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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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Advocacy & Amendments

By Robert Griffiths, BAAA Government Activities Director

Election time is fast approaching. The Primaries are just a memory and the virtual barrage of TV ads have most of us, numb from hearing, but not listening to so many angry, venomous accusations that it is difficult to sort out what is accurate or just aggressive rhetoric from the candidates who are doing more harm than good. At some point, it all just becomes political noise. You begin to wonder where to look for accurate factual information that helps us make good decisions, not just knee jerk reactions to yet another screaming blame expert.

The Florida Apartment Association continues to support 37 of the 40 candidates that were identified prior to the Primary Election. You can learn more about these candidates that were supported by FAA. Go to www.faaahq.org. Click on the Advocacy tab and view the winners listed on their August 29, 2018 post.

This may give you a guide for what FAA has vetted, and that they feel that these candidates will be beneficial to our industry in general. If you decide to vote for these candidates, you are voting with

our industry in mind. Please invest the time to learn more about any candidates that are in your area and who can answer any questions you may have.

The Florida Apartment Association is asking our members to vote “Yes” in support of Constitutional Amendment 2 which keeps the cap on Property Tax Increases when you vote on November 6th. There are 12 Constitutional Amendments on the ballot this year and some of these amendments could have long term impacts on Florida’s financial future. A review of all twelve of the proposed amendments is in a separate article on page 10 for your review. Please take the time to read over each one so that you can understand clearly what your vote might mean to Florida’s future. If you have questions, feel free to check out a couple of web-sites that offer a variety of explanations including the advantages and disadvantages of each. This is real time reading and if you wait until you walk in to cast your vote, you may be disappointed if you don’t have the facts or understand what is needed to make the decision you want for yourself.



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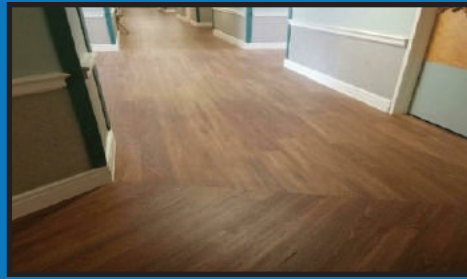
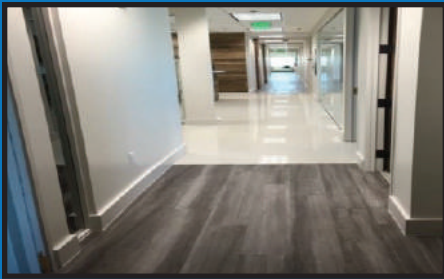


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Can You Catch Rudeness from Your Coworkers?

Life is hard enough without having to contend with negative maintenance coworkers on a daily basis. These folks can really bring you down. But a bad attitude might be even more dangerous than is immediately obvious. Could rudeness actually be contagious? Here's what you need to know.

Emotions are contagious in general. Research about emotions and how they spread between people is not new. It's long been known that humans "unconsciously and automatically" mimic the feelings and emotional expressions they see and experience around them. The human brain is triggered by frowns and smiles, for example, to experience the corresponding emotion as if it were our own.

When we take this idea and see how we can apply it to improve our working lives, we realize the importance of surrounding ourselves with the right people. Being positive is important, and could make a big difference for your career. So, try to avoid those coworkers who drag you down and choose to be with folks who are feeling good — it just might rub off.

Research shows we can fall into "incivility spirals." A recent study examined expressions of incivility at work. The research looked at incidents of sarcasm, put downs, and other rude behaviors to see how they impacted others. In the end, researchers learned that in fact these actions do tend to spiral, with one leading to another and so on.

The idea is that we each only have so much self control available to us each day, and that coworkers who exhibit these rude behaviors chip away at it and leave us more likely to act out. In

other words, if someone cuts you down, interrupts you, or snaps at you, you're more likely to turn around and do the same to someone else later in the day.

Other factors help rudeness to spread. Some workplaces are more vulnerable than others to the spread of rude behaviors. Also, rudeness increases, naturally, in high stress work environments or when workloads are particularly heavy. It stands to reason that feeling mentally drained could lead to increased vulnerability in these areas.

