

BAYLINE

July 2017



HWW

ATTORNEYS AT LAW

TENANT EVICTIONS PROPERTY MANAGEMENT LAW

- FULL Legal Support and 3 ACCESSIBLE Attorneys
- FREE 7-DAY NOTICE PREPARATION SERVICE
- In-House LEGAL TRAINING for Property Managers
- FAST 24-Hour Eviction Filing in Most Cases
- EVICTION STATUS REPORTS
- FREE Faxed or Emailed Legal Answers for Your Paper Trail and File
- FREE Notices and Forms and EVICT.COM Website
- Staff of 27 who Handles Nothing but Property Management Law Issues

PLUS...

ONLINE PAPERLESS EVICTION PROCESS
- Input and Go!

LAW OFFICES OF
HEIST, WEISSE & WOLK

1.800.253.8428 • EVICT.COM
info@evict.com • FAX 1.800.367.9038

Serving the Property Management Professional Since 1989

"The hiring of a lawyer is an important decision that should not be based solely on advertising. Before you decide, ask us to send you free written information about our qualifications and experience." Available by Appointment: 37 N. Orange Avenue, Ste. 500, Orlando, FL 32801 • 17264 San Carlos Blvd., Ste. 308, Fort Myers Beach, FL 33931 - Principal Office



19031 N. Dale Mabry Hwy.
Lutz, FL 33548
813-882-0222
Fax: 813-884-0326
E-mail: staff@BAAAhq.org
Website: www.BAAAhq.org

OFFICERS

President

Jordan Petras, *Carroll Management Group*

1st Vice President

Chris Koback, *South Oxford Management*

Treasurer

Lisa Dailey, *Balfour Beatty Communities*

Secretary

Amy Coletti, *Meadow Wood Property Company*

Immediate Past President

Cecilia Ford, *Pinnacle Family of Companies*

DIRECTORS

Stacey Allison, *Berkshire Management*

Lori Borgman, *GCI Residential*

Leonard Burke, *Tampa Housing Authority*

Jimmy Chestnut, *Carroll Management Group*

Sandy Clark, *Sentinel Real Estate Corporation*

Donamae Clinebell, *Stalwart Capital*

Leslie DeMaio, *Milestone Management*

Chad Dewald, *Franklin Street*

Ken Fitzgerald, *Bell Partners*

Frank Ingrassia, *Carroll Management Group*

Malissa Lich, *Habitat*

Tara McBride, *Pinnacle*

Wendy Milenkevich, *Windtree*

Shannon Rico, *ZRS Management*

Clint Snouwaert, *Weller Residential*

ASSOCIATE'S COUNCIL

President

Lisa Lavigne, *Real Floors*

Vice President

Lucas Bourgeois, *RentPath*

Justin Frost, *Affinity Waste Solutions*

Richard Katat, *Fleetwash Facility Services*

Immediate Past President

Christina Knight, *Terminix*

PAST PRESIDENTS

Dan Allen, *Complete Climate Control*

Teri Allen, *Millennium Property Management*

Cindy Fredlund, *Camden*

Rod Graber, *The Continental Group*

Lori Krull, *Weller Management*

Marc Rosenwasser, *Meadow Wood Property Co*

David Watkins, Jr., *Watkins Realty Services*

Robert Griffiths, *Apartment Guardian*

Susan Truesdale, *Monument Real Estate Services*

Dana Hammond, *Robbins Property Associates*

FAA OFFICES

105 E. Robinson Street #301, Orlando, FL 32801
407-960-2910, www.faaq.org

NAA OFFICES

4300 Wilson Blvd., #400, Arlington, VA 22203
703-518-6141, www.naaq.org

CONTENTS

10

Excuse Me...How Rude!

12

The Case for Kindness

14

That's The Way We've Always Done It

16

Smoke Free Apartments

19

Trade Show Exhibitors & Photos

35

BAAA Cruise

36

Bowling for Charity

37

Golf Outing

41

Annual Auction

On the Cover

The BAAA Executive Committee visited every booth during the Trade Show, shook hands and took great group photos!

REGULAR FEATURES

- 4 Government Affairs • *Pasco County Impact Fees Update*
- 6 Diversity Digest • *How Smoking Affects Immigrant Culture*
- 8 Maintenance Matters • *No "Butts" About It!*
- 18 Associate Spotlight • *Ryman Roofing and Mechanical*
- 38 Education & Events • *July & August*
- 39 New Members • *Welcome*
- 40 Calendar • *July & August*
- 41 Membership Meeting • *Annual Auction*

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 (saudracox@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.



Pasco County Impact Fees Update

By Robert Griffiths, BAAA Government Affairs Director

Bayline Magazine welcomes Robert Griffiths as the new Government Affairs Director for the Bay Area Apartment Association. He is a former property owner, manager and Re-hab specialist. Robert is a Past President of BAAA, a multiple year delegate to FAA and NAA and a founding member of BAAA's Independent Owners Group.

The five Pasco County Commissioners are conducting hearings to potentially raise multifamily impact fees for new development currently imposed on developers by 185% in Pasco County.

We attended the last meeting to oppose such a burden for developers of new construction and will be attending several other meetings to raise our concerns, and hope to work toward a more reasonable solution.

If impact fees are increased to the level of the suggested amounts, they would be some of the highest amounts in Florida. Because of this, developers may elect to build their units in other areas, which will hurt employers looking for rentals for their employees close to where they work, and the county would

also miss out on the property tax generated from the multifamily units, year after year.

BAAA has reached out to several developers and home builders who would also be impacted by this proposed increase. If passed, many much needed affordable housing projects could be in jeopardy or abandoned in favor of luxury units where closeness to transportation is less of an issue.

Mark Ogier, President of Contra-Vest Development has spoken to the Commissioners and shared with them important multifamily history, information, and supportive data to illustrate why the proposed increase is so large, it may deter multifamily developers from building in Pasco County.

Mark is Past President of the Apartment Association of Greater Orlando and the Florida Apartment Association and currently has three properties in the Bay Area. His support, assistance and insight on this issue has been very insightful.

Courtney Barnard, Government Affairs Director for the Florida Apartment Association and AAGO Chief Executive Officer, Chip Tatum contributed their time, energy and knowledge to help BAAA promote the need for careful dialogue that will lead to solutions that will benefit all of Pasco County's constituents. Watch for more updates.

You can contact Robert at the BAAA office 813-882-0222 or e-mail him at gad@baaabq.org •

ANSWER FLORIDA'S FREE

Better Service!

Better Price!

