

A QUARTERLY
PUBLICATION
OF THE FLORIDA
APARTMENT
ASSOCIATION

SUMMER 2017

multifamily florida



YEARLY REPORT: LEGISLATIVE & LEGAL UPDATES

INSIDE THIS ISSUE

CHOOSE YOUR BATTLES

PAGE 10

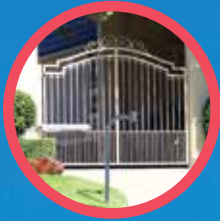
A MATTER OF TIME

PAGE 18

THE MOLD MONSTER

PAGE 20

Materials for Florida living...



from the panhandle
to the keys.



KING ARCHITECTURAL METALS

LOS ANGELES

DALLAS

ATLANTA

BALTIMORE

800.542.2379 / KINGMETALS.COM / FACEBOOK / PINTEREST / YOUTUBE

The new
standard is...



standout!



Stand out from competition in just 20 minutes - and for less than \$100. Custom-cut for the perfect fit, the frame adheres directly to the mirror. Over 65 beautiful styles, made for the bath.

For free samples and a **\$25 TRIAL FRAME** contact Lisa Holbert:
holbertsales@mirrormate.com or 704-390-7374

mirrormatecommercial.com

MirrorMate®
FRAMES





YARDI Genesis²™

You wear every hat. Now your software can, too.

Yardi Genesis² is our cost-effective, web-based, SaaS property management and accounting solution for small to mid-sized real estate management companies. Genesis² supports many different property types, including multifamily, condo, HOA, office, industrial, retail, and self storage properties. Built-in features to handle all your daily tasks include:

Maintenance Management • Automated Workflows and Dashboards
CAM Reconciliation • Check Writing and Bank Reconciliation
Integrated General Ledger • Correspondence • Analytics and Reporting
A/R and A/P Functions • Electronic Payments

YARDI Genesis² Suite™

Adopt optional add-on products from the fully integrated Yardi Genesis² Suite that will improve your bottom line and provide enhanced services for your tenants:

- » RENTCafé®
- » COMMERCIALCafé™
- » CONDOCafé™
- » ResidentShield® Protection Plan™
- » Yardi Resident Screening™
- » Yardi Payment Processing™



To learn more, call **800.866.1144**
or visit www.yardi.com/genesis2.





FEATURES

YEARLY REPORT: LEGISLATIVE & LEGAL UPDATES

10 ADVOCACY: DON'T FIGHT A WAR ON TWO FRONTS

By Courtney Barnard

14 NAVIGATING EVICTION

By Jerron Kelley

18 LEASE EXTENSIONS, MONTH-TO-MONTH, OR A NEW LEASE?

By Harry Heist

20 THE MOLD MONSTER: FACT V. FICTION

By Alexis Vilaboy

DEPARTMENTS

7 PRESIDENT'S MESSAGE: HARNESS THE POWER OF YOUR VOICE

By Shawn Wingate

9 FAA UPDATE: MAKE THE MOST OF FAA'S NEW WEBSITE

By Josh Gold, CAE, CMP
FAA Executive Vice President

23 BUILDING COMMUNITY: 10 WAYS TO EXPRESS APPRECIATION FOR RESIDENTS

By Trish Harris

26 COMMUNITY SPOTLIGHT: MAITLAND STATION BOOSTS GREEN LIVING IN CENTRAL FLORIDA

By Alexis Vilaboy

31 APARTMENTS BY THE NUMBERS

34 INDEX TO ADVERTISERS/ ADV.COM



**“I NEED
A SUPPLIER
who can help solve
MY TOUGHEST
PROBLEMS.”**

If it's broken, damaged, or outdated, count on us to deliver the MRO products and Property Improvement solutions you need. With thousands of items available, easy online ordering, competitive pricing, and free, next-day delivery*, HD Supply Facilities Maintenance is the single-source supplier multifamily professionals have trusted for more than 40 years.

HD SUPPLY
MULTIFAMILY SOLUTIONS

hdsupplysolutions.com/multifamily



Published for
Florida Apartment Association
105 East Robinson Street, Suite 301
Orlando, FL 32801
Tel: 407-960-2910
Fax: 407-960-2911
www.faa.org

EXECUTIVE COMMITTEE

President

Shawn Wingate
Richman Property Services Inc.

Vice President

Lori Trainer
Pinnacle

Treasurer

Bonnie Smetzer
JMG Realty Inc.

Secretary

Katie Wrenn
Milestone Management

Associates' Vice President

Erin Toung
ET&T Distributors

Association Executives Council Chairman

Chip Tatum
Apartment Association of Greater Orlando

FAA STAFF

Executive Vice President

Josh Gold, CAE, CMP

Government Affairs Director

Courtney Barnard

Director of Communications

Lauren Crowley

Director of Meetings

Ralph Robinson, CMP

Lease Administrator and Bookkeeper

Rona Long

Published by



5950 NW 1st Place, Gainesville, FL 32607
Tel: 352-332-1252
Fax: 352-331-3525
www.naylor.com

Publisher: Dave Evans

Naylor Editor: Rachel Brown

Project Manager: Daniel Membrillo

Marketing & Research Associate: Nancy Taylor

Book Leader: Ketan Solanki

Account Representatives: Adam Firestone, Amanda Blanchard, Arlene Nowicki, Carly Keena, Cherie Dubay, Chris Chiccarello, Chris Zabel, Eric Singer, Janet Frank, Jason Hughes, Jethro Grant, Josh Cochran, Scott Pauquette, Stephen Cofino, Steven Faulkne

Layout & Design: Jitesh Gandhi

©2017 Florida Apartment Association. All rights reserved. The contents of this publication may not be reproduced by any means, in whole or in part, without the prior written consent of the publisher.

The Florida Apartment Association, hereinafter "FAA," does not endorse the products or services of any advertiser in *Multifamily Florida*. Reference to any product, service, hypertext link to a third party or other information by trade name, trademark, supplier or otherwise in *Multifamily Florida* or any publication, print or electronic, by FAA does not constitute or imply its endorsement, sponsorship or recommendation by FAA. Views, opinions and conclusions expressed by any authors of articles contained herein are not necessarily those of FAA, its members, board, employees or management.

PUBLISHED JUNE 2017/FAP-Q0217/7068

PRESIDENT'S MESSAGE

Harness the Power of Your Voice

BY **SHAWN WINGATE**

RICHMAN PROPERTY SERVICES INC.

Advocacy comes in many forms. As parents, we advocate for our children to receive the best possible care and education. As professionals, we advocate for ourselves and our staff members to receive the recognition and compensation we deserve. We may advocate for a stop sign in our neighborhood or for a social or political cause that is meaningful to our personal belief system.

As multifamily professionals and members of the Florida Apartment Association, we advocate for our industry — one that provides housing for 2.4 million Florida residents, supports 31,827 on-site jobs, and contributes \$44.8 billion to the state's economy. Last year, we celebrated the success of a two-year effort to enable maintenance professionals to do the jobs they are trained to do. This year, although we didn't have such a high-profile bill, we were successful in stopping legislation that would have been harmful to our industry. (See Page 10.)

