



UPDATE

Vol. XXXII

No. 4

April

2017

Greater Dayton Apartment Association

**COME ONE!
COME ALL!...**

[See Page 2](#)



REGISTER TODAY!

Information on how to serve renters from vulnerable populations such as people with a criminal history, people with disabilities, victims of domestic violence and people from other countries.

Our Fair Housing Ring Master, John Zimmerman from the Miami Valley Fair Housing Center, will explain new and updated fair housing guidance on all of these topics in advance of each experts' topics.

\$60 Includes 3 CEUs & CECs 1:30-4:30 p.m.

1ST PRESENTATION: Welcoming People from Other Countries -

John Zimmerman will explain how landlords can expand their screening processes to be inclusive of legal immigrants that are in the United States for work, school, and to gain citizenship. *0.5 hours*

2ND PRESENTATION: Domestic Violence and Rental Housing - Susan S. Gottschalk, Esq., the Community Engagement Director from Artemis Center will present Domestic Violence and Rental Housing. This presentation will explain the domestic violence dynamic and how it effects tenants and landlords. The speaker will discuss how to identify potential victims, how to talk to them about domestic violence and how to refer them for assistance. *1 hour*

3RD PRESENTATION: Renters with a Criminal Past - Amy Piner, Program Coordinator, Montgomery County Office of Reentry will present *Renters with a Criminal Past*. Explain what the Office of Reentry does to make our streets safer and to assist people who are prospective renters wanting to integrate into society as restored citizens. Joining her in this discussion about renting to people with a criminal history are a client advocate and several landlords. *1.5 hours*



GDAA
Greater Dayton Apartment Association

UNDER THE BIG TOP

TRADE SHOW

4:30 - 7:30pm

RING MASTER SPONSOR
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INDIVIDUAL TRADE SHOW ADMISSION PRICES:
\$15 - If Registered \$20 - All Walk-Ins
Non-members must pre-pay or pay at door.

PRIZES! RAFFLES! GIVE-AWAYS!

TREAT YOURSELF TO ONE OF THESE SWEET ADMISSION PLANS!

"POPCORN" PLAN – \$1,500 - Poster size sign in hall. Your name listed as a **POPCORN** Sponsor in the Directory of Sponsors which will go to each attendee, your logo/name on all promotional brochures/emails. **UNLIMITED ATTENDEES** at the Fair Housing Presentation and at the Trade Show.

CALL (937) 293-1170

EMAIL: info@gdaa.org

VISIT: gdaa.org/event-registration

Cancellations not accepted after deadline and no-shows will be billed !

Deadline to register for Seminar & Trade Show attendance is 4/24/17

ATTENTION ASSOCIATE MEMBERS

The Greater Dayton Apartment Association (GDAA) will be enforcing a policy which may be of particular interest to GDAA Vendor Members:

NON -EXHIBITING VENDORS AT GDAA TRADE SHOW

While the GDAA welcomes non-exhibiting vendors who have paid an admission fee to our 2017 Trade Show, the GDAA Trade Show Committee and Board of Directors have developed the following policy:

Non-exhibiting vendor companies may not solicit business via printed material, flyers or handouts in the GDAA Trade Show. Also, non-exhibiting vendor companies may not conduct meetings and/or presentations within the trade show facility and surrounding premises owned by said facility during the trade show hours. Exhibiting vendors, GDAA members and staff who witness such activity are asked to gather printed materials and/or event invitations and provide them to GDAA staff, showing that a direct violation of this policy is about to, or has taken place. Any violation of this policy will result in an invoice and charge equal to the fee for one trade show booth being submitted for payment by the offending organization. Also, the offending individual or company shall be banned from any future GDAA activities until said invoice is paid in full.

"COTTON CANDY" PLAN—\$1,150 –Poster size sign in hall. Your name listed as **COTTON CANDY** Sponsor in the Directory of Sponsors which will go to each attendee, your logo/name on all promotional brochures/emails. **12 ATTENDEES** at the Fair Housing Presentation and the Trade Show.

GRAND PRIZE - \$1000 | SECOND PRIZE - \$500 | THIRD PRIZE - \$250

***Attendee must to be present to win cash & door prizes.**

Fair Housing & Trade Show are both held at the Presidential Banquet Hall located at
**4548 Presidential Way
Kettering, Ohio 45429**

SPONSORING OPPORTUNITIES ARE STILL AVAILABLE!

