

BAYLINE

November 2017

Congratulations



Bay Area Apartment Association long-time member, Susan Truesdale was inducted into the Florida Apartment Association Hall of Fame in October during the FAA Conference. Susan was nominated by BAAA, FAA, and NAA past president, David Watkins. In his words: I have been fortunate to have known Susan since 1991 and over this 25 year period, she has worked for me with several companies. Susan has served with distinction as Regional Vice President for Region IX for the National Apartment Association for eight years, and as President of both FAA and BAAA. Susan was instrumental in FAA becoming self-managed during her presidency. She was awarded BAAA's Multi Site Supervisor for years 2005 and 2007. Susan has served on numerous committees for all three organizations and she continues to support our industry by regularly attending local, state and national meetings.

Susan holds the designations for CAM, LCAM, ARM, and NCP. She is a CPM candidate and has completed several modules for the CAPS designation. In addition, she has completed both the FAA and NAA Leadership Lyceum programs.

Congratulations, Susan, for this prestigious award. We are very proud to have you as one of our members!

FAA Hall of Fame

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

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

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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.



FAA Legislative Conference

By Robert Griffiths, BAAA Government Affairs Director

We are nearing the time for our annual trip to Tallahassee for the FAA Legislative Conference on January 30 and 31. Our 2018 priority issues at this time are expanding the Sadowski Affordable Housing Trust Fund, SB 268 (civil suit re: housing discrimination), and the 10% Assessment Cap on Non-Homestead Properties.

We go to Tallahassee year after year, and get great support from our BAAA vendors/suppliers, but never seem to have enough property members attending. We meet with the elected officials from our districts in Florida, and/or their aides. These issues are very important to the multi-family industry — our

visits are met with open mindedness and help our Representatives better understand our housing related needs and why we are asking for them to vote in our favor.

These visits can change our industry for the better — that’s why we need to support the FAA Legislative Conference and bring more BAAA multi-family property management and on-site professionals who can address the impact that proposed legislation can have on affordable housing in our state.

The Sadowski Affordable Housing Act was adopted in 1992 and is funded by a document Stamp Tax on properties

sold during the year. Approximately 30% goes to SAIL (State Apartment Incentive Loan program) and other programs. Over \$200 million appropriated to housing in 2016-17 had \$116 million swept by the Legislators to go to other things in their budget. We need to ask our Legislators not to raid the funds from the Sadowski Act Trust Fund. This money is needed to help build new affordable apartments or to renovate existing apartments to keep up with the demand for senior, low income and accessible apartments.

SB 268 has to do with housing discrimination allegations under the Florida Fair Housing Act which raises legal questions about allowing civil suits to be filed before a Fair Housing complaint is filed.

The 10% Non-Homestead Assessment Cap was approved in 2008, to cap the amount property taxes could increase each year. The cap expires in 2019 — we need to pass Amendment 2 on the November 6, 2018 ballot.

Amendment 2 will permanently cap the increase the assessment at 10%. If Amendment 2 doesn’t pass, property owners could be subjected to increased taxes by 30%–50%, or higher. This could be financially devastating to multi-family owners and investors.

Please consider learning more about these issues, then plan to “Get on the Bus” to Tallahassee in January to support the BAAA team of property management and supplier/vendors members who will meet with our elected officials. As more information is available, other issues will be posted on the BAAA website at www.BAAAhq.org •

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World Kindness Day

The population of the United States continues to increase and create diverse communities with a multitude of cultures and life experiences. Many people have immigrated to this country and are hopeful that they will find a better way of life.

There are multiple holidays this month to enjoy with family and friends. One of them is World Kindness Day, an international observance celebrated on November 13. It is observed in many countries such as the Be Kind to People Project in the USA. World Kindness Day was created in 1998 by the World Kindness Movement to highlight good deeds around the globe focusing on the positive power and the common thread of kindness which binds us.

Kindness is considered to be a virtue that is valued in most societies as an important quality – the act of being

compassionate and empathetic toward other people and living things. It is a day which bridges the divides of race, religion, politics, gender and zip codes and encourages individuals to extend the gift of friendship.

Researchers have found there is a positive feedback loop between happiness and kindness. Undertaking acts of kindness makes one happy and people who are happy tend to be kinder to others.

HOW TO CELEBRATE?

- Be kind.
- Smile and acknowledge strangers.
- Give up your seat on the bus to someone else.
- Buy someone's coffee for them.
- Volunteer your time at the local soup kitchen.
- Buy a warm meal for a homeless person.

- Volunteer at a Senior Citizen Center.
- Call any family member you haven't talked with recently.
- Leave a kind note for your boss, spouse or co-worker.
- Plant a tree or flowers for a neighbor.
- Teach the children in your life to be kind and generous of spirit.
- Let a car into the traffic ahead of you.
- Take homemade cookies to new residents.
- Thank all who serve to protect our country.
- Donate pet food to the nearest animal shelter.

Excerpted in part with thanks from www.Timeanddate.com & www.excellentpresence.com





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!

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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



November “To Do” List

Cooler weather should make it easier to work outdoors before the rest of this year slips away. An on-going project that should be checked and completed before the holiday rush begins involves reviewing and checking balconies and stairways for buildings that are three or more stories in height. It is important to make sure that your Certificate of Inspection is up to date.

A new balcony inspection application form must also be completed every 3 years when the existing Certificate of Balcony Inspection form expires. Send the completed form to the appropriate Division of Hotels and Restaurants district office. (See attached application form and mailing address below). The following Q & A information is provided by the Florida Department of Business & Professional Regulation.

