

BAYLINE

October 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.faaahq.org

NAA OFFICES

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

CONTENTS

10

Good Things Happen When the Old Becomes the New!

12

National Cyber Security Awareness Month

STOP. THINK. CONNECT.

14

October is National Pizza Month...So What's for Dinner Tonight?

16

Observing Fire Prevention Month

18

Fair Housing from A to Z

26

Gold Medallion Awards Black & White Gala

28

Maintenance Mania Competition

On the Cover

Description

REGULAR FEATURES

- 4 Government Affairs • *A CAMT Repair Issue That Surfaced Recently*
- 6 Diversity Digest • *The Art of Innovation*
- 8 Maintenance Matters • *Ten Reasons Why We Love our Maintenance Team*
- 30 Education & Events • *October, November & December*
- 32 Calendar • *October & November*
- 33 Membership Meeting • *All Hands on Deck*
- 34 New Members • *Welcome*

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@baahq.org);

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

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



A CAMT Repair Issue That Surfaced Recently

By Robert Griffiths, BAAA Government Affairs Director

One of BAAA members recently had a problem in Pinellas County. He had purchased and had an A/C company install an entire split system.

After the installation was complete, one of the maintenance techs accidentally put a hole in the coil while repairing the drywall around the A/C unit inside.

The resident who lived there was upset and called to report that unauthorized personnel were fixing the A/C unit. The Sheriff's office sent a representative to the property. The property

manager was trying to explain what had happened and was asked where was the license for the maintenance tech that was repairing the unit.

The manager explained they had a registered CAMT on the property with a Certificate, however, the Sheriff's representative threatened to arrest the property manager. Legal Counsel for the property has been consulted. We will update our members on the outcome of the situation.

The Pinellas County Licensing

Board has had issues recently that concluded with the decision that until further notice, the Pinellas Sheriff's Department will investigate complaints from a licensing problem that are reported.

Please use caution when working under the provisions of Florida Statute 489.103 that went into effect on July 1, 2016 which allows a CAMT with a Certificate to perform only the repairs that are detailed in the legislation. You can find a copy of F.S. 489.103 on the BAAA website. •

ANSWER FLORIDA'S FREE

MONTH SERVICE • ASK ABOUT

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.

ANSWER FLORIDA'S FREE

MONTH SERVICE • ASK ABOUT

HALLOWEEN IDEAS

Lobby Candy – If you have a large apartment community, it can be difficult or even impossible for trick-or-treaters to ring your residents' doorbells. Instead of disappointing all those little ones, ask your residents to donate a bag of candy for the lobby and hand out candy on behalf of the entire community.

Safe Trick-or-Treating – If you have a lot of children in your apartment community, organize a safe trick-or-treating event for them and their parents. Inform all of your residents of the time and date that the children will come around the community. Encourage them to be extra careful in the parking lot and ask that they leave their outdoor lights on. •



**THEIR
HOME
YOUR
PROPERTY
OUR
PASSION**

www.unitedrenovations.com/ur-southeast
813.301.4555





The Art of Innovation

Have you used e-mail today? If so, thank Vint Cerf. In the 1970s, Cerf co-designed the basic protocols for internet communications. One motivation behind his work was frustration communicating with other researchers by voice; Cerf is hard of hearing. Later, in the private sector, he was part of the

team that developed the first commercial e-mail system.

October is National Disability Employment Awareness Month. The purpose of National Disability Employment Awareness Month (NDEAM) is to educate employers about potential

disability employment opportunities and celebrate the many and varied contributions of America's workers with disabilities.

We see how inclusion drives innovation time and time again through advancements developed by and for people with disabilities that have widespread applicability. Some of the most common examples are things like curb cuts, automatic doors, and voice recognition software that are now common in our daily lives but got their start from innovating for people with disabilities.

Individuals with disabilities are a huge part of the American workforce, not only this month, but every month. With more than 6 million jobs available across the country, this is the time for employers to realize the potential of the more than 500,000 Americans with disabilities who are looking for jobs right now.

Employers of all sizes and in all industries are encouraged to participate in NDEAM. Old stereotypes of workers with disabilities are no longer relevant. Enhancements in technology and communications have opened many doors that in the past hindered a qualified worker with a disability from qualifying for good jobs. The multi-family industry continues to play an active role in fostering a more inclusive workforce, one where every person is recognized for his or her abilities — every day of every month.

Excerpted with thanks from www.dol.gov/ndeam.

CONTACT
BG MULTIFAMILY
IN OCTOBER &
RECEIVE YOUR
FREE
PINK BRACELET!

JOIN BG MULTIFAMILY IN FUNDRAISING
FOR THE CURE DURING OCTOBER!



Exclusively Serving Multifamily

CELEBRATING 30 YEARS!

Compliance Depot National Account • Fully Insured • On-Call Available

TEMPORARY • TEMP-TO-HIRE • SMART HIRE™
DIRECT HIRE • RECRUITING • LEASING TRAINING

ON-SITE SERVICES

- Certified, HVAC & Lead Maintenance Technicians
- Make Ready Technicians & Assistants
- Porters, Groundskeepers & Housekeepers
- Community & Assistant Managers

- Experienced Leasing & Bilingual Consultants
- Tomorrow's Talent™ Leasing Graduates
- Administrative Support & Package Management
- Student Housing Turn
- Tropical Storm Clean-up

813-314-2068 | tampa.orders@bgmultifamily.com



BG MULTIFAMILY
bgmultifamily.com

CELEBRATING



Quality Assurance Guarantee



House of Floors has been a family operated business since 1989. Over the past 22 years we have become the premier provider in the state of Florida servicing 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 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 the only non-national flooring company that can service the entire state of Florida. Our success can be directly attributed to the way we do business. We offer the highest level of Customer Service, Coverage Area, and Turnaround Time, Quality, Competitive Pricing, and Environmental Responsibility.