- **Low Flat Monthly Rate**
- **Instant Emergency Notification**
- **All Emergency Calls Copied**
- **Customized For Your Property**
- **Exceptional Customer Service**

727-343-1111

 **ANSWER FLORIDA**
Better Service. Better Price.

MONTH SERVICE • ASK ABOUT

MONTH SERVICE • ASK ABOUT

ANSWER FLORIDA'S FREE

Multi-Family Specialists



EC-13005690



FULL SERVICE ELECTRICAL CONTRACTOR

Our Services Include:

- ⚡ Troubleshooting
- ⚡ Meter bank repair/ replacement
- ⚡ Apartment panel repair/ replacement
- ⚡ Apartment renovation
- ⚡ Pole lighting and maintenance
- ⚡ Tennis court lighting
- ⚡ Breezeway lighting
- ⚡ Exterior lighting
- ⚡ Pool lighting and transformers
- ⚡ Sign lighting
- ⚡ New wiring and rewiring
- ⚡ Smoke detector installation
- ⚡ Rehab and remodel
- ⚡ Add and replace GFCI protection
- ⚡ Surge protection

Registered With:

- ⚡ Compliance Depot
- ⚡ RMIS
- ⚡ Net Vendor
- ⚡ Notivus

**Free Estimates
Volume Pricing**

**24 HOUR
EMERGENCY
SERVICE**

800-929-5035

WE ALWAYS ANSWER OUR PHONES

www.SwitchElectric.net



How Smoking Affects Immigrant Culture

Cultures around the world differ substantially in their views on smoking. We've known about the health risks of smoking for a long time now. In the U.S. and many places around the world, this knowledge has shaped the relationship between culture and smoking, and made smoking something that's broadly discouraged in our society. While most countries take some anti smoking actions at the governmental level, there are many cultures around the world where smoking is almost expected, especially if you happen to be male.

When immigrants come to the U.S., they leave behind their home culture and become immersed in the American way of life. Along with that way of life comes social attitudes to things like smoking, and this can mean more

smoking for women and less for men.

Several studies have investigated the smoking rates among immigrants in the U.S., and in general they show that those who move to the U.S. smoke less than U.S. born citizens. A study including over 100,000 migrants found that their smoking rates, 14.2% of men and 4.1% of women, were notably lower than smoking rates in the United States.

One of the biggest issues in the link between smoking and culture is gender. In general, males are more likely to smoke than females in many cultures, generally in Africa, Southeast Asia, the western Pacific and the eastern Mediterranean. Often, smoking is seen as a "manly" activity and inappropriate for women. In Europe and the Americas,

this cultural expectation isn't present, though it undoubtedly was in the past.

People come from countries all over the world, and each brings their unique culture and attitudes along with them. Over time, though, they become more and more accustomed to life in the U.S., and their attitudes, values and even their behavior starts to change.

Why do people smoke less when they migrate? Researchers have suggested that "acculturation" plays a part in the process of integrating into U.S. culture, where there is little difference in the social expectations for men and women when it comes to smoking. This difference appears to disappear over time, which supports this theory.

One challenge is ensuring that immigrants have access to services that are available to them. There could be some confusion about whether new immigrant residents are eligible for stop smoking programs in addition to the usual problems with communication and language barriers. Outreach programs for minority communities could help with this, especially for those with the highest smoking rates.

Once these barriers have been overcome, all of the usual stop smoking treatments are just as effective for immigrants, so the same approach can be used to help them quit. Medications, nicotine replacement therapies and alternative nicotine products could be offered as part of any outreach programs for helping new minority groups become comfortable in their new country.

Information for this article excerpted with thanks from www.tobaccofreelife.org and www.wikipedia.org

JOHN E. McMILLAN

Landlord Attorney

Since 1978

5309 East Busch Boulevard
Temple Terrace, FL 33617

www.johnemcmillan.com

Phone: (813) 988-5135 • Fax: 989-2129

The hiring of a lawyer is an important decision that should not be based solely upon advertisements. Before you decide, ask for free written information about my qualifications, experience, and fees.



Creating an inspiring outdoor experience

FOR OVER 15 YEARS

- | | |
|--------------------------|-----------------------------------|
| ▶ COMMERCIAL MAINTENANCE | ▶ LANDSCAPE DESIGN & INSTALLATION |
| ▶ LANDSCAPE LIGHTING | ▶ HORTICULTURAL SERVICE |
| ▶ PEST CONTROL | ▶ IRRIGATION |
| ▶ ARBOR CARE | ▶ AND MORE... |



MISSION STATEMENT

The mission of Ameriscape Services is to create landscape management partnerships through unsurpassed customer service and quality.

www.ameriscapeusa.com | 813-948-3938 | info@ameriscapeusa.com



MAINTENANCE MATTERS

No “Butts” About It!

Even as the smoking rate has gone down, cigarette butts seem to be everywhere, scattered along green spaces, sidewalks, roadsides, beaches, waterways—virtually everywhere you go. The question is: Who picks up all the mess?

If you happen to be part of the on-site or maintenance support team on your property, the answer is: You Do! Now that leasing centers do not allow smoking inside, the problem of discarded butts on sidewalks, entryways and in courtyards is increasing. Cigarettes are often littered within 10 feet of a permanent ashtray. Cigarette butts make up nearly 38 percent of all cleaned up/collected litter. Disposing of cigarettes on the ground or out of a car is so common that 75 percent of smokers report doing it.

All these cigarette butts cost big bucks to clean up. Cities spend between \$3 million and \$16 million on cigarette clean up. Check out these Cigarette facts. Almost six trillion cigarettes are sold globally every year. Three hundred

sixty billion are sold in the United States. 99 percent of the 360 billion cigarettes sold have cellulose acetate filters; over one third of those – 120 billion are discarded into the environment.

Washed into rivers, lakes and the ocean, and eaten by birds, animals and fish, ‘butts’ are the most littered item in the U.S. and the world. Smoking related debris is one third or more of all debris items found on U.S. beaches and in rivers and streams.

Cigarette butt waste is toxic and is not biodegradable. Cigarette butts leach organic chemicals and heavy metals into the environment that are toxic to fresh and salt water fish. They can be poisonous when ingested by children and other living organisms.

There is no easy solution – several organizations are looking at alternatives to offset the cost of the clean up expense. Short term, remind residents to use the containers provided and make sure you have accessible butt buckets and containers available for residents use. Invest in attractive “No Smoking” and “No Littering” signs and keep them looking fresh at all times. Set good examples for residents and others on the property by not littering. Encourage co-workers to utilize stop smoking programs within your own team members.