Q. What is considered a balcony?

A. The term “balcony” is defined as a landing or porch that is accessible to or used by the public. For the purpose of balcony inspection, the term balcony also includes platforms, stairways, railings and railways, guardrails, balustrades, parapets, and areas enclosed with screening or other non permanent material.

Q. Is a special certification or license required to conduct a balcony inspection in a lodging establishment?

A. No. Any person the owner or operator of the building feels is competent, through education and experience may conduct balcony inspections.

The owner or operator of the building

must clearly list the qualification(s) of the balcony inspector. It is also the responsibility of the owner or operator of the building to verify all facts and credentials pertaining to the balcony inspector’s qualification(s). The qualification(s) could include, but are not limited to:

- Construction experience
- Knowledge of the building(s)
- Engineering certification/degree
- Professional licenses held

Q. Do I have to keep a copy of the Certificate of Balcony Inspection on site for my apartment community?

A. Yes. When the district office receives a completed Certificate of Balcony Inspection, the form is date stamped and a copy is returned to the owner or operator of the property. The date stamped copy of the form must be available for inspection upon request.

Q. When must a balcony inspection be completed in a lodging establishment?

A. An initial balcony inspection must be completed in the following circumstances:

- Newly constructed establishments
- Establishments which have changed ownership

In these cases, the completed Certificate of Balcony Inspection form must be submitted with the license application or presented to the inspector at the time of the licensing inspection.

Q. Is a separate balcony inspection form required for each apartment building on the property?

A. No. You may include all buildings which are owned and operated by the same entity and are located on the same property on one form. Be sure to list all the areas inspected in the space provided on the form.

Q. What happens if the balcony inspector finds a defect in the balcony or its structure?

A. It is the owner or operator’s responsibility to have any defects found by the balcony inspector repaired. The number of defects found and the date the repairs are completed must be documented on the Certificate of Balcony Inspection form. Failure to file the form in a timely basis could result in administrative sanctions under F.S. 509.261.

Fill out the renewal form and forward it to the District 3 Office for:

- Citrus
- Hernando
- Hillsborough
- Pasco, Pinellas
- Polk
- Sumter

District 3 Office

Park Trammell Building
1313 Tampa Street, Suite 901
Tampa, Florida 33602-3330

Or, District 7 Office for Highlands County:

District 7 Office

Joseph P. D’Alessandro Center
2295 Victoria Avenue Suite 263D
Fort Myers, Florida 33901-3884

-

DBPR HR-7020 – Division of Hotels and Restaurants Certificate of Balcony Inspection

Complete and submit this form if your public lodging establishment is 3 or more stories in height. The inspector must have the education and experience to be competent to perform the inspection. The operator is responsible for verifying the competency of the inspector.

The term “balcony” means “a landing or porch that is accessible to or used by the public...” The balcony inspection must include platforms, stairways, railings and railings, guardrails, balustrades, parapets, and areas enclosed by screening or other non-permanent building material. (Section 509.2112, F.S. and Rule 61C-3.001(5)(a), F.A.C.)

For new or renewal inspections complete sections 1 and 2. For a change of owner attach a copy of previous operator’s valid, date-stamped Certificate of Balcony Inspection and complete Section 3.

For New or Renewal Only		
Section 1 – Establishment Information		
Owner Name	License Number	
Mailing Address		
City	State	Zip Code
Establishment Name (DBA)		
Establishment Address		
City	County	Zip Code
Telephone Number(s):		
For New or Renewal Only		
Section 2 – Inspection		
I hereby certify that any and all balconies, platforms, stairways, railings and railings on the above-described premises were inspected on _____ by a person competent to conduct such inspection, and were found by such person to be safe, secure and free of defects.		
Total Number of Areas Inspected:	Total Number of Defects Found:	Date Repairs Completed:
The Inspection was conducted by _____ who is competent to conduct such inspections because: (Provide facts/credentials establishing competency on the line below.)		
Signature of Inspector	Date	
Name of Operator		
Signature of Operator	Date	
For Change of Owner Only		
Section 3 – Management Information		
Name of Operator	Date	
Signature of Operator		
Note: This Certificate of Balcony Inspection expires three years from the date of inspection listed in Section 2 of this form or from the date of inspection listed in Section 2 of the attached previous owner’s form. A new Certificate of Balcony Inspection must be completed and submitted prior to the expiration date.		

STATE OF FLORIDA, DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

Phone: 850.487.1395 – Email: <http://www.MyFloridaLicense.com/contactus/> – Internet: www.MyFloridaLicense.com/dbpr/hr

Is Your Boss Making You Crazy?



It's never fun to watch your boss or supervisor melt down on the job. You know you need to do something when your leader's hostility, snap decisions, and emotional venting are having a negative effect on your organization's reputation and your own ability to do your job. If you don't have a direct relationship with your corporate office, you may be at a loss about what to do.

The normal ways to deal with an out of control situation don't apply and there's no way to manage up because you may be too far removed from your distressed leader's sphere of influence. What can you do when the top dog at your organization is the one with the reckless mood swings?

BE PATIENT

Sometimes distraught bosses have experienced a life altering event that has triggered a serious personality change. Resist the urge to react immediately to his/her latest unreasonable whims. Give their latest idea time to settle, just in case they're as indecisive as they are unpredictable.

PAY ATTENTION TO YOUR JOB

Your position is safe. Support the vision and core values of your company and do your job with confidence and attention to detail every day. Don't fall into the 'rumor mill trap' and make light of what is at best — a sad situation.