Service

Does the company you are currently using, 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. Online ordering, over the phone, email, or via fax, we will take your order accurately and professionally no matter the modality you choose. We also understand the importance of "ease of doing business." Your time is important to us. That is why we offer a full array of

reporting tools to assist your company in controlling costs through our web based application.

Do you ever come across a situation where a renter didn't care for their flooring like they should have and it did not last its typical 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, Budget and Analysis tools, which can help you, control your capital expenditures.

Coverage Area & Turnaround Time

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

With 8 locations across the state of Florida, we can service your property with Guaranteed Next Day Installations from the panhandle, to sunny Miami and every area in-between.

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

House of Floors provides, "Guaranteed Next Day", and "Emergency Same Day", and Saturday services to meet all of your flooring needs, and best of all you no longer have to pay additional trip charges that other flooring companies charge.

Does the company you are using have a fully stocked warehouse to meet ALL of your flooring necessities, no matter how demanding?

If you need something done now or 6 months from now, 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 demanding schedule and always at the same competitive price.

Quality

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

With over 350 professional installers in Florida, we know how to guarantee the highest quality of work and materials. Our installers 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 our installations and materials always meet or exceed our quality assurance standards. Our installers are consistently graded on every aspect of their work, from the appearance, to timeliness and quality of installation. If you choose House of Floors, you can rely on the work to be completed on time, with the highest quality materials. House of Floors will not cut corners at the expense of your company or your residents - every time, guaranteed!

Peace of Mind

Do they provide lifetime installation warranties for the life of the carpet?

If not, why are you still using them? House of Floors will change the way you handle your flooring needs! As repairs arise not related to normal "wear and tear," all you need to do is contact us and we will take care of it, free of charge, for as long as you continue to do business with our company! How much money could that add to your bottom line?

Competitive Pricing

Does your flooring company offer competitive statewide pricing across every property?

Every proposal and installation is accompanied with 1/4" scale seaming diagrams. These plans are drawn to provide you with consistent yardage and cost savings. For companies with multiple locations, House of Floors is also proud to offer volume pricing in the event your property is undergoing a rehab or capital improvement upgrades.

Environmental

Responsibility

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

It is up to all of us to ensure we minimize our environmental impact as much as possible, so this planet can be left for future generations to enjoy as we have. We are doing our part with an industry changing initiative to provide "cradle to cradle" solutions for your flooring needs. We provide materials that are environmentally friendly and will never enter a Florida landfill. Our exclusive "Eco" line of carpet provides your company with a way to control your company's environmental footprint. To learn more about our "cradle to cradle" philosophy look us up online at www.houseoffloors.com

Don't wait, contact us today!

We at House of Floors only know how to conduct business one way and it starts with honesty. 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 service, coverage area, turnaround time, quality, competitive pricing or the most environmentally friendly company, you will find everything you're looking for with House of Floors!



HOUSE OF FLOORS
Better Because We Care.
www.houseoffloors.com



Ten Reasons Why We Love our Maintenance Team

When you work in maintenance, you rely on a broad array of skills to get the job done. Maintenance teams know how to get the job done,

Here are ten reasons that inspire us to love our maintenance team.

- 1.** Maintenance technicians know how to prioritize. Maintenance workers juggle lots of information, but they know when to put the important stuff first.
- 2.** Maintenance technicians routinely make decisions about repairing or replacing assets. That knack for decision making comes in handy whenever you are faced with important choices especially when you need to fix it – Now.
- 3.** Maintenance technicians know the importance of scheduling. They know how important scheduled events are to the “whole team” including front office.
- 4.** Maintenance technicians are used to being the “go to” person. In the workplace, the maintenance workers are the ones you can count on when you need them, they show up with their tool belt in hand.
- 5.** Maintenance technicians know the importance of preventive maintenance. They know they know that little things often become big problems? No one understands better than the maintenance team why an ounce of prevention is worth a pound

of cure. Preventive maintenance is the best way to thwart equipment breakdowns, and the same holds true for maintaining relationships with your residents.

- 6.** Maintenance technicians understand the importance of reliability. Looking for someone who does what they say and says what they mean? Maintenance technicians prefer things—and people—they can count on. What you see is what you get. They don't have time for anything else.
- 7.** Maintenance technicians know quality when they see it. The maintenance team knows shoddy workmanship or defective materials are simply more of a headache than they are worth.
- 8.** Maintenance technicians are quick to respond. Prompt response time is a key part of the maintenance department's job.

- 9.** Maintenance technicians know how to approach a problem from a different perspective. Resident complaints often stem from different viewpoints, yours, theirs and maybe the supplier or front office. Troubleshooting repairs requires seeing a problem from multiple angles and working to find solutions that satisfy all parties. Maintenance techs can use their customer service skills to ease hurt feelings and restore the residents faith in the community.

- 10.** Maintenance technicians save their company thousands of dollars every year. That one speaks for its self.

We love our maintenance team because they make everyday a good day and they always have our “back.”



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

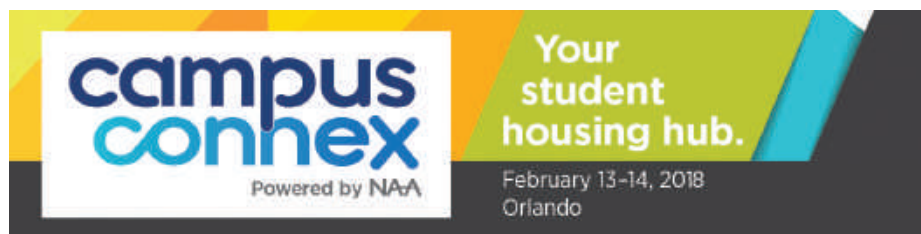
800-929-5035

WE ALWAYS ANSWER OUR PHONES

www.SwitchElectric.net

Good Things Happen When the Old Becomes the New!