In addition, we joined with other organizations that make up the Sadowski Coalition to advocate for full funding of Sadowski trust funds for affordable housing. (See Page 13.) Sadowski funds come from "doc stamps," a tax on all real estate transactions in the state, and are used to build or renovate affordable apartments. FAA supports full Sadowski funding not only because there is a need in our state to provide housing for senior citizens, people with disabilities, veterans, and other vulnerable populations. When a housing market has fallen short of that need, local governments have imposed inclusionary zoning ordinances, which mandate that multifamily communities set aside a percentage of apartments as affordable units. Inclusionary zoning does help ensure that affordable housing needs are met, but it also removes some of our control over decisions we make on behalf of our communities and management companies.

It's easy to see how legislation can impact our ability to do business.

Another aspect of advocacy is to build relationships with our state legislators and their staffs. It's very gratifying to attend events on the local level and be recognized and appreciated as someone who has given time and effort to supporting our industry at the state and national levels.

I did not always recognize how important advocacy is, and, I'll admit, I was a bit intimidated at first. But I'm so glad that I was persuaded by Kelli Meyers, former president of the Southwest Florida Apartment Association and an active member of the FAA Legislative Committee, to go to my first FAA Legislative Conference in 2003 and my first NAA Capitol Conference two years later.

Since then, I've learned so much about the legislative process, and I've learned that our voices really are heard. If we're not telling our story to legislators, someone else is telling theirs. In the past few years, I've been able to see just how significant advocacy can affect our businesses.

If you haven't yet become involved in FAA's advocacy, I encourage you to attend the annual platform meeting to discuss FAA's 2018 legislative priorities. The meeting will take place Wednesday, October 11, just prior to the 2017 FAA Annual Conference & Trade Show at Disney's Contemporary Resort.

I would be remiss not to mention the importance of supporting the FAA Apartment Political Action Committee (APAC). Through APAC, we support candidates who support the apartment industry. There are several ways you can support APAC, including making a direct contribution, participating in fundraising events at local affiliates, and bidding on silent auction items at FAA Maintenance Mania on Thursday, October 12. A really fun way to support APAC is to purchase a ticket to Food, Wine, & Fireworks, An APAC Celebration at Epcot®, on October 11. (See ad on Page 8 for details.)

I hope to see you at one of those events and at the 2017 FAA Annual Conference & Trade Show. ▲

RAISE A GLASS TO APAC AT THIS CELEBRATORY EVENT



Enjoy Desserts, Drinks and
a VIP View of the Fireworks.

Celebration Begins at 8 p.m.

Sponsored in part by

RentPath

PPG PAINTS

Purchase your tickets with your full conference registration or separately for \$195.

Make the Most of FAA's New Website

BY **JOSH GOLD**, CAE, CMP
FAA EXECUTIVE VICE PRESIDENT

It's out with the old and in with the new at FAA, digitally speaking. Our new website and member database are now fully live at faahq.org. If you haven't yet explored the new site, I encourage you to do so. I'm confident you will find the site user-friendly and easier than ever to navigate.

The list of useful features on the new site is pretty lengthy and there is definitely something for everyone. Whether you are a supplier, management company executive, on-site staff, or other multifamily professional, there are multiple pages that you will certainly find useful.

One big change that benefits all members: Registration for the FAA Annual Conference & Trade Show, as well as other events, will be completely automated on the new site. To receive member pricing, you need to create a profile — even if you had a log-in on FAA's previous website. Once your profile has been confirmed by your company or by FAA staff, you will be able to add a photo, bio, and other marketing details; track event attendance; and view and pay company invoices (if you are your company's primary contact).

If you are a supplier member, log on and update your listing (at no cost) in our newly searchable comprehensive supplier directory. In keeping with changes implemented last year to make the FAA Product/Service Council more inclusive, all supplier members are included in the directory. An option for an enhanced listing offers a boost in

visibility and a way to provide details about who you are, what you do, and how clients and prospective clients can reach you. Learn more at the Marketing Opportunities link under the Resources tab on the website.

Members interested in government affairs will be able to identify their representatives and other officials, as well as sign up for alerts at our Legislative Action Center, under the Advocacy tab. There, you will also find information about FAA's Apartment Political Action Committee (APAC), as well as legislative session update calls and other legislative news.

Other useful aspects of the new website include rosters of present and past FAA leadership, a sortable list of Leadership Lyceum graduates, a complete list of certified smoke-free communities, a sample of the FAA Lease, and archives of *Multifamily Florida* magazine, *Florida APTitudes* e-newsletter, and other news articles.

Thanks to FAA leadership who had the foresight and dedication to allocate the funds necessary to bring our systems into the 21st Century, we are now operating on the same software — Novi Association Management System (AMS) — used by Apartment Association of Greater Orlando, Bay Area Apartment Association, North Central Florida Apartment Association, and Space Coast Apartment Association.

Several other local affiliates are considering adopting this system in the future. FAA and every affiliate using the Novi AMS

CURRENT MEMBERS

If your company is already a member of a local affiliate:

- Go to faahq.org.
- Click "Join" at the top right corner of the homepage.
- Choose "Create an Account."
- Agree to terms and conditions.
- Enter your email and select a password.

NONMEMBERS

If you are an employee of an apartment community, management company, or supplier company that is NOT currently a member, we invite you to join one of our 11 local affiliates across the state of Florida. Joining a local affiliate automatically includes membership in FAA and in the National Apartment Association (NAA). To get started:

- Click "Join" in the top right corner.
- Choose "Become a Member."
- Click on your local affiliate on the map or in the list (below the map).

software will be able to sync in real time so that changes made to local membership rosters will appear automatically in FAA's system.

Thank you to all who have logged onto our website since the launch. If you have not yet done so, we encourage you to check out the new design and all it has to offer. ▲



Advocacy: Don't Fight a War on Two Fronts

BY COURTNEY BARNARD

The creamy marble halls and brass wall sconces of the state Capitol building may not look like a battleground, but make no mistake: The 60 days of legislative session are rife with combat and power struggles. Competing interest groups, unresolved looming legislative issues, and sneaky amendments require the FAA government affairs team to be vigilant throughout the year, not only during the two-month whirlwind of session.

Planning and strategizing are year-round operations and FAA members are the driving force of what shapes FAA advocacy. Long before the springtime session, members gather at the annual October legislative platform meeting to decide what course of action FAA will chart in the upcoming session. This year, members chose to focus on three key issues: advocating for the continuation of the non-homestead property tax assessment cap, supporting the allocation of affordable housing funds (to build and refurbish affordable apartments), and playing defense against multiple bills that could have increased un-vetted housing discrimination lawsuits.