Information provided in part by www.cigwaste.org, www.mparks.org, and www.tobaccofreelife.org •





House of Floors has been a family operated business since 1989. Over the past 22 years we have become a premier provider in the multi-family housing industry. House of Floors climb to market leadership is the result of our persistent focus on delivering service and honesty upon which we have built our company's reputation. We understand that in this challenging economy, you need a flooring company who you can trust to provide excellent quality, prompt service, and the most competitive and consistent pricing. We understand your needs and we can deliver!

How May We Help You?

At House of Floors we believe "We are better because we care!" Unlike our competitors, House of Floors is one of the only flooring companies that can service the entire state of Florida. Our success can be directly attributed to the way we do business. We offer much more in the way of Service, Coverage Area and Turnaround Time, Quality, Peace of Mind, Competitive Consistent Pricing, and Environmental Responsibility.



Customer Service

Does the company you are currently with, offer online, fax, phone and email ordering? Does your flooring company offer you online reporting capabilities that allow you to manage all of your ordering history?

House of Floors appreciates how important your time is; therefore we strive to make every interaction with us as seamless as possible. We give every customer the ability to order in the way that is most convenient to them. 24/7 Online, over the phone, via email, or via fax, we will take your order accurately and professionally no matter the modality you choose. Do you ever come across a situation where a renter didn't care for their flooring and it did not last its entire lifespan? Have you ever had to determine what the prorated amount would be? Do you ever just need information about what was done and when? We have you covered! With a few simple clicks, you can access your Order History, Invoice History, and even Pro-Rate the cost of the carpet to charge back the resident who damaged it.

Coverage Area and Turnaround Time

Do you have multiple properties in the state of Florida? Are you serviced without additional trip charges or fees?

With 8 locations across the state of Florida, we cover from the panhandle, to sunny Miami and every area in-between with absolutely no trip charges. No matter the time constraints you are faced with, we will provide our excellent service every time!

Can the company you are currently using offer you same day and next day service?

House of Floors provides "Same day", "Next day", "Emergency" and "Saturday" services to meet all of your flooring needs for the same low price. We'll even install on Sunday if you need us too.

Does the company you use have a fully stocked warehouse to meet ALL of your flooring needs?

If you need something done now or 6 months, we are ready and waiting with a fully stocked warehouse and showroom to provide you with the best in quality and service according to your schedule and always at the same low rate. Don't worry, if something needs to be special ordered, we can handle that too!



Quality

Does your carpet company provide you with licensed, insured, uniformed installers?

Each one of our 350 installation crews are prompt, efficient and highly skilled in flooring installations. From the moment a House of Floors uniformed installer arrives on your property, you can be assured that they will conduct themselves professionally and with as little disruption as possible to your property's residents and to your staff. Best of all, you can rely on the quality of our work. Our installers are fully licensed and bonded. Do you know if the company that you currently use can promise that?

Do they have a quality assurance program, to ensure consistent quality work, every time?

House of Floors has a quality assurance program to ensure we meet or exceed quality assurance standards. Our installers are consistently evaluated on every aspect of their work, from their appearance, to timeliness and quality of installation. If you choose House of Floors, you can rely on the quality of our work to be done right the first time... every time.

Environmental Responsibility

Is your current company environmentally responsible? Are you aware of their environmental impact?

It is up to all of us to ensure we minimize our environmental impact as much as possible so that future generations have the opportunity to enjoy it as we have. We are doing our part with an industry changing initiative to provide "cradle to cradle" solutions for your flooring needs. By partnering with Shaw Industries we can not only provide materials that are environmentally friendly and will never find their way into a landfill, but we will also make sure that the carpet from your property will also be recycled back into carpet.

Our "Eco" line of carpet provides your company with a way to control environmental impact, while still garnering competitive pricing and uncompromised service. To learn more about our "cradle to cradle" philosophy look us up at www.houseoffloors.com.



We can appreciate competition in our industry, and understand that you have a choice in which company you decide to use, so whether you are looking for the best Customer Service, Coverage Area and Turnaround Time, Quality, or the most Environmentally Responsible company, you will find everything you are looking for when you do business with House of Floors! For further information, contact us today or look us up online at:

www.houseoffloors.com

Excuse Me... How Rude!

Editors Note: This article was written regrettably, based on a recent real life experience.

Friday evening after a busy week, the last stop on the way home was a quick trip into a phone store to pur-

chase a \$50+ charger for my new phone. The first store was jammed with customers, “no problem,” I said to myself. Back in the car and quick trip to the second store near by. Great news, only one person behind the counter and still time to get the charger and be on my way home.

As I walked in, my customer service representative looked up and announced, “We’re closing in five minutes – you’ll have to come back tomorrow at 11:00 a.m.” I can only assume that he didn’t have to come in at 9:00 a.m. when the store opened but would be available to collect his sales commission after he arrived at 11:00 a.m. So much for customer service!

It doesn’t matter if you are an owner/manager, maintenance technician, supplier, leasing superstar or a prospect or resident. There’s one thing that will impact your career advancement even more than competence or expertise — they way you treat others.

THE PROBLEM WITH RUDENESS

Sometimes, we don’t have a clue about the effect we’re having on those around our co-workers and others we deal with on a day to day basis. Rudeness turns people off and creates ill will. This is true regardless of the rude person’s intentions – rudeness is always in the eyes of the recipient. It’s how people feel that counts, and that counts against you when you behave disrespectfully.

Rude behavior wears many differ-

ent faces, taking cheap shots, barking/shouting at others, a bored eye roll or loud sigh in a meeting, staring at the screen instead of the person speaking or interrupting someone with your own “bright” idea. No one enjoys being on the receiving end of these gestures. They are demeaning and create real barriers to creating a work environment that is productive and positive for everyone including co-workers, suppliers, residents and prospects.

It’s easy to blame stress or being over-worked as the reason for our rudeness. Regardless of the source, rude behavior takes its toll on our own, and our organization’s, ability to excel, lease, maintain, and keep our apartments occupied at capacity. Maybe, it’s time for some refresher in-house training on the job, on-line or at one BAAA’s upcoming seminars. Anger management and dealing with difficult customer service issues are one of many topics that you can attend and share with your team.

While rudeness can hold others down, kindness lifts us all up. Respect, dignity and value enrich our daily activities. Being courteous doesn’t cost...it pays. No one is likely to lose their jobs because they were too nice. Will you choose to lift others up or hold them down? And now, for the happy ending — my new charger works great! The customer service rep was happy to see me early on Saturday morning.

Read on. Please go to page 12 and we’ll share the value of the kindness approach.



