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Indiana Apartment Association

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FROM THE PRESIDENT

Lynne Petersen, CAE
IAA President

Local Advocacy Involvement is Critical

The deadline for to file to run for local government office recently passed, and many municipalities have full ballots in the May 7 Primary Election that are expected to turn into competitive races in the fall General Election.

While the actions of the President and state governors are regularly in the headlines, the choices of local-level elected officials can have an impact just as deep on a business or property. Executive-level leaders do not act alone. The governor must work with the state legislature as the mayor must work with the city council. This is why IAA's commitment to advocacy is so important. As an industry we need to focus on being active citizens in all branches of government because they all must work together to pass laws.

For many years, we have played the critical role of monitoring, analyzing, and weighing in on potential legislation and regulations on behalf of our members. IAA builds and retains relationships with legislators and local government officials around the state. Your involvement is critical in this endeavor.

Already this year we have voiced strong opposition to a rental inspection ordinance in one large city, monitored a tax court decision that could impact stormwater fee structures, and worked with state lawmakers to promote a bill that would fund a housing impact analysis that would provide strong pro-industry data.

As the only association serving the entire state of Indiana, we are in a unique position to provide you with information and opportunities to advocate on behalf of the industry. Just as various branches of government work together, so must our industry — we need members to respond to legislative calls to action, attend meetings with state representatives and be engaged in local city council meetings.

I encourage you to sign up to receive our weekly Legislative Update newsletter that provides current information exclusive to members. Our Government Affairs staff provides customized assessments of legislation that affects the multifamily industry, and we also utilize a tracking service that allows professionals to easily monitor all bills and actions of interest.

We are aware that your time is valuable and we will only seek your action on issues that are critical to your business and the interests of our industry. Involvement from members is crucial to a successful advocacy program.

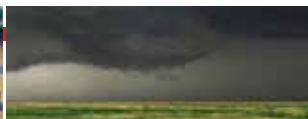


IAA hosts opportunities for industry professionals to meet state and local lawmakers, such as a recent reception at the Indiana Statehouse.



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Calendar Preview

For the full IAA calendar of events,
visit iaaonline.net.

may

7	Maintenance Inspections & Standards REAC	Indianapolis
9	Reverse Trade Show	Indianapolis
10	Certified Apartment Manager Designation (Day 5)	Indianapolis
14	Time Management Realized!	South Bend
15	New Member/New Employee Orientation	Indianapolis
16	Property Bus Tour	Indianapolis
17	Certified Apartment Manager Designation (Day 6)	Indianapolis
21	Lafayette Property Walking Tour	Lafayette
21-22	Certified Apartment Portfolio Supervisor Designation (Days 1-2)	Indianapolis
29	Baseball FUN Meeting	Indianapolis
30-31	SAL Advanced Leadership Retreat	Nashville, IN

june

6	PAC Golf Outing	Indianapolis
12	Building a Dream Team	Indianapolis
12-13	Certified Apartment Manager (Days 1-2)	Evansville
18	EPA/CFC	Indianapolis
19-20	Certified Apartment Portfolio Supervisor Designation (Days 3-4)	Indianapolis



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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 Events & Expositions
Concetta Lorah, concetta@iaaonline.net
Director of Membership
Lauren O'Neill, lauren@iaaonline.net
Communications & Member Services Coordinator
Chelsea Conover, chelsea@iaaonline.net
Accounting & Database Administrator
Meredith Galliher, meredith@iaaonline.net
Front Desk Coordinator
Cassandra Bingham, cassandra@iaaonline.net
Membership Field Representative
Laura Daywalt, laura@iaaonline.net
Insites Publisher
Lynne Petersen, CAE, lynne@iaaonline.net



CAM

Indianapolis: March 14 • March 21 • April 11 • April 18 • May 10 • May 17
Evansville: June 12 • June 13 • July 10 • July 11 • August 14
CAM SLAM: November



Invest in your career by expanding your expertise and resources in areas such as property inspection and maintenance, hiring and staff development, marketing strategies, financial operations, and resident retention. Earning your Certified Apartment Manager designation will enable you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals.

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

North: Merrillville, Oct. 24-25 • South Bend, Nov. 6-7



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

June 18, repeats 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.