Call 937-293-1170
Email sfeltner@gdaa.org

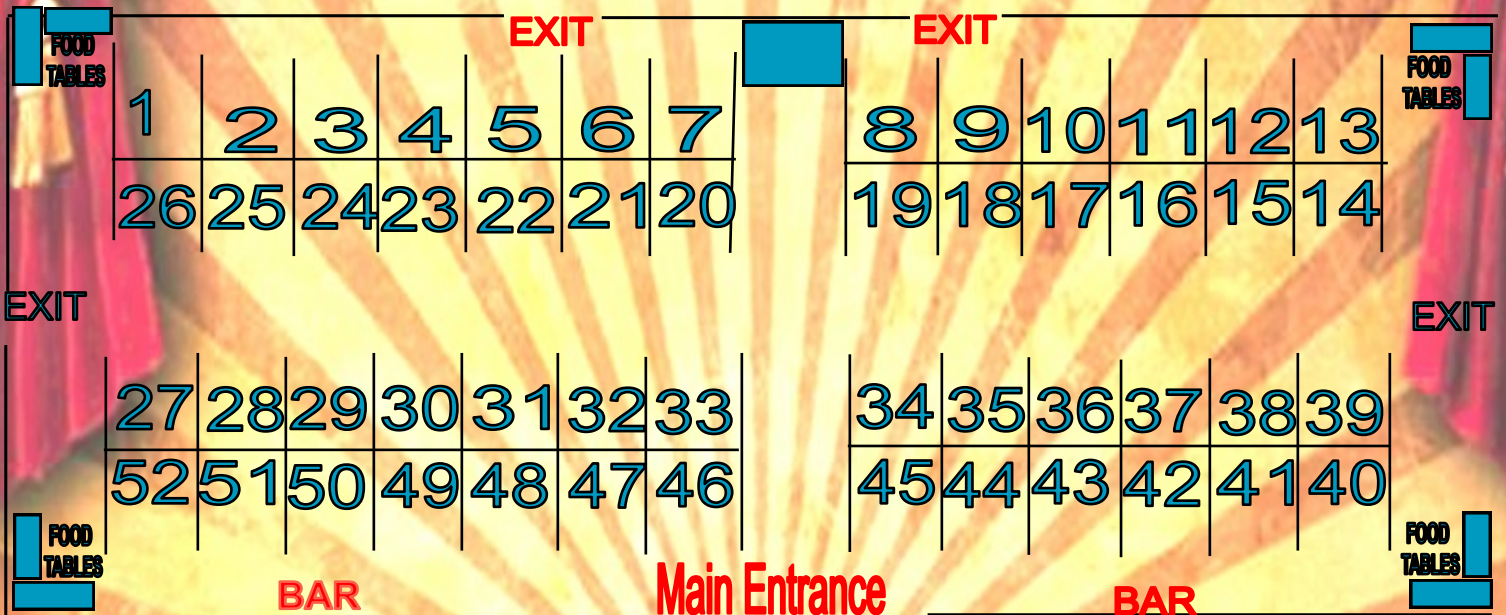
STAR ASSOCIATE MEMBERS

COME ONE! COME ALL!

Visit Your Star Associate Members' Trade Show Booth!



STAR ASSOCIATE MEMBER	BOOTH #
CertaPro Painters	49
Cincinnati Coin Laundry	27
Coming Clean	43
CORT	34
Harrison's Pro Tree Service LLC	17
Jetz Laundry Systems, Inc	9
Lake Doctors	2
Maintenance Supply Headquarters	37
RentPath	46
Roto Rooter	29
Sherwin Williams Flooring	41
Sholiton Industries	33



The Professionalism of Apartment Management

As you go about your day to day work as an apartment Owner, District Manager, Property Manager, Leasing Professional, Service Technician and Vendor – you walk in the path of those before you.

This apartment association was an offshoot of the Home Builders Association in 1981. Those who started the Greater Dayton Apartment Association had a vision – to make the industry professional. They wanted to be a part of a bigger movement, the creation of a statewide apartment association and to be a part of the National Apartment Association. This vision came from our founders Fred Bayley and JoAnn Kuchenbecker. GDAA's first office held a desk a credenza and three chairs. It was in the Dayton Arcade. A fitting location since the first apartments ever built in Dayton were in the Arcade....for single gentlemen.

The first Trade Show was held at Ichabod's in the Oregon District. The GDAA has a long history of not only professionalizing the industry but serving the public's housing needs. Being involved in the GDAA for thirty six years I was privileged know and learned from those who strived to make us better. In addition to Fred Bayley and JoAnn Kuchenbecker, there was Betty Alexander, Richard Leusing, Mike Sabin, Phyllis Lusa, Jodi Eshbaugh, Tom Homan, Sue Styer, Tom Rentz, David Dutton, Dwight Mathis, Kathy Marshall, Helen Griner, Wylie Boddie, John Gruen, Jim Ritterhoff, John Ison, Richard Tipton....and many more. They are all a reminder of what we have become.

My challenge is to those who are in today's apartment industry. I still believe property management gets in your blood. Those who leave it, come back. It is nurturing to provide homes and serve the people of the Miami Valley. You care about the residents of your apartment communities and strive to meet their housing needs, as a professional. As a vendor, you take care in providing the goods and services to keep apartment residents in a good home. I believe the Greater Dayton Apartment Association played and continues to play a major role in providing safe, clean, habitable, amazing homes for Dayton and the surrounding area residents. I believe the people who are members of the Greater Dayton Apartment Association are top professionals in the multifamily housing industry.

I am extremely proud and privileged to have been a small part of your history.

– Joanna Lindberg



ROLLING OUT CASH TO YOU!!

LIMITLESS - \$200 and up \$\$\$\$\$\$\$

Start collecting TODAY!

Sponsor a new GDAA Member!

Receive HALF of their 2017 dues !

1. A GDAA dropped member will not be considered a NEW member until 12 months have passed.
2. If a member apartment community changes management companies or an owner/property management company adds units these will not be considered new members.

**Just follow
these Guidelines**



MEMBERSHIP ANNOUNCEMENTS

Welcome New Members!