Awareness always helps. Perhaps through identifying and better understanding this issue, we can begin to tackle it one person and one workplace at a time. Rudeness is contagious, just like so many other negative behaviors. When it happens to you, you're more likely to turn around and do it to someone else. Maybe knowing that could help end the cycle. Also, it's important

to be aware that certain attitudes and work environments can be toxic, not just to individuals but to the entire staff.

The first step may be to have a team meeting and talk about rudeness in general. Not just the team, but everything on your property. Residents, vendors and the in-house staff who deal with the same problems you and your crew do. Make an effort to create a more moderate way to deal with the things that aggravate your co-workers and see if some of the rough edges become more manageable. Include your manager if you feel it will result in improving or eliminating some of the behavior issues you are dealing with. The problem may not go away overnight, but should improve over a reasonable period of time.

Information provided in part by www.payscale.com and www.wikipedia.com.



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Welcome



Celebrate National Disability Employment Awareness Month

Every day, people with disabilities CAN and DO make important contributions to America’s businesses. They have the drive to succeed in employment, and the skills and talent necessary to deliver on the job.

These are messages that bear repeating far and wide—and that’s what the Campaign for Disability Employment (CDE) is all about. Funded by the U.S. Department of Labor’s Office of Disability Employment Policy, the CDE is a collaborative campaign that is working to change attitudes about the employment of people with disabilities, and foster dialogue around this important issue.

What can YOU do to help change attitudes and improve employment opportunities and outcomes for people with disabilities? Quite a bit, say the organizers of the Campaign for Disability

Employment (CDE), and it all begins with promoting positive messages to employers and others about the skills and talents that people with disabilities bring to America’s workplaces and economy.

Funded and led by the U.S. Department of Labor’s Office of Disability Employment Policy (ODEP), the CDE has been trumpeting such messages to the masses since 2009. It is the force behind the award winning What Can YOU Do? Campaign, including three powerful public service announcements (PSAs) that have aired thousands of times on television stations nationwide.

There’s a good chance that you’ve spotted one of the CDE PSAs. Its flagship production, “I Can” features seven people with disabilities stating what they can do at work when given the opportunity. “Who I Am,” the campaign’s most recent PSA, showcases nine people

who are not defined by their disabilities, reinforcing that for many, if not most people, work is fundamental to identity.

Of course, there’s much more to the CDE than its PSAs. Its website www.whatcanyoudocampaign.org is available in both English and Spanish and features a range of tools and tangible ideas for supporting the campaign’s goals . The CDE also engages its followers through regular Twitter chats, photo sharing campaigns and a robust social media presence on Facebook, Twitter, LinkedIn and Instagram.

At work, it’s what people CAN do that matters. The rental housing industry can do more to encourage, train and mentor capable, competent individuals with disabilities. You can start today by working with your local Department of Labor resource team to build a check list of jobs you have available for any qualified candidates who would like to become part of a progressive successful apartment community or work for an associate member who calls on your community.

This is a real opportunity to create a win-win situation for everyone, residents, owners, on-site staff and the countless number of people with a disability who can contribute to their own and family’s well being and a richer quality of life.

Information provided in part by www.dol.gov.



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2018 Florida Constitutional Amendments

Twelve proposed amendments to the Florida Constitution are on the General Election ballot, eight more than appeared on the 2016 ballot. Note: 13 amendments were on the ballot – Amendment 8 was struck from the ballot by the Florida Supreme Court.

Voters face more questions than is apparent. That's because Florida's Constitution Revision Commission (CRC), which convenes every 20 years, is allowed by law to bundle more than one issue into each question. An example of the CRC's issue bundling in 2018 is Amendment 9, which asks voters to decide whether to ban offshore oil drilling, and whether to ban e cigarettes at workplaces. Like the CRC's other bundled amendments, voters cannot cast separate votes on drilling and vaping. These are all or nothing propositions.

Of the 12 amendments on this year's ballot, seven were proposed by the CRC, three by the Florida Legislature and two by citizen initiative. To pass, each of them must receive at least 60 percent approval by voters. Unless otherwise indicated, changes to the Constitution take effect on Jan. 8, 2019.