FORM A UNITED FRONT

Your boss probably isn't doing much leading at this point. If that's the case, it's up to you and your colleagues to unite and fill the leadership void together. Within your team, decide how you'll maintain productivity, make decisions, and take care of residents, prospects and vendor/suppliers. Communicate with each other and be ready to back each other up and find solutions for any unexpected problems.

LISTEN CAREFULLY TO YOUR RESIDENTS CONCERNS

Be honest with them, even if you aren't able to act immediately or fix the problem, assure prospects and residents alike that their requests are important and a priority.

PLAN FOR THE UNPREDICTABLE

You and your colleagues will need to find ways to stay productive and on schedule during the time while your boss is hopefully dealing with this difficult time of his/her life. Devise ways to streamline your processes and decision making so that your team will be at the top their game. Break up long term projects into a series of smaller steps with shorter time lines and completion goals.

PICK YOUR BATTLES

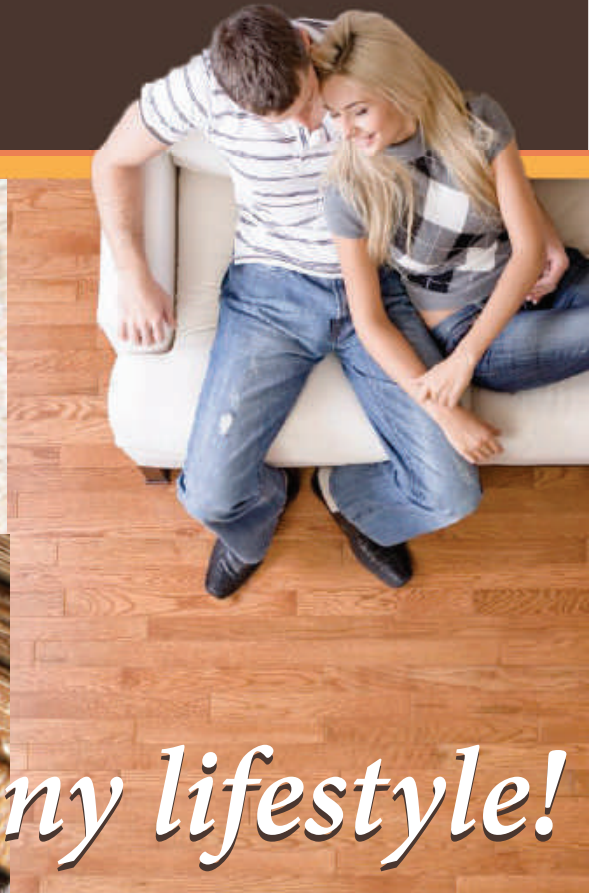
Your bosses continued difficult behavior may aggravate or embarrass you and your co-workers. Don't invite confrontations or take part in shouting matches. If the situation doesn't improve, seek help or counseling from your Human Resources Department. If the work environment begins to directly affect your ability to do your job you might want to consider asking for a transfer to another property nearby.

Excerpted in part from www.govloop.com and www.wikipedia.com •



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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.

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Stop Talking and Start Listening!



*Will Rogers once said,
“Never miss a
good chance to shut up.”*

Getting stuff done in any company should be a team effort. It requires motivated people with distinct skill sets to put aside personal priorities and work toward a single outcome, whether it's 100% occupancy, no down units or reaching your company's financial goals. In sports, you build a dream team, not because it has the most talent, but because it knows how to communicate.

To get anything done — no matter what the long term goal, everyone has to become good listeners. Research shows that good listening requires more than just staying quiet and providing some encouraging “mmm hmms.” Even though it's a skill we all learn in kindergarten, there's always room for improvement. Many projects may have defined time lines and you will need to

listen carefully to input from multiple sources, especially for major rehabs, upgrades or change outs.

You may not be able to stay connected without being an excellent listener. Just like in baseball, practice makes perfect. Here are some reminders and practical tips you can start practicing today to improve your listening skills.

Create a safe environment for yourself with no cell phones, laptops or competing devices. Listen with your eyes as well as your ears. Observe non spoken body language and facial expressions to keep you in tune with the rest of the audience and the speaker.

Get more than just the facts. Most people think when they walk away from

a conversation or meeting, they know the facts and understand the idea. That's not always the case. In fact, research shows that we tend to forget from one half to one third of facts that we learn within eight hours. Instead of hearing just the details during the presentation, write down any questions, concerns or ideas for the speaker or anyone in the audience that you want to review.

Learn to take good notes. If it is a complicated job, you can always use your notes to refresh your memory and note any issues that may arise.

Slow down. Did you know that we speak at about 125 words per minute, but our brain neurons only fire about 200 times a second? That's partially why it's so easy to get distracted, even when you're trying really hard to listen. Experts suggest slowing down and speaking in short sentences, especially during difficult conversations. Others will match your pace.

Listening is a key to good communication and key to good leadership. You may be chosen to lead the project, because you know how to communicate and motivate your co-workers. If working together you complete the task, everyone in the company wins.

So whether you are the new kid on the block or a seasoned “old timer” (over 35!) being a good listener won't ever get you in serious trouble. Who knows, maybe, you'll listen your way into a promotion before you know it.

*Excerpt with thanks from
www.wikipedia.com •*

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No More Winners OR Losers...

By JoAnna Brandi

What a mess the world seems to be in today! Looks like the economy's up, the market's heading down, the institutions we once counted on can't seem to be trusted (think Wells Fargo, VW and Equifax) and people are very very edgy. Seems while some people win, a whole lot of others lose. It's enough to make you lose faith in the venerable old models of business.