In addition to these three key policy areas, there was a barrage of anti-apartment industry bills this session. A total of 37 bills filed during the 2017 session could have had an impact on the apartment industry. These included issues ranging from limiting background screenings to creating new protected classes, and greatly expanding resident options for lease termination. Leading up to the session, FAA was made aware of numerous potentially impactful bills being filed. Several of these bills were shared at the platform meeting, and members decided where they wanted FAA to focus attention.

With intel of what legislation could appear in Tallahassee, FAA members, along with the FAA Government Affairs Council and Attorney Committee, were able to develop several

▼
FAA members made the strategic decision to advocate on a mainly defensive level in 2017.



YEAR-ROUND ADVOCACY

FAA members can assist industry-wide efforts when the legislature is not in session by contributing to APAC, which supports candidates friendly to the multifamily industry, and by attending the upcoming platform meeting in conjunction with the 2017 FAA Annual Conference & Trade Show. If you have any questions regarding FAA advocacy, please contact FAA government affairs director, Courtney Barnard at Courtney@faahq.org.

ideas on how to best fight these issues. FAA members made the strategic decision to advocate on a mainly defensive level in 2017. Instead of fighting a war on two fronts, where FAA would be pushing legislation in an unfriendly legislative climate, members

decided this session to focus on protecting the industry. While 2017 has been a largely defensive year for FAA, it has also been an incredibly successful legislative session. FAA members can claim three key victories and a number of “defensive wins.” This

year, no anti-apartment bills progressed to becoming law. FAA was able to successfully fight every bill in Tallahassee that would have negatively impacted the multifamily industry. At the platform meeting, FAA members were made aware that several bills which had failed to advance in 2016, including court registry fees and eviction filings

NEW LOOK - SAME GOLD STANDARD

Our look might have changed but our gold standard remains the same. The FAA Click & Lease will continue to provide nearly 2,000 communities of all types and sizes across Florida with the most accurate, standardized, and widely used lease in the state. Continually reviewed and updated by NAA's and FAA's expert attorney network to ensure accuracy, the FAA Click and Lease — also known as the Florida Lease — is designed for success and increased effectiveness. Its accompanying addenda are easy to use, state specific, and customizable at the company and community level.

With new leases being created every second, it's no wonder more and more communities — more than half of all communities statewide — turn to us for their lease form needs.

CONTACT US AT (407) 960-2910 TO LEARN MORE ABOUT THE FLORIDA LEASE PROGRAM.

WWW.FAAHQ.ORG-LEASE

FAA Click & Lease

THE INDUSTRY STANDARD

Powered by Blue Moon Software






A total of 37 bills filed during the 2017 session could have had an impact on the apartment industry.

were expected to come back in the 2017 session. In addition, new bills regarding tenant notification and rights of domestic violence victims, which have appeared in local jurisdictions, were also expected to make an appearance in proposed state laws.

Two pieces of legislation that may positively affect the multifamily industry passed during this session. Firstly, HB 21 sponsored by Rep. Colleen Burton (which replaced SB 76 by Sen. Tom Lee) passed both houses unanimously and has been “enrolled” and filed to appear on the upcoming 2018 ballots. This bill is one of the 2017 priorities decided by FAA members and presented to legislators at the annual Legislative Conference.

HB 21 and SB 76 will create a joint resolution to place the 10 percent non-homestead assessment cap language back on the ballot for voters in 2018. Apartment communities are considered non-homesteaded properties and benefit from a cap on how much taxable assessments can be raised each year. If the cap is not reauthorized, then yearly assessments can increase by any amount for non-homestead property. This could mean apartment owners would see a jump in their property taxes in 2019. Drastic property tax increases could also result in a loss of apartment industry jobs.

Additionally, as part of the Sadowski Coalition, FAA helped to secure more than \$120 million in funding for affordable housing. Affordable housing funds are derived from “doc stamp” revenue (taxes collected from real estate transactions) and are distributed by the state in the form of loans. These loans are used to refurbish aging affordable housing units and build new housing, which serves Florida’s most vulnerable populations (veterans,

senior citizens, people with disabilities, and those experiencing homelessness). The funds help to limit inclusionary zoning, and have a positive economic impact on the state’s economy.

Lastly, the housing discrimination bills FAA opposed were kept out of all committee meetings. SB 268, sponsored by Sen. Darryl Rouson, and its companion SB 742, sponsored by Sen. Jack Latvala, and HB 659, sponsored by Rep. Holly Raschein would have allowed a person who

alleges housing discrimination to file a civil action for two years after an alleged incident before a complaint has been filed with the Florida Commission on Human Relations or a local housing discrimination agency.

Although the 2017 session has ended, it’s already time to prepare for the 2018 session. Legislators will reconvene in September to begin filing bills and hosting committee meetings to discuss legislation. FAA will be on guard and ready to return to battle in Tallahassee. ▲

Commercial Laundries
FAMILY OWNED AND OPERATED FOR OVER 45 YEARS

FREE UTILITY ANALYSIS
855-254-WASH 9274

SALES AND LEASING OPTIONS AVAILABLE

We customize our contracts and leases to fit your particular program's needs and goals

“ Our machines and smart card systems are installed in more than 1000 condominiums, co-ops, apartment dwellings and nursing homes throughout the state of Florida. ”

Coin and Card Operated Commercial Washers & Commercial Dryers

Our sales team will analyze your existing space and work with you to create a strategy for your specific laundry needs, from both an economical and environmental basis.

What Commercial Laundries Offers

- ✓ Flexible Leasing Options
- ✓ Comprehensive Maintenance Programs
- ✓ Trained, Radio Dispatched Technicians
- ✓ Energy Star-rated Washers and Dryers
- ✓ Superior Customer Service

Family Owned and Operated for over 45 years

TO LEARN MORE, CALL 855-254-WASH (9274)

REQUEST A QUOTE

Get a FREE no obligation quote from Commercial Laundries

Why Choose Commercial Laundries?

We provide the latest technological advancements in laundry equipment and service. We specialize in custom solutions structured to help you increase your revenue while saving money on water, sewer, gas, & electricity.

Follow Us

8510 NW 56th St. Doral, Florida www.commerciallaundries.com



Navigating Eviction

Take these steps to minimize delays in the eviction process and improve your property's profits.

BY JERRON KELLEY

There is nothing more frustrating for property managers and investors than to have a non-paying tenant in their property who knows how to use the court system to

their advantage. A savvy tenant can often remain in a property without paying for weeks after a valid eviction is filed, simply by contesting the eviction and requesting a hearing, or filing other defenses. While

the eviction process is relatively fixed and oftentimes frustrating for landlords, there are steps a property manager can take to minimize delays in the eviction process and improve your property's profits.

▼

The first recommendation for reducing your property's rent losses is to make sure that you are serving your three-day notices in a timely fashion.