**THEIR
HOME
YOUR
PROPERTY
OUR
PASSION**

www.unitedrenovations.com/ur-southeast
813.301.4555



The Case for Kindness

While rudeness can hold you down, kindness lifts us all up. Kind behavior is based on deep respect for others and tangibly recognizes dignity and value.

Sharing a smile, saying “please” and



“thank you,” showing genuine appreciation, listening without interrupting or planning a response, and using non-verbal eye contact to convey interest in the speaker are all ways to demonstrate kindness and respect to those you work with or for you. No kind action is too small or too subtle.

Valuing those you work with including your residents and prospects adds value to everything you do. Kindness helps people feel safe and valued, which leads them to be more productive and more open to sharing and cooperating. Displaying warmth and respect for others shows you are a leader — no matter your job title. We work harder for those who treat us with respect.

Will you choose to lift others up or hold them down? Your choice could mean the same for yourself and your career. Consider a few actions you can take to cultivate kindness in your work day.

Begin by paying attention to your personal behavior patterns of rudeness (or kindness). For example, when your mind starts racing over a current project does make it hard for you to pay attention to what a teammate is saying? Do you find yourself snapping at your coworker when the afternoon lull hits and your energy is low? Practicing mindfulness could be helpful.

Come up with a couple realistic goals for yourself based on your previous

patterns. What area can you start working on this week or this month? Perhaps you can commit to sharing a smile with people you pass in the hallway, or pledge to give a coworker a genuine compliment on their work on a recent project. No matter how small, notice and celebrate your personal progress.

You might want to try the “10/5 Rule.” This rule began in the hospitality industry as a way for hotel staff to interact with guests, however it can be applied in any workplace setting where we are interacting with others. Following this simple rule can go a long way in cultivating kindness within yourself and your workplace.

The “10/5 Rule” states that when you are within 10 feet of another person, acknowledge them by making eye contact and smiling. When you are within 5 feet of another person, offer a friendly greeting or other acknowledgment along with eye contact and a warm smile.

We live in a time crunched, stressed out society but a smile doesn’t cost anything and just like positive attitudes — can be contagious.

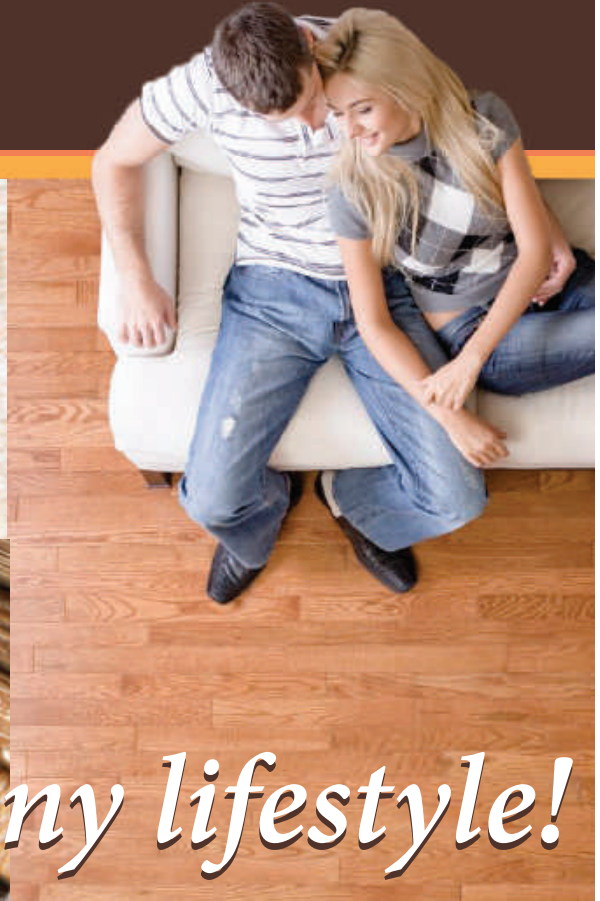
Why not try the kindness approach and see if it works for you. After all, anyone can be rude, being nice might get you a bonus, a raise or a new resident. Start by being kind to yourself and see where you go from there.

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



Lifestyle

FLOORING



Flooring to fit any lifestyle!

Founded in Tampa's historic Ybor City in 1963, Lifestyle Flooring has been serving the Florida apartment and homebuilding industry for 50 years. Lifestyle Flooring currently offers quality flooring solutions and exceptional custom service from locations throughout Florida, including our newest offices in Tallahassee & Ft. Myers.

We are proud to announce that we have recently changed our name from Lifestyle Carpets, Inc to Lifestyle Flooring, Inc. We have introduced a new logo and plan to unveil a new website in the coming months. The name change reflects the expansion of our business activities which include product lines beyond traditional carpets.

TAMPA

ORLANDO

MELBOURNE

FT. MYERS NEW OFFICE!

TALLAHASSEE NEW OFFICE!

JACKSONVILLE

GAINESVILLE

DAYTONA BEACH

SARASOTA



We proudly recycle
used carpet & padding

1(877) 383-1062
www.lifestyleflooringinc.com

That's The Way We've Always Done It

“That’s the way that we’ve always done it” often shares the spotlight with “If it ain’t broke, don’t fix it!” Change isn’t always good or bad — It implies things should stay the way that they are and there must be a good reason for why things are that way. “Because, I said so” is the answer that always reminds us of childhood memories when a parent or teacher didn’t want to deal with new possibilities or challenges that might have merit.

In the fast-paced world we now all live in, we are constantly forced to deal with change. Many of us are old enough to remember having only one rotary dial phone on the kitchen wall for the entire household to share. Those days

are long gone — but the tendency to resist change in general persists. Workplace changes are even harder to accept. Co-workers, residents and prospective customers always want to know “Why” and instantly assume the proposed new policy or procedure is directly aimed at them.

We become defensive on demand and often don’t bother to ask for information that might in fact, be self explanatory and positive. In fact, using the “tell me” more theory might do away with a lot of the doubtful attitude we are wired to drag out on general principle.

Communication is absolutely necessary if you want to be successful in

adopting and implementing a major change on your property or in your company. Not just memo’s and rah-rah’s sprinkled between a few coffee and Danish a.m. meetings or deli lunches. Be prepared to explain, include and show as many times as necessary what these changes will mean to you, your co-workers and everyone on your property.

What are some of the signs of change that team members need to overcome? All on-site workers from the top down need to realize that age does play a part in the process. For some people who are very set in their ways and are used to doing things “their way.” New processes, upgrades and the fear of having to learn new skills can be very



Rose
PAVING LLC
Beyond Paving. BEYOND EXPECTATIONS.™

40
OVER 40 YEARS OF SERVICE
Since 1974

Honest Work By Honest People
Trust the industry experts with over 40 years of international experience.
Our Midwestern Values remain the focal point of our business
just as they did in 1974.

