

**BACK IN BUSINESS!** 



Our 5 STAR team of pest professionals have over 120 YEARS OF EXPERIENCE

serving the multifamily industry

We provide expert advice and treatment options and pride ourselves on our strong culture of providing Exceptional Customer Service, including:



**Great Communication Timely Response and Scheduling** 



Successful Treatments
Affordable Pricing

WE SPECIALIZE IN

# BED BUG REMEDIATION

CONVENTIONAL INSECTICIDE ★ HEAT TREATMENTS
GENERAL PESTS ★ TERMITES ★ AND MORE!



ELIA LEVIN owner/operator

Email: elia@5starpestsolutions.com



Proud to be a Signature Member of the IAA and continue my personally strong partnership with the apartment industry and the IAA!

**CALL 5 STAR TODAY! (317) 767-1299** 

# contents



# **ANNUAL REPORT**

# 2018 in Review

**6** Stronger professionalism and credibility.

# By the Numbers

**7-8** Course attendance, unit count, website use skyrocket.

# **IMFHPAC Supporters**

9 Contributor list for 2018.

# From the Chairman of the Board

- **5** Expanding the association and the apartment industry workforce.
- **10** Your 2019-2020 IAA Board of Directors.

# **Industry News**

**11** Updates from IAA members, including groundbreaking, mergers, honors, and more.

# Fair Housing

**12** Appeals court rules that landlords may newly be liable in some harrassment situations.

# Statewide News

**14-15** New members, courses, holiday celebrations, and more from around Indiana.

# Education in 2019

**16-18** Current trends, ongoing needs, leadership development, and other ways to get the tools and skills that help all experience levels through your IAA membership.

# 2019 Calendar

17 Full list of free education courses, events, and professional development opportunities coming up this year.

# Member Advancement

19 New designates to close out 2018.

# Legislative Update

**20** Legislators resume work at the Statehouse in new session.

# **Development Trends**

**22** Tax reform opening doors in new areas through Opportunity Zones initiative.

# Membership

**24** Learn more about the Enhanced Members who support the association.

# **Ad Directory**

Star Pest Solutions	LED Indy
ACI, Inc	Ray's Trash Service
ye 4 Group	RentPath
Holt Construction Group	SafeCare14
AA Preferred Vendors	Specialty Contracting
PL	Valet Living
andman Beatty/LB Gray	Van Rooy Restoration

POSTMASTER: Send address changes to: Indiana Apartment Association, 9100 Keystone Crossing, Ste. 725, Indianapolis, IN 46240, Phone (317) 816-8900, Fax (317) 816-8911. Presorted standard at Indianapolis, IN. The views herein are those of the writers and advertisers and do not necessarily reflect those of the magazine's management or ownership. IAA welcomes stories, art and photo contributions. All such material must be accompanied by a self-addressed, stamped envelope or it will not be returned.

# Unlock Resident Retention!

# Open the door to a new standard of living.

There's no better way to put a smile on your residents' faces than with **Valet Living Doorstep**. Step up to Valet Living, and experience best-inclass doorstep waste and recycling collection from the only national brand that services over 1.3 million apartment homes across 40 states.

Not only does Valet Living Doorstep make your community a more desirable place to live by increasing its overall attractiveness and cleanliness, but it also provides an immediate boost to your NOI. Contact us today and raise your community to a new standard of living.

What are you waiting for?











Valet Living Doorstep is just one of the ways we'll help you impress your residents and enhance your property's value. Ask about our other standard-setting services: Valet Living Home™, Valet Living Turns, Valet Living Maintenance and Valet Living Pet.









# FROM THE IAA CHAIRMAN

Chad Greiwe

IAA Chairman of the Board

# **Great and Growing**

Two years ago, I accepted the gavel to serve as chairman of the board for the Indiana Apartment Association and what a remarkable time my tenure has been. I am proud of the work our association has done to advance the multifamily industry as it continues to thrive.

In my first letter for this magazine in 2017, I shared that some of my top goals as chairman were to increase membership throughout Indiana and to find new ways to add value to IAA membership. I'm happy to report that we're succeeding in both of those goals. IAA's overall membership is up in the past two years and the number of units we represent is higher by nearly 10,000.

I am also proud of the impact IAA has had on local and state legislation. We've combatted restrictive inspection fees, monitored local issues and legislation affecting the industry statewide, and listened when members spoke out against economic improvement districts. The support of our members made all of this possible by raising their voices and by generously increasing their contributions to the Indiana Multifamily Housing Political Action Coalition.

A major goal in my next term as chairman is to broaden the industry's employment pool. In line with our strategic plan, IAA will work to increase the number of new employees in the multifamily industry by partnering with various community agencies that provide opportunities for the unemployed or underemployed. Skills training is a major component of helping individuals in this area.

IAA is in the early stages of creating a pilot program with Indianapolis community agencies – including the John H. Boner Community Center – to offer a micro-credential program that would facilitate job training for the community while expanding the hiring pool for the industry. It is our goal that programs like this will bring additional employees to the industry and, in turn, help our members.

Thank you for your continued support of the Indiana Apartment Association.



june 6, 2019

Eagle Creek Golf Course





9100 Keystone Crossing, Ste. 725 • Indianapolis, IN 46240
P: 317-816-8900 • F: 317-816-8911 • iaa@iaaonline.net
www.iaaonline.net

#### **OFFICERS**

Chairman

Chad Greiwe, Gene B. Glick Company
Vice Chairman

Jill M. Herron, Flaherty & Collins Properties

Treasurer

Sandy Carmin, Englert Management Corporation

Secretary Cindy Koehler, Berkshire AHP

#### **BOARD OF DIRECTORS**

#### **DIRECT BOARD MEMBERS**

Clarke Arnold, Birge & Held Asset Management, LLC Jerry Collins, Flaherty & Collins Properties Randy Escue, Dominion Realty, Inc. Mike Gorman, Edward Rose & Sons Jon Hicks, In Good Company Michael Humphrey, AMP Residential, LLC Charlie Kurtz, J.C. Hart Company, Inc. Steve Lavery, Herman & Kittle Properties, Inc. Kimberly Losacker, Pedcor Management Corporation Greg Martin, Milhaus Bruce Mills, Van Rooy Properties Jim Murphy, CFC Properties Timothy J. Shafer, HI Management Company Scott Sladek, Buckingham Companies George Tikijian, III, Tikijian Properties Chuck Townsend, Sheehan Property Management, Inc. Mary J. Trujilo, Barrett & Stokely, Inc.

CHAPTER BOARD MEMBERS

Dave Becker, Canterbury Green

#### ASSOCIATE BOARD MEMBERS

Christian Carmin, Holt Construction Group Bill Jones, HD Supply Facilities Maintenance

#### CHAPTER STAFF MEMBERS

Beth Wyatt, Apartment Association of Ft. Wayne-NE Indiana

#### IAA STAFF

President

Lynne Petersen, CAE, lynne@iaaonline.net

Director of Government Affairs Gretchen White, gretchen@iaaonline.net

Director of Accounting
Mary Massey, mary@iaaonline.net

Director of Communications
Andrea Benek, andrea@iaaonline.net

Director of Events & Expositions
Concetta Lorah, concetta@iaaonline.net

Communications & Member Services Coordinator
Chelsea Conover, chelsea@igaonline.net

Chelsea Conover, chelsea@iaaonline.net

Accounting & Database Administrator Meredith Galliher, meredith@iaaonline.net

Front Desk Coordinator

Cassandra Bingham, cassandra@iaaonline.net

Manager of Professional Development Brittany Wilson, brittany@iaaonline.net

Membership Field Representative Laura Daywalt, laura@iaaonline.net

**INsites Publisher** 

Lynne Petersen, CAE, lynne@iaaonline.net

**INsites Editor** 

Andrea Benek, andrea@iaaonline.net

# 2018 Year in Review



# 2018 Event Attendance

Management members: **3262**Associate members: **1782** 



# 2018 Education Course Attendance

Free education course attendees: **1968**Designation course attendees: **327** 



2018 Properties
Participating in the IAA
Click & Lease Program
516



# FROM THE PRESIDENT

Lynne Petersen, CAE

IAA President

IAA is proud to share the ways we've advanced our membership and the apartment housing industry in 2018. From our advocacy efforts to a broad education spectrum to the promotion of continued professionalism and credibility, the industry in Indiana made great strides this year.