Good! Perhaps it is time for a new way of thinking, perhaps it's time that we move ourselves from the model that holds that for one to win, someone else has to lose. In the new rules of business Win/Win wins overall.

Creating thriving companies is a result of creating value for all the stakeholders. That means we are always looking for ways to help, support and add value for our internal as well as our external customers, our distributors, our suppliers, our communities and our stockholders. Let's find a way to make sure EVERYONE WINS! Today, let's start with the customers, let's take a look at that idea as an acronym, just for the fun of it!

HERE GOES... EVERYONE WINS

Elevate your customer support people train, train and reward, re-

ward, reward. Remember that sales is two part process getting the customer and keeping the customer. Don't let the sales people get all the glory. Good customer care is selling too, not to mention building loyalty!

Verify and measure customer loyalty. Survey often and solicit feedback regularly. Find out what your customers expected and what they think they have received. Measure qualitatively and quantitatively. Make sure it is top management's priority to see and act on customer perceptions and needs. (If you need help with this call me!)

E Encourage only positive talk about customers. Don't let anyone get away with badmouthing the customer. No, they're not all saints and some of them may not even be very nice. But, they are your customers and if you choose to keep them you have a responsibility to them. Remove all signs of subliminal sabotage (those cutesy posters that poke fun at customer's needs "You want it WHEN?") Instead, surround yourself with positive supportive messages. After all, without customers there is no business.

R Reality checks. Do employee surveys. Since service is a "performing art," discover what your performers think. Are they supported in doing a great job? Keep the lines of communication open.

Y Your customers can "come alive" even for those who never interact with them. Invite your customers over, or go and visit them. Print customer stories and problem solving successes as well as employee stories in the company newsletter and social media pages. Post letters, testimonials, videos and yes, even complaints, and how they were handled. Require people at all levels of the company to go out on service calls.

O On going feedback from customers can come from websites, comment cards, invoices, packing slips, or your catalog. Give customers plenty of opportunities to compliment, comment or complain. "Incentivize" employees for submitting ideas too.

N New phrase "How will this affect the customer?" Make sure every report and proposal submitted to management begins with an analysis of the direct impact of proposed changes

on the customer. Now there's a new thought. Positive leaders have this phrase wired in.

E Everyone should know the lifetime potential value of a customer and what it costs the company to lose one. Make sure they do.

W When a customer has a good experience they will tell people, but when they have a bad one they will tell more people. Some estimates of how many they will tell on the web number well into the thousands. Start creating more good experiences. Learn how to deal with the bad ones and turn them to your advantage.

I Insist that people keep their promises. Follow up, follow up follow

up. Underpromise and overdeliver.

N Never give up. Become obsessed with customer focused quality. Communicate it relentlessly throughout the organization.

S Simple rule. Perception IS reality when it comes to the customer. Listen to what they are telling you, it's their reality.

So there you have it. Some more fun thoughts on how to create a positive customer caring company that thrives! In times like these, it's critical to keep the customers coming back and spreading the good word about your company!

Reprinted with thanks from www.returnnonhappiness.com •

**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.

ASSOCIATE SPOTLIGHT



Coastal Valet Trash Services is a HUB and woman-owned business that was started with the idea to give opportunities and financial independence to hard-working, goal-oriented people who dream of success and controlling their own future. Believing in the concept that people work harder and excel more when they don't just have a job but when they are a part of something, where they actually reap the financial benefits of their hard work, Coast Valet Trash Services was born.

Coastal Valet Trash Services is a local company with many years of experience in the janitorial, waste and facility maintenance and management business. So, you may ask, "What does that mean for me as a customer?" Accountability, reliability and exceptional service! You see, we are different than other larger, nationwide companies in several ways. First of all, we do not have hundreds or thousands of apartment communities we work with, and manage across the nation. Just like our name says, Coastal Valet Trash Services is a valet trash service company whose goal is to provide the best service possible to our customers. We are not a franchise sales company whose goal is to sell as many franchises as possible and leave good service to chance. Each individual community is a priority to us! Being local gives us the opportunity to give back to the residents we serve by helping to sponsor special events at their apartment community and by donating and volunteering with local charities. Our Service Managers are also local and manage less than 10 properties each, thereby being able to check on their properties weekly and be available when needed.

We take great care of our employees by having a company structure unlike anyone else, where we give back a portion of the fee we charge to them each month. Not a one time commission, but a percentage of the business they help retain every month for the life of the account. Our attention to service will never decline because our employees have a vested interest in retaining your business and serving your community. To our employees, it's not just a job, it's a career. At Coastal Valet Trash Services you can always count on us to go the extra mile!

Amber Massotto, Regional Manager - Florida
Cell: 727-485-4418, Email: Amber@coastalvalettrash.com
www.CoastalValetTrash.com



BAAA PRESENTS

POKER FOR *NAAPAC* & SILENT AUCTION

Monday December 4, 2017

**Derby Lane Poker Room - West Poker Room
10490 Gandy Blvd. N, St. Petersburg FL 33702
Registration: 5:30 pm Tournament: 6:30 pm**



- **\$75 per player NAAPAC donation** (Limit 90) No-limit Texas Hold'em Includes food & 2 drink tickets. Additional \$50 buy-in available until 8 p.m. No additional or new buy-ins after 8 p.m. Prizes: 1st - \$500. 2nd - \$250. 3rd - \$150.
- **\$50 Spectator (non-player) NAAPAC donation**
Enjoy networking, silent auction, food & 2 drink tickets.
- **\$200 Table Sponsorship** Includes 1 player. Grouped Sign with logo and verbal recognition at event and inclusion on website, emails and Bayline magazine.
- **\$500 Food Sponsorship** Includes 1 player & 1 spectator. Individual sign with logo and verbal recognition event and inclusion on website, emails and Bayline magazine.
- **Silent Auction Donation** Includes verbal recognition at event and inclusion on website, emails and Bayline magazine. Ideas: Gift baskets, vacation getaways, jewelry, tech items. Proceeds benefit NAAPAC. Complete form on website for donation and bring to event or office by 11/27.