Below are brief summaries of each amendment for your review prior to Election Day on November 6th. For more in depth conversation about the proposed amendments, you might want to go to the following web-sites for different opinions on the pros and cons of

the impact of a yes or no vote on these important issues.

- www.bereadytovote.org
- www.lwvfl.org/amendments/
- www.flchamber.com

Please take the time to understand what you are voting for when you cast your vote. We all will have to live with these decisions for a long time and with high stakes costs that will impact future generations.

No. 1 Constitutional Amendment Article VII, Section 6 Article XII, Section 37 INCREASED HOMESTEAD PROPERTY TAX EXEMPTION

Proposing an amendment to the State Constitution to increase the homestead exemption by exempting the assessed valuation of homestead property greater than \$100,000 and up to \$125,000 for all levies other than school district levies. The amendment shall take effect January 1, 2019.

No. 2 Constitutional Amendment Article XII, Section 27 LIMITATIONS ON PROPERTY TAX ASSESSMENTS

Proposing an amendment to the State Constitution to permanently retain provisions currently in effect, which limit property tax assessment increases on specified non-homestead real property, except for school district taxes, to 10 percent each year. If approved, the amendment removes the scheduled

repeal of such provisions in 2019 and shall take effect January 1, 2019.

No. 3 Constitutional Amendment Article X, Section 29 VOTER CONTROL OF GAMBLING IN FLORIDA

This amendment ensures that Florida voters shall have the exclusive right to decide whether to authorize casino gambling by requiring that in order for casino gambling to be authorized under Florida law, it must be approved by Florida voters pursuant to Article XI, Section 3 of the Florida Constitution. Affects articles X and XI. Defines casino gambling and clarifies that this amendment does not conflict with federal law regarding state/tribal compacts.

The amendment's impact on state and local government revenues and costs, if any, cannot be determined at this time because of its unknown effect on gambling operations that have not been approved by voters through a constitutional amendment proposed by a citizens' initiative petition process.

No. 4 Constitutional Amendment Article VI, Section 4 VOTING RESTORATION AMENDMENT

This amendment restores the voting rights of Floridians with felony convictions after they complete all terms of their sentence including parole or probation. The amendment would not apply to those convicted of murder or

sexual offenses, who would continue to be permanently barred from voting unless the Governor and Cabinet vote to restore their voting rights on a case by case basis.

The precise effect of this amendment on state and local government costs cannot be determined, but the operation of current voter registration laws, combined with an increased number of felons registering to vote, will produce higher overall costs relative to the processes in place today. The impact, if any, on state and local government revenues cannot be determined. The fiscal impact of any future legislation that implements a different process cannot be reasonably determined.

No. 5 Constitutional Amendment
Article VII, Section 19
SUPERMAJORITY VOTE REQUIRED TO IMPOSE, AUTHORIZE, OR RAISE STATE TAXES OR FEES

Prohibits the legislature from imposing, authorizing, or raising a state tax or fee except through legislation approved by a two thirds vote of each house of the legislature in a bill containing no other subject. This proposal does not authorize a state tax or fee otherwise prohibited by the Constitution and does not apply to fees or taxes imposed or authorized to be imposed by a county, municipality, school board, or special district.

No. 6 Constitutional Revision
Article I, Section 16
Article V, Sections 8 and 21
Article XII, New Section
RIGHTS OF CRIME VICTIMS; JUDGES

Creates constitutional rights for victims of crime; requires courts to facilitate victims' rights; authorizes victims to enforce their rights throughout criminal and juvenile justice processes. Requires judges and hearing officers to independently interpret statutes and rules rather than deferring to government agency's interpretation. Raises mandatory retirement age of state justices

and judges from seventy to seventy five years; deletes authorization to complete judicial term if one half of term has been served by retirement age.