2018 has been a productive and successful year for the association as we worked to advance our mission to promote, advise, and protect the general interest of ownership and management of multifamily housing in Indiana. Particularly we were effective in the 2018 Legislative Session, wherein we created an Indiana statute on emotional support animals that builds protection for rental housing providers and adds a penalty to residents who misrepresent support animal needs. We also amended existing state statute allowing municipalities to establish Economic Improvement Districts to ensure there was a balance for multifamily property owners.

Apartment professionals from around the state grew closer together through the first full year of the new

statewide structure. While IAA gladly increased the number opportunities we offered, our members responded strongly in return, helping grow our education attendance by an astonishing 44 percent.

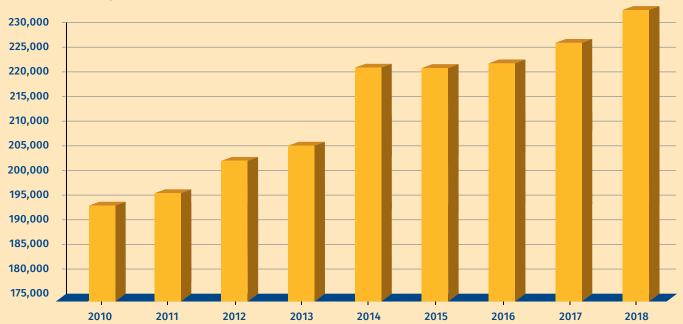
IAA also focused on technology and membership benefit enhancements that are making business better for all members, particularly through our new online Buyers Guide and Membership Director that better allow individuals to help each other and find the correct industry connections.

The success that we have experienced would not have been possible without the hard work and dedication of our talented Board of Directors, Executive Committee, the hundreds of volunteers who serve on committees, and the contributions that members made to the IAA Multifamily Housing Political Action Committee. We have reached and exceeded our goals in 2018 and we thank you for your support.

# By the Numbers

IAA is the only association serving the multifamily housing industry in Indiana so we are able to offer incomparable membership benefits to thousands of owners, managers, property team members, and vendors. We offer a variety of opportunities to improve your company through staff education and retention, a broad network or suppliers, and government advocacy. Through IAA's recently restructured statewide membership, we have expanded our free education courses to areas around the state, allowing for great growth in the numbers of individuals taking advantage of professional development! The successes of 2018 prove the continually growing value of IAA membership.

# **Membership**



Most popular month to join IAA:

**April** 



Unique pageviews at **iaaonline.net**:

59,512



Downloads of the IAA app:

401

Email open rate across all audiences:

22.25%

# Social media



1869





**2400** 





**578** 





687



**IN**SITES

# 2018 Year in Review

# Midwest Multifamily Conference

The Midwest Multifamily Conference is the largest industry event in the region, bringing together thousands of professionals from the industry for unique networking, education, and fun. Attendees can take part in the best programming, while making connections to help them shape the future of multifamily. The 2018 MMC had over 30 presentations in track-based education sessions featuring industry-leading national experts. The success of the recent event will translate to future growth and performance for the annual conference.



Maintenance professional attendance:

**Up 27%** from previous year

Trade show booths sold out:

45 days earlier than prévious year

Out-of-state attendance:

**Doubled** 

#### **NEW!**

- · Awards dinner venue
  - · Swag bags for banquet attendees
- Trade show vendors



# IAA in Action

IAA remains the only statewide organization that solely focuses on the multifamily housing industry. We are working every day to protect your investment through advocacy at the state and local levels, including seeking proactive legislation while fighting potentially burdensome regulations. Through IAA's Multifamily Housing Political Action Committee (IMFHPAC), the association is able to continue investing in political candidates who support issues that work to strengthen our industry and ensure our members' voices are heard at the Statehouse and within local governments across Indiana.

# **Advocacy Highlights**

IAA consistently monitors government actions affecting overall health of the industry. We spearhead the collective effort to support pro-business initiatives and economic development around Indiana at the state and local level. IAA members also are part of the National Apartment Association, which advocates on the federal level. Some of 2018's most critical issues and actions were:



#### State

- Created an Indiana-specific statute on emotional support animals, including the establishment of \$10,000 penalty for residents who misrepresent need.
- Amended existing statute allowing communities to establish Economic Improvement Districts to ensure there was a balance for multifamily property owners.

# Local

- School district referendums
- Stormwater fees
- Carbon monoxide detector mandates
- · Building and inspection fees
- Economic improvement districts

Local issues monitored:

# Indiana Multifamily Housing Political Action Committee Contributor List (Contributors in 2018)

**PLATINUM INVESTORS** (\$1.50 PER UNIT) 3 Point Property Management 5910 Carrollton Apartments, LLC AGPM, LLC Arnel, Inc. Banner Property Management, LLC Barrington Group, Inc. Berkshire AHP Best Management Birge & Held Asset Management Block Multifamily Group Braden & Associates-Architonics, Inc. **Brad Nash BRG Apartments** Bridges Property Management Brookside Properties Inc. BWI, LLC Cagan Mgmt Group Capreit, Inc.
Cardinal Group Management Carr Property Group Carter Haston Real Estate Services **Chronister Properties** Cityscape Residential, LLC Consolidated Property Management CORE Realty Holdings Management, Inc. Core Redevelopment LLC Corner Stone Properties & Rental, LLC Craig Irvine, LLC Crestline Communities Crest Management **DEI Communities** Denizen Management Deylen Realty, Inc. Dominion Realty, Inc. Drucker & Falk, LLC Edgewater Partnership Edward Rose & Sons Eighteen Capital Group Element Management **Emmert Property Management** Engel Realty Company, LLC **Englert Management Corporation** 

> Fath Properties Feichter, Realtors Flaherty & Collins Properties Fort Wayne Housing Authority Four Seasons Realty Gene B. Glick Company, Inc. GoldOller

Fairway Purdue Partners, LLC

**Greystone Property** Management Corporation Hamilton Pointe Property Management Hendricks Commercial Properties, LLC Heugel Realty, Inc.

Hills Property Management **Hunt Pacific Management** Indy Town LP Indy Up, LLC Intrepid Professional Group

**JAE Properties** J.C. Hart Company, Inc.

John & Stacy Hayes John Boner Neighborhood Centers, Inc.

Joplin Apartments LLC JVM Realty Corporation Kent Avenue Group Keystone Realty Group

Kirkpatrick Mgmt. Co., Inc. Konover Residential Corporation LRG, LLC

M2 Investments, LLC Madisonville-West Properties, Inc. Maple Crest Realty Corporation Marquette Management Meridian Management Corporation Metropolitan/Collegiate Housing Services, Inc. Milhaus Management, LLC Millennia Housing Management Monarch Investment & Management Group Monument Realty & Management Novogroder Companies, Inc. Olympus Properties, LLC Oxford Gables Pacific Properties Paramount Management, Inc. PAR Enterprises Park Forest Homes LTD Pearl Real Estate Management Precision Equity, LLC Premier Real Estate Management, LLC Purple Blaze Enterprises, Inc. Ray Rapchak Holdings RBG Properties, LLC Real Estate Equities Realty Investment Co. Realty & Mortgage Co. Redwood Living Residential Management Co., LLC RESSCO Retiree Housing Management, Inc. Rise Real Estate Rob Wacker Samaritan Companies

Sentinel Real Estate Corp. Sentry Management Services Inc. Sheehan Property Management, Inc.