REGISTER AT WWW.BAAAHQ.ORG



This is our main NAAPAC fundraiser for 2017. Please do your part to help BAAA meet its Fair Share Goal for NAA. Register today as this event previously sold out!

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.



Proposed Slate 2018 BAAA Officers & Directors

EXECUTIVE COMMITTEE

PRESIDENT

Christopher Koback, *South Oxford Management*

VICE PRESIDENT

Lisa Dailey, *Balfour Beatty Communities*

TREASURER

Jimmy Chestnut, *Carroll Management Group*

SECRETARY

Tara McBride, *Pinnacle*

IMMEDIATE PAST PRESIDENT

Jordan Petras, HCCP, *Carroll Management Group*

ASSOCIATE'S COUNCIL PRESIDENT

Lisa LaVigne, *Real Floors*

DIRECTORS

Lisa Bates, *Shelton Cook Real Estate Services*

Donamae Clinebell, *Stalwart Capital*

Amy Coletti, *Pinnacle*

Gina DaSilva, *Mezzo of Tampa Palms, Bridge Real Estate*

Leslie DeMaio, *Milestone Management*

Chad Dewald, *Franklin Street Management Services*

Carol Dollar, *The Richman Group*

Frank Ingrassia, *West Park Village, Carroll Management Group*

Elizabeth Kirschner-Collins, *JMG Realty*

Erin Krohne, *Valencia at Westchase, Venterra Realty*

Wendy Milenkevich, *Windtree Apartments*

Leslie Register, *RKW Residential*

Betsy Smith, *Magnolia Gardens, NRP Group*

Clint Snouwaert, *ZRS Management*

Jay Thompson, *Beacon 430, B&M Management*

ASSOCIATE'S COUNCIL PRESIDENT

Lisa LaVigne, *Real Floors*

VICE PRESIDENT

Justin Frost, *Affinity Waste Solutions*

IMMEDIATE PAST PRESIDENT

Christina Knight, *Affinity Waste Solutions*

DIRECTORS

Rich Katat, *Fleetwash Facility Services*

Fernando Ramos, *Wayne Automatic Fire Sprinklers*

The proposed slate will be voted on at the December 14 Membership Meeting.



DINNER MEETING PHOTOS



DINNER MEETING PHOTOS



DINNER MEETING PHOTOS



CORNHOLE PHOTOS



CORNHOLE PHOTOS



CORNHOLE PHOTOS





JOIN US IN Remembering a Friend



Agustin Salgado, Jr.
August 1978 – November 2017

Longtime BAAA member and friend Agustin Salgado, Jr. will be remembered for his outgoing personality at BAAA events.

He always excelled at our Maintenance Mania Competition, where he made a name for himself as a competitor. His positive outlook will not be forgotten.

Agustin, 39, passed away on November 2, 2017 in Tampa.





NATIONAL APARTMENT
LEASING PROFESSIONAL®



CERTIFIED APARTMENT
MANAGER



CERTIFIED APARTMENT
PORTFOLIO SUPERVISOR®



CERTIFICATE FOR APARTMENT
MAINTENANCE TECHNICIANS 



CERTIFIED APARTMENT
SUPPLIER

For course information,
go to www.BAAAHQ.org
Education > credentials

BAAA Credential Scholarships - 2018

All BAAA Members are invited to apply for the 2018 Credential Scholarships offered for BAAA's in-classroom Credential Courses listed below. 2018 Scholarships are awarded for 50% off the BAAA Member price per course (no cash value). 2 scholarships per credential will be awarded for: NALP, CAM, CAPS, CAMT, CAS.

NOTE: Only ONE scholarship awarded per company.

Scholarship winners must complete their credential BEFORE December 7, 2018. Winners not completing their credential by the deadline are required to repay the BAAA Scholarship Fund.

To be eligible for the scholarship:

1. Your community must be a member in good standing of the Bay Area Apartment Association. Candidate must have one year or more of on-site multi-family experience. (CAM candidates also required to meet NAAEI assessment review).
2. Submit a **Written Narrative** describing your experience, career goals, and what you hope to gain from taking this course. This narrative should be no more than 500 words.
3. Submit a **Recommendation Letter** from a current or former supervisor in the apartment industry.
4. Complete ALL information on the attached **Scholarship Information Form**.
5. Submit Scholarship Form and all documents BEFORE deadline: NOON on November 30, 2017 (Thursday).

EMAIL all documents in ONE email to:

Debra@BAAAHQ.org

The Education Committee will announce
SCHOLARSHIP WINNERS

at the...

“OFFICER INSTALLMENT & MEMBER DINNER”
DECEMBER 14, 2017

Everyone is invited to attend!

<https://www.baaahq.org/events/holiday-networking-reception-with-the-board-of-directors>

Questions?

Debra - Director of Education: 813-882-0222 x 3



2018 Credential Classes

The BAAA's Education Department promotes industry professionalism through programs designed for all apartment personnel. Designation programs demand intensive training and cover all aspects of rental property management.