No. 7 Constitutional Revision
Article IX, Sections 7 and 8
Article X, New Section
FIRST RESPONDER AND MILITARY MEMBER SURVIVOR BENEFITS; PUBLIC COLLEGES AND UNIVERSITIES

Grants mandatory payment of death benefits and waiver of certain educational expenses to qualifying survivors of certain first responders and military members who die performing official duties. Requires supermajority votes by university trustees and state university system board of governors to raise or impose all legislatively authorized fees if law requires approval by those bodies. Establishes existing state college system as constitutional entity; provides governance structure.

No. 9 Constitutional Revision
Article II, Section 7
Article X, Section 20
PROHIBITS OFFSHORE OIL AND GAS DRILLING; PROHIBITS VAPING IN ENCLOSED INDOOR WORKPLACES

Prohibits drilling for the exploration or extraction of oil and natural gas beneath all state owned waters between the mean high water line and the state's outermost territorial boundaries. Adds use of vapor generating electronic devices to current prohibition of tobacco smoking in enclosed indoor workplaces with exceptions; permits more restrictive local vapor ordinances.

No. 10 Constitutional Revision
Article III, Section 3
Article IV, Sections 4 and 11
Article VIII, Sections 1 and 6
STATE AND LOCAL GOVERNMENT STRUCTURE AND OPERATION

Requires legislature to retain department of veterans' affairs. Ensures election of

sheriffs, property appraisers, supervisors of elections, tax collectors, and clerks of court in all counties; removes county charters' ability to abolish, change term, transfer duties, or eliminate election of these offices. Changes annual legislative session commencement date in even numbered years from March to January; removes legislature's authorization to fix another date. Creates office of domestic security and counter terrorism within department of law enforcement.

No. 11 Constitutional Revision
Article I, Section 2
Article X, Sections 9 and 19
PROPERTY RIGHTS; REMOVAL OF OBSOLETE PROVISION; CRIMINAL STATUTES

Removes discriminatory language related to real property rights. Removes obsolete language repealed by voters. Deletes provision that amendment of a criminal statute will not affect prosecution or penalties for a crime committed before the amendment; retains current provision allowing prosecution of a crime committed before the repeal of a criminal statute.

No. 12 Constitutional Revision
Article II, Section 8
Article V, Section 13
Article XII, New Section
LOBBYING AND ABUSE OF OFFICE BY PUBLIC OFFICERS

Expands current restrictions on lobbying for compensation by former public officers; creates restrictions on lobbying for compensation by serving public officers and former justices and judges; provides exceptions; prohibits abuse of a public position by public officers and employees to obtain a personal benefit.

No. 13 Constitutional Revision
Article X, New Section
Article XII, New Section
ENDS DOG RACING

Phases out commercial dog racing in connection with wagering by 2020. Other gaming activities are not affected.

From www.dos.myflorida.com. •



October is National Pizza Month

Anyone in the business of serving pizza probably does not need to be reminded that October is National Pizza Month here in the United States. While the contribution of the first pizzerias in this country cannot be ignored, it was really the returning American soldiers who fought in Italy during World War II that brought a hunger for pizza home with them and pushed its popularity over the top. America's love of pizza continued to grow and now October is the official National Pizza Month across most of North America.

First observed in the United States in 1984 October was designated as National Pizza Month by Gerry Durnell, the founder of *Pizza Today* magazine, who chose that month because the first issue of his magazine debuted in

October of that year. Durnell was a pizzeria owner in the small town of Santa Claus, Indiana when he realized there were no periodicals or trade show publications to support his growing pizza business or the industry in general.

Today, National Pizza Month is observed each October across the USA and in much of Canada too. Nearly every month could be considered Pizza Month in the United States these days. People don't really need a special month for pizza in a country where there are an estimated 63,000 pizzerias and 94% of Americans eat pizza at least once a month. The figures equal the consumption of about 45 slices of pizza per person in the U.S. each year and show that Americans definitely love their pizza as evidenced by devouring

100 acres of pizza per day, or 350 slices per second.

The top 5 pizza sales days are:

- Super Bowl Sunday
- New Year's Eve
- Halloween
- The night before Thanksgiving
- New Year's Day

Regional styles are capturing the attention of today's pizza gourmet. New Haven, St. Louis, Detroit, Chicago, Philadelphia, California and of course, New York style pizzerias are finally being offered throughout the country!