In an effort to capture and share the excitement of three of the National Apartment Association's signature annual events NAA has renamed them to reflect the energy and "AI" (Apartment Intelligence) that these events produce. Check out the details below for information about these updated, upgraded events and add them to your 2018 schedule of events.



NEW NAME. NEW LOCATION. NEW IDEAS.

The NAA Student Housing Conference & Exposition has been renamed as CampusConnex. It's the same conference that you've come to expect from NAA, but with a new name. Join us in Orlando for all things student housing with more than 800 industry professionals all looking to take their student housing game to the next level. The event features keynote speakers, breakout sessions, industry panels and over 100 exhibitors making it a must attend event for all student housing professionals. Registration is now open!



NEW NAME. NEW SCHEDULE. NEW VENUE.

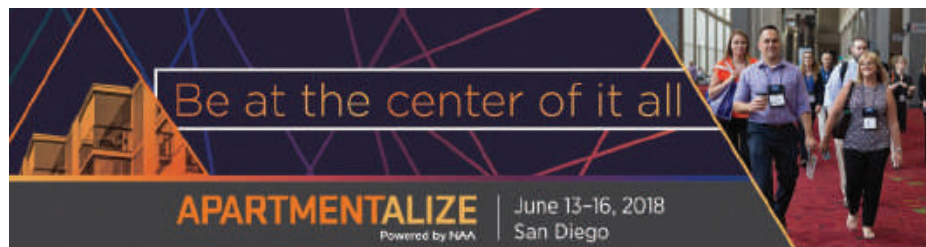
The NAA Capitol Conference has been renamed as Advocate! Additionally, the Conference will have a new schedule as well as a new venue, Grand Hyatt Washington.

The schedule will be reversed: A briefing on the issues for the industry's largest advocacy event will be on Tuesday, March 13 and Lobby Day meetings with members of Congress will follow on Wednesday, March 14. Committee meetings will begin on Thursday, March 15 and end on Friday, March 16. During this time, all NAA and NAAEI Boards, committees and task forces will meet to discuss new and upcoming plans.

We look forward to working with you to continue your advocacy efforts throughout the year through In District Meetings, Congressional Property Tours, Site Visits, Legislative Action Alerts and NAAPAC events. Together we will strengthen the apartment housing industry and secure a favorable legislative climate for all members of our industry. Registration will open in early November.

NEW NAME. NEW LOCATION. SAME CONFERENCE.

The NAA Education Conference & Exposition has been renamed as Apartmentalize! It's the same Conference that you've come to expect from NAA, but with a new name. Join us to Apartmentalize in sunny San Diego, which means taking your career, your company and the experience your residents receive to the next level. Achieve greater success in all three areas by joining us in San Diego to attend the apartment housing industry's premier event. Registration will open in mid to late October. Be at the center of it all!

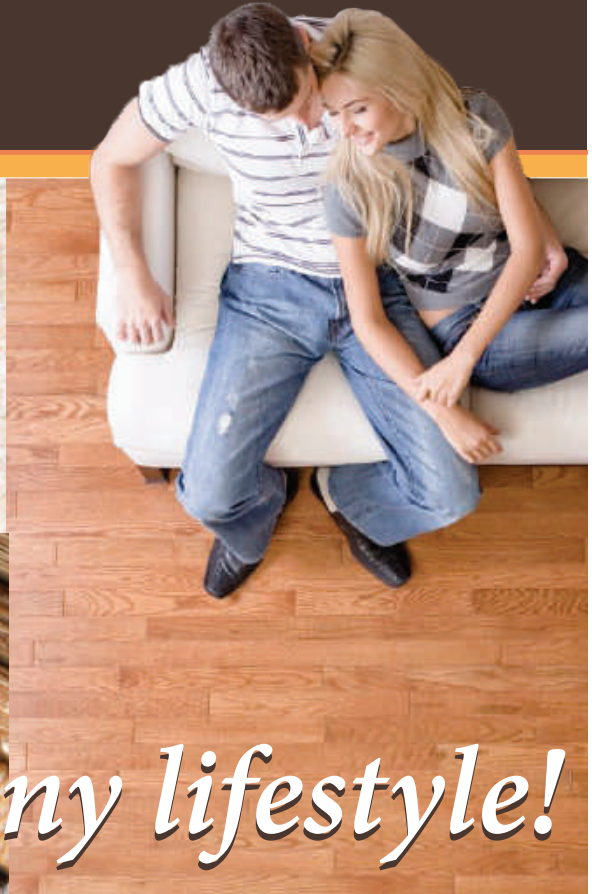


You can also find this information on-line at www.baaahq.org/news. •



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

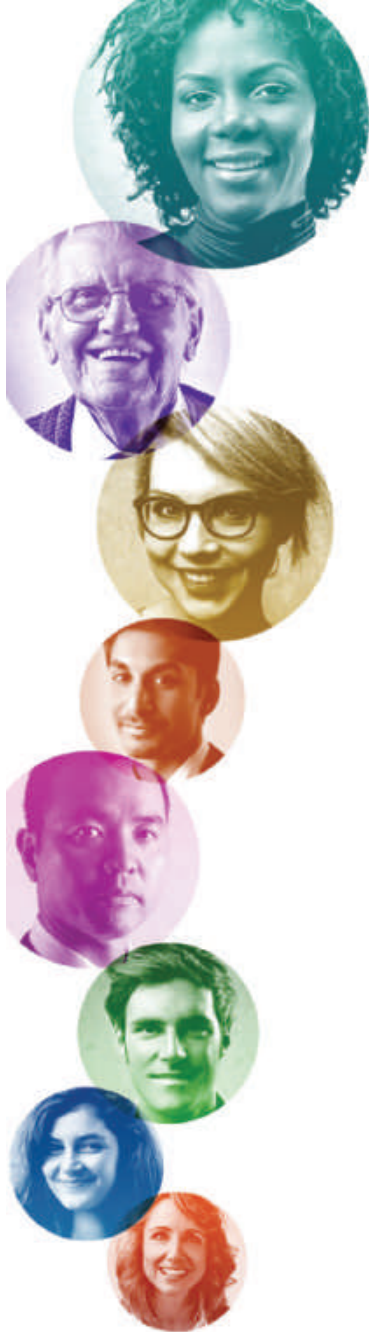
SARASOTA



We proudly recycle
used carpet & padding

1(877) 383-1062

www.lifestyleflooringinc.com



National Cyber Security Awareness Month

Personal information is valuable to your business, but it's also something your residents value. Nearly 75 percent of Americans feel it is "extremely" or "very" important that companies have "easy-to-understand, accessible information about what personal data is collected about them, how it is used and with whom it is shared. Consider taking the following actions to create a culture of respecting privacy, safeguarding data and enabling trust in your organization.

