

## CPO (Certified Pool Operator) with Instructor Mark Cukro

**\*This class is almost sold out, [sign up](#) today!**

Wednesday, April 13, 2022  
9:00 AM - 4:00 PM  
Addison Ridge- movie theater  
1000 Antietam Creek Drive  
Fayetteville, NC 28303



Whether it is your first time learning how to take care of a pool at your community, or it is time for your renewal (every 5 years), you need to sign up for this North Carolina certification course with Mark Cukro. We will email the materials needed as soon as we receive your registration! This course is sponsored by Spa and Pool World.

### About the Instructor: Mark Cukro:

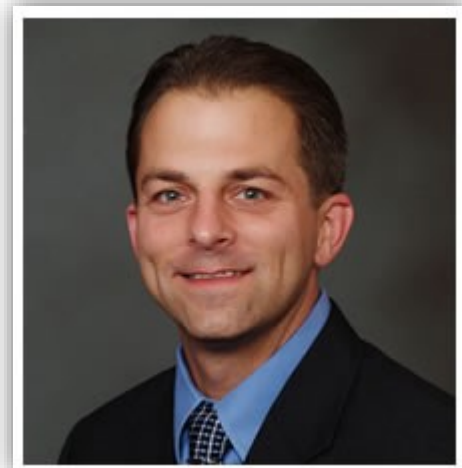
Mark is a leading resource in the field of service team development and brings to you all of the knowledge, skills, and resources necessary to promote personal and professional development. Through his exceptional leadership and industry-proven effectiveness Mark has become a highly sought after resource to train service departments and assist companies in creating a customized training program or university to achieve their goals.

Through Mark's upbeat and unique approach to delivering technical information each student is engaged and encouraged to learn how to work more effectively in the multi-housing and service industry.

Mark was the Director of Service Team Development for Colonial Properties Trust, Inc, a New York Stock Exchange traded company with 148 properties and over 48,000 apartment homes. He has developed 12 technical modules and two leadership modules that are critical for a service department to operate successfully and lower employee turnover.

Mark's certifications include CAPS, CAMT1, CAMTII, EPA Proctor for HVAC/CFC 608 and 609 Certifications. He is also an award winning Certified Pool Operator Instructor for the National Swimming Pool Foundation which issues a five year CPO certification.

He has given hundreds of presentations specific to the multi housing industry and helped thousands of people increase their technical knowledge including management teams at every level. Mark's training results in a better understanding of Maintenance and Service operations which directly increases a company's NOI.



# Maintenance Appreciation Luncheon & Maintenance for Managers

Thursday, April 14, 2022  
11:30 AM - 4:00 PM  
Highland Country Club  
105 Fairway Drive  
Fayetteville, NC 28305



**Registration** is open until 4/11/22 at 12:00 PM .

Member Luncheon 11:30—1  
Seminar 1-4 pm, 3 CEC”s.

Early Bird arrival 11:00- 11:30 am - you will be entered in a drawing for a gift card, just for being early!

Guest Speakers: Fayetteville Animal Protection Society and Metronet

Show your Maintenance Appreciation, just like at Maintenance Mania.  
Bring your poster boards, T-shirts, pompoms, faces on a stick, etc. Be creative!  
Trophy will be awarded to those with the “Most Team Spirit”!

## **About the Seminar: Maintenance for Managers:**

This course is designed for anyone in the leasing or corporate office that wants to learn how to create a more effective service department. You will learn new approaches to communicating effectively with the service team and understanding the value about many of the products we use such as carpet, vinyl and mechanical systems. We will dispel many of the myths and you'll learn how to hire better associates and get behind the rehearsed answers. This class gets rave reviews, and it will change the way you view maintenance and deliver service to the residents and each other. Instructor—Mark Cukro.



# Seven Key Traits that all Account Managers Must Have in 2022

Wednesday, April 27, 2022

10:00 AM - 11:00 AM

This webinar is on Go To Meeting, [sign up](#) for the log in information.

1 CEC

Free for all Supplier Members!

\$15.00 for all other Members.

## About the Webinar:

Seven Key Traits That All Account Managers Must Have in 2022 and How to Develop the Ones You're Missing. In order to maintain a solid relationship with your clients, there are several key traits you must have. And, those key traits are different now than they were a few years ago. Learn the seven key traits in this webinar, and hear how to develop the one's you are missing.

## About the Instructor—Mindy McCorkle

Mindy McCorkle has 30+ years of leadership experience in multiple industries. She's held positions from front-line roles to executive positions and is seen as a mentor and leader by many. She has too many awards and accolades to list here but has been recognized locally and nationally for her instructional expertise.

Mindy owns Enhancement Talent Development where she provides clients with customized learning experiences, team coaching, consulting, and other talent related services. The B2C side of her journey is Life Enhanced, a subsidiary of Enhancement Talent Development, and that's where Mindy works with individuals to help them grow personally and professionally, and find greater happiness and fulfillment through transformation, realignment, and learning experiences. She is a perpetual learner and loves to inspire others to continue learning as well.

Mindy is also an author who publishes inspirational works, self-development books, and virtual learning sessions. She brings a unique authenticity to every interaction and presentation and shares transformational insight from her experiences. She's not a game changer; she's creating a whole new game!





# Take Me Out to the Ball Game - Maintenance Appreciation Night!

Thursday, April 28, 2022  
7:05 PM - 10:00 PM  
Segra Stadium  
460 Hay Street  
Fayetteville, NC 28301



**Registration** is open until 4/21/22 at 5:00 PM , or until sold out!

We are so excited to do an event at Segra Stadium with the Woodpeckers!

Game starts at 7:05 p.m. - get there early for parking.

Maintenance members are FREE!

All other Members are \$29.00 each - includes game and food! *(This is a member only event.)*

Tickets are limited, so registration is open until we are sold out, or 4/21/2022, whichever comes first.

## What to do when you get there:

- Go to the box office
- Tell them you are with the Greater Fayetteville Apartment Association
- Give them your name
- They will give you ticket and food voucher
- Join us in section 113!!!

**This event is sponsored by:**



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1 Source: Fiber to the Home Council, June 13, 2019



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## “Spay it Forward with FAPS—2nd Quarter Drive

A part of FAPS' mission is to alleviate the population of unwanted companion animals by spaying/neutering all of the cats and dogs in our care before adoption.

Spaying and neutering not only reduces the number of unintentional animals, but also decreases the number of stray animals that create a health/safety hazard. This simple fix means better behaved, easier to train, calmer and more affectionate pets than those unaltered. As if this weren't enough—altered animals live longer, as spaying or neutering a dog or cat helps to reduce the occurrence of common prostate, uterine and breast cancers.

Greater Fayetteville Apartment Association's second quarter community outreach involves sponsoring as many spays/neuters as possible! Remember, when fewer animals are born fewer are euthanized at local county shelters (this is a community problem, the blame needs to be taken away from animal control).



Click here to support the cause:

[https://donorbox.org/  
GFAAspayneuter](https://donorbox.org/GFAAspayneuter)



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**Greater Fayetteville Apartment Association**

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Website: <http://www.mygfaa.org>

Click here to engage with our social media:

