidance on personal protective equipment (www.osha.gov/Publications/osa3151.html), including the types of gloves recommended for exposures to different chemicals.

Information for the article excerpted with thanks from www.osha.gov •



Hazard Communication

Workers have the right to *know* and *understand* the hazardous chemicals they use and how to work with them safely.

www.osha.gov/hazcom 800-321-OSHA (6742) TTY 1-877-889-5627

HAZARD COMMUNICATION STANDARD

PICTOGRAM CHALLENGE

Match the Hazard Letter to the Pictogram

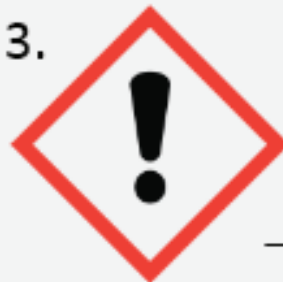
1.



2.



3.



4.



5.



6.



7.



8.



9.



A. Acute Toxicity (fatal or toxic)

B. Acute Toxicity (harmful)

C. Aquatic Toxicity

D. Aspiration Toxicity

E. Carcinogen

F. Corrosive to Metals

G. Emits Flammable Gas

H. Explosives

I. Eye Damage

J. Flammables

K. Gases Under Pressure

L. Hazardous to Ozone Layer
(Non-Mandatory)

M. Irritant (skin and eye)

N. Mutagenicity

O. Narcotic Effects

P. Organic Peroxides [Use twice]

Q. Oxidizers

R. Pyrophorics

S. Reproductive Toxicity

T. Respiratory Sensitizer

U. Respiratory Tract Irritant

V. Self-Heating

W. Self-Reactives [Use twice]

X. Skin Corrosion/Burns

Y. Skin Sensitizer

Z. Target Organ Toxicity

See the answers on page 30.

Thoughts FOR THE New Year

The tree and decorations have been taken down and put away for another year as we begin 2018 filled with hope for a better year for ourselves, families, friends and co-workers. As you read this, many New Year's resolutions have already been broken, so it's easy to go back to life as usual.

Consider these suggestions for ways to be more than just "usual."

Put "you" first.

Take care of your health, physical and mental. Invest in yourself to make sure you are well. If you need to make changes, don't put it off. See the proper trained professional who can provide the care you need and deserve to lead a productive and happy life.

Be kind.

In a world filled with sorrow, anger and instability, try to be kind to all you see. It doesn't matter who they are, where they are from or where they are going, a kind word or deed can make someone's day better.

Donate & Volunteer.

Find a cause that interests you and needs your help. There are so many organizations that need assistance to accomplish their goals for people and animals in our community. Be part of the solution to many who need a hand up, not a hand out.

Always keep your sense of humor.

Be joyful in everything you do. Even the "yucky" things.

It is what it is.

Be prepared to deal with mistakes. Except failure as part of the learning process. Bad things happen, don't over think the issue. Keep it simple, look for solutions and move forward. Deal with what is in front of you.

LINDSEY M. PORTER, P.A.
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The hiring of a lawyer is an important decision that should not be based solely upon advertisements. Before you decide, ask us to send you free written information about my qualifications, experience and fees.

Learn to forgive.

If you don't learn to forgive, you may miss out on the big picture. Many disagreements are momentary reactions to aggravations that distract us from other activities. Anger is not healthy and forces you to keep the same defensive perspective far too long. Too many families haven't spoken to each other in decades over past arguments left unresolved.

Have an insatiable curiosity.

Ask questions, think outside the box. Learn about the history of your company and the community where you work. Ask your parents or grandparents

about their lives as they grew up. Start a digital history to share. There are truly no stupid questions.

Be inspired by the great and small accomplishments of others.

Take the time or make the time to congratulate your co-workers, friends or family members on their good fortune. Stress teamwork. And the fact that a dedicated group of people who truly believed in their task can accomplish almost anything.

Always make new friends everywhere you go.