Sixtus Management Sundance Property Management, Inc. Tazian Properties LLC TBH Realty & Management

Ten South Management The Garrett Companies Trilogy Residential Management

Trinitas Ventures Twin Lakes Apartments, LLC UCOMM, LLC

Urbahns Group an Indianapolis Co. Van Rooy Properties WARM Properties, LLC Weiss Entities

Whitney Management Corporation. Wilhoit Properties

Willow Point Wingate Companies Young Enterprises

#### **GOLD INVESTORS** (\$1.00-\$1.49 PER UNIT)

Barrett & Stokely Affordable Management Barrett & Stokely, Inc. Commonwealth Management Corporation Mark III Management Corporation PMR Companies **R** Communities The Annex Group Tricap Chicago, LLC Zinger Property Group, Inc.

#### SILVER INVESTORS (\$.50-\$.99 PER UNIT)

**Buckingham Companies** DBA Candlelight Terrace, LLC EDR Fore Property Company In Good Company **Investors Property Services** Morgan Management LLC NRP Management, LLC OT Management LLC Pedcor Management Corporation Regency Windsor Management, Inc.

#### **BRONZE INVESTORS** (UP TO \$.50 PER UNIT)

**RMK Management** 

AMP Residential, LLC **Elkins Apartments** Greystar IRT Management, LLC James Management Group, LLC Pedcor Homes Corp. Pierce Education Properties, L.P. Steadfast Management The Wilkinson Family of Companies

#### **BOOSTER CLUB** (ASSOCIATE MEMBER INVESTORS)

AAPCO Midwest AC/C Tech ACI, Inc. Action Pest Control Advanced Disposal Ameristar Perimeter Security **Apartment List** ap INSPECTIONS & environmental services APCO Supply Arab Termite & Pest Control Associa Oncall ATI Energy Group, LLC Bam Outdoor, Inc. Bath Fitter Baumgartner & Company BBG Construction, LLC Biosweep Blakley's BrightView Landscapes, LLC **CBRE** Chadwell Supply Cochran Exteriors LLC Coin-O-Matic with Harry Miller **Appliances** Community Green Landscape Group, Inc. Cook's Towing Service, Inc.
Corporate Imaging Concepts, Inc. CORT Custom Concrete Co., Inc. Deceuninck North America **Details Cleaning Solutions, LLC Direct Fitness Solutions Drexel Interiors Elbert Construction Emmons Painting Service Exterior Building Products** Falcon Carpet of Indiana, Inc. Ferguson Facilities Supply Floor & Wall Inc. Frye Electric, Inc. Global Restoration, LLC

Gregory & Appel Insurance Harding Group Heartland Golf Cars & Equipment Hello Spoke ICS Advanced Technologies Impact Trash Solutions, LLC
Indiana's Finest Wrecker Indy Coin Laundry (Cincinnati Coin Laundry) Indy Pro Tow Jahnke Painting, Inc. Jetz Service Company, Inc. Kelly Landscaping Kentuckiana General Construction KMP Hydrant Services, LLC Koorsen Fire and Security Lasalle Bristol L.B. Gray, LLC A Debt Collection Agency Landman Beatty, Lawyers Livin the Dog Life May Oberfell Lorber MFS Supply Mitsch Design Mohawk Industries, Inc. Monon Technology Group MRI Software National Tenant Network - Indiana/Ohio Newpoint Services, Inc. ONLINE Rental Exchange On The Scene LLC PERQ, LLC PHD Carpet & Janitorial Service, Inc. Pillar Group Risk Management Planes Moving & Storage **PPG Architectural Coatings** Presto-X PR Mortgage & Investment Corp. PTF Cabinets & Tops Ray's Trash Service Red Capital Group Redi-Carpet Renovia Renters Legal Liability LLC Republic Roofing Rite Rug Company Roto Rooter Plumbing, Inc. Ryan Fire Protection Sandlin Law Group P.C. SatisFacts Research Schiff A/C & Heating Screening Reports
Signature Supply, LLC Sims-Lohman Fine Kitchens & Granite Specialty Contracting Stanley Steemer of Evansville Star Disposal of Indiana The Liberty Group Tikijian Associates **TNT Services Total Restoration** General Contractors Inc. Total Roofing & Construction Services Inc. Trane – Ingersoll Rand TSI Energy Solutions UN Communications Group, Inc. University Loft Company Van Rooy Restoration Vectren Energy Delivery VMintegrated WarrenCo Construction & Paving, Inc. Wash Multifamily Laundry Watchtower Security WebListers Whelan & Associates

Wilmar Industries, Inc.

Xiber

# Welcome New 2019-2020 IAA Board Members

Please join the Indiana Apartment Association in welcoming four new members of our Board of Directors. The board is comprised of member representatives inclusive of more than 230,000 units throughout the state, including members in affiliated chapter and council areas.

#### Charlie Kurtz

Senior Vice President - Asset Management, J.C. Hart Company, Inc.

Charlie Kurtz joined J.C. Hart Company in August 2001 as Vice President and Chief Financial Officer and serves on the Executive Committee. He was named Senior Vice President in 2015. He was responsible for the financial, administrative, and information systems functions for J.C. Hart Company for over 16 years. Kurtz is a 1992 graduate of Marian College in Indianapolis where he doubled majored in Accounting and Finance and graduated with Honors. In May 2000, Kurtz earned an MBA from Butler University with a concentration in Finance with Honors. He is a member of Beta Gamma Sigma and has served in his local community by coaching various youth sports.

# **Greg Martin**

#### Vice President of Asset Management, Milhaus

Martin is a co-founder and Vice President of Asset Management at Milhaus. He is responsible for maximizing value in the Milhaus portfolio of properties, as well as coordinating all commercial leasing activity. Martin has led the development and construction of large mixed-use projects totaling over \$900 million in the Midwest, Texas, and Florida. He is a member of the Appraisal Institute where he was awarded the MAI designation, the Indiana Leadership Forum Board of Directors, Urban Land Institute, the International Council of Shopping Centers, and is a licensed real estate broker in Indiana. Martin earned his bachelor's degree from Indiana University with majors in Finance and Real Estate.

# **Bruce Mills**

Vice President of Management Operations, Van Rooy Properties

A graduate of Ball State University, Mills later received a master's certificate in corporate finance from the University of Indianapolis. A career in the multifamily housing industry may not have been in the plans when he thought would be a short-term job as a leasing agent in 1997. He quickly discovered that he had a knack for keeping residents happy and making sure properties operated well. Today, Mills oversees the many facets involved of the day-to-day operations in several Midwest markets. Since that first position, Mills has remained at the same company, Van Rooy Properties, and is now the Vice President of Operations. During that time his focus has been first on team creation and company culture, which led to being awarded the Top Work Places by the Indianapolis Star for the past eight consecutive years, placing first in 2018.

# Christian Carmin (Associate Board Member) Vice President, Holt Construction Group

Carmin was born and raised on a family farm in northern Indiana. He graduated from Purdue University with a degree in agri-business management. It was during his time at Purdue that he found a passion for construction, working the summers for a small home builder then working part time in the apartment maintenance world to make money to help pay for his education. After graduation from Purdue University, Christian worked in the ag industry for three years before moving to Indianapolis and starting a career in the construction industry. He started working at Holt Construction Group in January 1999. Nearly 20 years later, he is happily still with Holt and proudly serving as Vice President.

# 2019 IAA Board of Directors

#### **DIRECT BOARD MEMBERS**

Clarke Arnold, Birge & Held Asset Management, LLC

Jerry Collins, Flaherty & Collins Properties

Randy Escue, Dominion Realty, Inc.

Mike Gorman, Edward Rose & Sons

Jon Hicks, In Good Company

Michael Humphrey, AMP Residential, LLC Charlie Kurtz, J.C. Hart Company, Inc.

Steve Lavery, Herman & Kittle Properties, Inc.

Kimberly Losacker, Pedcor Management Corporation

Greg Martin, Milhaus

Bruce Mills, Van Rooy Properties

Jim Murphy, CFC Properties

Timothy J. Shafer, HI Management Company

Scott Sladek, Buckingham Companies

> George Tikijian, III, Tikijian Properties

Chuck Townsend, Sheehan Property Management, Inc.