FROM THE IAA CHAIRMAN

Chad Greiwe

IAA Chairman of the Board

Show Your Pride in the Multifamily Industry

As executive leadership of the apartment industry, it's important that we pave the way for recognition programs that support employee retention and excellence at the property level and in the corporate office.

Coming up in April, the Indiana Apartment Association will provide some great opportunities to create new programs or improve your current employee engagement initiatives.

The first is Maintenance Mania, a competition where apartment industry maintenance technicians and supervisors compete against each other in skill-based games. Hosted by IAA, Maintenance Mania is a day of showmanship, networking, maintenance-specific awards and fun.

Every year, the Gene B. Glick Company fields a team of maintenance professionals who receive local and corporate support as they train for this event. We also assemble a team of cheerleaders from around the company to attend the event in support of the competitors. This has allowed for great individual success for some fortunate competitors, improved camaraderie between properties, and allowed our team members to feel supported by the company. We love to demonstrate our pride in the industry, the competitors and the Glick team at this event!

Maintenance Mania is coming up April 9. Visit iaaonline.net for full details or contact the IAA office for ideas or assistance with building your Maintenance Mania team.

Appropriately, April also is National Apartment Careers Month, a time in which we recognize and promote the success of our own. Everyone can do something to encourage professionalism and advancement of the apartment industry, whether new to multifamily or a veteran executive.

Take some time now to make plans for your celebration. It can be as simple as a property manager picking up breakfast as a thank you to the staff or as broad as a new corporate innovation toward employee education or retention. IAA can help too! Utilize the association's free education courses, national certification opportunities, and/or networking events as a way to endorse your team members and illustrate your commitment to their personal growth. Taking advantage of your full IAA membership benefits and encouraging participation among your properties is a great way to let your teams know they are valued without additional expenditure.

I hope to see a diverse representation of the IAA membership at Maintenance Mania in a few weeks.



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Recognition

Edward Rose Honors Employees

Edward Rose & Sons recognized the company's 2018 outstanding performance winners, longevity recipients, and industry designation achievements at their annual Awards Banquet and Holiday Party in Indianapolis in December.

Property Manager of the Year was awarded to Jamie Navas of Latitudes Apartments for her excellent leadership of the 552-unit asset located on Indianapolis' southside. Navas also was named the Grace McFadden Manager of the Year at the 2018 Midwest Multifamily Conference.

Maintenance Supervisor of the Year was awarded to Scott Mitchell of Sunscape Apartments and The Retreat Apartments in Roanoke, Va.

The following Edward Rose employees achieved their CAM designations in 2018: Ashley Parks of Bavarian Village, Rachel Hand of Polo Run, Stephanie Winiarski of Trophy Club, Amy Bryant of Sunscape, Angelique Quakenbush of Bella Vista, Christopher Guzman of Avellan Springs, Lisa Traylor of Mallard Bay, Melissa Quakenbush of Sundance, Cassie Welches of Pheasant Run/Bay Pointe, Ashley Bower of The Retreat, Mathew Tittle of Avant, Dylan Stein of Avant, Michelle Montgomery of Scarborough Lake, Ashli Harris of Waterfront, Rachel Shell of The Timbers, Alexandria Welch of The Avenue at Polaris, and Lindsey Doty of Autumn Woods.

Barbara Wells and Kevin Downey of the main office were recognized for celebrating 40 years of outstanding service. Scott Mitchell was recognized for 30 years of service. Twenty-year honorees include Michele Martin and Georgena Vernon. Rachel Hand was recognized for 10 years of service. Recognized for five years of service were Michael Nahre, Richard Fitch, Ashley Parks, Dominique Williams, Antonio Harris, Anthony Coffey III, Michael Greenemay, and Michael Lewis.

Maintenance Professionals Earn Degrees

Edward Rose & Sons recently celebrated 25 maintenance professionals who earned their associate's degrees in maintenance technology. Each graduate received a framed degree and a NorthFace jacket customized with the company logo as part of the recognition ceremony at the annual Divisional Leadership Conference.