You have plenty of time to make friends. It's not difficult and doesn't cost any money. All you have to do is go up to someone, offer your hand for a handshake and just tell them something — anything — about yourself. That's how to start a conversation and make friends — some for today and some for a lifetime. •



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BEWARE!

Warning Signs of Identity Theft

WHAT IS IDENTITY THEFT?

Identity (ID) theft is a crime where a thief steals your personal information, such as your full name or social security number, to commit fraud. The identity thief can use your information to fraudulently apply for credit, file taxes, or get medical services. These acts can damage your credit status, and cost you time and money to restore your good name. You may not know that you are the victim of ID theft until you experience a financial consequence (mystery bills, credit collections, denied loans) down the road from actions that the thief has taken with your stolen identity.

WHAT DO THIEVES DO WITH YOUR INFORMATION?

Once identity thieves have your personal information, they can drain your bank account, run up charges on your credit cards, open new utility accounts, or get medical treatment on your health insurance. An identity thief can file a tax refund in your name and get your refund. In some extreme cases, a thief might even give your name to the police during an arrest.

Check these clues that someone may have stolen your personal ID and information:

- You see withdrawals from your bank account that you can't explain.
 - You don't get your bills or other mail.
 - Debt collectors call you about debts that aren't yours.
 - You find unfamiliar accounts or charges on your credit report.
 - Medical providers bill you for services you didn't use.
 - Your health plan rejects your claim because the records show you've reached your benefits limit.
 - A health plan won't cover you because your medical records show a condition you don't have.
 - The IRS notified you that more than one tax return was filed in your name.
 - You're informed that your information was compromised by a data breach at a company where you do business.
- You can take these steps to help protect yourself from identity theft:**
- Secure your social security number in a safe place, but don't carry your social security card with you. Don't respond to unsolicited requests for personal information.
 - Place a hold on your mail when you will be out of town for several days. Pay attention to your mail pattern and contact the post office if you notice you haven't received your usual bills, magazines, etc.
 - Enable the security features on all mobile and desktop devices, especially if you have contacts, banking websites and applications saved. Update sharing and firewall settings when you're on a public wifi network.
 - Promptly compare receipts with all account statements. Watch for unauthorized transactions.
 - Shred receipts, credit offers, account statements, and expired credit cards, to prevent — dumpster divers — from getting your personal information.
 - Store your information in a safe place at home and at work.
 - Make sure your fire walls and virus detection software is up to date on all your home computers.
 - Create complex passwords that identity thieves can't easily guess.
 - Change your passwords if a company that you do business with has a breach of its databases.
 - Review your credit report once a year to be certain that it doesn't include accounts that you have not opened.

Reprinted with thanks from www.identitytheft.gov

Initial fraud alerts, credit freezes, and credit locks: What's the difference?

What you should know about	Initial fraud alerts	Credit freezes	Credit locks
Purpose	Verify your identity before extending new credit	Restricts access to credit file to prevent identity theft	
Legal protections	Based on federal law (Fair Credit Reporting Act)	Based on state law	Based on consumer's lock agreement with each credit reporting agency (CRA) Varies by CRA & may change over time
Fees	Free	<ul style="list-style-type: none"> Free from Equifax until January 31, 2018 Free for id theft victims & in some states free for people over age 62 Otherwise, \$5-\$10 per credit reporting agency (CRA) each time you freeze or unfreeze 	<ul style="list-style-type: none"> Free from Equifax, as part of free credit monitoring service Otherwise, CRAs may charge monthly fees Monthly fees may change
Links	Place a fraud alert with any one of the three: <ul style="list-style-type: none"> Transunion Equifax Experian 	Place a credit freeze with all three: <ul style="list-style-type: none"> Equifax Experian TransUnion 	Place a credit lock with all three: <ul style="list-style-type: none"> Experian TransUnion Equifax
Turning them on and off	A fraud alert: <ul style="list-style-type: none"> Lasts 90 days Can be renewed for free for an additional 90 days, as many times as you want 	To freeze or unfreeze: <ul style="list-style-type: none"> Online or by phone Requires a PIN 	To lock or unlock: <ul style="list-style-type: none"> Online only No PIN required

DINNER PHOTOS



DINNER PHOTOS



DINNER PHOTOS



DINNER PHOTOS



DINNER PHOTOS



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DINNER PHOTOS



The Bay Area Apartment Association Presents

"All Hands on Deck"

NAAAPAC Fundraiser



March 29, 2018

6:00-10:00 p.m.