If You Collect It, Protect it...

Follow reasonable security measures to protect individuals' personal information from inappropriate and unauthorized access.

Be Open and Honest about How You Collect, Use and Share Personal Information...

Clearly communicate your data use practices and any features or settings you offer to residents to manage their privacy.

Share Your Privacy Policy to Educate Residents about Privacy Practices...

Communicate clearly and often what privacy means to your organization and the steps you take to maintain consumer privacy and security.

Create a Culture of Privacy in Your Organization...

Educate employees about their role in privacy, security, respecting and protecting the personal information of co-workers and residents.

Do Your Due Diligence and Monitor Third Party Suppliers and Vendors...

You are also responsible for how they use and collect personal information.

Recognizing and Fighting Cybercrime...

Everyone needs to remain diligent and careful to avoid falling victim to one of the many forms of cybercrime, including: identity theft, financial fraud, stalking, online bullying or hacking. In 2014, over 17 million people were victims of identity theft, with an average loss per theft of \$3,931.

The Department of Homeland Security Recommends These Simple Tips for Battling Cybercrime...

Keep a clean machine. Regularly update the security software, web browser and operating system on your computers and mobile devices. Protect against data loss by backing up your files and keeping them safe on a physical storage or remote storage platform.

When in doubt, throw it out. Stop and think before opening attachments or clicking links in emails. Do not open an email if it looks suspicious. Use stronger authentication. Opt to enable stronger authentication when available. A stronger authentication helps verify a user has authorized access to an online account.

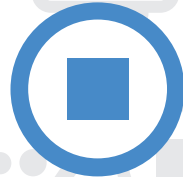
Excerpted with thanks from www.staysafeonline.org and www.floridaconsumerhelp.com •

Cyber Security affects almost every aspect of daily life, and the month of October is designated as National Cyber Security Awareness Month.. It is a time for Internet users to reflect on the safety measures they already have in place and find new ways to improve them.

The recent Equifax Cyber attack has once again pointed out the need to be aware of the danger of having your accounts and records stolen.

The theme this year is STOP. THINK. CONNECT. This campaign is based on simple, actionable advice that anyone can follow.

Stop.Think.Connect.™ is a national public awareness campaign aimed at increasing the understanding of cyber threats and empowering the American public to be safer and more secure online.



STOP.

Before you use the Internet, take time to understand the risks and learn how to spot potential problems.



THINK.

Take a moment to be certain the path ahead is clear. Watch for warning signs and consider how your actions online could impact your safety, or your family's.



CONNECT.

Enjoy the Internet with greater confidence, knowing you've taken the right steps to safeguard yourself and your computer.



STOP.THINK.CONNECT.

Securing one citizen, one family, one Nation against cyber threats.



October is National Pizza Month... So What's for Dinner Tonight?

Whether it is thin crust, Chicago style, deep dish or anything in between, pizza is an American favorite. Want to reward your hard working co-workers? Treat your crew to a Pizza lunch! Make move-in day a life saver for new residents by giving them a pizza gift certificate for that first night.

This observance began in Octo-

ber 1984, and was created by Gerry Durnell, the publisher of *Pizza Today* magazine. During the month, some pizzerias give away free pizzas or pizza slices to customers or offer reduced price promotions.

Pizza is a mainstay for the apartment industry. Countless pot luck get together's are anchored by the willing

participation of residents, leasing staff, vendors, suppliers and the maintenance/support team over a variety of pizza slices with ice cream and chocolate chip cookies.

Everyone has an 'app' for their favorite pizza source and today's health conscious pizza fans can choose from gluten free, black bean and a selection of crusts to make your pizza as tasty as you want it.

Some say that Roman soldiers created the first pizza when they added cheese and olive oil to Matzah bread. But one thing is known for certain, pizza as we know it today came into being as a result of the discovery of the tomato in the Americas, and its return to Europe in the 16th century.

Until the 1830's it was almost exclusively sold from open air stands and out of pizza bakeries, a tradition which is largely followed even today. Have you ever wondered why the tomato sauce is called marinara? Because it was created by "La Marinara" the mariner's wife, to serve to her seafaring husband.

Who needs encouragement to celebrate this month? Well, if you're wanting to truly honor the pizza, then it's time to try some new toppings on your pizza and experience the full range of what the pizza can be! Go out, try something new, and enjoy pizza!

**JOHN E.
M^cMILLAN**
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.



**PIZZA TRIVIA...
DID YOU KNOW?**

- Pepperoni is the most popular pizza at 36% of all pies ordered.
- Over 3 billion pizzas are sold in the USA each year. Add another 1 billion on frozen pizzas
- 17% of all US Restaurants are pizzerias.
- Americans consume on average 23 pounds of pizza per person each year.
- Pizza is a \$30 billion industry in the United States.

- 93% of Americans eat pizza at least once a month.
- Women are twice as likely to order vegetable toppings on their pizza and are considered better tipppers.
- 36% of people consider pizza the perfect breakfast.
- Mozzarella cheese accounts for nearly 80% of Italian cheese production in the United States.
- On Super Bowl Sunday, pizza delivery drivers can expect \$2 tips to soar as high as \$20.
- Super Bowl Sunday is the busiest day of the year for pizza. 1.3

billion+ wings will be eaten on game day.