To earn the degree, graduates were required to pass 24 courses and complete 240 hours of on-the-job training. The courses encompassed study in



Employees recently graduating with an associate's degree were (top row from left) Ricky Whitt, Jeremy Walker, Scott Mitchell, Mike Johnson, Mike Greenemay, Mike Reisinger, Richard Waterstraat, Michael Clements, Karl Blatz, (bottom row from left) Michael Nahre, James Slattery, Arthur Johnson III, Todd Lanier, Todd Casselman, and Darren Newsom. Not pictured: Anthony E. Coffey III, Christopher Alberts, Jason Bolden, Joshua McPheron, Jesse Pilkenton, Kenneth Vicars, Larry Barber, Tyler Manning, Vanlangura Ralte, and William Fuller.

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Bamgbose Named to IBJ's 40 Under 40

A multifamily industry professional was included in Indiana Business Journal's annual 40 Under 40 that spotlights rising stars and for their accomplishments at work and in the community. Isaac Bamgbose, vice president of development for Hendricks Commercial Properties, was among the class of 2019.

Bamgbose focuses on the Indianapolis market for Hendricks, overseeing the Bottleworks project and looking at future mixed-use site opportunities. He's been employed with Hendricks for five years, starting as a financial analyst and moving into asset management before being promoted to vice president of development. The 27-year-old serves on the board of his alma mater, Beloit College, and is director of the local organizing committee board for the 2021 NBA All-Star game.



Bamgbose

Hires and Promotions

Buckingham Adds Two VPs

Buckingham Companies welcomes Josh Landry and Tina Hamor to the team this year.

Josh Landry is from Houston, Texas, and he worked his way up from leasing agent to Executive Vice President of the Buckingham production team. He has 17 years of experience in mixed-use real estate having worked on several lease-ups in the Houston and Denver markets.

Tina Hamor is the Regional Vice President of Buckingham's south market, over Nashville and Atlanta assets. She is stationed in Nashville, where she recently was a Regional Property Manager for two years but has over 30 years of extensive property management experience.



Landry



Hamor

Swank II Named Partner

Mishawaka-based Sterling Group has named Larry Swank II a Partner. Swank has worked at the Sterling Group for 16 years.

He currently serves as a member of the Board of Directors, Company Secretary and oversees the day-to-day operations of the construction division

to support growth and product excellence. Since joining the firm in 2002, he has worked in multiple capacities, from seasonal Maintenance Technician to Vice President of Construction. In his current role, he has overseen the new construction and redevelopment of over 6,800 multifamily and storage units with asset values of almost \$450 million.

Swank received his master's degree in business administration from the University of Notre Dame and is a graduate of the University of Colorado at Boulder where he received a bachelor's degree in Civil Engineering. He is an alumnus of the Culver Military Academy.



Swank

Philanthropy

Buckingham Foundation Day of Service

Buckingham Foundation recently completed its second annual Day of Service, with 300 volunteers helping at 40 nonprofits across seven states. All the management company's leasing offices and corporate headquarters shut down for an afternoon to assist at a variety of nonprofits, including Midwest Food Bank, Wheeler Mission, Humane Society of Johnson County, and more. Throughout the year, Buckingham Foundation volunteers have also worked at Gleaners Food Bank, Keep Indianapolis Beautiful, and United Way of Central Indiana. Each quarter, the Foundation organizes time away from the office for team members to give back at partner organizations. Employees are granted 12 hours of volunteer time off each year as well. Through employee contributions in 2018, Buckingham Foundation gave grants to numerous additional organizations.



Buckingham team members and friends volunteered at a food bank during the 2018 Day of Service.



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Generation Data to Help Multifamily Teams Succeed



In today's job market, executives and managers have to search carefully to hire the best staff and build great teams.

Common misconceptions about the generations that comprise the workforce may keep hiring managers from finding the best candidate. Ensure you are looking for the best candidate for the job by considering the generational strengths alongside individual skills and talents.

The best teams have a mix of all generations represented. Forbes research shows small teams with multiple generations represented exceed expectations on projects 73 percent of the time.

Improve your staff retention and property success by keeping these guidelines in mind.