Mary J. Trujilo, Barrett & Stokely, Inc.

#### CHAPTER BOARD MEMBERS

Dave Becker, Canterbury Green

#### ASSOCIATE BOARD MEMBERS

Christian Carmin, Holt Construction Group

Bill Jones, HD Supply Facilities Maintenance

#### **CHAPTER STAFF MEMBERS**

Beth Wyatt, Apartment Association of Ft. Wayne-NE Indiana

# Mergers

# Landman Beatty Adds Senior Counsel

Landman Beatty, Lawyers and William D. Suess, P.C. have merged firms, effective January 1, under the Landman Beatty, Lawyers banner. William D. Suess will become Senior Counsel with the combined firm. The firms share one another's commitment to serving in all areas of law applicable in the multifamily industry. Bill and his staff bring decades of experience and will provide an opportunity for the combined firm to provide Smarter. Better. Faster.™ services to its clients.



Suess

# Tikijian Associates Bought by Cushman & Wakefield

Tikijian Associates, founded in 2005, has joined New York-based real estate company Cushman & Wakefield.

Tikijian Associates will move its staff from the firm's office at 3755 E. 82nd St. to Cushman & Wakefield's downtown office in OneAmerica Tower and take on the buyer's name. Six of his firm's seven brokers will make

buyer's name. Six of his firm's seven brokers will make the move. Longtime Senior Managing Director Duke Hardy opted to retire from real estate after more than 30 years in the industry. Hardy was part of Tikijian Associates when it was founded after working in the commercial

Since its founding, Tikijian Associates has brokered 240 transactions (totaling 60,000 apartment units) worth more than \$2.7 billion.

brokerage and management arm of Barrett & Stokely Inc. since the 1980s.

# Recognition

# Basile Named Carroll Award Winner

Former Gene B. Glick Co. executive Frank Basile's devotion to philanthropy and his organizational acumen have earned him the distinction of being the 25th recipient of the Indianapolis Business Journal's Michael A. Carroll Award.

This honor is given annually to a man or woman who has demonstrated the former deputy mayor's qualities of determination, humility, and service. Carroll was among six people killed when two small planes collided over southern Marion County on Sept. 11, 1992.

Basile served for 33 years with the Gene B. Glick Co., retiring as senior vice president of property management in 2008. Since retiring, he's

tackled some large challenges, including serving for 14 months as interim CEO and president of the Center for the Performing Arts in Carmel and putting in nine months as interim vice president of Heartland Film. His volunteer efforts have been with organizations including the Phoenix Theatre, IndyFringe, Indianapolis Art Center, and the Athenaeum Foundation. He was instrumental in building the community legacy of the Gene B. Glick Co., including the creation of the Indianapolis Cultural Trail.



Basile

# Myrvold Nominated for CFO of the Year

Buckingham Cos. Chief Financial Officer Christopher Myrvold was an honoree for the 2018 Indianapolis Business Journal CFO of the Year.

In Myrvold's tenure, Buckingham has seen tremendous growth in its portfolio, with assets rising from about \$300 million when he started 14 years ago to nearly \$1.5



Myrvold

billion today. He is shepherding the process of raising a second fund. The Indianapolis resident has an MBA from Ball State University and serves on the finance committee at Immaculate Heart of Mary. He is a board member of the graduate program Master's of Professional Studies in Real Estate Development at the University of Indianapolis.

IBJ's CFO of the Year recognition program spotlights the crucial role that top financial executives play in helping companies, government agencies and not-for-profits flourish.

# Staffing Changes

# KSM Makes Promotions

Katz, Sapper & Miller has promoted several team members.

Fifteen professionals have been promoted to managers: Allison Allen - audit and assurance; Alex Cote - business advisory; Ben Crim - audit and assurance; Michael Fennerty - healthcare; Jacqueline Foster - business advisory; Andrew Fuchs - audit and assurance; Lindsay Hammond - business advisory; Erin Hunter - business advisory; Sandy Krause - internal accounting; Corey McSweeney - audit and assurance; Seth Sailors - business advisory; Stephen Short - audit and assurance; Daniel Tritch - audit and assurance; Brad Weiss - audit and assurance; Chris Young - business advisory.

The firm has also named eight directors: Charles Decker in the Tax Services Group; Andrew Goodman, Audit and Assurance Services Group; Sarah Hammond, Business Advisory Group; JP Moore, Healthcare Resources and Financial Services Groups; Brad Reay, Healthcare Resources Group; Brittany Schutter, Business Advisory Group; Amy Zimmer, State and Local Tax Group.

# **New Development**

# RealAmerica Breaks Ground in Lafayette

RealAmerica Development LLC in December celebrated the groundbreaking of the H38 East Apartments in Lafayette. The company worked with the Indiana Housing and Community Development Authority to provide energy efficient affordable housing that increases quality of life while decreasing the cost of living for low to moderate income households.



Officials attending the groundbreaking at H38 East Apartments included Mayor Tony Roswarski, Lt. Gov. Suzanne Crouch, Executive Director of IHCDA Jacob Sipe, Greater Lafayette Chamber of Commerce CEO Scott Walker, Wabash National Senior VP Kristin Glazner, RealAmerica LLC President Ronda Weybright, and Area IV Agency on Aging and Community Action Programs Inc. President Elva James.

This 32-unit

community is located just off Haggerty Road and Winston Drive in Lafayette and will be within walking distance to both Ivy Tech and the Intersection Connection YMCA.

**IN**SITES

# Lawsuit: Landlord May be Liable for **Tenant-on-Tenant Harassment**

By: Gregory P. Kult



The U.S. Court of Appeals for the Seventh Circuit recently ruled that a landlord may be liable under the federal Fair Housing Act (FHA)

when it has actual notice of tenant-ontenant harassment based on a protected class and fails to take reasonable steps within its control to stop that harassment. The case is Wetzel v. Glen St. Andrew Living Community, LLC, 901 F.3d 856 (7th Cir. 2018).

# Resident's Claims and Landlord's Response

Wetzel claimed that, upon her arrival at Glen St. Andrew Living Community, other residents physically and verbally abused her because she is lesbian. She repeatedly asked St. Andrew staff to help her. Staff responded by limiting her use of common areas and facilities and trying to build a case to evict her. More specific allegations follow (remember that Wetzel's allegations have not yet been proven).

St. Andrew is a residential community for older adults. Wetzel's tenancy is governed by a Tenant's Agreement. She has a private apartment, is guaranteed three daily meals served in a common area, and has access to a community room and laundry facilities. The Tenant's Agreement conditions tenancy on refraining from activity that unreasonably interferes with the peaceful use and enjoyment of the community by other tenants or that is a direct threat to the health or safety of others. The Tenant's Agreement also requires compliance with a Tenant's

Handbook, which St. Andrew may amend. A tenant who breaches the Tenant's Agreement may be evicted. Also, the tenant must reimburse St. Andrew for the attorneys' fees it incurs because of the breach.

Wetzel spoke openly about her sexual orientation. Over a 15-month period, other tenants verbally and physically harassed her. The harassment included threats, slurs, and physical violence. Wetzel reported the harassment to St. Andrew management several times. Their response was apathetic, and they questioned Wetzel's honesty. They retaliated against Wetzel by depriving her of access to areas specifically protected in the Tenant's Agreement, and they falsely accused her of smoking in her room.

Wetzel sued St. Andrew under the FHA, claiming that St. Andrew failed to ensure a non-discriminatory living environment and retaliated against her for complaining. St. Andrew asked a federal district court to dismiss the case, arguing that the FHA cannot apply because Wetzel alleged no facts to suggest that St. Andrew acted (or failed to act) with an intent to discriminate against her. The district court agreed and dismissed the case. The Court of Appeals reversed and ruled that the case should continue, holding that the FHA "creates liability against a landlord that has actual notice of tenant-on-tenant harassment based on a protected status, yet chooses not to take any reasonable steps within its control to stop that harassment."