\$75.00 per person

Tickets at BAAHQ.org



SS American Victory

World War II Ship

705 Channelside Dr.

Tampa FL, 33602

Explore & tour this historic ship

Enjoy food, cocktails, and a DJ on the top deck

Prize Drawings and Networking with Industry Leaders



NAAPAC contributions must come directly from an individual's personal funds. For this event, all tickets & auction items must be purchased from individuals instead of companies or corporations. Please consider purchasing your own ticket and applying for reimbursement.

Presented By



Presenting Sponsor



Sponsored By



MAINTENANCE MANIA!

Thursday

February 15, 2018

5:30-9:00pm

Tampa Letter Carriers Hall

3003 West Cypress Street • Tampa, FL 33609

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
- Seasons Ceiling Fan 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 7:30 p.m.
- Awards Presentation at end of competition

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

(Competitors must complete at least 4 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 2/8/18. Participants **MUST** be a member of BAAA in good standing in order to compete. To join BAAA, please call 813-882-0222.

MAINTENANCE MANIA!®

BAAA Event Information

DATE:

Thursday, February 15, 2018

PLACE:

Tampa Letter Carriers Hall, 3003 West Cypress Street, Tampa, FL 33607

TIME:

5:30pm Registration, 6:15pm Competition Begins, 7:30pm Buffet

COST:

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

RESERVE AT BAAAHQ.ORG

No shows and non-cancelled reservations will be billed.

Sponsorship Opportunities

<p>Platinum Sponsor \$1,000.00</p>	<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
<p>Gold Sponsor \$800.00</p>	<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
<p>Silver Sponsor \$600.00</p>	<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
<p>Bronze Sponsor \$400.00</p>	<ul style="list-style-type: none"> • Acknowledgment on all printed material relevant to the event • Sponsorship signage at the event

EDUCATION & EVENTS

JANUARY 19 ASSOCIATE'S COUNCIL LUNCHEON

11:30am to 1:30pm

Brio Tuscan Grill

International Mall, Tampa, FL

\$40 Members/ \$50 Non-Members

Meet your newly installed BAAA President Chris Koback, Regional Manager with South Oxford Management and make 2018 the year you get engaged with BAAA! Learn about our upcoming events and get all your membership questions answered!

JANUARY 25 BOARD OF DIRECTORS MEETING

4:30pm to 6:00pm

Tampa Housing Authority

5301 W. Cypress St.

Tampa, FL 33607

All Members are welcome to attend our Board of Directors Meeting! To insure adequate seating, reservations are mandatory for this meeting. If you plan on attending, please register.

JANUARY 30 & 31 FAA LEGISLATIVE CONFERENCE

Tallahassee, FL

For More Information Contact:

Rona Long

rona@faahq.org

(407) 960-2910

[https://www.faahq.org/
events/2018-legislative-conference](https://www.faahq.org/events/2018-legislative-conference)

The annual Legislative Conference is your opportunity to make your voice heard in Tallahassee. New legislation impacting our industry is being filed for the 2018 session.

FEBRUARY 13 & 14 NAA CAMPUS CONNEX STUDENT HOUSING CONFERENCE

Omni Resort at ChampionsGate

Info: NAA (703) 518-6141

[https://www.naahq.org/
campusconnex](https://www.naahq.org/campusconnex)

FEBRUARY 15 MAINTENANCE MANIA

5:30pm Registration

6:15pm Competition

7:30pm Buffet

Tampa Letter Carriers Hall

3003 W. Cypress St.

Tampa, FL 33607

\$45 Members/\$55 Non-Members

Free for Competitors

FEBRUARY 20, 21, 22 CERTIFIED APARTMENT MAINTENANCE TECHNICIAN

8:00am to 4:30pm

Chadwell Supply

5115 Joanne Kearney Boulevard

Tampa, FL 33619-8602

Members \$839/Non-Members \$989

See page 31 for course description.