- ASPHALT
- CONCRETE
- SEALCOATING
- PAVEMENT MARKING
- CRACKSEALING
- STORM DRAIN

(888) 773-ROSE **RosePaving.com**

frightening. In that same age group, you will find long-time employees who are naturally curious and will be one of the first volunteers who want to figure out on their own the new direction the company is undertaking.

Everyone on your property needs to be included in your “people” change team. They are your biggest advocates — they will help you complete the successful implementation of the needed changes/updates. Pay attention to how they respond. Are they positive and inquisitive? Do they immediately relate to how this will cause a ton of more work? Do they smile? How do they talk about the changes with others? Does it take them long to realize the benefits of the change?

Work toward giving your team reasons to have a vested interest in making changes happen. Pay attention to previous experiences the team has had in the past. Positive outcomes from the past can help when we bring new processes to explore as well. Be prepared for a certain amount of general resistance.

Resistance usually arises when people are uncomfortable with the concept or they may not see the significance or relevancy to them. Sometimes, resistance is caused by a lack of information or grasp of the process in their own lack of comprehension. It may help to review, regroup or spend some time helping those team members revisit and understand the purpose and how these changes will benefit everyone once it is implemented.

One-on-one or a buddy may also benefit some co-workers. Hopefully you will be able to recognize the signs that will help you deal with “change” resistance. The goal is to communicate and engage your team to accomplish the necessary changes without alienating coworkers, residents and suppliers. •

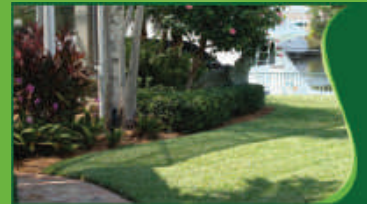


Commercial Landscape Services

Grounds



Design



Irrigation



Trees



**+20 Years +
SERVICING**

Apartment & Condominium
Communities

Industrial Complexes
Class A Office Space

College Campuses

Shopping Centers

Take Advantage of these Offers Today!

FREE 30 Yards of Mulch
with signed one year contract
TERMS AND CONDITIONS APPLY

or

FREE Trimming of 50 Palms
with signed one year contract
TERMS AND CONDITIONS APPLY

MISSION: To Exceed Expectations!

2241 2nd Avenue South • St. Petersburg, FL 33712

(727) 328-8888 • Fax: (727) 321-6872

www.pgminfo.com

Smoke Free Apartments

Smoke free apartment living continues to grow in popularity. Today, many communities are undergoing a variety of re-hab projects due to the continued strong rental market. There has been continued interest in converting some or all of the available buildings to smoke free units during the general upgrades that are taking place as part of the re-hab process. Smoke free apartments are very much in demand and can impact the bottom line in a positive manner.

With the large percentage of communities in this area that are thirty-five plus years old becoming smoke free could make these communities even more attractive to new residents. The most recent Florida list by county included 179 smoke free properties in the eight counties that BAAA represents.

Owners may be eligible for fire insurance discounts, plus make ready costs

may be lower without having to clean and repair smoke stained walls, repair burn marks and counter tops along with other related maintenance costs.

According to the latest data by Tobacco Free Florida, only 15.8 percent of adults in Florida are current smokers, a record low. A new report released last week revealed that while Florida as a whole is continuing to lower its smoking rate, many of its rural counties have significantly higher numbers than the statewide average.

Kellie O'Dare Wilson, bureau chief of Tobacco Free Florida is working with her team to spread the work about helping our residents utilize the multitude of resources Floridians have access to. "In many communities across our state, smoking and exposure to secondhand smoke are accepted as a fact of life, but they do not have to be," she said. "We

want Floridians in every county to know that there is help available and, best of all, it's free."

The most prominent of those resources is the "Quit Your Way" program through Tobacco Free Florida. The program offers a trained quit coach that residents can contact over the phone for advice and support, plus a series of group quit sessions that are run by a trained specialist, as well as free products such as nicotine patches and gum.

Tobacco Free Florida has trained speakers who will work with apartment communities in the Bay Area to help residents and on-site co-workers who want to stop smoking. You can contact them to arrange a club house meeting to explain the programs available.

BAAA will host a Smoke Free Apartment Seminar on September 19th from 9:00 - 11:30 a.m. Watch for all the details and plan to participate.

For more information about the "Quit Your Way" program call:

Pasco County
727-619-0161

Citrus County
352-527-0068

Pinellas County
727-588-4040

Hernando County
352-596-8000

Polk County
863-519-7900

Hillsborough County
813-238-4034

Sumter County
352-569-3109

Highland County
863-402-1477



Time is Money.
BREAK-THROUGH!® puts your property back into service fast with a quick dry time of 15-20 minutes!

Water-Borne Acrylic Interior/Exterior
SATIN

For more information or to find a PPG Paints location near you visit ppgpaints.com

©2016 PPG Industries, all rights reserved. PPG Paints Logo and PPG Paints Logo & Design are trademarks and Break-Through! is a registered trademark of PPG Industries Ohio, Inc.

Information for this article was excerpted in part from www.tobaccofreeflorida.com•

WE ONLY SMOKE AFTER MEALS.

When you smoke, it's like they're smoking. Help protect them from the dangers of secondhand smoke. It's everyone's responsibility. Visit tobaccofreeflorida.com to find free ways to quit today.

Tobacco Free
Florida
.com

Florida
HEALTH



HEATING, COOLING, AND ROOFING CONTRACTOR

*Proudly Serving Pasco, Hillsborough, Pinellas,
Hernando Counties and More!*

For nearly 30 years, Ryman Air Conditioning & Refrigeration has been serving the entire state of Florida with high-quality and professional heating and cooling services. We can install, troubleshoot, repair, and maintain heat pumps, thermostats, mini-split systems, furnaces, refrigerators, and AC systems. We also have a Commercial Roofing division, Ryman Commercial Roofing. Our roofing services include sales, installation, repair, and general maintenance.

We are fully licensed, insured, and bonded for your peace of mind. We are also affiliated with Angie's List. Contact us today to learn more or to request a free estimate on any of our services.

Ryman Roofing and Mechanical – 813-782-0825

CALL FOR ENTRIES

Hillsborough County Planning Commission Planning & Design Awards

Each year the Planning Commission holds the Planning & Design Awards to recognize the best in planning and design in Hillsborough County. Projects come from a variety of areas such as planning, architecture, housing, commercial, historic preservation, entertainment, investment, environmental protection, public participation, etc. and are judged, based on each project's individual merit, by a panel from outside Hillsborough County. We typically have 2 to 3 recently completed apartment communities entered for judging.