Online ordering and smart phone apps are rapidly growing in popularity. New apps and custom Web sites are being developed and offered every

month. Third party delivery is growing as companies like GrubHub, Lyft, Uber and Amazon have developed their own food delivery systems. Delivery enhancements now enable independent operators to create designer artisan, wood fired dining experiences and be competitive with the large chain operations.

Today's pizzerias offer a wide range of ingredients and more and more heart healthy options including gluten free or gluten friendly choices. Many apartment communities include pizza coupons in the new resident welcome package. Don't forget to celebrate National Pizza Month by treating your on-site team to their favorite lunch.

Information provided in part by www.pizza.com and www.pizzatoday.com.

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5 Things You Deserve From Your Job

(No Matter Where You Work)

By Kat Boogaard

I have news for you: There's no such thing as a perfect job. Even the careers that seem like they jumped straight from your dreams and into reality have their downside – that's why there's a paycheck involved.

But, while you might never love every aspect of your job, there are a few things that you absolutely deserve to get from your career—aside from enough money to cover your bills.

Believe me, I get it. It's easy to think that wanting and needing these things makes you picky, entitled, or high maintenance. You're getting paid to be there, so how much else do you really need?

Well, think about it this way: You're going to invest a large chunk of your time, energy, and attention into your job. That means that a work environment that checks the following boxes isn't something that you should consider to be meant for just the lucky few—it's something you deserve just as much.



1. A SAFE AND SUPPORTIVE ENVIRONMENT

Let's start with the basics. You're more

than worthy of feeling safe and supported in your office. You should be able to bring your authentic self (your authentic professional self, of course) into work and not feel worried or threatened when doing so.

Rest assured that your expectations in regards to feeling secure in your surroundings aren't unreasonable or out of line. Nobody should have to head into the office day in and day out wondering who's going to throw them under the bus or stab them in the back. You're entitled to a basic sense of respect and a company culture that isn't overflowing with toxicity.



2. A BOSS WHO'S INVESTED IN YOUR GROWTH

When it comes to your career, your manager should be your greatest ally. They should be in the loop on your desires and plans for professional development and provide necessary support and guidance whenever they can.

If you feel like your supervisor is always undermining your accomplishments, offering criticisms that are in no way constructive, and is completely

disinterested in your growth and advancement, know that you're justified in wanting more. Your boss doesn't necessarily have to be your biggest cheerleader, but they should at least be in your corner.



3. AN UNDERSTANDING OF YOUR LIFE OUTSIDE OF WORK

Work is a big part of your life—but it's still only a part. It's not the entirety of your existence, and you're entitled to an employer who understands that fact. Endless texts and emails when your team knows you're away and unplugged. Major hurdles and complaints when you have a family emergency or guilt trips when you finally take a well deserved vacation are things you shouldn't have to deal with on a regular basis. You deserve a life outside of your job—and an employer who encourages you to live one.

4. AN APPRECIATION FOR YOUR CONTRIBUTIONS

There's dignity in all work. Your job exists for a reason. Regardless of your specific role, you're serving your company in some important way—whether you're in the mail room or in the corner office.

That means you should never be made to feel worthless. You should pack up and head home every evening knowing that your contributions matter and are respected by the people that you work with.

YOU ARE MAKING
A DIFFERENCE
EVERY
day.

No, you shouldn't expect ice cream cakes and celebrations in your honor each and every week. But, there's a big difference between that excessive level of recognition and simply feeling valued for what you bring to the table.



5. A SENSE OF FULFILLMENT

Maybe you aren't always doing work that you consider to be particularly world changing. You deserve a job that gives you a level of fulfillment and a sense of purpose. Perhaps you spend your days making things run smoothly in the office, or you find it rewarding that you can make life easier for your co workers and your residents.

Work isn't always fun or glamorous—that's exactly why we all get paid to be there. When we all spend so much of our lives in the office, I like to think that we deserve more from our jobs than just a month's worth of rent. So, I'll use a different word to describe myself and my career: Happy.