- 51.7 million cases of beer will be consumed during Super Bowl.

Don't forget your local law enforcement officers and firefighters in your area when you have extra pizza to share and giving a homeless person a meal can make a real difference for them.

Excerpted in part with thanks from www.nationaldaycalendar.com and pizza.com. •



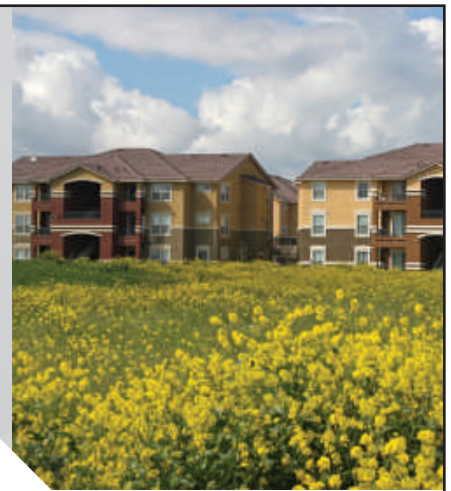
No matter
the season...



Call 866-630-6747
Español 888-281-0255
Fax 866-631-6747
supplyHQ.com



we are always
ready to serve you!



Observing Fire Prevention Month

By Mary Beth Adomaitis



October has been designated as National Fire Prevention Month — a time when public service departments across America join forces to spread the word about fire safety. Each year, the campaign focuses on a different aspect of safety, from preventing forest fires to planning an escape route during a blaze. While the campaign lasts the entire month, most police and fire departments designate the second week of October as Fire Prevention Week, during which demonstrations and expos are held in different U.S. cities.

that killed more than 250 people and left more than 100,000 homeless. The fire, which was reportedly started in a barn, also burned more than 2,000 acres and destroyed about 17,400 structures. The three-day fire, which started October 8, did most of its damage on October 9, 1871, which is why Fire Prevention Week is always held around that date. The first National Fire Prevention Day was declared by President Woodrow Wilson in 1922, and the week-long observance is the longest running public safety and health campaign on record.

Sponsored by the National Fire Protection Association (NFPA), Fire Prevention Month has roots that date back to The Great Chicago Fire of 1871

In 2000, the NFPA extended Fire Prevention Week to include the entire month of October, and entities such as public libraries, schools and utility com-

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

panies joined in to spread the word not only about fire safety and prevention, but overall personal safety.

FIRE PREVENTION THEMES

Each year, a nationwide theme is chosen and localities gear their campaigns toward it. Some of them include:

- Practice Your Escape Plan
- Home Cooking Fires: Watch What You Heat!
- Use Candles with Care: When You Go Out Blow Out!
- Test Your Smoke Alarms
- When Fire Strikes, Get Out!
- Cover the Bases and Strike Out Fire
- Fire Drills - The Great Escape

FIRE PREVENTION ACTIVITIES AND IDEAS

The goal of Fire Prevention Week, and its corresponding month, is to make the public more aware of how fires start, how to prevent them and how to be protected during blazes. However, fire prevention has gone beyond not playing with matches. Today, children and adults can educate themselves about the dangers associated not only with fires, but with natural disasters and household hazards as well. Many public service departments set up fairs in local store parking lots or parks during October and hold various safety demonstrations including:

- How to prevent a forest or brush fire
- Water conservation
- The ins and outs of a fire truck
- How a medical helicopter works
- How a police canine does its job
- What firefighters and other rescue workers wear during emergencies

Excepted with thanks from I Love To Know, http://safety.lovetoknow.com/Fire_Prevention_Month.



Professional Grounds Management

Commercial Landscape Services

Grounds



Design



Irrigation



Trees



+20 Years +

SERVICING

Apartment & Condominium Communities

College Campuses

Industrial Complexes

Class A Office Space

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

Fair Housing from A to Z

By Nadeen Green

We are taking the alphabet, letter by letter, so perhaps you can do things a little bit better!

To make your community open to all, and not take an unexpected fair housing fall!

And, because Fair Housing covers a lot, we've created a resource to print out on the spot!

A is for Animals, and you can say no to my dog, cat, or birdie, unless I can show that this critter is truly needed by me to manage better with my disability. Then dog, cat or birdie is not a pet, so accepting my assistance animal is a wise bet.

B is for Boa, as in the large snake, so that you understand that you might have to take, this reptile, or the monkey or even the horse (the latter is a miniature one, of course), because these can be assistance animals, too. And when appropriate they move in with you.

C is for Children, they will live with you, unless your residents are older – 55 to 62. Be careful how you restrict them with your community rules, since perhaps except for your gyms, your spas and your pools, your policies should reflect the behaviors you desire, from both the young and those with ages much higher.

D is for Damages, and oh, what the cost, if yours is the legal position that's lost. From punitive damages to penalties civil, the amount you might pay could make you snivel. Communities have lost millions in some of their cases, where fair housing violations have been the basis.

E is for Everyone, the message two-pronged, all of us have protection when rights are wronged. We each qualify, in some way, for equal opportunity, but keep in mind, in our business, we each have liability. Sales, management, leasing or maintenance, our level of employment is no legal defense.

F is for Fair Housing Poster, to let residents see your commitment to equal housing opportunity. The law says the poster must be in view to those who have come to seek housing with you. At least 11" x 14" is the size it must be, and displayed where it is easy to see.

G is for Gender, which simply means "sex" when we are looking at the fair housing context. Our sleeping arrangements are not yours to ponder, so don't even hint that in fact you may wonder which bedrooms will house me, or my daughter or son, because this is how fair housing cases are won.