BAAA offers NAA Credential Courses for NALP, CAMT, CAM, CAPS, CAS and Supplier Success throughout the year. For more info visit our website at: <https://www.baaahq.org/designations>



**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

2018 NALP Class (3-day class):

Summer: May 10, 11 & June 19

Fall: September 12, 13 & October 10

ONLY CLASS SCHEDULED in 2018!

NALP Pricing: BAAA 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

2018 Class dates (5-day class):

Spring: February 20, 21, 22 & March 22, 23

Fall: September 12, 13, 14 & October 24, 25

CAMT Pricing: BAAA 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

2018 CAM Class (6-day class):

APRIL 3-5, and April 16-18

ONLY CLASS SCHEDULED in 2018!

CAM Pricing: BAAA Member: \$959 / Non-Member: \$1109



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.

2018 Supplier Success Course

Spring: March 20 (Tuesday)

Fall: October 22 (Monday)

Supplier Success Pricing:

BAAA 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

- 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

2018 CAS Class (5-day class):

April 3, 4, 5 & April 16, 17

ONLY CLASS SCHEDULED in 2018!

CAS Pricing: BAAA 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 high-performing employees
- Employee performance, engagement, and retention
- Minimizing conflict through stakeholder communications
- Ethical behavior 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 through inspections, follow-up procedures, and incident reporting compliance
- 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 using key performance indicators

2018 CAPS Class (4-day class):

March 5, 6, 7 & 8 (Monday-Thursday)

ONLY CLASS SCHEDULED in 2018!

CAPS Pricing: BAAA Member: \$1499 / Non-Member: \$1649

**Registration opens for all credential classes on
NOVEMBER 20, 2018**

Contact: Debra@baahq.org or call (813) 882-0222 x3

Officer Installation & Member Recognition Holiday Dinner



Buy Your
Tickets at
BAAAHQ.org!

- Dinner & Cash Bar
- Holiday Festivities
- Live Band LUVU
- Recognition of Sponsors
& Volunteers

12.14.17 6-10pm Crowne Plaza
5303 W. Kennedy Blvd Tampa, FL

BAY AREA APARTMENT ASSOCIATION

Gold Medallion Awards

BLACK & WHITE GALA

FRIDAY, JANUARY 12, 2018

NOMINATIONS

The Bay Area Apartment Association is seeking nominations and applications for the 2017 Gold Medallion Awards! Recipients will be honored at the event on Friday, January 12th. The Gold Medallion Awards were created to honor outstanding members, who by their participation, have had a positive impact on the apartment industry.

*You are invited to submit nominations for the following award categories listed below. Select the category online nomination form you would like to nominate someone. Please fill out each nomination form as completely as possible. You will need to complete a separate form for each nomination. In the case of a tie, duplicate awards will be given. **Nominate, sponsor and reserve at: www.theGMAs.com***

COMMUNITY AWARDS:

- Conventional Community of the Year
- Affordable Community of the Year
- New Construction/Lease-Up Community
- Major Rehab Community of the Year
- Social Media Community of the Year

ASSOCIATE AWARDS:

- Associate Member of the Year
- Associate Member Company of the Year
- Associate Sales Person of the Year
- Associate Office Manager/Marketing Director
- Associate Rookie of the Year

PERSONNEL AWARDS:

- Manager of the Year
- Assistant Manager of the Year
- Leasing Professional of the Year
- Leasing Rookie of the Year
- Maintenance Supervisor of the Year
- Maintenance Technician of the Year
- Maintenance Rookie of the Year
- Housekeeper of the Year
- Groundskeeper of the Year
- Corporate Employee of the Year
- Regional Manager of the Year

SUBMISSION DETAILS: Electronic photos of nominees and communities are required. Please attached them in .jpg format when prompted. There is a \$25 entry fee for each nomination submitted except for the Associate awards. The deadline for nomination submission and accompanying photos/logos is December 18, 2017. Go to theGMAs.com to submit your nominations.

Questions, please contact Krystal at the BAAHQ Staff Office at 813-882-0222, Ext. 2.