There have been a large number of apartment communities built in Hillsborough County over the past 5 years that would be great candidates for the award. The deadline for submissions is August 18! You can find the Call for Entries at the Plan Hillsborough website: <http://www.planhillsborough.org/planning-design-awards/>

Contact:
Tony LaColla
lacollaa@plancom.org
(813) 273-3774



TRADE SHOW EXHIBITORS

3 Buckets
AAPCO Florida
Aaxon Laundry Systems
About Time Plumbing and Drain Cleaning, Inc.
Absolutely Amazing Refinishing, Inc.
Accelerated Waste Solutions | JUNK SHOT App
Admiral Outdoor Furniture
Advanced Plumbing Commercial & Residential Services
Affinity Waste Solutions
AFR Furniture Rentals
All County Paving
American Ecosystems, Inc.
American Pest Management, Inc.
Ameriscape Services, Inc.
Apartment Lease-Up Experts
Apartment List
Apartments.com
Aquatic Systems, Inc.
Arbor Contract Carpet
ARD Distributors
Awnclean USA, Inc.
BehrPro Professional Products and Services
BG Multifamily
Bio-One
Blades of Green
CallMaX
Camp Construction Services
Capstone Credit & Collections, LLC
Career Services Strategies, Inc.
Carts R Russ
CFR Contracting
Chadwell Supply
Channelside Plumbing
Chase Roofing & Contacting
Christopher Ligori and Associates
City Recycling Group
Classic Carpet Dyers, Inc.
Clean Sweep Supply Co.
Cohen Construction
Complete Climate Control, Inc.
CORT Furniture
Creative Multicare
CSC ServiceWorks
CSI Compactor Systems, Inc.
Driveway Maintenance, Inc.
Duval Landscape Maintenance, LLC
Elite Flooring
ET & T Distributors, Inc.
Ferguson Enterprises
Fitness Trendz of Florida, Inc.
FitRev, Inc.
Fleetwash Facility Services
Florida Apartment Association
ForRent Media Solutions
Fresh Aire Office Fragrancing
GDE Renovations, Inc.
Go Green Lawn Care
Greater Quality Pool Service LLC
Handy Trac Systems
Haskell Termite & Pest Control
HD Supply & HD Supply Property Improvement
Homee On Demand
House of Floors Tampa
Integrity Property Services

Interstate Restoration and Construction
IREM West Coast Chapter 44
Landwise Horticultural Services, Inc.
Law Offices of Heist, Weisse & Wolk, P.A.
Leisure Creations
Liberty Rent Guarantee
Lifestyle Flooring
M.S. Carpet Cleaning
Maintenance Supply Headquarters
Marietta Drapery & Window Coverings Company
Massey Services, Inc.
Matrix Carpet Restoration & Resurfacing
Mid Florida Golf Cars
Midway Services
Mohawk Industries
National Credit Systems, Inc.
Oakhurst Signs
On-Site
Parking Lot Services
Paving America by ACPLM, Inc.
Peak Contractors, Inc.
Pet and Playground Products
PPG Paints
Promaxima Strength & Conditioning
Providence Painting, Inc.
Quality Restoration & Renovations
Quality Roofing, Inc.
Randall Mechanical, Inc.
Real Floors
RealPage
Redi Carpet
Renovia
RentDebt Automated Collections, LLC
RentPath
Respage
RezCor
Rite Rug Flooring
RiteRug Flooring
Rose Paving, LLC
Ryman Air Conditioning & Roofing
Servpro Tarpon / West Tampa
Sherwin-Williams
Signal 88 Security
Sliding Door Roller Replacement Inc
SouthEast Floors
SS Apartment Solutions
Stand Up Guys Junk Removal
Sun Paints and Coatings / Dycos Paints
Sunbrite Outdoor Furniture
Switch Electric
Terminix Commercial
The Flying Locksmiths
The Liberty Group
THS National, LLC
United Renovations Southeast
Valet Waste
Washco Laundry Equipment, Inc.
Water Junkiez
Wayne Automatic Fire Sprinklers, Inc.
WellKept
WellTech Pest Solutions, LLC
Wilmar Industries

TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS



TRADE SHOW PHOTOS





BAY AREA APARTMENT ASSOCIATION CRUISE

SEPT 7 – SEPT 10, 2017

3-Night from Port Canaveral to Nassau, Bahamas

Booking with Goulds Travel has its benefits! With this group, cruisers receive a 1-hour open-bar cocktail hour, as well as 1 bottle of red wine and 2 Carnival tote bags per cabin!



BALCONY CABINS START AT \$437.50/PERSON

OCEAN VIEW CABINS START AT \$372.50/PERSON

INTERIOR CABINS START AT \$337.50/PERSON

ASK ABOUT 3- OR 4-PERSON RATES!

DEPOSIT OF \$100/CABIN DUE AT TIME OF BOOKING.

FINAL PAYMENT DUE 7/10/17. RATES INCLUDE CRUISE FARE, TAXES, AND PORT CHARGES.

GRATUITIES AND TRAVEL PROTECTION ARE NOT INCLUDED.

GOULDS TRAVEL

3700 Ulmerton Road #203
Clearwater, FL 33762

www.gouldstravel.com

To join the fun, go to:

www.baaacruise.com

Passengers must have proper travel documents.

US Citizens must have a passport or certified birth certificate with government issued picture ID. Non-US Citizens and Resident Aliens should contact their respective Embassies and US Immigration.

CALLING ALL HEROES

Bowling for Charity!
Tuesday, August 8th 5:30-9:00 pm

Costume Contest!

FOOD & FUN!

Family Event!

Register at BAAAHQ.org

Terrace Sports: 5311 E. Busch Blvd
Temple Terrace Blvd 33617

\$10 per person includes: shoe rental & unlimited bowling from 6-9pm!

PLEASE BRING YOUR SCHOOL SUPPLIES OR BACKPACK DONATION WITH YOU!

\$5 from every admission goes toward the "Back to School" charity fund for local schools that need supplies!

REGISTER AT WWW.BAAAHQ.ORG



GOLF OUTING

THURSDAY | AUGUST 17, 2017



TOPGOLF

Topgolf | 10690 Palm River Road | Tampa, FL 33619

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

\$135 Per Player Members • \$160 Per Player Non-Members

Includes: Golf, Prizes for 1st Place, Open Bar, Gourmet Lunch and Awards Presentation



Golf skills are NOT REQUIRED to have fun!