# Court's Analysis

Portions of the Court of Appeals' ruling follow:

- The FHA prohibits a hostile housing environment, that is, discriminatory harassment that unreasonably interferes with the use or enjoyment of a home
- "A hostile housing environment claim requires a plaintiff to show that (1) she endured unwelcome harassment based on a protected characteristic; (2) the harassment was severe or pervasive enough to interfere with the terms, conditions, or privileges of her residency, or in the provision of services or facilities; and (3) that there is a basis for imputing liability to the defendant."
- In the Seventh Circuit, which includes Indiana, discrimination based on sexual orientation qualifies as discrimination based on sex under

12

iaaonline.net

the FHA. In other words, sexual orientation is a protected characteristic under the FHA.

- The harassment described by Wetzel was severe and pervasive enough to interfere with her enjoyment of her dwelling, as it involved, over a period of 15 months, "threats, slurs, derisive comments about her family, taunts about a deadly massacre, physical violence, and spit."
- Noting that the FHA itself does not provide a test for landlord liability in this context, the Court looked to U.S. Supreme Court cases interpreting analogous federal anti-discrimination laws. After considering Title VII of the Civil Rights Act of 1964 (a federal employment discrimination law) and Title IX of the Education Amendments of 1972 (which seeks in part to eliminate sex discrimination in education), the Court concluded that St. Andrew could be liable for violating the FHA if it deliberately remained indifferent to Wetzel's reports of harassment by other tenants based on her sexual orientation.

# What the Landlord Could Have Done

The Court clarified that it is not imposing a general duty on landlords to protect tenants from discriminatory harassment. It ruled that a landlord's duty not to discriminate under the FHA includes a duty to take reasonable steps within its control to stop harassment based on a protected characteristic it knows about. The Court noted that, with Wetzel's complaints, St. Andrew could have:

- Reminded tenants accused of harassment of the potential for eviction and payment of St. Andrews' attorney fees under the Tenant Agreement;
- Updated the Tenant Handbook with clear anti-harassment and anti-abuse provisions; and/or
- Suspended privileges for tenants who violate the anti-harassment policies to use common areas.

# What to Do Now

Landlords should review tenant agreements and policies to determine how they wish to address harassment or other forms of discrimination based on protected classes. Employees should be trained so they know how to respond if a tenant complains of such conduct.

Gregory P. Kult is a Partner at Wooden McLaughlin, LLP.

# Training Scheduled

Get more education on the latest Fair Housing regulations as part of your IAA membership.

Fair Housing violations can cost thousands of dollars as you or your company must respond to an initial investigation. This year, IAA will be holding several Fair Housing classes around the state to help property professionals remain compliant. These classes will focus on the latest issues in Fair Housing from emotional support animals to website accessibility compliance.

#### **MARCH**

Lafayette: Tuesday, March 12 Bloomington: Wednesday, March 13 Jeffersonville: Thursday, March 14

APRIL

Evansville: Wednesday, April 10 Indianapolis: Thursday, April 25

JULY

South Bend: Wednesday, July 10 Merrillville: Thursday, July 11



**IN**SITES

# **Apartment Association of Fort Wayne**

# 2019 Education Courses Announced

Apartment Association of Fort Wayne-Northeast Indiana programs are designed to increase the overall professionalism of the four major links in the chain of communication between residents and owners. AAFW-NEI offers industry certifications, designations, and free-to-members education courses in Fort Wayne and surrounding areas. Registration and more information can be found on aafw.org. Here's what's coming up in early 2019:

#### January

Jan. 23: Construction: What's New & How to Compete? Tikijian Associates

Jan. 30: Property Roundtable at the Newly Opened Superior Lofts!

# **February**

**Feb. 19:** Certified Apartment Manager (CAM) Designation **Feb. 27:** Leading from the Heart with Sue Anthony, Regency Windsor Management

(date TBD): REAC Not REACT: Building a Successful REAC Program (date TBD): Maintenance Shop Hop

#### March

March 7: Reputation & Reviews – Managing Social Media March 20: Appliance Repair with Mark Felger, RealAmerica Management LLC

# April

April 24: Fair Housing with Angelita Fisher (date TBD): Property Roundtable with Redwood Living! (date TBD): EPA CFC Certification Class and Exam – April & June

#### Mav

May 15-16: LIHTC Training & HCCP Certification Exam

(date TBD): R-410A Class & Exam

(date TBD): The Resident is NOT the Problem! How to Handle Resident Problems and Problem Residents with Rick Ellis

(date TBD): Maintenance Shop Hop

AAFW will offer Certificate for Apartment Maintenance Technicians (CAMT) designation in October 2019.

# Nominations Open for 2018 Summit Celebration

The Summit Celebration Committee has been busy planning the 2018 celebration set for March 23 at Ceruti's Summit Park. The event celebrates the best in the multifamily housing industry through an awards program. New categories have been added for this year: Rising Star of the Year, Maintenance Team of the Year, and Outstanding Customer Service of the Year Nomination forms can be found at https://aafw.org/association/events/2018-summit-celebration-save-the-date. If you have any questions about nominations, contact Peggy Meyer at (260) 482-2916.



# Southern Council

# Celebrating the Season in Evansville

More than 30 members gathered in Evansville for a holiday mixer. Jessica Dillman from Fulton Square won first place in the costume contest. Members around the state had a great time celebrating the season. This was the perfect forum for opening doors to new contacts, enriching existing business relationships, and sharing holiday spirit.

The next networking event in the area is the Morning Motivator in Evansville on Feb. 12. See events.iaaonline.net for details.



Samantha Pomante of Terra Trace Apartments and Julie Hampton from Fulton Square enjoyed networking at the Evansville holiday party.

# **Northern Council**

# Networking Celebrated in Region

Multifamily professionals from Merrillville and South Bend gathered for a seasonal celebration in mid-December. This event allowed for building professional connections while also being festive for the holiday season. Several attendees earned door prizes and all shared in good food and beverages.



Northern Council area IAA members enjoyed discussion over refreshments at the regional holiday party.

# **Central Indiana**

# **Future Faces of IAA**

Potential members were invited to see what's great about membership in the Indiana Apartment Association at a networking event in late November. Current members shared names of industry contacts and all were invited to attend the Future Faces of IAA reception. Volunteers and staff shared how IAA membership benefits add to a business' bottom line, enhances multifamily industry connections, and expands resources.

Hosted by IAA's Ambassador and Young Professionals in Multifamily (YPM) Committees, one potential member in attendance won a 2019 IAA membership — congratulations to Rode Consulting.

Guests and members in attendance enjoyed networking with multifamily industry peers as well as food, drinks, and fun! Professional headshots were made available to all attendees as a gift.



IAA volunteers spoke to the Future Faces of IAA crowd about the benefits of membership at the recent reception.

# ADD "ENERGY EFFICIENT" TO THE TOP OF YOUR AMENITIES.



# Ways to Save

Our no-cost Multi-Family Direct Install Program helps you and your residents save money by installing simple, energy-efficient upgrades throughout your property.

# Get no-cost upgrades in every unit:

- Up to 20 LEDs
- Up to two showerheads
- One kitchen aerator
- Up to two bathroom aerators

Brought to you by Indianapolis Power & Light Company.



# WE'LL INSTALL EVERYTHING. YOU PAY NOTHING. SERIOUSLY.

Give us a call at **1.866.908.4915** to schedule your appointment today using the code **INSITES**.

**IN**SITES

# Maximize Your Potential through Education

The Indiana Apartment Association is the state's leading provider of education, ensuring property management professionals are kept up to date on current trends and offering a variety of tools and skills for all experience levels. Our education offerings allow apartment owners and managers to provide professional development opportunities to staff without impacting budget. Certified employees are more credible, more productive, and better rewarded.