AVOID THESE COMMON PITFALLS WITH NOTICES

- **Do not serve an incomplete notice.** Leaving out the address, county, certificate of service, or the amounts due and the due date can make your notice defective.
- **Do not serve via mail or list a P.O. box.** If you do, you will need to add five calendar days to your notice.
- **Do not automatically include late fees or other fees in the amount due.** Only include them if those fees are deemed as "additional rent" in your lease.
- **Do not miscalculate your due dates.** Don't count the day the notice is served, weekends, or holidays, and never make a due date a weekend or holiday.
- **Do not include court holidays.** Each county court recognizes different holiday schedules and you need to know which days are recognized in your county.
- **Do not forget to add five days if you are an out-of-county landlord.** Certain counties require an out-of-county landlord to add five days. If the landlord's address is out of county and the property is located in Brevard, Broward, Citrus, Flagler, Hernando, Lake, Marion, Orange, Osceola, Putnam, Seminole, St. Johns, Sumter, or Volusia counties you need to add five calendar days to your three-day notice.

The first recommendation for reducing your property's rent losses is to make sure that you are serving your three-day notices in a timely fashion. Chapter 83 of Florida Statutes requires the landlord to serve a three-day notice on delinquent tenants as a precursor to filing an eviction. Property managers should be diligent in serving those notices as soon as rent is late. Delays in serving three-day notices will often lead to larger delinquent rent balances, and consequently more evictions. By serving your notices on a fixed day each month, as soon as the grace period for payment expires, you communicate to tenants that management is serious about rent being paid in a timely fashion.

The second method of mitigating delinquent balances is to make sure that your three-day notices are served properly. There are attorneys throughout Florida who specialize in representing tenants when a defective notice is filed by a landlord. If a case gets dismissed for a defective notice a judge may order the landlord to serve a new notice before re-filing their complaint, thereby causing additional delays.

The third and final tool in minimizing rent losses for your property is to file evictions rapidly as soon as the three-day notice expires. While this advice may seem illogical, filing an eviction rapidly forces tenants who intend to pay to actually do so, and for those tenants who are either unable or unwilling to pay, it minimizes what would otherwise be a much larger delinquency balance. As most experienced property managers know, a tenant can still get out of eviction with the consent of the landlord by either negotiating a stipulation agreement, or by paying the full balance due and owing, including filing fees and costs.

By following these simple steps managers and landlords can improve their property's bottom line with a minimal amount of effort. ▲

Jerron Kelley is a partner with Kelley & Grant PA. This article is not intended to be legal advice. If you have legal questions, please consult an attorney.



Cabana



Playground



Pool Furniture



Dog Park



Cantilever

ET&T Distributors Inc.
Playgrounds & Outdoor Furniture

"Have a Smile On Us"
Toll Free - (888) 642-2226
www.Ettflorida.com
Sales@ettflorida.com



CAMP FAA

2017 FLORIDA APARTMENT ASSOCIATION
ANNUAL CONFERENCE & TRADE SHOW

OCTOBER 11-13, 2017

DISNEY'S CONTEMPORARY RESORT, LAKE BUENA VISTA



CAMP FAA

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

KEYNOTE SPEAKERS



Disney's long-standing reputation for quality service is not just magic; it is built on a sound service philosophy consistently applied. Attendees will hear from a Disney Institute speaker how they can use Disney principles in their own companies and communities.

Yvonne Camus, a successful team member in Discovery Channel's Eco Challenge adventure race, believes ordinary people can achieve extraordinary things. Her rookie team of amateur athletes used communication skills, respect for one another, and practical savvy to become the first inexperienced team to complete the grueling competition.



REGISTER ONLINE AT FAAHQ.ORG



Lease Agreement

LEASE EXTENSIONS, Month-to-Month, OR A NEW LEASE?

BY HARRY HEIST

Often a resident needs more time or may want to renew for a year or a partial year. There are three basic ways to accomplish this correctly, but depending on the situation, the proper form needs to be used to avoid problems. This article will examine various scenarios and how to use the best form to protect yourself from misunderstandings or situations when the resident does not abide by the agreement. Before we begin, we must point out the worst but all too common way to handle a lease extension is by using a verbal agreement. NEVER do anything verbally. It always needs to be in writing. Verbal agreements cause everyone massive problems.

RESIDENT WANTS A 4-MONTH EXTENSION

A common example of this would be when a resident is in school and needs to stay another semester. The resident asks for a specific amount of time. Often property managers will just put the resident on month-to-month or allow the lease to become month-to-month, and this is wrong. While it is true that most leases simply turn into month-to-month tenancies automatically, you want to be more hands on. What you want to do is use a lease extension addendum. This addendum will accomplish a few things:

1. It will memorialize everything in writing.
2. It can provide for a higher rent amount that is clearly spelled out for the extension period.

3. It can include a clause that provides the resident is to leave on the ending date with no further notice required from either party.

It ends on the expiration date PERIOD, and if the resident refuses to move, you can file an eviction the day after the expiration date. No more notices will be needed.

The common error is to just place the resident on a verbal or written month-to-month agreement. This is a serious mistake. The main reason it is not advisable is that a month-to-month tenancy will go on forever unless it is terminated properly in writing by either party. If the property manager forgets to terminate the month-to-month tenancy, a notice of non-renewal will have

to be served later, and the resident will be able to stay possibly another month or even more depending on when the notice of non-renewal is given. Why set yourself up for something to forget? Use a lease extension addendum that has a solid fixed termination date.

THE RESIDENT WANTS MORE TIME AND IS NOT SURE HOW MUCH

A typical scenario goes like this. The resident is having a home built and is told by the builder that there will be some delays. The home may be done in two months or five months. No one knows. In this case, the resident should be put on a month-to-month agreement. This will accomplish a number of things:

1. Everything will be in writing.
2. It will indicate the new rent amount if you decide to raise the rent under the month-to-month tenancy.
3. It will state how much notice either party must give the other in order to terminate the month-to-month tenancy.

Under Florida law, the landlord can only ask the resident to give a maximum of 15 days' written notice prior to the end of a monthly rental period and no more. If the resident fails to give proper notice, the resident will owe the full next month, even if the resident has vacated.

THE RESIDENT WANTS ANOTHER YEAR

There is a temptation amongst property managers to use a one-page lease renewal form, or to use a lease extension addendum giving the resident another year. This is not how it should be done. First, the lease extension addendum is to be used for a set number of months, not a year, and secondly, using a one-page lease renewal form to renew a lease for a year may seem easy and quick, but what if the law has changed? Laws change, sometimes requiring extensive disclosures, as we saw in 2014. On top of that, leases change. The FAA Lease is always being improved and changed. If you use a one-page lease renewal form or a lease extension addendum to get a lease

for another year, you simply are renewing or extending the older, possibly insufficient lease agreement. It is the lazy way out, and it can cause legal problems.

Always get permission from the property owner or your regional manager in writing before ever extending a lease or letting a resident go month-to-month. The owner or regional may not want this, and your company may have a policy on month-to-month tenancies, how long they can go on, or how long a lease can be extended. On certain types of properties, month-to-month tenancies are not even allowed. You want everyone in agreement with no surprises. If you manage single family homes, and your management agreement gives you the power to sign leases on the owner's behalf, we still advise you check with the property owner. ▲

Harry Heist is a partner at Law Office of Heist, Weisse & Wolk. This article is not intended to be legal advice. If you have legal questions, please consult an attorney.