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



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Are you a Customerpreneur?

By JoAnna Brandi

Over the last week I've had several opportunities to talk to people who attended a customized program I created for the company they work for. Like so many companies today they are faced with multiple challenges including employee retention, fast growth and as a result, sometime hasty decision making. It was time to go back to some of the basics and teach about the art and science of in-house customer care.

The calls were gratifying. I heard about how with just a little bit more consciousness managers are slowing



down enough to notice when people are doing things right and taking the time to let them know they noticed. I learned about one employee destined to not make it through his probationary first 90 days turn around completely when his manager began noticing and talking about his strengths not just what he was doing wrong.

I heard about morning huddles that were more positive and got people to reach out to their customers in a more enthusiastic frame of mind.

To top off the calls that confirmed for me that I was making a difference in people's work, I got a lovely written piece by a woman who had studied with me

years ago. Driven her own passion for customer care she was now running her own company and teaching the principles she learned and put into practice.

Over ten years ago Ifeoma Tete Mbuk (Ify) was in charge of a newly formed call center in Nigeria at the United Bank for Africa. Somewhere she saw an "advert," as she called it, for my Customer Care Coach® "The Art and Science of Exquisite Customer Care" training program. Back when she purchased it, lessons were delivered once a week for 40 weeks. A hefty curriculum to say the least!

Ify worked diligently with her staff every week just as the course prescribes and successfully grew the call center from ten to 100 people. She put her all into it and, as she said, "Little did I know I was preparing myself for a post career business in customer care."

We communicated from time to time and I always admired how she adhered to the core principles she'd learned

and was always proud of her successes. She didn't hesitate to reach out and connect and I was always pleased to hear from her. After heading two more call centers and feeling that she had found her true calling in teaching others how to create "Exquisite Customer Care" Ify created her own consulting firm YFY Consulting.

Last week I opened an email from her and was thrilled to see that she has developed her own theories and language and promised her I would mail her thoughts to you. Here is Ify's take on customer care professionals:

She's coined her own word and asks you — Are you a Customerpreneur?

A Customerpreneur is in the business of managing a gamut of activities and experiences that focus on customers.

These include:

- Improving operational efficiency and customer service experience at various touchpoints.
- Managing customer expectations and feedbacks and ensuring customer happytitudes.
- Being proactive to the needs of customers.
- Supporting innovation in technology and systems that facilitate service delivery.
- Achieving set goals through recruiting the right people and training them to be service champions.

The Customerpreneur must be on top of his/her game. As Steve Jobs once said: "you can't just ask customers what they want, you must continue to give it to them. By the time you get it built, they will want something new."

- Stay close to customers to understand their concerns. Be a customer advocate. This is the principle of Customerpreneurship.

Ifeoma Tete Mbuk

Congratulations Ify! After writing almost every other week for 25+ years it still makes me feel proud to know that all over the world people are intentionally treating each other a little better, a little kinder and a little more compassionately.

With gratitude to all my loyal readers and leaders for "being part of the change."

JoAnna

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

MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS



MEETING PHOTOS





"LANDLORD LEGAL ROUND TABLE" OCTOBER 30, 2018

LIMITED SEATING – REGISTER NOW

Join Charles Barrett, Attorney at Law as he holds this interactive discussion of topics that YOU want to hear about! Topics include: Emotional Support Animals, 7-Day Notice, the Most common calls/issues received in 2018 and... YOUR questions!



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Morning Session:

<https://www.baaahq.org/events/landlord-legal-round-table--morning-session>

Afternoon Session:

<https://www.baaahq.org/events/landlord-legal-round-table--afternoon-session>

Morning Session
Check-in: 8:30am
Seminar: 9am-12pm

Afternoon Session
Check-in: 1:30pm
Seminar: 2pm-5pm

Member \$39
Non-Member \$59

Earn 3-CEC's

**For ALL Site & Mgmt.
Staff...Bring YOUR
questions!**

LOCATION:

Pinellas REALTOR®
Organization (PRO)

4590 ULMERTON RD.
CLEARWATER, FL 33762

PICK YOUR SESSION:

8:30am-12:00pm

or

1:30pm-5:00pm

LIMITED SEATING!