New members are approved by the Membership Committee and the Board of Directors.
If you should have any questions or comments about sponsoring new companies,
please contact the GDAA office at (937) 293-1170 or info@gdaa.org

GDAA's Newest Primary Member

PRE / 3™

Premier Real Estate Management
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Brookfield, WI 53045
(262) 790-4560 Fax (262) 790-4570
Teresa Diamonte
Teresa@pre-3.com www.pre-3.com

PROPERTIES :

Brookstone (96 units)
500 Gunntown
Bellefontaine, OH 43311
(937) 592-9393 Fax (937) 592-8864
Rachelle Craig
brookstone.oh@pre-3.com www.pre-3.com

Cobblegate Stonecreek (264 units)
2682 Cobble Circle
Moraine, OH 45439
(937) 299-7400 Fax (937) 299-7409
Kaycee Gowins
stonecreek.oh@pre-3.com www.pre-3.com

Eagles Point (72 units)
815 Morningside Drive
Kenton, OH 43326
(419) 673-1700 Fax (419) 674-4555
Cindi Speakman
eagles.point@pre-3.com www.pre-3.com

Hunters Oak (72 units)
1199 E. Russ Rd. G
Greenville, OH 45331
(937) 316-6666 Fax (937) 316-6667
Lonnie Smith
hunters.oak@pre-3.com www.pre-3.com

Sycamore Creek (96 units)
712 Country Side Ln.
Sidney, OH
(937) 493-0554
Ada Tucker
sycamore.creek@pre-3.com www.pre-3.com

Timber Ridge (74 units)
2156 Harshman Rd.
Riverside, OH 45424
(937) 233-4433 Fax (937) 233-9010
Tony Batin
Timber.ridge@pre-3.com www.pre-3.com

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Call 937-293-1170 to be a Star Associate!

The 411 On Courtesy Officers: Does Your Apartment Community Need One?



March 13, 2017 - [Lisa Eifert](#)

While the word “security guard” may elicit the thought that there is a need for such measures, the word “courtesy officer,” brings to mind something much less innocuous. This is one reason why many apartment properties are making the shift to the latter when assigning titles to employees who provide on-property security functions. Unfortunately, this can lead to some confusion among residents. Let’s take a closer look at the increasingly prominent role of the courtesy officer within the property management industry.

What is a Courtesy Officer?

Although their names sound very different, courtesy officers and security guards fulfill the same basic set of responsibilities: to provide security to residential communities. Typically, courtesy officers are employed directly by property management companies, and may be provided with on-site housing or reduced rent as part of their jobs. Because they live on premises, they are often familiar with residents and properties, as well as readily available if a problem arises. They also may wear more discrete attire—like a simple polo shirt—as opposed to typical uniform of a security guard.

Many property managers mistakenly assume that using the title of “courtesy officer,” reduces their liability in the event that a crime occurs.

According to [LPT Security Consulting](#), this is a misconception. Regardless of what you choose to call them, courtesy officers are a security measure, and should be viewed as such by management and residents alike.

“Courtesy” Vs. “Security”

While there are some minor differences between the courtesy officers and security guards, the biggest discrepancy may indeed be the name. Both come with ample training and experience. In many cases, they are off-duty law enforcement agents.

However, there are also some differences between the two. Unlike courtesy officers, security guards are usually contract workers. They wear uniforms, may be responsible for conducting routine foot patrols, and are often on more formal terms with residents because they don’t live within the community. And unlike courtesy officers who may only over coverage during normal office hours, security guards typically work in around-the-clock shifts.

Things to Keep In Mind

While contract security guard duties are externally managed, courtesy officers fall under the umbrella of property management and do not come with a predefined set of functions. Property managers who opt to employ a courtesy officer should be careful to clearly delineate accountability in terms of all expected and agreed upon job duties. These can exceed core security functions, comprising everything from checking external lighting to ensuring that facilities—like the pool and laundry—are in working order.

While courtesy officers may seem like new players on the property management scene, they are ultimately quite similar to security guards in function. If you do choose to employ a courtesy officer, adequately communicating the roles and responsibilities of the position to residents will not only prevent misunderstandings, but can also help build your community.

FAIR HOUSING UPDATE



2017 Fair Housing update #4

The Basic Facts about the Fair Housing Act

The Fair Housing Act protects people from discrimination when they are renting, buying, or securing financing for any housing. The prohibitions specifically cover discrimination because of race, color, national origin, religion, sex, disability and the presence of children.

What Housing Is Covered? The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker, and housing operated by organizations and private clubs that limit occupancy to members.

What Is Prohibited? In the Sale and Rental of Housing: No one may take any of the following actions based on race, color, national origin, religion, sex, familial status or handicap:

- ♦ Refuse to rent or sell housing
- ♦ Refuse to negotiate for housing
- ♦ Make housing unavailable
- ♦ Deny a dwelling
- ♦ Set different terms, conditions or privileges for sale or rental of a dwelling
- ♦ Provide different housing services or facilities
- ♦ Falsely deny that housing is available for inspection, sale, or rental
- ♦ For profit, persuade owners to sell or rent (blockbusting) or
- ♦ Deny anyone access to or membership in a facility or service (such as a multiple listing service) related to the sale or rental of housing.
- ♦ Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise that right
- ♦ Advertise or make any statement that indicates a limitation or preference based on race, color, national origin, religion, sex, familial status, or handicap. This prohibition against discriminatory advertising applies to single-family and owner-occupied housing that is otherwise exempt from the Fair Housing Act.

The information in this article was collected by John Zimmerman, VP Miami Valley Fair Housing Center from resources from HUD. To view more information go to <https://portal.hud.gov> and use these search words: "Fair Housing-It's Your Right."



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Questions?