THANK YOU SPONSORS OF THE COMMUNICATION AND MARKETING ROUNDTABLE

Last month, a group of Apartment Association Communication and Marketing professionals from around the country gathered for a Roundtable in Denver. Topics ranged from best practices in social media, website redesigns, association branding, public perception campaigns and more. Thank you to the sponsors of the roundtable, Criterion B. and Simply Voting.



critterion.b
agency

Simply
Voting



The Mold Monster: Fact v. Fiction

BY ALEXIS VILABOY

When you think of mold, do you imagine a relentless, living growth set on taking over multiple apartment units and draining your community's finances?

Search the internet for answers to what exactly mold is, how it affects one's health and budget, and what it takes to get rid of the dreaded nuisance, and it is easy to get lost in sea of confusion and fear.

But industry experts tell us that there's no need to worry. There are steps you can take to prevent the mold monster from knocking on an apartment door. Even if mold does happen, there are ways to combat it before it becomes a disaster.

What exactly is mold? "Mold is a living organism that belongs to the kingdom Fungi," says Justin Mainit, who was a business development representative with Baxter Restoration for two years and is currently with Arbor Contract Carpet. "Mold must gain nutrients from other organic substances by causing them to deteriorate."

As scary as that sounds, says Steve Brown, vice president of restoration at Disaster One, keep in mind that mold is "natural and is a very important part of our ecosystem." Although mold is a natural part of outside life, when it becomes part of inside life, it can have harmful effects on a resident's home and health.

What are health effects if it goes untreated? Because mold produces

allergens and irritants, the most common symptoms are watery eyes, headache, sneezing, and itching skin. These symptoms can be everyday annoyances, so it may be hard to realize there is a mold problem if it isn't in a highly visible area of the home. Some more severe symptoms include fatigue, nosebleeds, ear pain, sinus infections, joint pain, and nausea, although these reactions can sometimes be delayed and are commonly not attributed to the mold problem.

How can mold be prevented? Brown offers these tips:

- Service heating/ventilation systems often and keep temperature in an average range.
- Keep humidity between 30 and 50 percent.
- Educate residents to keep areas prone to repeated water use clean and dry: showers, tubs, sinks, windows that are prone to condensation, humidifiers, etc.

What do apartment residents/property managers most need to know about mold? "Mold does not go away by wiping with bleach," Mainit says. "Err on the side of caution and always consult a professional. Mold remediation can be costly, but lawsuits from sick tenants and repairs to moldy structures are more-so. When in doubt, have an air quality test performed."

The main cause of mold growth is unnoticed or unresolved water issues, Mainit says. Once you have identified an issue, respond immediately and effectively. "Always use

an IICRC certified company to dry out your units after a water issue," he explains. "Not everyone who has blowers and dehumidifiers knows how to properly use them."

What is the typical step-by-step process to remove it? First, determine the extent of the problem. Mold remediation experts know what to look for. It's also important to stop and fix the water or moisture issue. Then comes the remediation — remove damaged materials and thoroughly clean the contaminated area, making sure to verify cleanliness by washing and completely drying the area. Lastly, furniture and affected items are repaired or replaced once remediation is complete.

How much does treatment typically cost? Depending on the level of contamination, Brown says, remediation can cost anywhere from \$2 to \$6 per square foot, not including post-remediation repairs. Mainit adds that price can be affected by cause, mold species, and the materials affected.

If you want to keep the mold monster from moving into your community, enlist residents to help keep water-prone areas as dry as possible and report any water issues immediately.

If you do find yourself facing a mold issue, consult a professional right away, to minimize the problem and keep remediation costs as low as possible. That way, you can drag the mold monster into the daylight and kick him to the curb. ▲

NATURAL DOG PARK PRODUCTS



GYMS FOR DOGS™
Natural Dog Park Products

Phone: 800-931-1562
www.GymsForDogs.com
Sales@GymsForDogs.com

elements inc SIGNS



Let Elements, Inc. provide your property with year of maintenance free beauty. Entrance signs • Wayfinding • Office Signs Unit Plaques • More!

ORDER ONLINE! elementsinc.com
1-800-223-2788



- Credit/debit card payments
- Laundry status via text
- Local service with next day options

CSC 
SERVICEWORKS
Making life easy

Visit CSCSW.com

NORTH & CENTRAL FLORIDA
800-432-1541 x50512
SOUTH FLORIDA
800-456-9274 x50624

COMPACT FUN FOR COMPACT PARKS



DOG ON IT PARKS

DOG-ON-IT-PARKS.COM

1 877 348 3647

DOG PARK:

-  AGILITY EQUIPMENT
-  WASTE BAG DISPENSERS
-  SITE FURNISHINGS
-  FIRE HYDRANTS



WE ♥ YOU

10

Ways to Express Appreciation for Residents

BY TRISH HARRIS

In the multifamily industry, we often think of apartment community residents in the collective. However, these communities comprise individuals with diverse lives, unique personalities, and a broad range of hopes and dreams — just as any other group of people does. When

ATTITUDE OF GRATITUDE

*Oh, I've got a whole new attitude,
A lifetime subscription to gratitude.
Friend, you've got to change your
latitude.
Live in attitude of gratitude.
I am grateful for the life I am living.
Who knows how long I will have it?
I'm thankful for all I've been given.
We make appreciation a habit.*

*There's no time like the present day
To have a present come your way.
All you have to do is grab it.
So, now I think that you will see
There's nothing more you need.
My friend, this ain't no platitude,
Just an attitude of gratitude!*

—SpongeBob SquarePants
Lyrics to cartoon character's song

we think of our residents in this way, we can better consider the impact appreciation can have on them and their lives.

The truth is that we all desire — and sometimes, even need — to be appreciated, to be recognized, to know that we matter. It's a part of the human condition to want that warm and fuzzy feeling we have when we know somebody cares! In fact, an important part of community building is expressing and encouraging gratitude and appreciation. So what can property managers and owners do to ensure their residents feel that way?

We've compiled a list of ideas and strategies designed to help get your creative juices flowing, but first, how about adopting an *attitude of gratitude*?

1 Designate a yearly Resident Appreciation Week.

Find a time of the year that is not crowded with commitments and create a Resident Appreciation Week. Plan a unique act of appreciation for each day that week in honor of your residents. Sample activities for your week:

- Snack bag giveaways to residents
- A small plant and note left at each resident's door
- A fair for the children with bouncy house, cotton candy, donkey rides
- A Saturday or Sunday afternoon cookout with outdoor family games
- After-school candy throw with employees tossing hard candies
- Morning coffee and doughnut stations at apartment community exits
- A local band performance on a weekend night

2 Pay attention to their needs.

Ensure the staff recognizes and accommodates any special needs of residents.