Anyone can play Topgolf!

If you can make contact with the ball,
chances are you'll score points!

Corporate Sponsors



ELEMENTS

RESTORATION

EDUCATION & EVENTS

JULY 12
**YOUNG PROFESSIONALS
CONNECT EVENT**
6:00 to 8:00pm
World of Beer Avion Park
5311 Avion Park Drive
Tampa, FL 33607

Come out and mingle with the BAAA! This event is for all prospects and current members who are looking to meet some new people and make connections with those in the industry. We encourage everybody to join us for a night of fun!

JULY 20
ANNUAL AUCTION
5:30 to 9:00pm
Egypt Shriner's Activity Hall
4050 Dana Shores Drive
Tampa, FL 33634
\$45 Members,
\$55 Non-Members

*Drink tickets available for pre-purchase: Beer, Wine & Mixed Drinks for \$5 each.
Indicate the number of tickets when you register online.*

The theme this year is a Fiesta... so get ready to bid on some hot, hot, hot items with Guest Host Catherine Maloney. Reserve right now at www.BAAAHQ.org

JULY 25
MORNING MOTIVATORS
Topic TBD
9:00 to 10:30am
Location TBD in Polk Area

Learn more about BAAA's Education, Events and more. Each month our Breakfast Sponsor will hold a 30-minute mini-education seminar. RSVP Required to insure breakfast for everyone. Please note: This event is for communities/management companies. Vendors/Suppliers can only attend if they are sponsoring the event.

JULY 27
**BOARD OF DIRECTORS
MEETING**
4:30 to 5:45pm
Tampa Housing Authority

All members are welcome to attend. If you plan on attending, please register.

AUGUST 3
**EPA/UNIVERSAL
CERTIFICATION CLASS**
8:30am to 4:00pm
Chadwell
5115 Joanne Kearney Boulevard
Tampa, FL 33619
\$169 Members
\$199 Non-Members
Includes Lunch
Registration and full
payment by July 28, 2017

**NEW EPA rules: Certification
required to handle
ALL types of FREON!**

The Federal Clean Air Act, Section 608, requires that persons who service air conditioning and refrigeration systems containing certain regulated refrigerants be certified under an approved Federal Environmental Protection Agency (EPA) approved course. Through the ESCO Institute, Chadwell Supply is able to offer this Universal Certification. Only certified technicians may purchase any regulated refrigerants or pre-charged part with a regulated refrigerant from Chadwell Supply or other HVAC suppliers. Presented by: Vann Flippen (Chadwell Supply)

AUGUST 8
**CALLING ALL HEROES
BOWLING FOR CHARITY**
5:30pm to 9:00pm
Terrace Sports
5311 East Busch Boulevard
Temple Terrace, FL 33617

Full Bowling Team – \$60.00
\$60 includes event admission, shoe rental and bowling for 6 people. \$30 from every team admission goes toward school supplies for local schools in need.

**General Admission
(Bowling) – \$10.00**
\$10 includes event admission, shoe rental and bowling. \$5 from every admission goes toward school supplies for local schools.

**General Admission
(Not Bowling) – \$10.00**
\$10 includes event admission. \$5 from every admission goes toward school supplies for local schools in need.

**Gift Card Raffle
Prize Sponsor – \$25.00**
Gift cards to be raffled off to all attendees during event. Signage and verbal recognition at event included.

Food Sponsor – \$500.00
Includes signage at event, on website and social media.

Lane Sponsor - \$100.00
Includes signage at event, on website and social media.

AUGUST 17
ANNUAL GOLF OUTING
11:00am to 4:00pm
Top Golf Tampa
10690 Palm River Road
Tampa, FL 33619
11am to 12pm
Registration & Warm Up
12pm to 4pm
Golf, Networking,
Lunch & Awards
Check the website for pricing

Anyone can play Top Golf! If you can make contact with the ball, chances are you'll score points!

**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.**

AUGUST 25
PROPERTY MANAGEMENT
PRACTICES, PROCEDURES,
PITFALLS & LAW
WITH ATTORNEY
HARRY HEIST
8:30am to 4:00pm
Egypt Shriners Hall
4050 Dana Shores Drive
Tampa, FL 33634
\$29.00 Members
\$49.00 Non-Members
Includes Lunch

Early termination law, applications, inspections, deposit laws, tricks, abandonment, in-depth notice studies, eviction avoidance tips, lease clauses, inspections, FDCPA, FCRA, collections, screening, mold strategies, security deposit pitfalls, terminations, success through forms and notices, liability avoidance, pet issues, rent withholding, releases, checklists, occupancy, lease breaks, procedures, streamlining, stipulations, abandoned property, letters, corporate tenants, writ procedures, documentation, employee evictions, Fair Housing, renewals and more!

AUGUST 29
MORNING MOTIVATORS
Topic TBD
9:00 to 10:30am
Location TBD

Learn more about BAAA's Education, Events and more. Each month our Breakfast Sponsor will hold a 30-minute mini-education seminar. RSVP Required to insure breakfast for everyone. Please note: This event is for communities/management companies. Vendors/Suppliers can only attend if they are sponsoring the event.

AUGUST 31
BOARD OF DIRECTORS
MEETING
4:30 to 5:45pm
Location TBD

All members are welcome to attend. If you plan on attending, please register.

NEW MEMBERS

ASSOCIATES

CFR Contracting
 8875 Hidden River Parkway, #300
 Tampa FL 33637
 (813) 324-5502
Rehab & Restoration Contractors

Greco Aluminum
Railings USA, Inc.
 3610 Galileo Drive
 New Port Richey FL 34655
 (727) 207-8021
Railings and Screens

ONLY PRO Painters
 3934 Northridge Drive
 Valrico FL 33596
 (813) 352-7004
Painting Contractors

COMMUNITIES

Agora at Port Richey
 8228 Chasco Woods Blvd
 Port Richey FL 34668
 (727) 846-0766 Units: 288

Della Vita Apartments
 4200 Cypress Gardens Road
 Cypress Gardens FL 33884
 (443) 591-1882 Units: 287

Farrell Properties I, LLC
 10260 Fisher Ave
 Tampa FL 33619
 (813) 381-3867 x1 Units: 50

LeMans Apartments Sebring
 3210 Lakeview Drive
 Sebring FL 33870
 (863) 304-8610 Units: 87

LeMans Apartments Lakeland
 1501 Shepherd Road
 Lakeland FL 33811
 (863) 937-4402 Units: 197

Bay Vista Apartments
 4004 S Manhattan Ave
 Tampa FL 33611
 (813) 770-9869 Units: 40