About the Generation	Multifamily Roles by Generation
<p>Baby Boomers: Born from 1946 – 1964</p> <ul style="list-style-type: none"> • Strong corporate and brand loyalty. • Can be averse to change. • Likely thinking about retirement. 	<p>Maintenance: Will get the job done, even if it takes more time.</p> <p>Leasing: Can be a great mentor for younger sales staff.</p> <p>Management: Diverse perspective and life experiences can lead to meaningful empathy for residents.</p>
<p>Generation X: Born from 1965 – 1980</p> <ul style="list-style-type: none"> • Very self-reliant. This generation makes up the majority of leadership roles today. • Prioritizes work-life balance. 	<p>Maintenance: Thrives when working as part of a team.</p> <p>Leasing: Innovative and tech savvy. Likely to offer creative avenues to improve NOI.</p> <p>Management: Benefits greatly from external professional development sources.</p>
<p>Millennials: Born from 1981 – 1996</p> <ul style="list-style-type: none"> • Makes up the biggest part of the labor force today. • Tends to blur work and life, are more likely to be responsive at all hours. • Value scheduling and structure in the workplace. 	<p>Maintenance: Prefers to work within a highly structured system.</p> <p>Leasing: May need coaching on sales techniques due to lack of independence, but will grow with consistent feedback.</p> <p>Management: Will thrive under new challenges but may struggle to deliver feedback their staff.</p>
<p>Generation Z: Born after 1997</p> <ul style="list-style-type: none"> • Makes up about 5% of the U.S. workforce but growing rapidly. • Have never lived without a smartphone and values information on demand. • Appreciates mentorship and career direction from their managers. 	<p>Maintenance: May need to be trained on the skills that older generations take for granted, like handling calls and writing emails professionally.</p> <p>Leasing: Motivated by personal and financial success. May be better natural salesmen than previous two generations.</p> <p>Management: Naturally ambitious, but prefers to work “for a cause” so may struggle with sense of connection to ownership.</p>

Sources: U.S. Census data, Pew Research Center, Forbes.com.

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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.



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Housing is Home

As the multifamily industry continues to redefine the concept of home in today's economy, so does the Indiana Apartment Association adapt to meet the needs of our member companies. We have adopted a new tagline for the association that reflects the commitment to professionalism in property management and the growing sense of community in our industry — "Housing is home."

Hoosiers more and more are choosing the lifestyle of convenience and modernity that is associated with apartment living.

- More U.S. households are renting than at any point in 50 years. Rental rates have also increased among some groups that have traditionally been less likely to rent, including whites and middle-aged adults.
- High-income families make up the fastest-growing segment of U.S. renters. Out of the 43.3 million people who rent in the United States, 2.1 million earn \$150,000 or more. In 2007, only 774,000 renters fell into the high-income bracket, making this a 175% increase.
- In Indianapolis, 1,712 units were placed in service in 2018, but double that is expected to come online in 2019 based on building permits issued. Average rents are up 4.5% in the past year. Development continues to be facilitated by locally owned companies instead of national builders. Employment is booming in tech and health care.

Sources: Pew Research Center, Tikijian Associates, RentCafe, Yardi Matrix

So what does all this mean? It means the multifamily industry, property management careers, and the Indiana Apartment Association are more meaningful than ever.

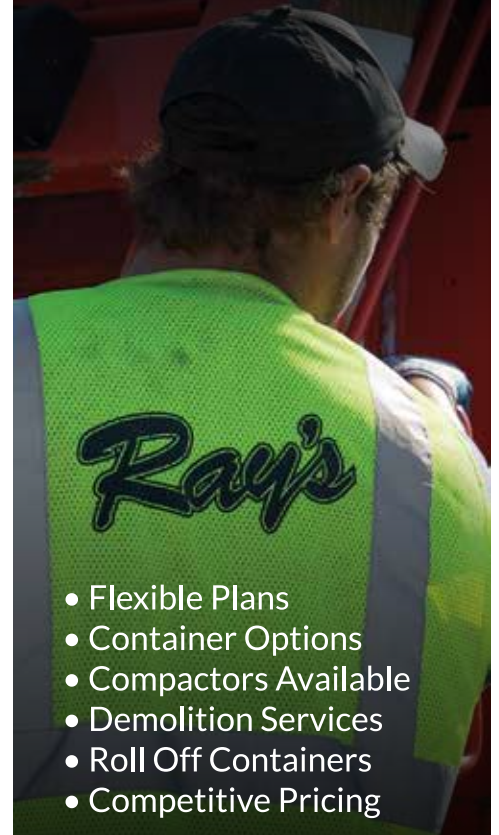
This new slogan is positive, warm, and clearly identifies our commitment to helping our members provide quality rental house.