3 Conduct monthly birthday parties.

Designate a particular day and time (i.e., first Sunday at 4 p.m.) for residents to gather for cake in honor of all resident birthdays during that month. Present a birthday card to each honoree. Mail cards to those unable to be present. For some residents, your card may be the only recognition of their birthday.

Hello, Old Friend.

Like the loyal companion on the end of your leash, my waste bags have been there as your first line of defense against even the biggest messes.

DOGIPOT's Pet Stations *always* come with **FREE** Preloaded SMART Litter Pick Up Bags™ & SMART Liner Trash Bags, to help you lead the charge in responsible pet ownership.

DOGIPOT® ● Pet Stations

DOGIPOT, 800.364.7681 | WWW.DOGIPOT.COM

DOGIPOT®

The Smart Solution to Dog Pollution.
HOW TO USE DOGIPOT AFTER YOU UP BAG!

PLEASE CLEAN UP AFTER YOUR DOG!

PROVIDING SUPERIOR QUALITY PET PRODUCTS FOR OVER 20 YEARS

DOGIPOT.com ▲ 800.364.7681



Survey your residents to find out their hearts' desires and design events featuring their unique talents and interests.

4 Honor their passions and diversity.

Survey your residents to find out their hearts' desires and design events featuring their unique talents and interests. For example, have an art show showcasing crafts and works of art residents have created. Ask each artist to share his/her story to post to your website or include in your newsletter.

5 Say "Thank-you" in a personal note.

When a resident does something kind for the staff, write a personal, handwritten note of appreciation.

6 Enlist their participation.

Generously publicize all events for your apartment community so that no resident will be left out of the loop. Make everyone feel included and welcome.

7 Plan calendar celebrations.

At the beginning of the year, flag special days (Valentine's Day, Martin Luther King Day, Groundhog Day, etc.) and brainstorm with staff tactics the management team can put in place to commemorate these days for the residents.

8 Cater to the kids.

If you really want to do something nice for someone, pay attention to their children! Invite the kids to participate in such fun and simple activities as


sidewalk chalk drawing, outdoor games, pet shows, and noise parades, i.e., banging on pans, blowing horns, singing.

9 Little things mean a lot.

Remember how important the little things are in creating a caring and appreciative culture. Look your residents in the eye. Speak with compassion. And be alert to little

10 Smile with an attitude of gratitude.

A good attitude is contagious. So are smiles! Make friendly greetings a mandate for your employees and staff as a part of your commitment to serving your community. ▲




MALLARD

SYSTEMS


Providing Professional Cleaning Services since 1992


Roofs • Exteriors • Breezeways • Walkways • Common Areas



- Detailed project plans and communication throughout the project
- Fully compliant with third party groups
- Licensed and insured and bonded
- Uniformed work crews
- Flexible scheduling with multiple crews to minimize impact on residents

"Your team did a fantastic job cleaning the roofs - they look brand new! They were professional and cleaned up after themselves, and they weren't in the way or otherwise disruptive to the property's residents." Regional Manager - Orlando






MALLARD

SYSTEMS

(877) 382-620

www.mallardsystems.com



Maitland Station

Boosts Green Living in Central Florida

BY ALEXIS VILABOY

Being able to travel along the I-4 corridor without having to deal with the stress of driving on the construction-heavy interstate is something that residents of Maitland Station will be able to take advantage of.

The new community, which began leasing in June, is adjacent to the Maitland SunRail stop and lies at the edge of Winter Park, making it a prime location in regard to worry-free transportation, as well as popular shopping, dining, and entertainment options.

Maitland Station is under the management of Epoch Residential, which also manages communities including Paseo at Winter Park Village and Lofts at Uptown Altamonte. “Epoch Residential is proud to take part in shaping the development of Maitland, while providing a superior product for our future residents to enjoy,” said Sara Montuori, director of marketing for Epoch Residential. “Living on the cusp of two vibrant cities — Winter Park and Maitland — each with their own style and varied offerings, is sure to be an exciting place to call home.”

The mid-rise community, slated to open in October, will be offering 293 options for one-, two-, and three-bedroom luxury living. The 14 different floor plans will vary in size from 616 to 1,309 square feet. Living on the edge of Winter Park and Maitland certainly comes with its benefits. Residents will be conveniently located near Park Avenue, the new Winter Park Square, Shops of Maitland, Enzian Theatre, Winter Park Village, and the Lake Lilly area and Farmer’s Market.







MAITLAND STATION FACTS

- Total acres of entire property:
5.34
- Average unit size:
942 square feet
- Rent: Starting at
\$1,720
- Units per acre:
About **54**
- Parking spots per unit:
1.5

Once residents leave the outside and step inside the community, the amenities are endless. A Pet Park with a wash station will be great after long, summer walks with man's best friend. A yoga studio and fitness center will offer accessibility to group and individual workout options. Other amenities include a summer kitchen, cyber café, business center/conference room, game room, fire pit, and a clubhouse with a lounge area.

Enjoyment continues within the living spaces themselves with stainless steel appliance packages, granite countertops, vinyl plank flooring, carpeted bedrooms, and a center island in the kitchen.

"Watching a new project come out of the ground is always invigorating for our team at Epoch Residential," said Shannon Hayden, director of property management at Epoch. "Developing the personality of a new project

that future residents will call home is a great responsibility that we handle with extreme care. We're very much looking forward to meeting our new residents during our lease up this summer." Living at this community will not only be good for one's lifestyle, but it will also be good for the planet.

Maitland Station will be seeking National Green Building Standard certification, which means the building would have to fulfill demanding criteria in six categories: Site development, resource efficiency, energy efficiency, water efficiency, indoor environment quality, and homeowner education.

Maitland Station is the all-in-one luxury experience that is perfect for the working professional that wants to help the planet by living in an environmentally friendly community and take the SunRail to and from work every day. ▲