Hatching
HOPE



IT'S TIME TO COME TOGETHER

Help those affected by Hurricane Michael

APARTMENT ASSOCIATIONS IN THE PANHANDLE NEED OUR HELP.

- Bay County Multi-Housing Association (Panama City)
- Emerald Coast Apartment Association (Pensacola)
- Capitol City Apartment Association (Tallahassee)

Hatching Hope supports residents that have been displaced from their apartment homes due to disasters with disaster relief boxes. Each and every dollar will be used to build awesome care kits for these victims.

The Arbours Apartments in Panama City Beach



[DONATE](#)

WE ARE COLLECTING THE FOLLOWING ITEMS AT ALL OCTOBER EVENTS:

- Intex Air Mattress (Twin)
- Pillows/Pillow Cases
- Ziplock Bags 1 Gallon
- Air Pump 110/120v
- Trial Sized Toiletries
- Soft Blankets/Throws
- Washcloths
- Toilet Paper
- Towels
- Sheets



UPCOMING EVENTS FOR COLLECTIONS

- 10/12 CPO Class
- 10/16 Board Meeting
- 10/17 Connect Event
- 10/18 PB&J Community Service Event
- 10/22 Supplier Success
- 10/23 Morning Meet & Learn
- 10/24 - 10/25 CAMT
- 10/26 Maintenance Appreciation Night
- 10/30 Landlord Legal

[View
Calendar](#)

EDUCATION & EVENTS

OCTOBER 11 & 12 CERTIFIED POOL OPERATOR COURSE

8:30am to 4:00pm
Chadwell Supply
2nd Floor Training Room
5115 Joanne Kearney Blvd
Tampa, FL 33619
\$279 Members, \$309 Non-Members
Lunch Provided

This CPO course covers Florida (and many other states) Law 64E-9.018 - Public Pool Service Technician Certification. Offered through the National Swimming Pool Foundation with a certified NSPF Instructor.: Vann Flippin Lic# 32*100914.

OCTOBER 16 BOARD OF DIRECTORS MEETING

4:30 to 5:45pm
Tampa Housing Authority
5301 West Cypress Street
Tampa, FL 33607

OCTOBER 17 SEMINAR: FAIR HOUSING AND BEYOND

9:00am to 4:00pm
REALTOR Association of
Sarasota & Manatee
2320 Cattlemen Road
Sarasota, FL 34232
\$99 Members, \$129 Non-Members
Lunch Provided

Learning Objectives:
Lesson 1: The Protected Classes and Discrimination
Lesson 2: Focus on Disability
Lesson 3: Fair Housing and Property Operations

OCTOBER 22 Supplier Success Course

8:00am to 4:30pm
Chadwell Supply
5115 Joanne Kearney Blvd.
Tampa, FL 33619
\$99 Members, \$199 Non-Members

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.

OCTOBER 23 MORNING “MEET & LEARN”

Monthly Education & Networking
for all Community Staff
8:30 to 10:30am
Location TBD

AFTERNOON “MEET & LEARN”

12:30 to 2:30pm
Location TBD

OCTOBER 26 MAINTENANCE APPRECIATION NIGHT

6:00 to 11:00pm
Ferg’s Sports Bar & Grill
1320 Central Avenue
St Petersburg, FL 33705
\$45 Members, \$55 Non-Members

Maintenance Mania Kickoff with Dinner, Corn Hole Tournament, DJ, Axe Throwing, Duckpin Bowling and more!

OCTOBER 30 LANDLORD LEGAL ROUND TABLE

Morning Session
8:30am to 12:00pm
\$29 Members, \$59 Non-Members
Afternoon Session
1:30 to 5:00pm
\$29 Members, \$59 Non-Members
at the
Pinellas REALTOR® Organization
4590 Ulmerton Road
Clearwater, FL 33762

Join this interactive discussion of topics that YOU want to hear about! Topics include:

- Emotional Support Animals
- 7-Day Notice
- Most common calls/issues in 2018 and...YOUR questions!