Retaining qualified team members has always been a difficult task, but the challenge has only become more difficult in today's thriving economy. The unemployment rate is holding steadily below 4% for the first time since the early 2000s. With internal promotions common and leadership succession often needed in multifamily corporate structures, finding quality candidates for the many open entry level and middle management positions is increasingly difficult.

According to National Apartment Association data for October 2018, property managers not only need more technical and financial skills than five years ago, employers are looking for prior experience. Soft skills have become more focused on effective communication, strong writing ability, and software proficiency.

Education opportunities from the Indiana Apartment Association can help fill in gaps in your company's onboarding procedures and provide free or reduced-cost ongoing professional development. As the apartment industry continues to expand, IAA grows as well, updating course topics and information to meet our members' needs and providing consistent updates to national certification coursework. Most of our education courses count toward required continuing education credits for certifications.

Plan now and review your 2019 budget to maximize the potential of an education through IAA that benefits your property and employee retention.

#### Get the Latest

IAA is continually developing our curriculum and adding courses to benefit members. Stay up to date on the latest information by visiting iaaonline.net and reviewing our emails and weekly *Multifamily Minute* newsletter. If you aren't receiving regular digital communications from IAA, please contact us so that we may assist in updating your profile information.



# Leadership in Action

The Indiana Apartment Association offers an annual extensive leadership series that helps multifamily professionals become innovative, nurturing visionaries. The SAL Advanced Leadership Workshops and Retreat series pairs leadership core competencies with activities that help attendees build skillsets.

Instructor Tom Meier human is a veteran human resource consultant specializing in leadership, personality assessment, and organizational change. Workshops are held at the IAA Barrett Center in Indianapolis.

# Workshop 1: January 25 Leadership Roadmap

This series overview begins by digging into two root areas that any leader must learn how to manage – results and relationships. We will learn about the four leadership cornerstones.

# Workshop 2: February 22 Being an Emotionally Intelligent Leader

Learn how to handle difficult exchanges by controlling your own reactions and guiding others toward more effective interactions. We will explore the four cornerstones of Emotional Intelligence and participants will have the opportunity to take a self-assessment.

# Workshop 3: March 22 Deal With It! Handling Constant Change

New and unfamiliar problems demand fresh thinking and a creative approach. During this idea lab, attendees will explore the link between successfully adapting to the change cycle and developing creative problem-solving strategies.

# Workshop 4: April 26 Managing You is Killing Me!

One bad apple in a work-group can drag down production by as much as 30-40 percent. Having the skill to correct destructive behavior is critical – making sure we set the right conditions so that problems don't happen in the first place is an absolute survival skill.

# Leadership Retreat in Brown County: May 30-31 Visionary Leadership - Inspiring Action

A great vision provides a clear, specific, compelling picture of what future success will look like, including those few key metrics that define success. During this session, we will also explore how teams translate vision into actionable strategy to set themselves apart to deliver exceptional results.

Register ASAP! See full details at events.iaaonline.net! Call IAA at (317) 816-8900 with questions.

# 2019 IAA Event and Education Calendar

# **Indianapolis**

Jan. 25	SAL Workshop begins
Jan. 29	EPA/CFC
Jan. 31	Power Lunch with Laurie Guest
Feb. 6-7	National Apartment Leasing Professional (NALP) designation begins
Feb. 8	Appliance Repair Refresher
Feb. 13	Bowling for Rebuilding Lives
Feb. 27	Dealing with Difficult Situations in Multifamily
March 8	Management Panel for Associate Members
March 13	New Member/New Employee Orientation
March 14	Certified Apartment Manager (CAM) begins
March 21	Maintenance Mania Open Practice
March 28	Flooring and Painting Maintenance
April 9	Maintenance Mania
April 11	Power Lunch
April 25	Fair Housing (Two Sessions)
April 30	Swimming Pool Maintenance
May 7	Maintenance Inspections & Standards REAC
May 9	Reverse Trade Show
May 15	New Member/New Employee Orientation
May 16	Property Bus Tour
May 21-22	Certified Apartment Portfolio Supervisor (CAPS) designation begins
May 29	Baseball FUN Meeting
June 6	PAC Golf Outing
June 18	EPA/CFC Certification
July 10	Combating Human Trafficking
July 17	R-410A Certification
July 24-25	LIHTC/HCCP training
Aug. 6	Disaster Preparedness: Taking the Initiative
Aug. 15	Cornhole FUN Meeting
Sept. 4-5	Certificate for Apartment Maintenance Technician (CAMT) series begins
Sept. 20	Management Panel for Associate Members
Sept. 26	Fair Housing for Maintenance
Oct. 9-10	Midwest Multifamily Conference
Oct. 22	New Member/New Employee Orientation
Nov. 19	R-410A certification
Nov. 21	2019 Multifamily Industry Summit
Dec. 5	Holiday FUN Meeting
Dec. 11-12	LIHTC/HCCP training

# Many courses are FREE!

Highlighted classes are no cost to members. Those certification courses and events listed are discounted for members. Non-members can attend some courses and events at full price.

# events.iaaonline.net

# **South Bend**

Feb. 20	Active Shooter Training
March 6	Maintenance Inspections & Standards REAC
April 16	The Pillars of Social Media
May 14	Time Management Realized!
July 10	Fair Housing
Sept. 11	Combating Human Trafficking
Dec. 12	Holiday Mixer

# **Lafayette**

March 12	Navigating the Fair Housing Minefield
April 4	Flooring and Painting Maintenance
May 21	Property Tour

# Merrillville

March 5	Staying Ahead in Leasing & Marketing
March 14	EPA/CFC
July 11	Fair Housing
Sept. 12	Winterizing Your Property
Dec. 12	Holiday Mixer

# **Evansville**

Feb. 12	Morning Motivator
March 6	Combating Human Trafficking
March 21	Southern Star Awards
April 10	Fair Housing
Dec. 12	Holiday Mixer
October	Roll 'n' Bowl

# **Bloomington**

March 13	Navigating the Fair Housing Minefield
September	Legislative and Market Update
October	Student Housing Trends

# **New Albany / Jeffersonville**

March 14	Navigating the Fair Housing Minefield
May	Member Networking
September	Indiana Legislative Update

# **EDUCATION**







#### **CAM**

# Indianapolis: March 14 • March 21 • April 11 • April 18 • May 10 • May 17 CAM SLAM: November



Course topics include: Occupancy rates, comprehensive marketing plans, equitable treatment of current and potential residents, property inspections, preventive maintenance programs, accounting principles and practices, and maximizing net operating income.

CAM candidates must complete the coursework and exam within 12 months of declaring candidacy. Minimum experience requirement of 12 months.

#### **NALP**

#### Indianapolis: Feb. 6-7 • March 18-19

Earning National Apartment Leasing Professional, your first industry credential, signals to your employer your commitment to a career in residential property management. Participants learn about technology, marketing, the sales process, relationship building, maximizing revenue, operational efficiency, fair housing law, closing a sale, and learning to complete a market survey.

To earn the NALP certification, students must completed the coursework, pass the NALP exam and complete the Market Survey.

#### **CAPS**

#### Indianapolis: May 21-22 • June 19-20

Earning a Certified Apartment Portfolio Supervisor designation enhances professional careers in the property management field. This credential may contribute to career advancement and corresponding earning potential. Experienced staff can capitalize on their professionalism and resources by expanding their knowledge in portfolio performance.

Course topics include: Employee performance and retention; ethical behavior and conflicts of interest; annual operating budgets and owner performance objectives; capital improvement plans; minimizing legal risk and liability; and regulatory agency oversight.

CAPS candidates must complete the coursework, pass the exam, and meet minimum experience requirement of 24 months of multi-site property management or be a CAM, ARM, RAM credential holder in good standing with 24 months of management experience within 12 months of declaring candidacy.

# **CAMT**

# Indianapolis: Sept. 4-5 • Oct. 16-18 • Nov. 6-7 • Dec. 4-5 • Dec. 10

Earning a Certificate for Apartment Maintenance Technician validates a level of professional knowledge, enhances reputation and credibility, boosts confidence, and leads to respect. Earn career advancement by expanding knowledge in fair housing, environmental responsibility, regulatory compliance and inspections, preventative techniques, and communication, and growing practical skills in plumbing, HVAC, electrical, paint, and more.