FEBRUARY 22 BOARD OF DIRECTORS MEETING

4:30pm to 6:00pm

Tampa Housing Authority

5301 W. Cypress St.

Tampa, FL 33607

All Members are welcome to attend our Board of Directors Meeting! To insure adequate seating, reservations are mandatory for this meeting. If you plan on attending, please register.

CONGRATULATIONS CREDENTIAL SCHOLARSHIP WINNERS

CERTIFIED APARTMENT SUPPLIER

LISA LaVIGNE

Real Floors

EHAN SIDDIQUE

Quality Roofing

NATIONAL APARTMENT LEASING PROFESSIONAL

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South Oxford Management

A.G. RIVERA

Carroll Management

CERTIFIED APARTMENT MANAGER

DONNA MARTIN

Vidalta Property Management

EILEEN RIVERA

Meadow Wood

CERTIFIED APARTMENT PORTFOLIO SUPERVISOR

SONJIA REYNOLDS

Franklin Street

BENNIE SANTIAGO

Collier Companies

CERTIFIED APARTMENT MAINTENANCE

TECHNICIAN

RACHID MAGHRITI

Pinnacle

LIONEL St HILAIRE

Carroll Management

Register for any event at www.BAAAhq.org

Reservations and cancellations accepted up to 48 hours before event.
No shows and non-cancelled reservations will be invoiced.

Answer Key: 1) D, E, N, S, T, Z. 2) G, J, P, R, V, W. 3) B, L, M, O, U, Y. 4) K. 5) F, I, X. 6) H, P, W. 7) Q. 8) C. 9) A.

NATIONAL APARTMENT LEASING PROFESSIONAL

Leasing professionals are the first people prospective residents meet, and often their only gauge of the property staff. This course is designed to teach these professionals skills to help them become top producers. The NALP class covers all aspects of the leasing process. You will enhance your qualifying, demonstrating and closing skills and learn how to turn your prospects into residents.

The NALP course includes:

- Keys to Success in Leasing
- Telephone Presentations
- Leasing and the Internet
- The Leasing Interview
- Rental Policies and Procedures
- Legal Aspects
- The Market Survey Presentation

Summer: May 10, 11 & June 19

Fall: September 12, 13 & October 10

Member \$449/Non-Member \$599

CERTIFIED APARTMENT MAINTENANCE TECHNICIAN

Maintenance expenses are the single largest controllable element in any operating budget. This course is designed as an introduction for new maintenance professionals or as a refresher for the veteran employee, to give these professionals the knowledge and tools necessary to run an effective maintenance program.

- Electrical Maintenance and Repair
- Plumbing Maintenance and Repair
- Heating, Ventilation and Air Conditioning (HVAC) Maintenance and Repair
- Appliance Maintenance and Repair
- Interior and Exterior Maintenance and Repair

February 20, 21, 22 & March 22, 23

September 12, 13, 14 & October 24, 25

Member \$839/Non-Member \$989

CERTIFIED APARTMENT MANAGER

The onsite manager is a vital link between apartment residents and the community owners and investors.

The CAM training includes:

- Industry Essentials
- Financial Management
- Marketing
- Property Maintenance for Managers
- Risk Management
- Legal
- Human Resources
- Resident Experience

April 3, 4 & 5 and April 16, 17 & 18

Member: \$959/Non-Member: \$1109

SUPPLIER SUCCESS

The Supplier Success course is designed to offer an overview of the apartment industry and recommends ways that suppliers can maximize partnerships with apartment owners, apartment management companies and apartment association members. It was written by successful apartment industry suppliers with years of professional experience.