BAY AREA APARTMENT ASSOCIATION

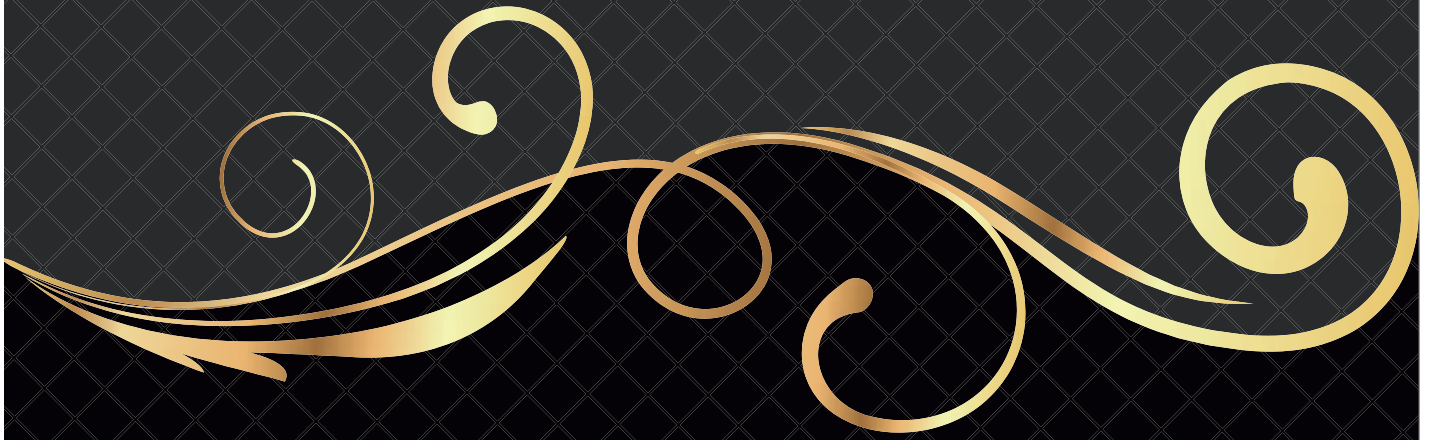
Gold Medallion Awards

BLACK & WHITE GALA

FRIDAY, JANUARY 12, 2018

SPONSORSHIP OPPORTUNITIES

*Sponsors will be acknowledged in print, in e-mails, on the website,
at the event and through our social media sites!*



Sponsorship Levels:

Description	DIAMOND \$2,500	PLATINUM \$2,000	GOLD \$1,500	SILVER \$1,000	BRONZE \$750
Logo on all marketing material including pre-event information, mail, e-mail, flyers, social media, etc.	Large	Medium	Small	Small	Small
Complimentary Tickets to Event	6	5	4	2	2
Video Loop - Logo Only at Entrance to Event Hall	Single Sponsor Slide	Single Sponsor Slide	Shared Sponsor Slide	n/a	n/a
Award Presentation of your choice	Yes	n/a	n/a	n/a	n/a
Award and PowerPoint Program Recognition	With Logo	With Logo	With Logo	With Logo	With Logo
Ad in Event Program	Full Page (4.5 x 7.5)	Half Page (4.5 x 3.75)	Quarter Page (2.25 x 3.75)	n/a	n/a

Visit www.theGMAs.com to become a sponsor.

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

NOVEMBER 6 - 10 **NAA ASSEMBLY OF** **DELEGATES**

9:00am to 5:00pm
Ft. Worth, Texas

The Assembly of Delegates (AOD) is NAA's largest business meeting of the year, where all NAA and NAAEI Boards, Committees and Task Forces meet and the new incoming volunteer leadership is installed.

NOVEMBER 9 **YOUNG PROFESSIONALS** **CONNECT EVENT**

6:00 to 10:00pm
3 Daughters Brewing
222 22nd Street South
St. Petersburg, FL 33712

NOVEMBER 15 **PB&J FOR TAMPA BAY**

9:00am to 12:00pm
HD Supply Facilities Maintenance
4406 Madison Industrial Lane
Suite 100
Tampa, FL 33619-9609

We've teamed up with PB&J Tampa Bay to host a feeding frenzy this holiday season to help feed those less fortunate. Join us to help make a difference in our community! What's needed: VOLUNTEERS, PEANUT BUTTER, JELLY, BREAD, ZIP SANDWICH BAGS, SPREADERS.

NOVEMBER 14 & 15 **CAMT COURSE**

Description online - *Last of series*

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.

NOVEMBER 16 **WE DON'T SPEAK THE** **SAME LANGUAGE** **SEMINAR WITH JACKIE** **RAMSTEDT**

8:30am to 12:00pm
Marriott Hotel Westshore
1001 North Westshore Boulevard
Tampa, FL 33607
\$59.00 Members
\$79.00 Non-Members

Communication Skills for Management and Maintenance - There is an underlying current of unrest and disconnect on our apartment communities today that continues to grow year after year.

A better description of this issue might be that we don't speak the same "language" between the management and

maintenance sides of the on-site operations and in some cases, between onsite and corporate!

- Why Are We So Different?
- Why Are We Always Disagreeing?
- 7 Deadly Sins of the Service Industry
- What Makes OUR Residents So Unbearable and Needy?
- Are You Providing Your Residents Top Quality Service?
- Building A Positive Relationship - Personality Differences
- Resolving Team Conflict and Overcoming Daily Roadblocks
- Solving Our Challenges – Scenario Role Playing
- Internal Customers VS. External Customers: Difference Perspectives
- Incentive Ways to Reward Your Team for Better Performance



**NOVEMBER 16
BOARD OF DIRECTORS
MEETING**

4:30 to 5:45pm
Marriott Hotel Westshore
1001 North Westshore Boulevard
Tampa, FL 33607

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

**NOVEMBER 16
DINNER MEETING
MAKING IT FUN TO GO
TO WORK AGAIN!
WITH GUEST SPEAKER:
JACKIE RAMSTEDT**

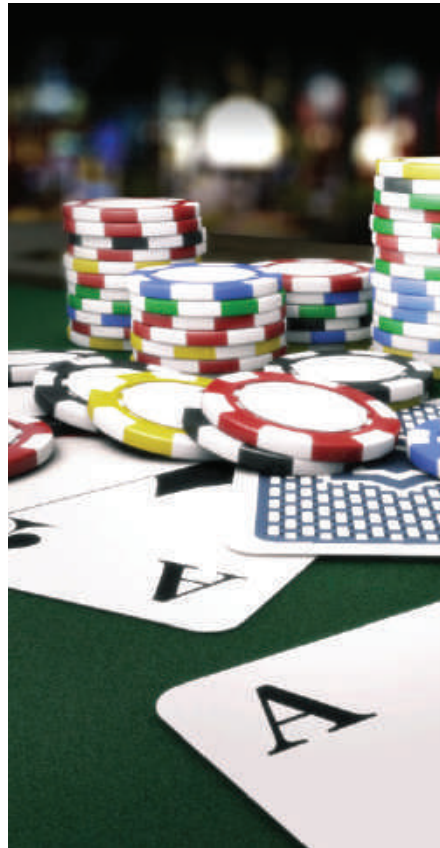
6:00pm to 6:45pm - Networking
6:45pm to 7:30pm - Dinner
7:30pm to 8:30pm - Speaker
Marriott Hotel Westshore
1001 North Westshore Boulevard
Tampa, FL 33607
\$45 Early/\$55 Late Member
\$55 Early/\$65 Late Non-Member