Presented by:
Charles Barrett, Attorney at Law

*You can register for any event at www.BAAAhq.org
Members must log in to the website to receive member pricing.
Reservations and cancellations accepted up to 48 hours before event.
No shows and non-cancelled reservations will be invoiced.*

**NOVEMBER 8
BOARD OF DIRECTORS
MEETING**

4:30 to 5:45pm
Tampa Housing Authority
5301 West Cypress Street
Tampa, FL 33607

**NOVEMBER 8
FALL SOCIAL WITH THE
BOARD OF DIRECTORS**

(Open to all Members)
6:00 to 8:30pm
Brio Tuscan Grille
2223 N Westshore Blvd
Tampa, FL 33607
\$45 Members, \$55 Non-Members

Come network, relax and unwind with your BAAA friends.

We will have heavy hors d'oeuvres, a cash bar and will be presenting our 2018 education graduates with certificates.

**DECEMBER 6
BOARD OF DIRECTORS
MEETING**

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

**DECEMBER 6
BOARD INSTALLATION &
HOLIDAY DINNER**

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

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



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

Certified Pool Operator Course

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

OCTOBER 16

Board of Directors Meeting

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

OCTOBER 17

Seminar: Fair Housing and Beyond

9:00am to 4:00pm @ REALTOR Association of Sarasota & Manatee

OCTOBER 22

Supplier Success Course

8:00am to 4:30pm @ Chadwell

OCTOBER 23

Morning "Meet & Learn"

8:30 to 10:30am @ TBD

Afternoon "Meet & Learn"

12:30 to 2:30pm @ TBD

OCTOBER 26

Maintenance Appreciation Night

6:00 to 11:00pm @ Ferg's Sports Bar & Grill

OCTOBER 30

Landlord Legal Round Table

Morning Session 8:30am to 12:00pm, Afternoon Session 1:30 to 5:00pm
Pinellas REALTOR® Organization

OCTOBER 31

Happy Halloween

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 8

Board of Directors Meeting

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

NOVEMBER 8

Fall Social with the Board of Directors

(Open to all Members)

6:00 to 8:30pm @ Brio Tuscan Grille

NOVEMBER 22

Thanksgiving

BAAA Offices will be Closed 11/22 & 11/23

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

BAY AREA APARTMENT ASSOCIATION
PRESENTS

MAINTENANCE APPRECIATION NIGHT



FRIDAY OCTOBER 26TH, 2018
TIME: 6:00-10:00 PM
CORNHOLE TOURNAMENT: 6:45PM



\$45 MEMBERS/\$55 NON-MEMBERS
DINNER & DRINK TICKET INCLUDED
FOR ALL. MAINTENANCE PERSONNEL
ALSO RECEIVE A RAFFLE TICKET!



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1320 CENTRAL AVE
ST. PETERSBURG FL 33705



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Corn Hole Tournament
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Duckpin Bowling



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BAAAHQ.org

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Full Page Color

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Half Page Horizontal Color

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Member Price: \$225

Half Page Vertical B/W

Non-Member Price: \$225

Member Price: \$200

Half Page Vertical Color

Non-Member Price: \$325

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Member Price: \$150

Third Page Vertical Color

Non-Member Price: \$280

Member Price: \$200

*For more advertising info call
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BAAA WEBSITE

**Have you created an account on our website?
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- Register for events and classes
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- Track event attendance
- View/Pay company invoices
- And, much more!

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

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

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



GET YOUR 2018 FIRST QUARTER SURVEY

Owners and property managers throughout the Bay Area can simply log on to www.baaahq.org and purchase the 2018 First Quarter Survey.

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

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

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

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

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Diamonds & Pearls Gala

**Celebrating 30 Years!
GOLD MEDALLION AWARDS**

**SATURDAY, JANUARY 19, 2019
6:30PM TO 12:00AM**

Hilton Tampa Downtown

**3rd Floor, Bayshore Ballroom
211 North Tampa Street
Tampa, Florida 33602**

Requested Attire: Formal, Accenting Diamonds & Pearls

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

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

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

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

[See Nomination Categories Here](#)

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

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

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

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

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