Metro 510
 502 E Harrison St
 Tampa FL 33602
 (813) 221-0510 Units: 120

Abigail Court Apartments
 7850 Washington St
 Port Richey FL 34668
 (727) 815-0707 Units: 90

Waterside Village
 3600 49th Ave N
 St Petersburg FL 33714
 (727) 525-7229 Units: 102

PROPERTY MANAGEMENT

CKT Asset Management
 1509 W Swann Ave, #255
 Tampa FL 33606
 (813) 221-7444



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					

JULY

JULY 4

Independence Day

BAAA offices will be closed

JULY 12

Young Professionals Connect Event

6:00 to 8:00pm @ World of Beer Avion Park

JULY 20

Annual Auction

5:30 to 9:00pm @ Egypt Shriner's Activity Hall

JULY 25

Morning Motivators

Topic TBD

9:00 to 10:30am @ Location TBD in Polk Area

JULY 27

Board of Directors Meeting

4:30 to 5:45pm @ Tampa Housing Authority

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		

AUGUST

AUGUST 3

EPA/Universal Certification Class

8:30am to 4:00pm @ Chadwell

AUGUST 8

Calling All Heroes

Bowling for Charity

5:30pm to 9:00pm @ Terrace Sports

AUGUST 17

Annual Golf Outing

11:00am to 4:00pm @ Top Golf

AUGUST 25

Property Management Practices, Procedures, Pitfalls & Law with Attorney Harry Heist

8:30am to 4:00pm @ Egypt Shriners Hall

AUGUST 29

Morning Motivators

Topic TBD

9:00 to 10:30am @ Location TBD

AUGUST 31

Board of Directors Meeting

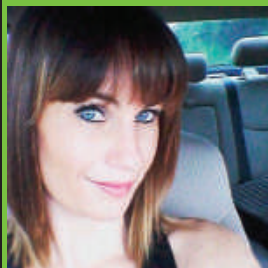
4:30 to 5:45pm @ Location TBD

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

REGISTER AT WWW.BAAHQ.ORG

FESTIVA

Bay Area Apartment Association



Guest Host

Catherine Maloney

seems like a typical hard working mom — except this mom sees teachable moments in the show Snapped, has won the “Biggest Jerk” Comedy Contest and entertains clubs and colleges around the country with her sharp, stand-up comedy.

Maloney has worked with popular Comedy Stars like Tom Cotter, Colin Quinn, Kevin Nealon, Gary Owen, Tom Green, and has built a reputation as a crowd-pleaser in her own right by delivering bold, unapologetic humor to audiences around the country.

Egypt Shriners Activities Building

4050 Dana Shores Dr

Tampa, FL 33634

Registration/Item Viewing at 5:30pm

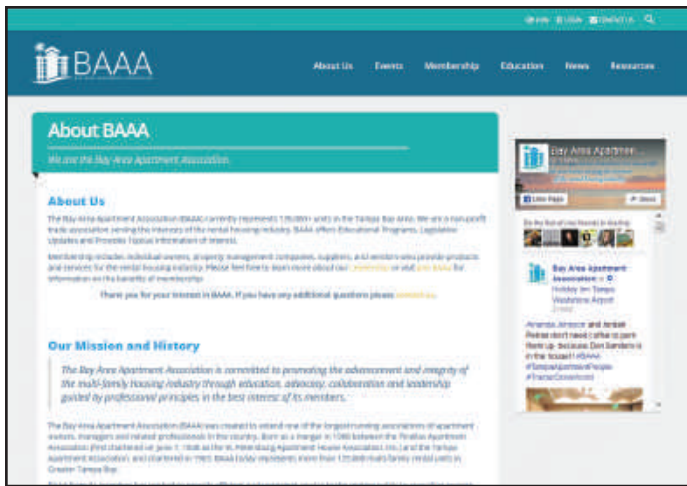
Pre-Registered:

\$45 Members, \$55 Non-Members

Walk-Ins: \$55 Members, \$65 Non-Members

Bid on the BAAA Cruise too!

Drink Tickets available for pre-purchase: Beer, Wine & Mixed Drinks \$5. Indicate the number of tickets when you register.



We Have a New Website!

In order to get the most out of your member experience, you will need to create a new BAAA login. 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 (for company admin users)
- Access our Member Directory and more!

BAAA MEMBERS, HERE'S HOW TO GET YOUR NEW ACCOUNT LOGIN SETUP:

1. Visit www.baaahq.org and Click 'Join' in the top right corner.
2. Click 'Create an Account' and agree to the Terms, then create your login using your email or social media accounts.
3. Complete your contact information and click 'Complete Registration.'

Note: On-site Members:
Parent Company = Your Community Name

**NEED HELP?
GIVE US A CALL 813-882-0222**

ADVERTISERS

Americascope	7
Answer Florida	4
HCADA/FDOH	17
House of Floors of Tampa	9
John McMillan, PA	8
Law Offices of Heist, Weisse & Wolk, PA	2
Lifestyle Flooring, Inc.	13
Lindsey M. Porter, PA	44
Professional Grounds Management	15
PPG Paints	16
Rose Paving	14
Switch Electric	5
United Renovations Southeast	11

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**



RESERVE YOUR 2017 FIRST QUARTER SURVEY NOW

Now owners and property managers throughout the Bay Area can simply log on to www.baaahq.org and purchase the 2017 First Quarter Survey which will be available mid-June.

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.

NAA Click&Lease
THE INDUSTRY STANDARD

Powered by Blue Moon Software



RISK **REWARD**

Designed to maximize profit and mitigate risk, **NAA CLICK & LEASE** provides the support and stability for leasing success.

Learn more WWW.NAAHQ.ORG/LEASE

STRIKE THE RIGHT BALANCE BETWEEN RISK AND REWARD





19031 N. Dale Mabry Hwy.
Lutz, FL 33548

LINDSEY M. PORTER, P. A.
ATTORNEYS AT LAW

PROPERTY MANAGEMENT LAW

Call us for prompt, thorough legal assistance with:

- Delinquent payers
- Noise disturbances
- Security deposit disputes
- Recent changes to the law

Receive a free copy of our informative
Legal Handbook for Community Managers

by contacting us at:

Hillsborough: 813.229.9496

Pinellas: 727.577.9646

Fax: 727.578.2097

E-mail: lporter@verizon.net

Mailing Address:
P.O. Box 21518
St. Petersburg, FL 33742

Attorneys:
Lindsey M. Porter
Claudos G. Spears
Of Counsel

Street Address:
7901 Fourth Street North
Suite 215
St. Petersburg, FL 33702

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 our qualifications and experience.