CAMT candidates must complete the classroom and virtual coursework then pass the exam within 12 months of declaring candidacy. Minimum experience requirement is 12 months of apartment or rental housing maintenance work.

# LIHTC/HCCP

# Indianapolis: July 24-25, repeats Dec. 11-12

The Low Income Housing Tax Credit certification course provides a thorough review of IRS regulations and guidance for anyone with responsibility for housing credit properties, including site managers and other management staff, asset managers, and regulators. The Housing Credit Certified Professional credential is the premier nationally endorsed program for LIHTC professionals. Successful HCCPs understand how the LIHTC program provides safe, decent, and affordable rental housing for families.

LIHTC course topics include: Habitability and general use requirements, qualifying residents and households, income and employment, qualified development, and LIHTC history and program requirements.





# **Maintenance Certifications**

# **EPA CFC**

# Indianapolis: Jan. 29, repeats July and November

This course teaches regulations essential for supporting an apartment community under Section 608 of the Federal Clean Air Act, which requires people who work with regulated refrigerants to become certified to perform service, repair, and installations. It contains four sections:

- Section 1 reviews environmental issues surrounding the impact of Class I and II refrigerants
- · Section 2 covers the test and instruction for systems with less than 5 pounds of refrigerant (Type I certification)
- · Section 3 includes the test and instruction for high-pressure refrigerant such as HCFC 22 including split-system air conditioners (Type II certification)
- Section 4 contains the test and instruction for systems that use a low-pressure refrigerant such as CFC11 (Type III certification)

# R-410A

# Indianapolis: July 17, repeats Nov. 19

Gain practical knowledge about how to safely service refrigerant systems containing R-410A and R-407C, the R-22 phase-out, appropriate refrigerant and oil applications, service techniques, and safe handling of R-410A. This course includes two hours of instruction, followed by a 50-question exam that covers proper safety, handling, and application of R-410A refrigerant systems. Upon completion of this course and passing of the examination, attendees will be mailed a certificate and an AC&R Safety Coalition R-410A patch.

# Congratulations to everyone who has earned a new designation since November 15!



Ada Brown, Carr Property Group
Heather Kidwell, J.C. Hart Company, Inc.
Amy Hysong, Sheehan Property Mgmt, Inc.
Tracy Burns, Lauth Communities
Pete Melendez, The Justus Family of
Companies

Joni Solis Powell, Muesing Management Randi Ireland, J.C. Hart Company, Inc. LaShae White, TWG Management Maribel Moreno, TWG Management Jessica Johnson, Muesing Management Company



JR Henderson, HI Management
Ryan Cornett, Lauth Communities
Paul Palacios, Flaherty & Collins Properties
Curt Alfont, CRF, Inc.

Jack Gallagher, Regency Windsor Management

Judah Johnson, Gene B. Glick Company David Kistler, Retirement Housing Foundation

Jeffrey Sells, Regency Windsor Management Josh Thompson, Lauth Communities Chris Williams, J.C. Hart Company, Inc.



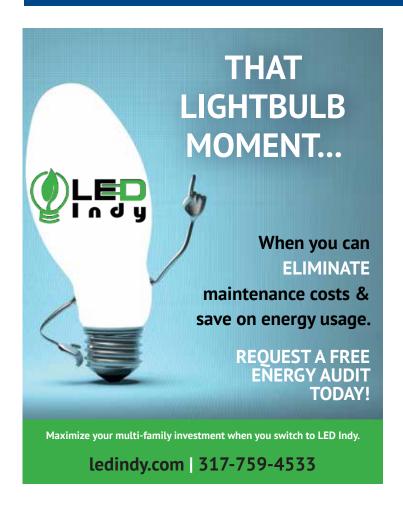
Marlene Powell, Muesing Management Company

Christie Upp, AMP Residential, LLC

Jennifer Kennedy, Birge & Held Asset Management

Christi Keeven, Birge & Held Asset Management

Lisa Wright, Muesing Management Company





**IN**SITES

# LEGISLATIVE UPDATE



Gretchen White

IAA Director of Government Affairs

# Please Complete Davis-Bacon Wage Survey; Inaction Will Be Costly for Industry

Now is your chance to provide important input to the U.S. Department of Labor regarding wages paid to contractors on residential construction projects. This data is used to determine Davis-Bacon wages in Indiana for years to come. It is understandable some members might be apprehensive about providing such information to the government on a voluntary basis, but there is good reason to do so. The last wage survey completed several years ago did not have widespread participation and IAA heard from multiple members who felt the resulting wages were inflated.

Davis-Bacon wages apply to federally funded projects and set the pay for various functions. Not only does it have a direct impact on those developing new projects using federal dollars but it can also spill over into expectations for market rate projects. *The survey is asking for information about residential construction projects that occurred between August 1, 2017, and July 1, 2018.* 

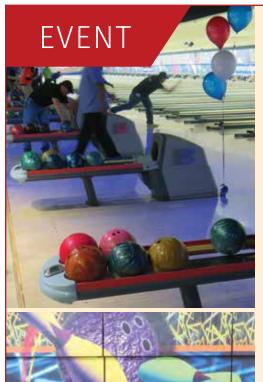
Full participation from the industry should result in fair and accurate prevailing wage rates for projects utilizing Davis Bacon wages. The U.S. Department of Labor has mailed surveys to many companies and asks that responses be postmarked no later than May 31, 2019. Everyone is invited to complete the survey electronically by visiting https://www.dol.gov/whd/programs/dbra/wd10/index.htm.

Questions should be directed to Alecia Upshaw at (312) 596-7208.



888-884-HOLT (4658)

HoltConstruction.com



# **10 Years of Rebuilding Lives**

Over the last 10 years, IAA's Rebuilding Lives has provided assistance to over 525 units affected by natural disasters. In 2018 alone, Rebuilding Lives was able to help more than 60 individuals and 40 families.

The philanthropy was founded in 2009, after a year of severe weather that brought devastation to our apartment communities and residents. The Indiana Apartment Association decided to focus a part of its philanthropic efforts on raising funds to assist our industry in times of need. Since then, Rebuilding Lives has supported members of the association throughout the state by providing assistance after natural disasters like fires and floods. The annual bowling event in Indianapolis is the biggest annual fundraiser for this philanthropy each year.

Join us in celebrating 10 years of service at the 2019 Bowling for Rebuilding Lives event on February 13. Bowling is fun for everyone - leasing, maintenance, administrative, management! This event is exclusive to management companies and sponsors.



**DATE: February 13, 2019** 

TIME: Registration: 1:30 PM Bowling: 2:00 - 4:00 PM

LOCATION: Woodland Bowl (3421 E. 96th St., Indianapolis, IN 46240)

COST: \$300 per team (includes two games and shoes for up to six bowlers) \$25 per cheerleader (includes entrance to event and 1 drink ticket)

This event is exclusive to management company teams and sponsors only. Sponsorship opportunities are available to associate members. Contact IAA for more information!





SERVICES

- General Contracting & Construction
- Fire & Smoke Restoration
- Water Extraction & Drying
- · Hail & Wind Repair



# VAN ROOY RESTORATION

Water Extraction

**IN**SITES

1030 N. College Avenue Indianapolis, IN 46202 (317) 684-7315 PH www.vanrooyrestoration.com

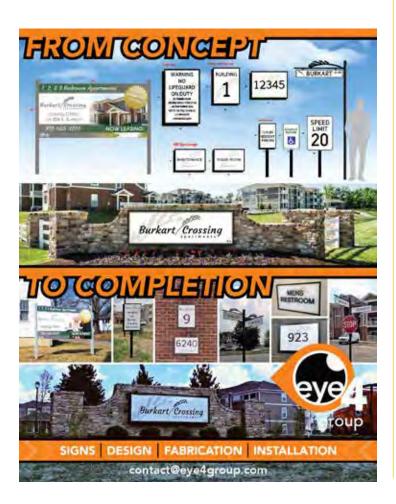
# **Need to Know: Opportunity Zones**

From the National Apartment Association

Opportunity Zones were created by the Tax Cuts and Jobs Act in late 2017. This new program was added to the tax code to encourage economic development in low-income communities while providing tax deferment incentives for investors that have unrealized capital gains. Unrealized capital gains are profits existing on paper, resulting from an investment which has yet to be sold for cash. There is ample opportunity to participate, as there are more than 8,700 designated zones that cover sections of all 50 states, including the District of Columbia and five U.S. territories.