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or contact Sue Feltner - sfeltner@gdaa.org

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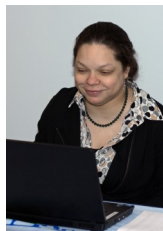
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- ◇ Mr. Roof
- ◇ Key Control Deadbolt Test Game Sponsor
- ◇ Coming Clean
- ◇ Ceiling Fan Installation
- ◇ Towne Properties Asset Management
- ◇ Ice Maker Installation Game Sponsor
- ◇ AE Fickert

2017 Maintenance Mania Winner:
Jacques Brosse, Yorktown Colony



Thank you to all our sponsors,
volunteers, contestants, and staff
for putting together a great
Maintenance Mania!



See below for game details on winnings

CONTESTANT	COMMUNITY	CAR #	WINNER	TIME
Chuck Helton	DSFH	1		
Craig Mckinley	Springwood Apts	2		
Walter Portman	Northland Plaza Apartments	3	Icemaker	0:10.487
Kevin Jones	Daytona Village	4		
Hustus Davidson	Daytona Village	5		
Francis Woodyear	Bloomfield/Daytona Village	6		
Jess Smith	Centerville Park	7	People's Choice	
Josh Bayre	Centerville Park	8	Fire & CO Safety	0:13.734
			Ceiling Fan	0:28.831
			Overall Third Place	02:29.8
Dwain Works	Centerville Park	9		
Robert Schaeff	Bent Tree	10		
Benjamin Carpenter	Centerville Park	11	Key Control	0:20.56
			Car Race	0:04.519
			Overall Second Place	02:29.3
Jacques Brose	Yorktown Colony	12	Toilet Repair	0:22.224
			Overall First Place	02:21.8
Josh Feltner	Eagle Ridge	13	Water Heater	0:13.913
Jeff Combs	Eagle Ridge	14	Best Use of Maintenance Parts	
Terry Conley	Lofts at Willow Creek	15		
Mike Kenyon	Lofts at Willow Creek	16		
Blake Hamby	Centerville Park	17	Faucet Repair	0:16.780
Ryan Weatherspoon	Bloomfield/Daytona Village	18		





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DATE: Thursday, April 6, 2017

TIME: 10:00 AM - 12:30 PM

LOCATION: At Your Local Sherwin-Williams
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APARTMENT COMMUNITY OF THE MONTH

This month's Apartment Community of the month **Treeborn Apartments** is located at 460 E. Dayton-Yellow Springs Rd.; Fairborn, OH 45324



For more info:
(937) 878-4081

Treeborn Apartments are professionally managed by Denizen Management and has been a member of the GDAA since 2013.



They were built in 1968 and consist of studios and one bedroom apartment homes totaling 106.



They have on-site laundry facilities, private patios, private entrances and a picnic area with a grill.

Treeborn Apartments are located near many restaurants, shopping centers, entertainment, Wright-Patterson Air Force Base, Wright State and across from Fairborn High School.

The staff of **Treeborn Apartments** works hard to ensure the residents feel at home and welcome in their community. Sara Fowler, the general manager, has been with **Treeborn Apartments** for over two years. Her dedication to enhance the community continues. Joining the staff in September, Mindy Marion has been truly wonderful in her role in leasing concierge. She follows up with residents to ensure all their maintenance requests are taken care of to their satisfaction. Greg Current joined them this year as their newest maintenance technician. His skills and knowledge have been a true asset to their community. His hard work shows with the excellent responses from the residents. The staff takes time to know their residents and address their concerns.



Sarah Fowler
General Manager



Mindy Marion
Leasing Concierge



Greg Current
Maintenance Technician



Spotlight On Success

Primary/Vendor Awards &

Sponsorship Information

Along with submissions for community awards, there will be categories for judging individual achievement and company recognition for both Primary and Vendor members.

Upon receipt of your entry form and entry fee by GDAA, you will be sent an Entrant Packet with details on your category submissions.

Primary People Awards

- ◆ Best Rising Star
- ◆ Best Multi Site Manager
- ◆ Best Leasing Professional
- ◆ Best Service Tech & Supervisor

Vendor People Awards

- ◆ Best Management Professional
- ◆ Best Non Management Professional

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- ½ Page Advertisement in 2018 Membership Directories

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- ¼ Page in Program
- Lobby Area Signage
- Sponsorship Slide in Presentation
- Recognition in Update through Dec. 2018

More details to follow so earmark your budgets for exciting company advertising at our biggest event this year!!

QUESTIONS ???

Email Michael Randall—mrandall@cdpm-inc, or contact

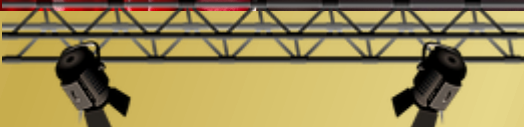
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CLOWNIN' AROUND FOR APRIL EDUCATION

All events are held at the GDAA Event Center located at 3155 Elbee Rd, Ste 300, Dayton, OH 45439 unless otherwise noted. Registration for events can be made by calling 937.293.1170, emailing info@gdaa.org, or visiting gdaa.org/event-registration.

Cancellations made after deadlines will not be honored. No-shows will be billed. Non-members **MUST** pay in advance or at the door. Credit cards accepted.