March 20 & October 22

Member: \$99/Non-Member: \$199

CERTIFIED APARTMENT SUPPLIER

Suppliers are important liaisons to the multifamily housing industry. This program is designed as an opportunity for suppliers to hear the everyday challenges faced by the apartment manager customer. The CAS program is ideal for new salespeople as well as veterans of the industry. Open to Supplier/Associate Members and covers industry information that will give attendees a better understanding of how apartment communities function and the challenges faced in day to day operations.

CAS Course Includes:

- Applicant screening, leasing contracts, and move-ins
- Rent collection, lease renewal, the move-out process, lease termination, and eviction
- Property management systems and their functions
- How community managers create a positive fair housing environment

CREDENTIAL CLASSES

- Minimizing risk through inspections, preventative maintenance, safety programs, and documentation
- Addressing property and environmental hazards and crime
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve an owner's investment goals
- Maximizing net operating income

April 3, 4, 5 & April 16, 17

Member: \$579/Non-Member: \$729

CERTIFIED APARTMENT PORTFOLIO SUPERVISOR

Earning your CAPS takes you to the next level in property management. It fast-tracks your career advancement and your corresponding earning potential.

You'll learn about:

- Recruiting employees
- Employee performance, engagement, and retention
- Minimizing conflict
- Ethics and conflicts of interest
- Annual operating budgets and owner performance objectives
- Property and portfolio results
- Due diligence process
- Property takeover process
- Capital improvement plans
- Managing risk
- Minimizing legal risk and liability
- Regulatory agency oversight of assisted housing
- Analyzing property performance data to inform action
- Management agreements
- Evaluating and reporting property performance

March 5, 6, 7 & 8

Member: \$1499/Non-Member: \$1649

For more information, contact:

Debra@baaahq.org or call

(813) 882-0222 x3

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			

JANUARY

JANUARY 1

New Year's Day

BAAA offices will be closed

JANUARY 12

Gold Medallion Awards Black & White Gala

6:30pm to 12:00am @ Bryan Glazer Family JCC

JANUARY 15

Dr. Martin Luther King, Jr. Day

JANUARY 19

Associate's Council Luncheon

11:30am to 1:30pm @ Brio Tuscan Grill

JANUARY 25

Board of Directors Meeting

4:30pm to 6:00pm @ Tampa Housing Authority

JANUARY 30 & 31

FAA Legislative Conference

Tallahassee, FL

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			

FEBRUARY

FEBRUARY 13 & 14

NAA Campus Connex Student Housing Conference

Omni Resort at ChampionsGate

FEBRUARY 14

Valentine's Day

FEBRUARY 15

Maintenance Mania Event

5:30pm Registration, 6:15pm Competition 7:30pm Buffet

Tampa Letter Carriers Hall

FEBRUARY 19

President's Day

FEBRUARY 20, 21, 22

Certified Apartment Maintenance Technician

8:00am to 4:30pm @ Chadwell Supply

FEBRUARY 22

Board of Directors Meeting

4:30pm to 6:00pm @ Tampa Housing Authority

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



MAINTENANCE MANIA!

DATE:

**Thursday
February 15, 2018**

PLACE:

**Tampa Letter
Carriers Hall
3003 W. Cypress St.
Tampa, FL 33607**

TIME:

**5:30pm Registration
6:15pm Competition
7:30pm Buffet**

COST:

**\$45 Members
\$55 Non-Members
Free for Competitors**

Register at

www.baaahq.org

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

You are invited to join in on all the fun of Maintenance Mania and cheer on your favorite competitor! You'll also enjoy a buffet and the awards presentation.

What is Maintenance Mania? A competition in which apartment pros from BAAA face maintenance-focused challenges that test their skills to earn the title of Maintenance Mania Champion. The top Region IX Champions then progress to the NAA Championship.