Along with the extensive number of zones, a study conducted by Real Capital Analytics finds that an estimated \$6 trillion of unrealized capital gains are eligible to be invested in opportunity zone funds. While not all unrealized capital gains will be invested in opportunity zones, these zones encourage commercial and business real estate development in low-income areas throughout the United States.

To contribute to the economic boom and qualify for the tax deferment incentive, investors must place the unrealized capital gains in a Qualified Opportunity Funds (QOF). QOFs



must be certified by the U.S. Treasury Department; organized as a corporation or partnership for the purpose of investing in Qualified Opportunity Zone property (QOZ); and must hold at least 90% of their assets in the QOZ property. QOZ property includes QOZ stock, QOZ partnership interests and QOZ business property. Another perk worth noting is that investors do not have to live in the opportunity zone to receive the tax benefit.

Once an unrealized capital gain is invested in a QOF, the tax deferment is incentivized by the length of the investment. If an investor holds the investment for 5 years, the taxable amount of the original unrealized capital gain is reduced by 10%. After 7 years, the taxable amount of the original capital gain is reduced by an additional 5%, totaling 15%. No matter how long the investment is held, the original unrealized capital gain must be recognized at the end of the deferral period, December 31, 2026. Appreciation in value after that is permanently excluded. If the investment is held for 10 years, any gain from the original capital gain is not taxed.

As an example: Joe sells an investment of \$200,000 in year 2017. Joe has an unrealized capital gain of \$50,000. To defer paying taxes on his unrealized capital gain, Joe invests the \$50,000 in a Qualified Opportunity Fund.

- If Joe holds his investment for 5 years, until year 2022, his original unrealized capital gain of \$50,000 taxable amount is reduced by 10% (\$5,000), leaving only \$45,000 taxable.
- If Joe holds his investment for 7 years, until year 2024, a total of 15% (\$7,500) is no longer taxable of the original \$50,000 unrealized capital gain.
- At the end of the temporary deferment period, which is December 31, 2026, Joe must recognize a \$42,500 gain on his tax return.
- If Joe holds his investment for at least 10 years, until year 2027, he would not realize any additional capital gain beyond the \$42,500 recognized at the end of the deferral period (2026).

With additional regulations expected this month, the National Apartment Association and National Multifamily Housing Council have filed joint comments to The U.S. Department of Treasury regarding the proposed regulations on the implementation of the new Opportunity Zone tax incentive, to achieve the utmost clarity in the final regulations for members.

Look for further updates on this developing legislation from IAA.

# **EVENT**

**WHEN: January 31** 

WHERE: Indianapolis Marriott North

TIME: 11:00 a.m. - 1:00 p.m.

COST: \$59/member, \$90/non-member



# The Guest Encounter: Better Service, Better Performance, **Better Results**

What happens when a customer encounters your business? Every encounter makes an impression and holds the power to nurture your relationship or nick it, to build your business or bruise it. Now, Laurie shares her insight to help you improve customer service.

#### Attendees will learn:

- Three different categories of encounters and how each impacts the bottom-line
- · Ways to self-assess customer service levels
- · High-impact opportunities to shine that the competition is most likely missing

# Meet the Speaker

professional, a designation held by less than 12% of speakers worldwide. With over 20 years of experience in the healthcare field followed by success as an entrepreneur, Laurie speaks from a practical point of view on customer service and staff development. Her ability to blend real-life examples with proven action steps, is the reason

over three-quarters of her clients ask for

Laurie Guest is a certified speaking



an encore appearance. Laurie is known for her quick-wit and slightly sarcastic sense of humor. She will make your pen move and your mind process ideas that impact the bottom line of your business.

THANK YOU TO OUR SPONSORS!













# 2019 IAA ENHANCED MEMBERS











# **Signature Members**













# **Executive Members**









# **Partner Members**

American Lung
Association

Baumgartner & Company
BELFOR Property
Restoration
Blakley's

Chadwell Supply
Comcast/Xfinity
CORT
Custom Concrete
ePremium Insurance
Frye Electric

Indiana's Finest Wrecker
Indy Pro Tow
Marion County Public
Health Department
PPG Architectural
Coatings

Supply Warehouse
Surface Connection
Taft Law
The Liberty Group
WebListers





# **No Longer Members:**

Arthur J. Gallagher & Co., Fire Pros Inc., Guardian Water & Power, Infor Property Management, Kinder Electric Co, Inc., Lathrop Contracting, Life Fitness, MMI, Monumental Valet Services/MOVAS, Naborly, Priority One Fire & Safety, Property Risk Services, Rent Dynamics, SimplexGrinnell, Whitestone Construction Corp.

If you are doing business with vendors who are not members of IAA, or who have not renewed their membership, please consider using a member or encourage them to join today!

# CLICK



# LANDMAN BEATTY, LAWYERS

9100 Keystone Crossing Suite 870 Indianapolis, IN 46240 317.236.1040 wwww.landmanbeatty.com



**COMING SPRING 2019.** 

# HORMONIAN FUN Meeting

Thank you to everyone who attended and sponsored the Dec. 6 event in Indianapolis!

See more photos from the event at iaaonline.net.

# **Highest Earning Auction Item**





# Most Creative Basket





# Thank you to the Silent Auction donors:

Wooden McLaughlin **Specialty Contracting** 

The Sherwin Williams Company

Nestle Inn

Trail's End

M.E.G. Photography

Costello Security Solutions

Stoney Creek Golf Club

McNeely Plumbing & Heating & Air

Signworks

Live Nation

Ray's Trash Service

**Lauth Communities** 

Gocken Painting

**Automatic Supply** 

Indianapolis Indians

Indiana Apartment Association

**Holt Construction** 

**Englert Management** Corporation

Hays + Sons

Lee Supply

**HD Supply** 

Mohawk Industries

Birge & Held Asset Management

The Wine Guy

Izzy's Studio

Van Rooy Restoration

Carey Travel and Meetings by **Dream Vacations** 

All-U-Need Professional Services LLC

Eye 4 Group

TopShot Aerial Photography

RealPage

**Buildsmart Construction and** Melinda Designs



IAA benefits are greatly enhanced by the support and promotion of our associate members.

Our Preferred Vendor program offers select opportunities from those associates who, through long-term membership and strong commitment, give the most to IAA.

These dedicated members are great allies of the multifamily industry and we encourage you to contact them first for the products or services you need.

The enhanced support that these associate members provide helps keep the cost of event registration down as well as support our free education offered statewide. Thank you to our Preferred Vendors for all they do to support fellow members and our association as a whole.









# WINTER ASPHALT PATCHING





# ASPHALT REPAIR, REPAVING & SEAL COATING CONCRETE REPAIR & REPLACEMENT

- Parking Lots
- Chuckholes
- Speed Bumps
- Crack Repair
- Seal Coating
- Striping
- Walking Paths

- Asphalt Milling
- Excavation
- Parking Blocks
- Sidewalks
- Curbs
- Steps
- Concrete Grinding

- ADA Ramps
- Storm Drains
- Dumpster Pads
- Ballard Post
- Demo/Removal
- Drainage Pipes



Licensed • Bonded • Insured

# FREE ESTIMATES



Lindsey Lewis - President ACI, Inc., 5108 Topp Drive, Indianapolis, IN 46218

317-549-1833

www.aciindiana.com