APRIL 6th
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Basics & Advanced
8:15am - 12:45pm
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both
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in Dayton, OH

APRIL 11th
Towne Properties
Presents
Don't Act Your Age:
Marketing Older
Properties
9:00 - 11:00 a.m.
\$42 Includes 2 CECs
Held at GDAA
Education Center

APRIL 12th
John Zimmerman,
MVFHC
Presents
Fair Housing
Training for Service
Techs
9:00am - Noon
\$60 includes 3 CECs
Held at GDAA
Education Center

APRIL 13th
Joanna Lindberg &
Michael Randall,
C & D
Property
Management
Presents
How Do You Win a
Spotlight Award? -
WEBINAR
FREE TO ATTEND
10:00 -11:00 a.m.

On April 26th, the Current Trends in Fair Housing Presents



1:30 - 4:30 p.m..

Located at the Presidential Banquet Center:
4595 Presidential Way, Kettering, OH 45429

\$60 includes 3 CECs & CEUs



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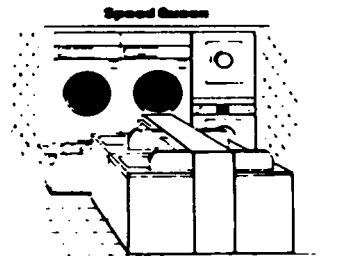


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FOOD TABLES		EXIT							PRIZE ANNOUNCING		EXIT							FOOD TABLES	
		X	X	X	X	X	X	X			X	X	X	X	X	X			
		X	X	X	X	X	X	X			X	X	X	X	X	X			
		2	3	2	4	2	3	2			1	1	1	1	1	5			
		X	X	X	X	X	X	X			X	X	X	X	X	X			
		2	3	2	4	2	3	2			1	1	1	1	1	4			
EXIT		SOLD OUT!!!															EXIT		
		X	7	X	8	X	9	X	10	X	11	X	12	X	13				
		X	7	X	8	X	9	X	10	X	11	X	12	X	13				
		5	1	5	X	5	X	4	X	4	X	4	X	4	5				
		X	7	X	8	X	9	X	10	X	11	X	12	X	13				
		X	7	X	8	X	9	X	10	X	11	X	12	X	13				
FOOD TABLES		BAR									BAR							FOOD TABLES	
		Main Entrance																	

SOLD OUT!!!

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Ehrlich Pest Control 2. The Lake Doctors 3. CSC Service Works 4. Chadwell Supply 5. ServPro 6. U.S. Lawns 7. Mr. Roof 8. Houser Asphalt & Concrete 9. Jetz Service Co 10. Feazel, Inc. 11. Extermital 12. Aquatic Pond Plus 13. Pinnacle Paving & Sealing 14. A-1 Sprinkler 15. Dayton Windustrial 16. Groundscape Maintenance 17. Harrison's Pro Tree Service 18. Scherzinger Pest Control 19. AQUA DOC 20. HD Supply 21. Precision Concrete 22. Sears 23. SIBCO Building Products 24. Rent Manager 25. AmRent 26. National Credit Services 27. Cincinnati Coin Laundry | <ol style="list-style-type: none"> 28. Roto-Rooter 29. Roto-Rooter 30. Bruce Hull Insurance 31. Ferguson Enterprises 32. A.E. Fickert 33. Sholiton Industries 34. CORT 35. Habegger Corporation 36. Appliance Warehouse of America 37. Maintenance Supply Warehouse 38. One Way of Ohio Carpet Restoration 39. Great Lakes Laundry 40. IGS Energy 41. Sherwin Williams—Flooring 42. Sherwin Williams - Paint 43. Coming Clean 44. MB Link 45. Wilmar 46. RentPath 47. Dependable Construction 48. Apartments.com 49. CertaPro Painters 50. PPG Paints 50. Rite Rug 51. For Rent Media Solutions |
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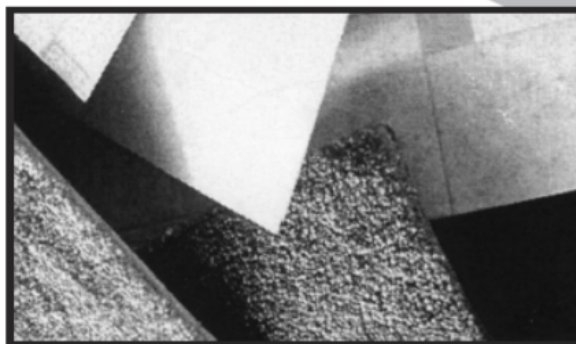
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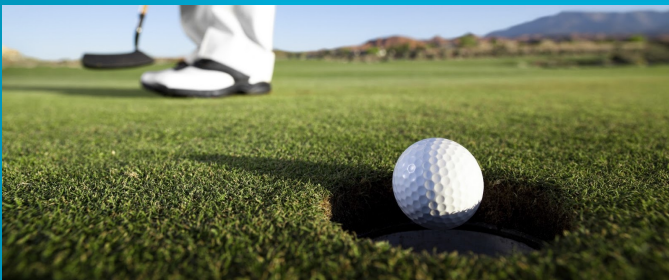




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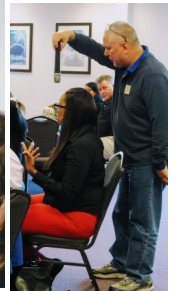
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GDAA MARCH 2017 GENERAL MEETING HIGHLIGHTS

MOCK EVICTION TRIAL

With Channing Kordik, Rogers & Greenberg LLP & Dayton Municipal Court Magistrate, Brandon McClain