**Clean air is an amenity
worth bragging about.**



**Show your residents and prospects
your commitment to their healthy lifestyle.**

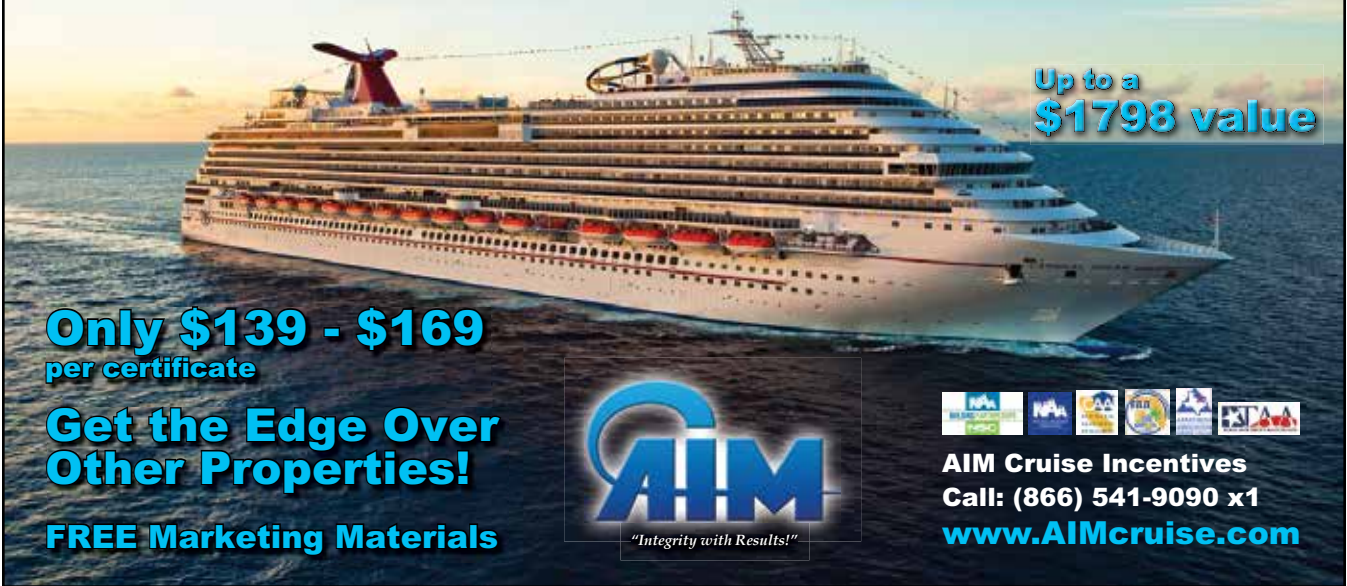
Visit faahq.org/smoke-free-housing to learn more.

CRUISE VACATION INCENTIVES

5 DAY/4 NIGHT CRUISE VACATION FOR TWO....

TO MEXICO, THE BAHAMAS OR THE WESTERN CARIBBEAN

- New Leases
- Renewals
- Referrals
- Giveaways
- Lease-Ups



Up to a
\$1798 value

Only \$139 - \$169
per certificate

**Get the Edge Over
Other Properties!**

FREE Marketing Materials



AIM Cruise Incentives
Call: (866) 541-9090 x1
www.AIMcruise.com

Pond and Lake Management

- ◆ Aquatic Weed & Algae Control
- ◆ Fountains & Aerators, Sales and Service
- ◆ Game Fish and Grass Carp Stocking
- ◆ Water Testing and Consulting Services
- ◆ Friendly, Professional Service
- ◆ Trained and Certified Aquatic Technicians
- ◆ Free Estimates & Competitive Pricing
- ◆ 10 Locations to serve you

We offer Custom programs within your budget

Ask About Our Discounts!

The Lake Doctors, Inc.
800-666-5253 | www.lakedoctors.com
lakes@lakedoctors.com

Taylor & Associates, Inc.

Outdoor Seating • Site Amenities • Umbrellas

Renna Levert
Account Executive

4232 Peyton Hwy • Peyton, CO 80831
Toll Free: 855-734-3580
Phone: 352-347-0600 • Cell: 352-342-4787
e-mail: rlevert.taylorincorporated@gmail.com
website: www.taylorincorporated.com

Need to make those Tubs, Countertops, or Cabinets Look Good Again?

Doing business since 1994!

★ ★ ★
Absolutely
★ ★ ★
Amazing
★ ★ ★
Refinishing, Inc.

Now Servicing the Gainesville Area
(352-697-8827)

Servicing from Gainesville to Palm Bay

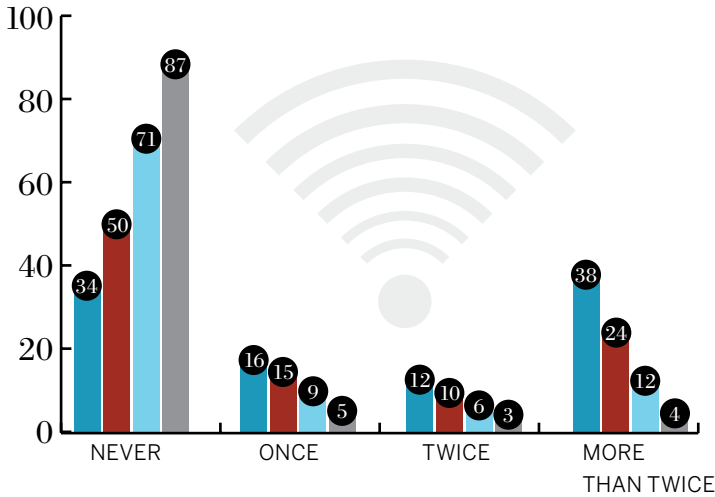
AArefinishing.net

TAMPA BAY AREA: 727-544-0122 ORLANDO AREA: 407-444-9000

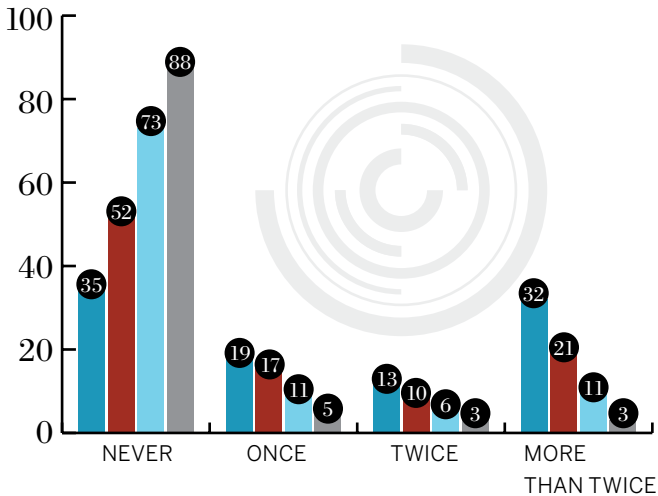
Tech Amenities: What do residents want?

Source: The Next-Gen Apartment: What Renters Want, done in conjunction with J Turner Research

How Many Times/Month Would You Use Bluetooth-Connected Speakers in Certain Common Areas?



How Many Times/Month Would You Use a Weather-Sealed Outdoor Hi-Def Screen?



■ MILLENNIALS ■ GEN X
■ BABY BOOMERS ■ SILENT GENERATION

The Tech Generation



Lock Down

Millennials want tech upgrades right down to the locks, as more than **61 percent** are likely to rent an apartment specifically because of electronic access features, including keyless entry doors.



Smart Renters

On average, millennial renters would pay about a fifth more for smart home features.



Tech vs. Parking

44 percent of millennials would give up a parking space to live in a “high-tech” apartment.