Behind this rallying cry, IAA will keep our promise to our members to position them as growth leaders while re-investing in our mission statement:

1. To promote, advise and protect the general interests of the ownership and management of multifamily housing in the Indiana area by uniting those engaged in the business.
2. To uphold the dignity of the property management profession and to acquire and disseminate useful business information among its members, to foster a spirit of cooperation among its members; to cultivate higher standards of practice and business ethics.



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Apartment Association of Fort Wayne

February Breakfast Connection

Speed dating that won't get you in trouble with your significant other was the networking activity at the February Breakfast Connection. Apartment Association of Fort Wayne-Northeast Indiana members were assigned to a table and given the opportunity to give a two-minute introduction to other attendees. The Breakfast Connection is a great opportunity to network and meet new people.



AAFW members getting to know each other through speed networking at the February Breakfast Connection.

The Breakfast Connection has a new activity, Let's Connect! Each month there will be time at the end of the meeting to share with the group any needs attendees might have or project bids they are looking for. Members can announce what you are looking for and after the meeting anyone that fits that need can give them their business card to connect. The next meeting will be April 9.

Upcoming Education

AAFW-NEI offers industry certifications, designations, and free-to-members education courses in Fort Wayne and surrounding areas.

April 24 – Fair Housing with Angelita Fisher

May 8 – Maintenance Shop Hop at Cityscape Flats

May 29 – The Resident is NOT the Problem! How to Handle Resident Problems & Problem Residents with Rick Ellis, Ellis Consulting Group.

May 30 – How to Promote Yourself & Make your Company More Memorable (for Associate Members), also with Rick Ellis

Registration and more information can be found on aafw.org.

LIHTC Training/HCCP Certification

Low Income Housing Tax Credit Training will be conducted by Karen Graham on May 15-16. The HCCP Certification Exam will be offered for the first time in Fort Wayne with this session. Visit aafw.org/association/education/lihtc-training-hccp-certification-exam for more information.



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Northern Council

Leading from the Heart

Effective leadership is important, and Lafayette area members learned from each other and a veteran executive at a January course called Leading from the Heart. Attendees were

able to learn how to build their staff and property reputation and establish a strong staff model.

The next multifamily education course in Lafayette is Painting & Flooring Maintenance, which will enable maintenance professionals to make informed decisions to support the turn effort and community's overall appearance. Register to join us April 4 at events.iaaonline.net.



Sue Anthony with Regency Windsor Management Inc. answers a question from a Lafayette area professional during the Leading from the Heart free education course.

Central Indiana

Appliance Repair

The Appliance Repair Refresher course in early February was popular, reaching the Barrett Center's full capacity and bringing together maintenance professionals of all types to learn the latest in appliance electronic controls, installation techniques, and tips for better turns. Thank you to instructor Alan Jackson, who has 45 years of experience with GE Appliances.

Power Lunch with Laurie Guest

Many laughs and customer service stories were shared at the January Power Lunch. Professional speaker and customer service veteran Laurie Guest gave many real-life examples and her top 10 list of banned words in customer service. Attendees of the lunch highly rated Guest's session and look forward to future Power Lunches.

The next lunch in the series is April 11 in Indianapolis, featuring Matt Mayberry, a former Indiana University and Chicago Bears standout who fell into depression and drug use after a career-ending injury. He overcame his challenges and translated his skills into a successful business career. Mayberry will share his skills learned on and off the field and help attendees learn to better overcome challenges. Learn more and sign up at events.iaaonline.net.



Customer service expert Laurie Guest greets members of the Gene B. Glick Company team before the January Power Lunch.

Southern Council

Communication Course for Members

IAA's first free education course of the year was in Evansville. Maintenance education continues to be popular in the area. Evansville-based members filled the room on Jan. 15 to learn about customer service skills like effective listening and communication and how to make a good first impression.