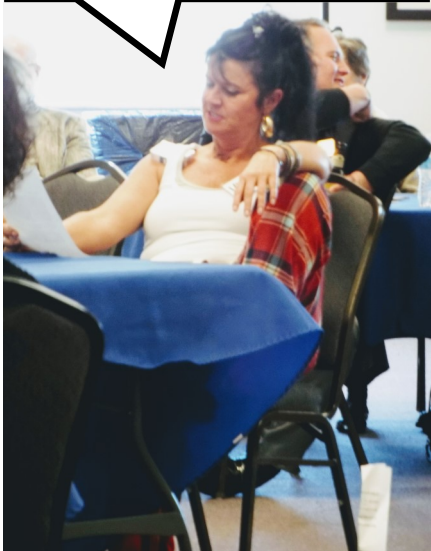
Hey, Torey. Your sponsoring a new member got you \$900 bucks.



Landlords and pest control companies are not held responsible for companion animals that become loose.

Thank you to all who provided a role in the mock eviction trials. It was a fun, humorous and educational experience! Special thanks to John Grosmann for organizing the event.

Your majesty, I paid my rent!



The court is in favor of the plaintiff.



Aww. Rats!



Thank you to Channing Kordik & Magistrate, Brandon McClain who provided answers to questions about the eviction process and gave useful tips on how to be best prepared for a mediation and/or trial.

HOW MAINTENANCE CAN IMPROVE THE RESIDENT EXPERIENCE

The opportunity for maintenance techs to have face time with residents is increasing. Techs are out in the community day after day, working with residents on maintenance issues or repairs. Or, they are seen working in and around apartment buildings, doing what they do to keep the lights on in multifamily.

That's why maintenance team members must understand their roles in the customer experience, Paul Rhodes, National Maintenance and Safety Instructor for the National Apartment Association Education Institute (NAAEI), says. Because a resident may be more likely to put a face with a community through contact with maintenance personnel, technicians need to be on top of their games at all times.

"Almost every day, residents may see maintenance because they're doing service requests," Rhodes says. "It's important that maintenance personnel have clean uniforms, show confidence and professionalism and look like they know what they are doing. Maintenance has to understand how they are perceived and their role in the resident experience."

Rhodes offers myriad ways that maintenance teams can improve the resident experience:

Streamlining the types of products and parts used throughout each apartment in the community will simplify the service processes and lead to quicker resolution of maintenance issues and repairs. For example, a property should use the same type of vanity faucet or door knob throughout the property, and maintenance should always have such items in stock for replacement. Standardizing saves time and money because there are fewer variables when maintenance completes service requests, Rhodes says. When the technician arrives with the right part the first time, residents are more confident in maintenance's ability.

Outward Appearance

Perception is a reality, whether it's true or not, says Rhodes. For example, a maintenance tech who looks clean, professional and is wearing a smile but may not be as experienced will connect with a resident rather than a master technician who's dirty, seems disheveled and is a little agitated. The resident won't know which is the lesser experienced, but the more professional-looking tech is more likely to gain the resident's confidence.

Maintenance has a larger role in communication with the resident than many realize. It's important for technicians to communicate in a way with residents so that nobody gets offended, especially when it's an issue created by resident error.

"You want to get information across in a way that doesn't offend, belittle or sound condescending to residents," Rhodes says. "Make sure the maintenance team is getting training in communication."

Proper Appliance Use

Rhodes says residents don't always understand how appliances work, and often don't read the instruction manuals left at move-in. Short videos featuring onsite maintenance technicians that are accessible on mobile devices can educate residents on how to properly operate appliances like ovens, dishwashers and washing machines. The videos are a great way for residents to connect with Maintenance while also helping reduce service calls. Just as residents don't always read the instructions, maintenance techs sometimes look the other way on appliance manuals, Rhodes says. A technician who doesn't appear to know how to fix a problem is a maintenance disaster, Rhodes says. That's all the more reason that technicians should receive periodic training, especially since technology changes.

"Refrigerators don't have defrost timers these days," he says. "They now have a circuit board to advance the cycle. You have to follow the manufacturer's instructions to force defrosting. It's run by a computer."

Rhodes says giving residents a repair-related move-in gift is a sure way to put the maintenance team against a wall.

"Don't give out a toilet plunger as a move-in gift," he says. "Let's think it through... you have a resident move in, they pay rent and they are greeted in the bathroom by a toilet plunger. That's like buying a car with a 100,000-mile warranty, but you open the trunk and it's full of tools. How much confidence in the plumbing does this brand new resident have?"

Bringing Gifts

Giving the gift of a plunger can be done by the maintenance team after they've used a new plunger to clear the lines on a service call.

"In this way the resident knows that the toilet works, and maintenance will respond if there is a problem," Rhodes says. Educate office staff about the information that Maintenance needs on a service request. Rhodes says the office needs to know the difference between a dripping faucet and leaking faucet, and be able to convey that to the maintenance team before the service call. He recommends arming staff with cue cards that can be used to ask questions and get better detailed information from residents when they call for service. "It's teaching the right language for office staff to use," Rhodes says. "The cards are written in Maintenance's own words so that Maintenance gets a more complete description of the problem."

Invite office staff members to spend a full, normal day shadowing a maintenance technician. That, Rhodes says, will help leasing associates and administrative assistants who are likely to field maintenance calls a better understanding of what the technician needs to do the job right the first time.