Here are the 8 challenges:

1. AO Smith Water Heater Installation
2. Carrier Air Conditioner Repair - *NEW for 2018!*
3. Fluidmaster Duo Flush Toilet Conversion
4. Frigidaire Icemaker Installation
5. Kidde Fire & Carbon Monoxide Safety Installation
6. Kwikset Key Control Deadbolt Test
7. Seasons Ceiling Fan Installation
8. Motorola Race Car Competition

*Make your reservations today
by going to www.baaahq.org!*

NEW MEMBERS

ASSOCIATES

Buyers Access

(303) 991-5550

CAM Service & Repair, LLC

2591 W Washington St

Orlando FL 32805

(407) 286-7573

Concrete & Concrete Repairs, Asphalt & Asphalt Repair

Frontier Communications

610 Zack St

Tampa FL 33602

(813) 440-9842

Telecommunications, Internet, Cable TV,

Equipment & Installation, Utilities

National Flood Experts

5811 Memorial Highway, #105

Tampa FL 33615

(813) 540-4027

Engineering Consultants, Insurance

Quality Care Air

9327 Zincoe Lane

Land O Lakes FL 34638

(813) 602-3226

Air Conditioning/Heating, Installation & Repair

Rapid Response Team

2250 N Andrews Ave

Pompano FL 33069

(954) 288-0602

Water Restoration, Mold Remediation

COMMUNITIES

Charleston on 66

12700 66th St N

Largo FL 33773

(727) 914-5600 Units: 258

IQ Apartments

12708 Bruce B Downs Blvd

Tampa FL 33612

(813) 549-8160 Units: 183

Lakeview Oaks Apartments

14201 Cyber Place

Tampa FL 33613

(813) 631-0300 Units: 252

Reflections Apartments

14525 Prism Circle

Tampa FL 33613

(813) 631-0522 Units: 168

Welcome!

ADVERTISERS

Lindsey M. Porter, PA 10

Rose Paving 11

Switch Electric 2

Tobacco Free Florida 4

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

DIRECTORY UPDATE

The Member Directory is accessible on the website at www.BAAAHQ.org. Please check your listing carefully. If you find something that is not right, complete the form below and return it to us. Please use this form for ALL changes or corrections to *Bayline*.

Company/Property _____

Address _____

City/State/Zip _____

Phone _____ Fax _____

E-mail _____ Page # _____

Comments: _____

FAX TO: (813) 884-0326
E-MAIL: STAFF@BAAAHQ.ORG

MAIL TO:
BAY AREA APARTMENT ASSOCIATION
19031 N. DALE MABRY HWY
LUTZ, FL 33548



GET YOUR 2017 THIRD QUARTER SURVEY

Owners and property managers throughout the Bay Area can simply log on to www.baaahq.org and purchase the 2017 Third Quarter Survey.

The myrentcomps.com on-line market survey software is designed specifically for property managers and owners to report their comps on-line and eliminate the need for making multiple phone calls that often go unreturned. Properties participating in the survey receive custom reports for their property, a free web-site and other benefits to encourage nearby properties to send in their information on a regular basis.

The Bay Area Apartment Association publishes the completed survey after the first and third quarter of each calendar year. The survey includes over 90 pages of detailed information in Hillsborough, Pasco, Pinellas and Polk Counties with both current and historic data. Each issue is available for purchase in both digital and print format at a discounted price for BAAA members.

Members – \$39.00 Digital Format | \$59.00 Print Format
Non - Members – \$150.00 Digital Format | \$170.00 Print Format

Order online at www.baaahq.org
For more information: Please call 813-882-0222.