H is for Hailstorm, when I want to see what it is that you have to offer to me. Do you take me to tour in the storm at its height, or how about when gloom turns into night? Think out your plan now, and put it in writing, so cases based on tours are not ones you are fighting.

I is for Insurance, which you may have or not. Often communities don't know what they've got. Don't assume you have coverage for that or for this, it can be costly if it's fair housing coverage you miss. Talk with your agent, read your policy through. What it doesn't provide or cover may surprise you.

J is for Jargon, all industries have it, expressions we use from force of habit. Depending on viewpoints, there are those who say, if you use certain words, you might have to pay. So look out for "adult" – "traditional" – and "active" and beware as well "mature" and "exclusive."

K is for King, as in Doctor and Reverend, whose civil rights fight was abruptly ended. Then Congress decided in response to enact, for the first time ever, the Fair Housing Act. Out of sadness and tragedy our country would see a commitment to equal housing opportunity.

L is for Logo, the house with the roof, and words of commitment that are the proof: "Equal Housing Opportunity" is available here, and to no other place, you will we steer. Use it on ads, signs, leases and such, a little logo whose message means much.

M is for Mothers-in-law, those bedrooms Master, and you need to know that it's not a disaster to say Merry Christmas at that time of year, so no fair housing action need you to fear. HUD has said these words are OK, as long as all else is done the fair housing way.

N is for National Origin, which tells us it matters not whether Spain, Haiti or Belarus is from where someone or their family came, because no matter the country, you'll treat them the same as you treat all others who knock on your door, because this is one of the protected classes EHO is for.

O is for Occupancy Standards, the number of how many people can live and can slumber in housing that's owned or managed by you; generally for each bedroom the number is two. But it could be more, which you may not realize, depending on law changes, or the dwelling's overall size.

P is for Parking, a significant issue when those with disabilities approach you needing a particular designated spot somewhere in the community's parking lot. Reasonable accommodation is what you may often owe, requiring that you assign parking and violators tow.

Q is for Quiet, and yes, that can be a condition imposed at your community. But remember this standard is for everyone, the adults, the children, the vow-silenced nun. Noise is the issue, and all must you scold, not just the young ones, but those who are old.

R is for Reasonable Accommodation that's often due, whenever the applicant or resident needs it from you. It must of course be reasonable and disability related, though the disability does not need to ever be stated. So ask "Is what you are asking based on a disability?" Then address the issue with a well-thought out policy.

S is for Steering, when you send them away, or limit the housing at which they may stay. Playgrounds or ponds, tennis courts or stairs, it matters not for families or those in wheelchairs. Any available housing your prospects may choose; limit their options, the lawsuit you'll lose.

T is for Testers, they have standing to sue your company, your manager, and yes, even you. And while no law requires your consistency, it's certainly a great operating policy. Email, text, phone or in-person communication, all people should get the very same information.

U is for Unjust, and it's important to this poet to point out that everyone should know it – it's not just about law or about what it can cost, and it's not just about the opportunity that's lost. It's about destroying someone's personal dignity by denying simple equal housing opportunity.

V is for Voice, and now people do sue based on the concept that it's easy for you to know their race, particularly white or black, even though a visual meeting you lack. So promptly return phone messages, and invite those who call, so you don't take a linguistic profiling fall.

W is for White Only Advertising, a major sin when you select only blonde Barbie® to appear in your ads, so that those of color and those with wheelchairs or kids believe that you will turn down their housing bids. The majority and minority groups you must use, if human models to market is the technique you choose.

X is for Xenophobia, "the dislike, mistrust or fear of foreigners or that which is strange" to us here. And while you may to such a phobia cling, to act upon it is not a wise thing. So get used to diversity, in our lives it's a fact, and much is protected under the Fair Housing Act.

Y is for Yarmulke, worn by the observant Jew, a religious symbol likely recognized by you. In decorating and advertising please stay away from using any symbols that clearly show or say that the message is intended in a religious way. (But Santa and the Easter Bunny are actually OK!)

Z is for ZIP Code, it's where people live, and there is information about them that zip codes give. Perhaps their ethnicity or race or income is known by where they now make their home. So target market by zip only if you can show a good business reason for where your promotions go.

See page 20 for a print out to hang in your office so that you can always know Fair Housing from A to Z!



Nadeen Green recently retired after 20+ years as the senior legal counsel for For Rent Media Solutions. She has been an attorney since 1979 and has taught Fair Housing law to the multi family housing industry for decades, presenting more than 1,150 programs to management companies and apartment associations nationwide, including the National Apartment Association, IREM and AIM. Her reader friendly articles and guest blogs have appeared regularly in publications and on industry web-sites where she is fondly known as "The Fair Housing Lady."

BAAA was fortunate enough to have Nadeen conduct one of the first Fair Housing seminars when the Amendments to the Act were enacted in 1989. Her candid and friendly approach to reach out to our members helped bridge the uncertainty and confusion that everyone in the audience was experiencing. The addition of two new protected classes created major concerns about the potential economic impact of changing from 'Adult Only' to 'Kid Friendly' properties.