If a technician has to return to the job because he or she doesn't have the right information and tools, resident confidence in management's ability to resolve issues may be shaken, Rhodes says. By the same token, spending a normal day in the office can help a technician with understanding life as a leasing professional.

A Maintenance Social is a great way to let residents mingle with technicians in a casual atmosphere. Rhodes encourages management to put spatulas in their tech's hands and host a hamburger or hot dog cookout during the outdoor season.

"Make it maintenance-themed so that your residents see maintenance techs as human beings, and maintenance techs see the same in residents," he says.

Consider having an agenda, and include topics like most common service requests and tips residents can use to help their apartments run more efficiently.

Host regular team meetings with the office staff so that everybody is always on the same page.

"Let the maintenance department talk about what's going on in their world and the office talk about what's going on in their world," Rhodes says. "But it can't be about whining."

Understanding issues that face each group will help improve communication with residents and resolve problems faster, Rhodes says.

--- This article originally appeared in *Property Management Insider*, an e-newsletter produced by RealPage.

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PRESS RELEASE

BWC Proposes another \$1 Billion Workers' Compensation Rebate

Giving Back to Ohio Business

Each year, the Ohio Bureau of Workers' Compensation helps nearly 250,000 employers protect their employees. The premiums paid by Ohio's businesses and public employers help provide safety services to reduce workplace incidents and care to get injured workers back to work and back to life. An improving safety climate, good fiscal management and better than expected investment returns have resulted in the State Insurance Fund having a net position of more than \$9 billion. So, for the third time in four years, BWC is poised to return more than \$1 billion dollars to Ohio's private and public employers. Combined with nearly 30 percent in average rate cuts and \$3 billion in previous rebates and credits, this rebate would mean BWC will have helped return more than \$6 billion to Ohio's economy.

What does the proposal include?

BWC is proposing a one-time rebate of approximately \$1 billion for private employers and public-taxing districts. This includes an estimated \$967 million to private employers and \$133 million to public employer taxing districts. In total more than 200,000 employers will receive rebates. BWC is also considering an additional, significant investment in workplace wellness and safety. BWC has begun developing ideas to support this request and expects a proposal in April that will help significantly reduce workplace injuries.

To become effective, the proposal must go to the BWC Board of Directors for a first read on March 15, and then must have a second read and be approved by its board on April 28.

How much will employers receive and when?

If approved at the board's April 28 meeting, most rebates would equal 66% of the employer's premium for the policy year ending June 30, 2016 (calendar year 2015 for public employers). If approved, BWC expects to begin sending checks in early July.

Private employers in the group-retro program will have their rebate amount calculated and paid following the 12-month premium calculation scheduled to occur in October 2017.

Who is eligible for the rebate?

Both private employers and public employer taxing districts that pay into the State Insurance Fund are eligible for the rebate. Details of eligibility will be posted to bwc.ohio.gov

in the near future, but generally the employer must have been billed premium for the policy year ending June 30, 2016 (Dec. 31, 2015 for public employers), and be current in meeting their policy requirements. Employers with an outstanding BWC balance will have their rebate first applied to that balance. Employers that report through a Professional Employer Organization should receive their rebate from their PEO, which is required to pass a portion of the rebate on to their members.

How is it possible that BWC has \$1 billion to provide rebates?

Despite a nearly 30 percent reduction in rates since 2011, the net position of BWC continues to grow. The State Insurance Fund's net position stands at \$9.6 billion as of Jan. 31. This is primarily due to strong investment returns. Annualized return of investments was 7 percent over the last three fiscal years, including a total net return of 5.8 percent in FY2016. BWC's expected annual investment return is four percent. Prudent fiscal management and declining claims also factor into BWC's financial strength. Will this impact BWC's ability to operate as normal and continue to care for injured workers?

No. Investments have performed so well, that even with the \$1 billion rebate, BWC's finances will remain very strong, so operations will continue as normal and injured workers will continue to receive the care they need to heal and return to work. In fact, we are developing a proposal to invest a significant amount into worker safety and wellness, which should benefit Ohio workers by further reducing workplace injuries. After the rebate, BWC will still have a net position of \$8.5 billion.

What else has BWC done to help Ohio businesses?

Since the beginning of 2011, BWC has saved Ohio businesses \$4.8 billion through rebates, credits and rate reductions. That includes:

- Giving rebates of \$1 billion in 2013 and another \$1 billion in 2014.
- Providing \$1.2 billion in credits to transition to a modern billing system at no cost to employers.
- Reducing rates for private employers an average of 28.2%. That means BWC collected \$1.7 billion less from employers than had 2010 rates remained steady.
- Reducing rates for public employers an average of 29.6%, or \$334 million less than had 2010 rates remained steady.
- Moving from the state with the third highest private employer rates in the country in 2008 to the 11th lowest.

Source: Ohio Bureau of Workers' Compensation (<https://www.bwc.ohio.gov/home/current/releases/2017/031317.asp>)

2017 CareWorksComp Workers' Compensation and Safety Seminars

CareWorksComp seminars will take place from 8:30 a.m. - 12:30 p.m. Our panel of experts will discuss: rates, hearings, claims management, safety, unemployment compensation, absence management and vocational rehabilitation. These seminars and the video/webinar fulfills BWC's two-hour safety training requirement for group and group retrospective employers. The fee is \$45 and includes a continental breakfast.

- Private employers - two-hour requirement for 2016 policy year with a claim from 7/1/14 to 9/30/15.
- Public organizations - two-hour requirement for 2017 policy year with a claim from 1/1/15 to 3/31/16.