Source: Schlage Industry Insight Survey

CENTRAL FLORIDA'S FIRST CHOICE FOR PLUMBING AND SEPTIC SERVICE SINCE 1948



BROWNIE'S

SEPTIC & PLUMBING

CFC1428456 - SA0131835

FULL SERVICE PLUMBING

STORM DRAIN CLEANING

POND MAINTENANCE

LIFT STATION AND PUMP SERVICE

BACKFLOW TESTING AND REPAIR



**24/7 EMERGENCY
PLUMBING SERVICE**

866-841-4321

FIRST IN SERVICE SINCE 1948 - WWW.CALLBROWNIES.COM

CENTRAL FLORIDA'S FIRST CHOICE FOR POND MAINTENANCE AND CLEARING



Florida Pond Cleaning

**Overgrown ponds
or poor drainage?**

POND MAINTENANCE

STORM DRAIN CLEANING

WATER CLARIFICATION

AQUATIC WEED CONTROL & REMOVAL

FOUNTAINS & AERATION SYSTEMS



**24/7 EMERGENCY
PLUMBING SERVICE**

866-841-4321

FIRST IN SERVICE SINCE 1948 - FLORIDAPONDCLEANING.COM



We offer a variety of services to fit all your waterway needs:

- Aquatic Weed Control (program tailored to your area's specific needs)
- Fish Stocking
- Wetland/Upland Maintenance
- Native Plant Installation
- Physical Removal
- Water Clarification
- Water Testing
- Installation/Repair of Fountains and Aerators



FREE on-site consultation!!

Call us at **407-878-6655** or go to www.southernaquaticmgmt.com



Save the Date:
2017 FAA Annual Conference & Trade Show
October 11-13
Disney's Contemporary Resort, Orlando

Thank You
to the advertisers who helped
make this publication possible!

Tenant Screening 4 Less...

"Screen Your Tenants Online Anytime"
(FREE Membership Available)



"Low-Cost • Fast • Easy • Tenant Screening"

You can save money by becoming
a "Volume Discount Member"

You Receive All This:

- **National Credit Report**
- **National Eviction Report**
- **FICO Score**
- **Tenant Qualifier Report**
- Sex Offender Report
- America's Most Wanted Search
- Terrorist Search
- Narcotics Traffickers Search
- Public Records
- Civil Judgments
- Social Security Verified on Credit
- Consumer Information
- Consumer Tradelines
- Collections
- Payment History
- Payment Obligation
- Credit Availability
- Prior Inquiries



With Your "Volume Discount Membership" You Receive All the Above Reports For As Low As

\$9.99

If you do more than 16 credit and eviction reports a year, our "Volume Discount Membership" is for you.

- You will save \$4.95 on every eviction/credit report
- You will save \$9.00 with the recommended 4 Star Tenant Screening Report
- Volume Discount Membership is only \$77 a year
- Free Non-Discount Membership Available



To Register or Start Your Free Membership Go To
www.tenantscreening4less.com

888-802-7020

ANIMAL WASTE REMOVAL PRODUCTS

DOGIPOT24
www.dogipot.com

APPLIANCE DISTRIBUTORS/MANUFACTURERS

GE AppliancesInside Back Cover

COIN-OPERATED LAUNDRY EQUIPMENT

CSC ServiceWorks22
www.coinmach.com

COLLECTION SERVICES

Ideal Collection Services, Inc.34
www.idealcollections.com

COST SAVING PROGRAM

National Apartment Association.....Outside Back Cover
www.opendoor.naahq.org

CRUISE INCENTIVES

AIM Cruise Incentives30
www.AIMcruise.com

DOG PARK EQUIPMENT

Dog-On-It-Parks22
www.dog-on-it-parks.com
Livin the dog life-Dog Parks.....22
www.livinthedoglife.com

FENCING/RAILING PVC

King Architectural Metals..... Inside Front Cover
www.kingmetals.com

FINANCIAL SERVICES

NorthMarq Capital34
www.northmarq.com

LAKE & POND MAINTENANCE

Brownie's Septic & Plumbing32
www.plumbingservicesorlandofl.com
The Lake Doctors, Inc.30
www.lakedoctors.com
Southern Aquatic Management, Inc.33
www.southernaquaticmgmt.com

LAUNDRY EQUIPMENT

Commercial Laundries 13
www.commerciallaundries.com
CSC ServiceWorks22
www.coinmach.com

MAINTENANCE SERVICES/SUPPLIES

HD Supply6
www.hdsupplysolutions.com

MIRROR FRAMES

MirrorMate LLC.....3
www.mirrormatecommercial.com

OUTDOOR FURNISHINGS

ET & T Distributors Inc..... 15
www.ettflorida.com

PATIO FURNITURE

Taylor & Associates Pool and Patio Furniture, Inc.30
www.taylorincorporated.com

PROPERTY MANAGEMENT SOFTWARE

Yardi Systems, Inc.4
www.Yardi.com

RENOVATION

Absolutely Amazing Refinishes30
www.aarefinishing.net

RESIDENT SCREENING

Apartment Owners Association of California.....33
www.tenantscreening4less.com

ROOF & EXTERIOR CLEANING

Mallard Systems, Inc.25
www.mallardsystems.com

SEWER, DRAIN & PIPELINE CLEANING

Brownie's Septic & Plumbing32
www.plumbingservicesorlandofl.com

SIGNS

Elements Inc.22
www.elementsinc.com



Ideal Collection Services, Inc.
5223 Ehrlich Road Suit A, Tampa, FL 33624
(813) 920-0141 • Fax: (800) 426-6122
Web: www.idealcollections.com

Ideal Collection Services, Inc. - Ideal Collection Services offers collections nationwide. Celebrating 25 Years of exclusively serving Multifamily Housing Accounts! We can custom fit a plan to your properties' needs. If you are not satisfied with your current agencies results or the way they conduct business call Ideal Collection Services. We are the clear choice for lease collections!

NorthMarq Capital
Web: www.northmarq.com
Tampa (813) 223-3088
Miami/Boca (305) 820-6640
Orlando (407) 843-4004
Jacksonville (904) 858-5300

NorthMarq Capital is a national mortgage banking firm offering a full range of commercial real estate solutions with 36 offices coast-to-coast, including 5 Florida locations, averaging \$13 billion in annual production, and servicing a loan portfolio of \$50+ billion for a diverse group of institutional investors.



Slate
THE FINISH FOR EVERY STYLE.

No wonder the Slate finish is such a hit. Its matte finish completely hides fingerprints. It holds magnets. It's available on over 100 products. But the biggest reason people love Slate? It blends with everything from classic to eclectic to modern to chic.

For details, please contact GE Appliances Region Manager Ryan West at 702.218.2137 or ryan.west@geappliances.com


GE APPLIANCES
geappliances.com

Are you missing out?



You are, if you're not taking advantage of NAA's **Open Door program**—the apartment industry's most rewarding savings program.



- Save on purchases from top brands
- We do the research
- You enjoy the purchasing power of 72,000 NAA members buying as one



Visit opendoor.naahq.org

Every Open Door provider has agreed to be solely responsible and liable for any claims, damages, costs, representation, or warranties of any nature arising from the use of its products or services. The NAA disclaims any and all liability from the member's use of the participating products and services including special or consequential damages. Products or services may be unavailable, individual savings will vary depending on the products utilized, or terms and conditions may change without further notice.