Over the years, Nadeen has written three children's books including one that tells the story of a child with a mobility disability. Now, happily retired, Nadeen and her husband Ned live in Atlanta, Georgia. •

Fair Housing From A to Z

A Simple Guide to Understanding Fair Housing Laws

<p>Everyone</p> <p>Has protection when rights are wronged and qualify, in some way, for equal opportunity or face liabilities.</p>	<p>King</p> <p>As in Dr. Martin Luther King whose civil rights fight for equal housing inspired the Fair Housing Act, also known as Title VIII of the Civil Rights Act of 1968.</p>	<p>Logo</p> <p>Use the Equal Housing Opportunity logo on ads, signs, leases to prove your commitment.</p>	<p>Fair Housing Poster</p> <p>must be in view and at least 11x14 in size.</p>	<p>Assistance Animals</p> <p>Consider residents who require animal assistance to manage a disability.</p>
<p>Write Only Advertising</p> <p>Show diversity in your advertising to be inclusive of all walks of life.</p>	<p>Quiet</p> <p>Set the standard that all residents must abide by quiet time rules at your community.</p>	<p>Reasonable Accommodation</p> <p>Establish policies based on requests from residents who may need additional assistance related to a disability.</p>	<p>Gender</p> <p>is a protected class so no need to ask about sleeping arrangements.</p>	<p>Boa</p> <p>Reptiles and other animals may also be assistance animals.</p>
<p>Xenophobia</p> <p>A reminder that this fear of foreigners is not tolerated under the Fair Housing Act.</p>	<p>Steering</p> <p>Do not limit renters to housing types or deter them from your community based on their lifestyle.</p>	<p>Merry Christmas</p> <p>HUD says that it's okay to use these words without violating fair housing rules.</p>	<p>Hailstorm</p> <p>As in avoiding one by ensuring you plan your building hours wisely and put it in writing.</p>	<p>Children</p> <p>Be mindful of restrictions placed on residents with children.</p>
<p>Yarmulke</p> <p>Worn by the observant Jew and a reminder that we cannot use religious symbols in advertising.</p>	<p>Testers</p> <p>Be mindful of those looking to sue based on inconsistent information from you.</p>	<p>National Origin</p> <p>No matter the country from where they came, you must treat all renters the same.</p>	<p>Insurance</p> <p>Read your policy thoroughly to ensure you have fair housing coverage.</p>	<p>Damages</p> <p>The amount you might pay from punitive damages to civil penalties for fair housing violations.</p>
<p>ZIP Code</p> <p>Targeting your marketing by ZIP code must be supported by solid business reasons.</p>	<p>Unjust</p> <p>Ensuring that everyone is treated with dignity and respect under equal housing opportunity.</p>	<p>Occupancy Standards</p> <p>Be versed in the law that dictates the number of residents allowed per unit based on size.</p>	<p>Jargon</p> <p>Understand industry terms and expressions and what you can and cannot say.</p>	<p>Voice</p> <p>Promptly return all messages and do not screen calls based on perceived race.</p>
<p>Parking</p> <p>Recognize the need for designated spots based on disabilities and enforce towing for violators.</p>				

ForRent.com®

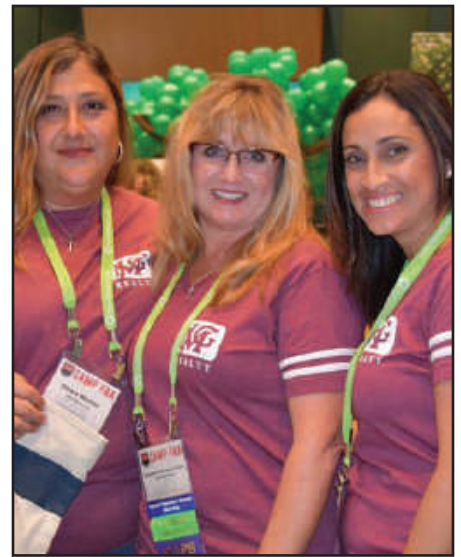


CAMP FAA

2017 FLORIDA APARTMENT ASSOCIATION ANNUAL CONFERENCE & TRADE SHOW
OCTOBER 11-13, 2017 ♦ DISNEY'S CONTEMPORARY RESORT, LAKE BUENA VISTA



FAA PHOTOS



FAA PHOTOS



FAA PHOTOS



FAA PHOTOS





Gold Medallion Awards

BLACK & WHITE GALA



FRIDAY, JANUARY 12, 2018

6:30pm to 12:00am

BRYAN GLAZER JCC

522 NORTH HOWARD AVENUE | TAMPA, FLORIDA 33607

\$100.00 per person



*The Gold Medallion Awards program recognizes the
“Best of the Best” in the multi-family housing industry.
The event begins with professional networking and reception
followed by the presentation of awards in multiple categories.
The evening ends with an After Party featuring a one hour open bar and music.*

Visit www.theGMAs.com to register.

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.



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

OCTOBER 11, 12 & 13 FAA ANNUAL CONFERENCE & TRADE SHOW CAMP FAA

Disney's Contemporary Resort
4600 World Drive
Orlando, FL 32821
For More Information:
Ralph Robinson at ralph@faahq.org

OCTOBER 17, 18 & 19 CAMT COURSE

See description online
*Remaining classes resume
on November 14 & 15*

OCTOBER 19 BOARD OF DIRECTORS MEETING

4:30 to 5:45pm
Brio Tuscan Grille
(International Plaza/Bay Street)
2223 N. Westshore Blvd.
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.

OCTOBER 19 MEMBERSHIP MEETING: NETWORKING RECEPTION WITH THE BOARD OF DIRECTORS

6:00 to 9:00pm
Brio Tuscan Grille
(International Plaza/Bay Street)
2223 N. Westshore Blvd.
Tampa, FL 33607

OCTOBER 23 SUPPLIER SUCCESS COURSE

(for Associate Members Only)
8:30am to 3:00pm
Location TBD
\$79.00 Members
\$109.00 Non-Members
(Lunch Provided)

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.

This course is a pre-requisite for NAA's CAS Credential and is also suggested for "new" and "experienced" multi-family suppliers!