Dates, Locations & Video/Webinar Option

April 25 - Cleveland
Holiday Inn Independence
6001 Rockside Rd.
Independence, OH 44131

May 2 - Columbus
Bridgewater Banquet Center
10561 Sawmill Pkwy
Powell, OH 43065

May 3 - Cincinnati
Holiday Inn - West Chester
5800 Muhlhauser Rd.
West Chester, OH 45069

Video/Webinar Option

For a fee of \$35, a video/webinar option is available to employers who wish to view a recording of the seminars at their convenience as an alternative to attending the seminar in person.

Registration

To register, please mail, fax or email the following information to Marcia Dennis:
Fax: (614) 495-5137 Toll-free: 1-800-837-3200, ext. 52323 Email: marcia.dennis@careworkscorp.com
Mail: CareWorksComp, Attn: Marcia Dennis, 5500 Glandon Court, Suite 300, Dublin, OH 43016
*Checks should be made payable to CareWorksComp. Limited seating available.
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Attendees: _____

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Select date of seminar attending
(please choose one):

☐ April 25th ☐ May 2nd ☐ May 3rd

☐ Video Option (the video will be
provided to employers by mid-May)

This registration form is also available
online at [www.careworkscorp.com/
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2017 PRESIDENT'S CLUB EXCLUSIVE EVENTS

February 22nd—after Toni Blake's presentation/General Meeting—Celebrate National Margarita Day in the GDAA President's Club Lounge— special drinks and hors d'oeuvres

March 29th— after General Meeting - drinks and hors d'oeuvres in the GDAA President's Club Lounge

April 26th—Trade Show Private Preview (Must have Trade Show Booth) at the Presidential Banquet Center. 3:00 p.m.

June 9th—Wine/Beer Tasting , Cookout includes steak or salmon you grill yourself and a delicious buffet at the Valley Vineyards Winery -Brewery. In Morrow, Ohio. One significant other or friend per attendee included.

August 23rd—Poolside Brunch at The Conifers at 10:00 a.m.

September 27th—after General Meeting — Bourbon Tasting and hors d'oeuvres in the GDAA President's Club Lounge

October 11th—After hours gathering starting at 4 p.m. at Caddy's in Miamisburg. Appetizers and drinks included.



Join the Club!

Benefits Include:

- ◆ Recognition in the Members Directory
- ◆ Recognition as a Club Member on the website
- ◆ Name Display on Two Banners in GDAA Offices
- ◆ Recognition in UPDATE
- ◆ Recognition on flyers & mailers for all GDAA Members (520 Individuals and companies)
- ◆ Company announced as Club Member at all General Meetings and October Annual Meeting & Mini Trade Show PLUS recognition during PowerPoint presentation
- ◆ Recognition in Spotlight On Success Event Program
- ◆ GDAA Trade Show Private Preview with Apartment District Managers, Owners, Property Managers, Presidents, Vice Presidents and Decision Makers. (Must have a Trade Show Booth to participate)
- ◆ Exclusive Event Invitations with apartment industry decision makers.
- ◆ Company name on all beverage cups used at the events held in the GDAA offices (exception: GDAA Holiday Party)
- ◆ The opportunity to introduce the General Meeting featured speaker or educational instructor at a seminar or workshop
- ◆ Recognition in the Annual Members Planner as previous year's President's Club Member

Join now! Call 937-293-1170 or email info@gdaa.org

GDAА SCHEDULE OF EVENTS

APRIL

DATE	TIME	EVENT
6	8:30AM—12:45 PM	AC Basic and Advanced Training
11	9:00AM - 11:00AM	Don't Act Your Age: Marketing for Older Communities
12	9:00 AM—11:00AM	Fair Housing For Service Techs
13	10:00AM—11:00AM	WEBINAR-What's Spotlight on Success and How Do I Win?
14	Good Friday	GDAА OFFICE CLOSED
18	9:00AM—10:00AM	Membership Committee Meeting
	10:00 AM—11:00 AM	Program Committee Meeting
	3:00PM—4:00PM	Legislative Committee Meeting
20	9:00AM—10:00AM	Board of Directors Meeting
25	8:30AM—9:00AM	Rent Foundation Committee Meeting
26	1:30PM—4:30PM	HUD Talks Fair Housing
	4:30 PM—7:30 PM	Annual Trade Show

MAY

DATE	TIME	EVENT
9	8:30AM - 9:00 AM	Maintenance Education Council Meeting
	9:15AM - 10:00AM	Education Committee Meeting
11	10:00AM - 11:00AM	WEBINAR: Fair Housing - Reasonable Accommodations
12	6:00PM - 11:00PM	GDAА DERBY DAY!
16	3:00PM - 4:00PM	Legislative Committee Meeting
17	All Day	GDAА Annual Golf Outing
24	9:00AM - 10:00AM	Membership Committee Meeting
	10:00AM - 11:00AM	Program Committee Meeting
25	8:15AM - 9:00AM	Rent Foundation Committee Meeting
	9:00AM - 10:00AM	Board of Directors Meeting
29	All Day	GDAА Office Closed

REGISTER FOR EVENTS

CALL 937-293-1170 | EMAIL INFO@GDAA.ORG | VISIT GDAA.ORG/EVENT-REGISTRATION
 Cancellations made after cancellation deadline will not be honored. No-shows will be billed.

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