Jackie Ramstedt is a nationally renowned, requested repeat Motivational Keynote Speaker, National Trainer, Consultant, and Performance Coach who has more than 30 years experience in the multi-housing industry. She has spoken to thousands of industry professionals on a national level for the National Apartment Association, Multifamily Pro Annual Brainstorming Events, the Institute of Real Estate Management (IREM), National Affordable Housing conferences, and numerous state and local Associations, including various management and investment companies throughout the United States and Canada.

Don't miss this presentation! It's fun, interactive and a must attend for all on-site staff, upper-management, and associate members.

**DECEMBER 4
GOVERNMENT AFFAIRS
COMMITTEE MEETING**

5:00 to 6:00pm
Derby Lane
10490 Gandy Boulevard North
St. Petersburg, FL 33702



**DECEMBER 4
POKER FOR NAAPAC &
SILENT AUCTION**

6:30 to 10:00pm
Derby Lane
10490 Gandy Boulevard North
St. Petersburg, FL 33702
\$50.00 Non-Player
\$75.00 Player & Donation

Our major NAAPAC fundraiser of the year will feature no-limit Texas Hold'em. Visit BAAAHQ.org for all the details.

EDUCATION & EVENTS

**DECEMBER 14
BOARD OF DIRECTORS
MEETING**

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

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

**DECEMBER 14
HOLIDAY DINNER &
INSTALLATION OF
OFFICERS & DIRECTORS**

6:00 to 10:00pm
Crowne Plaza Westshore
5303 West Kennedy Boulevard
Tampa, FL 33609
\$55.00 Members
\$65.00 Non-Members

Join us for our Holiday Dinner as we install our 2018 Officers and Directors and recognize the many volunteers and sponsors that contribute to BAAA and help further our mission and goals.

You'll enjoy holiday festivities with a live band. Make reservations for your entire staff to enjoy the holidays with BAAA!



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		

NOVEMBER

NOVEMBER 6 - 10

NAA Assembly of Delegates
9:00am to 5:00pm in Ft. Worth, Texas

NOVEMBER 9

Young Professionals Connect Event
6:00 to 10:00pm @ 3 Daughters Brewing

NOVEMBER 11

Veteran's Day

NOVEMBER 14 & 15

CAMT Course

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

NOVEMBER 15

PB&J for Tampa Bay

9:00am to 12:00pm @ HD Supply Facilities Maintenance

NOVEMBER 16

We Don't Speak the Same Language Seminar with Jackie Ramstedt

8:30am to 12:00pm @ Marriott Hotel Westshore

NOVEMBER 16

Board of Directors Meeting

4:30 to 5:45pm @ Marriott Hotel Westshore

NOVEMBER 16

Dinner Meeting: Making It Fun to Go to Work Again!
with Guest Speaker: Jackie Ramstedt

6:00 to 8:30pm @ Marriott Hotel Westshore

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

DECEMBER

DECEMBER 4

Government Affairs Committee Meeting

5:00 to 6:00pm @ Derby Lane

DECEMBER 4

Poker for NAAPAC & Silent Auction

6:30 to 10:00pm @ Derby Lane

DECEMBER 14

Board of Directors Meeting

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

DECEMBER 14

Holiday Dinner & Installation of Officers and Directors

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

DECEMBER 25

Christmas Day

BAAA offices will be closed

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



DATE:

**Thursday,
November 16, 2017**

PLACE:

**Marriott Hotel
Westshore
1001 N Westshore Blvd
Tampa, FL 33607**

TIME:

**6:00pm to 6:45pm
Networking
6:45pm to 7:30pm
Dinner
7:30pm to 8:30pm
Speaker**

COST:

**\$45 Early/
\$55 Late Member

\$55 Early/
\$65 Late Non-Member**

*Register at
www.baaahq.org*

MEMBERSHIP MEETING



DINNER MEETING

**“Making It Fun
To Go To Work”
with Guest Speaker
*Jackie Ramstedt***

Don't miss this presentation! It's fun, interactive and a must attend for all on-site staff, upper-management, and associate members.

Jackie Ramstedt is a nationally renowned, requested repeat Motivational Keynote Speaker, National Trainer, Consultant, and Performance Coach who has more than 30 years experience in the multi-housing industry.

She has spoken to thousands of industry professionals on a national level for the National Apartment Association, Multifamily Pro Annual Brainstorming Events, the Institute of Real Estate Management (IREM), National Affordable Housing conferences, and numerous state and local Associations, including various management and investment companies throughout the United States and Canada.

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

NEW MEMBERS

ASSOCIATES

HappyCo

1000 Van Ness Avenue
Suite 200
San Francisco CA 94109
(323) 605-9652
Property Management Software,
Key Control & Work Order Systems

JH Building & Assessments, LLC

15911 Race Track Road
Odessa FL 33556
(727) 303-1211
Contractor: Cabinets, Painting, Rehab,
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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 _____

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Comments: _____

FAX TO: (813) 884-0326
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