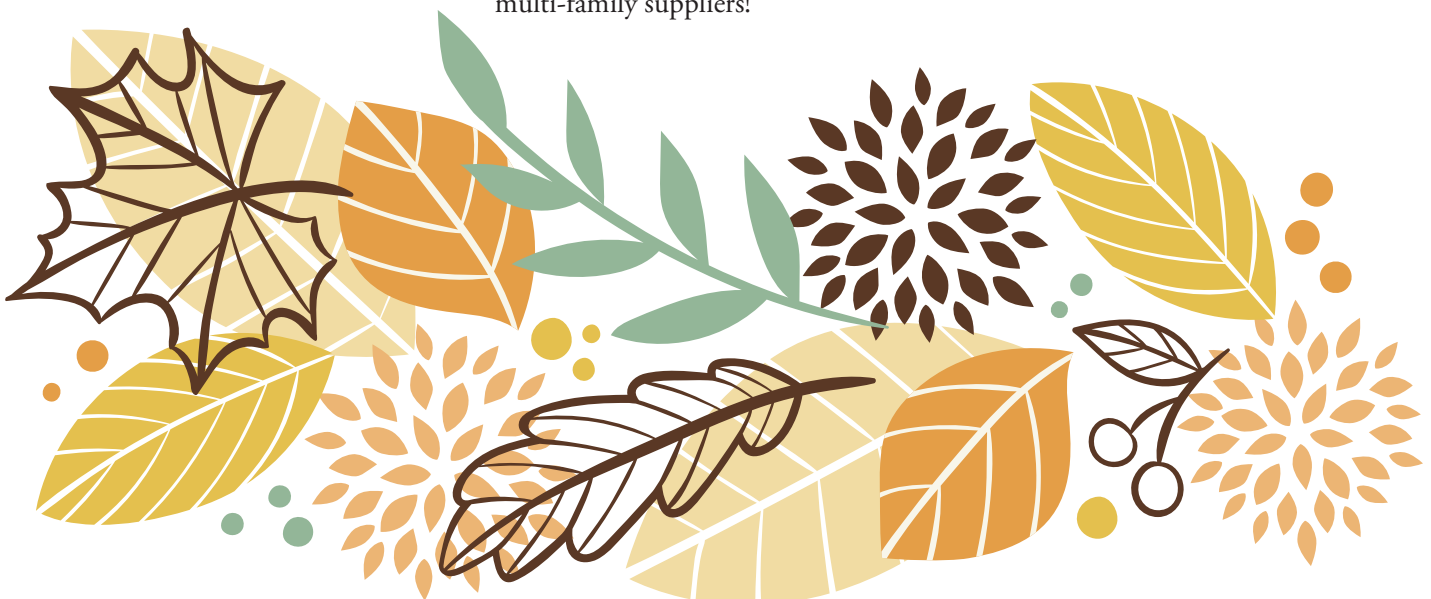
OCTOBER 24 MORNING MOTIVATORS

How to be a
TOBACCO-FREE Community
Tips & Resources
Presented by:
Tobacco Free Hernando
9:00 to 10:30am
Hibiscus Springs
3454 Suncoast Villa Way
Spring Hill, FL 34609

OCTOBER 27 MAINTENANCE APPRECIATION NIGHT

6:00 to 11:00pm
Beach Bar Tampa
7700 West Courtney
Campbell Causeway
Tampa, FL 33607
Includes:
Food & Beverages,
Maintenance Mania Kick-Off,
Corn Hole Contest and DJ

The Annual Maintenance Appreciation Night and Kick-Off for the 2018 Maintenance Mania Competition is a fun event for your entire maintenance team celebrating their hard work and dedication!



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
Location TBD

NOVEMBER 14 & 15
CAMT COURSE

See description online
Last of series

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

EDUCATION & EVENTS

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

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

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.

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				

OCTOBER

OCTOBER 11, 12 & 13

FAA Annual Conference & Trade Show - Camp FAA

Disney's Contemporary Resort

OCTOBER 17, 18 & 19

CAMT Course

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

OCTOBER 19

Board of Directors Meeting

4:30 to 5:45pm @ Brio Tuscan Grille

OCTOBER 19

Membership Meeting

Networking Reception with the Board of Directors

6:00 to 9:00pm @ Location TBD

OCTOBER 23

Supplier Success Course

8:30am to 3:00pm @ Location TBD

OCTOBER 24

Morning Motivators - How to be a Tobacco-Free Community

9:00 to 10:30am @ Hibiscus Springs

OCTOBER 27

Maintenance Appreciation Night

6:00 to 11:00pm @ Beach Bar Tampa

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, Location TBD

NOVEMBER 14 & 15

CAMT Course

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

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

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

Coastal Valet Trash Services, LLC

1442 Chesterfield Dr
 Dunedin FL 34698
 (727) 485-4418
 Trash Porting & Valet Services

Moen, Inc.

2896 Preveza Court
 Jacksonville FL 32246
 (904) 553-0205
 Plumbing Supplies

PennyMac Commercial Real Estate Finance

36 Discovery, Suite 220
 Irvine CA 92618
 (949) 420-9551
 Financial, Banking, Mortgage

Arbours at Garden Grove

4900 Cypress Gardens Road
 Winter Haven FL 33884
 (863) 324-5900 Units: 118

Avanti Apartments

201 4th Street South
 St. Petersburg FL 33701
 (727) 214-2710 Units: 366

Campus Lodge

15115 Livingston Ave
 Lutz FL 33559
 (813) 866-9700 Units: 312

Charleston on 66

12700 66th Street North
 Largo FL 33773
 (314) 593-0858 Units: 258

Dunedin Commons Apartments

2701 Dunedin Commons Place
 Dunedin FL 34698
 (727) 351-4888 Units: 280



ADVERTISERS

Answer Florida	4
BG Multifamily	6
House of Floors of Tampa	7
Heist, Weisse & Wolk, PA	2
John McMillan, PA	14
Lifestyle Flooring, Inc.	11
Lindsey M. Porter, PA	44
Maintenance Supply Headquarters	15
Professional Grounds Management	17
Rose Paving	13
Switch Electric	9
United Renovations Southeast	5

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

DIRECTORY UPDATE

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

Company/Property _____

Address _____

City/State/Zip _____

Phone _____ Fax _____

E-mail _____ Page # _____

Comments: _____

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

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

GET YOUR 2017 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 is now available.

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



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.

A T T O R N E Y S A T L A W

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.