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STRIKE THE RIGHT BALANCE BETWEEN RISK AND REWARD



Congratulations

TO THE CREDENTIAL CLASSES

2017 Graduates

CERTIFIED APARTMENT MAINTENANCE TECHNICIAN

Erick Adorno, *The Bainbridge Companies*
Darrell Autry, *Pinnacle, An American Mgmt. Services Co.*
Reinaldo Benitez, *WRH Realty Services*
Chris Brian, *Lincoln Property Company*
Erick Cabrera, *Eastern Properties RE*
Mateo Cepeda, *Cornerstone Residential Mgmt.*
Sherman Drumm, *GCI Residential*
Kris Durbin, *BH Management*
Scott Floyd, *Capreit Resident Services*
Javier Garcia, *Cornerstone Residential Mgmt.*
Michael Goldsborough, *Cornerstone Residential Mgmt.*
Javier Hernandez, *Harbour Group*
Jim Johnson, *Contemporary Mgmt Concepts, LLC*
Chad Kosier, *Contemporary Housing Alternatives of FL*
Paul Kostares, *Sentinel Real Estate Corporation*
Jorge Lallave, *Pinnacle, An American Mgmt. Services Co.*
Steffen Leonelli, *ZRS*
Matt Locke, *Carrier Corporation*
Richard Lopez
William McLaughlin, *Sentinel Real Estate Corporation*
Al Mendiola, *Capreit Resident Services*
Michael Morger, *Sentinel Real Estate Corporation*
Corey Morris, *WRH Realty Services*
George Morris, *BH Management*
William Negron, *WRH Realty Services*
Robert Noble, *Contemporary Housing Alternatives of FL*
Mike O'Leary, *GCI Residential*
Robinson Olivares, *BH Management*
Raul Polanco, *Cornerstone Residential Mgmt.*
James Puckett, *Cornerstone Residential Mgmt.*
Angelo Quinones, *Cornerstone Residential Mgmt.*
Miguel Rivera, *Sentinel Real Estate Corporation*
Ricardo Rivera, *MAA*
Joshua Robinson, *Sentinel Real Estate Corporation*
Javier Rosario, *MAA*
Marco Sanchez, *Bridge Real Estate*
Angel Santiago, *Harbor Group Management*
Alvin Santos, *Campus Lodge*
Jeremy Skinner, *Carter-Haston*
Mark Smith, *Cornerstone Residential Mgmt.*
Darren Yancey, *BH Management*

CERTIFIED APARTMENT MANAGER

Whittney Alexander,
Pinnacle, An American Mgmt. Services Co.
Kahri Douglas, *Carter-Haston*
Amber Dunaway, *The Collier Companies*
Erin Krohne, *Venterra Realty*

CERTIFIED APARTMENT SUPPLIER

Matt Locke, *Carrier Corporation*

SUPPLIER SUCCESS

Garrett Andrews, *Infinite Energy*
Tina Arbogast, *Greater Quality Pool Service, LLC*
William Arbogast, *Greater Quality Pool Service, LLC*
Nancy Baier, *Valet Living*
Mary Beth Suarez, *Valet Living*
Julio Casiano, *Reliable Parts + APD*
Abraham Chamo, *Sliding Door Roller Replacement Inc*
Michelle Chamo, *Sliding Door Roller Replacement Inc*
Doug Cullaro, *Capstone Credit & Collections, LLC*
Kirk Downey, *Abacode*
Markus Gierschner, *Valet Living*
Richard Ireland, *Servpro Tarpon/West Tampa*
Mike Jurek, *Absolutely Amazing Refinishing Inc*
Matt Justice, *Quick Response Fire Protection*
Richard Katat, *Fleetwash Facility Services*
Lisa LaVigne, *Real Floors*
Melissa Leal, *Cort Furniture Rental*
Matt Locke, *Carrier Corporation*
Henry Manson, *WellKept*
Rochelle Prado, *Interstate Restoration*
Angi Pusateri, *RentDebt Automated Collections, LLC*
Fernando Ramos, *Wayne Automatic Fire Sprinklers Inc*
Jennifer Salomon, *BIO-ONE*
Briana Sellers, *Valet Living*
Brenda Sweeting, *Absolutely Amazing Refinishing Inc*
Tammy Trainham, *Absolutely Amazing Refinishing Inc*
Ryan Watercutter, *Valet Living*
Erin Williams, *Valet Living*
Jennifer Zacharias, *Valet Living*