The next free education opportunity in the area applies to all members. The Surviving Fair Housing without Fear course is coming up April 10.



Professionals in Evansville had the opportunity to learn ways to improve their communication skills in a free education course on Maintenance Customer Service in January.

Members Start Day Off with Networking

Evansville area multifamily professionals enjoyed good career discussion over breakfast on Feb. 12 at the Morning Motivator event. This series is a chance for industry professionals to share tips and ideas, grow in their roles and improve their properties. Thank you to table discussion leaders Natalie Lichtefield, Property Manager, The Timbers; Misty Mack, District Manager, Flaherty & Collins Properties; and Jessica Coursey, Regional Property Manager, James Management Group.



(Left) Misty Mack, Regional Manager with Flaherty & Collins Properties, led the group discussion on communication skills and the importance of keeping residents informed at the Feb. 12 Morning Motivator in Evansville.



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EVENT

Join others in the multifamily industry for one of summer's hottest events — the annual PAC Golf Classic! This fundraising event is hosted by the Indiana Apartment Association to benefit the Political Action Committee.



REGISTER NOW

Date: **June 6**

9:00am - Registration Opens

11:00am - Shotgun Start

5:00pm - Dinner

5:30pm - Awards Presentation

Location: **Eagle Creek Golf Club,**
8802 W. 56th St., Indpls, IN 46234

Early Bird Costs before May 1:

- \$700 per foursome (boxed lunch and dinner included)
- \$175 per individual golfer (boxed lunch and dinner included)
- \$39 per person, dinner only
- \$115 for an all-in-one package. Purchase now to avoid waiting in line the day of the event! Includes eight mulligans (limit eight per team) and one team yardstick.

Prices go up after May 1! All proceeds benefit the PAC.

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Engaged Committee Volunteers Support the Association

The best way to make the most of your membership is to become involved. We have committee meetings for every type of person. These volunteer opportunities don't require too much of your time – about one meeting per quarter, depending on the season. Check it out at <https://iaaonline.net/committee-sign-up!>

Ambassador Committee

If you are a first-time volunteer, the Ambassador Committee is the training ground for future service in other committees. If you have not yet joined a group, please consider Ambassador – we are in need of more volunteers! Meetings are spent brainstorming ways to reach out to potential new members and share the benefits of membership in IAA. Being present for New Member/New Employee Orientation receptions to provide information and testimony to the value of membership is also part of this group's responsibilities and they look forward to welcoming members to the May 15 event at the IAA Barrett Center.

Golf Committee

The Golf Committee has been hard at work getting started working on the June 6 PAC Golf Outing. Sponsors are needed for this hot summer event! Committee members are continuing to create additional on-site fundraising activities and other ways to make the event a success. Look for the theme to be announced in late March.

Maintenance Committee

The Maintenance Committee has been discussing the education offerings, sponsorships, for the 2019 Maintenance Mania on April 11 at the Indiana State Fairgrounds. These volunteers will help at the event and also plan for the open practice. The committee also reviewed upcoming IAA maintenance education courses and proposed content for future classes.

Convention Committee

This team is excited to get to work on the 2019 event. Kristin



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Quinn will serve as chair again. Trade show booth sales are going strong, with almost 75 percent of booths already claimed. If you are interested in exhibiting at the show, contact IAA to secure your space before it's too late. The 2019 theme will be announced in March. We will see you Oct. 9 and 10 at the 2019 Midwest Multifamily Conference!

Professional Development Committee

Volunteers in this group are working on confirming locations for the Indianapolis Property Bus Tour on May 16. The bus tour is always popular and is likely to sell out quickly. This committee also is reviewing and creating education courses for around the state. Anyone who is interested in teaching a course or helping out at a statewide location should visit <https://iaaonline.net/call-for-instructors>.

Communications Committee

This group shares creative ideas and establishes best practices in marketing and reaching IAA members. The



Members who serve on the Events Committee and in other volunteer roles helped make last month's Bowling for Rebuilding Lives event a success.

committee also discusses *INSites* magazine, uses of email, social media, and other communication strategy, and technology.

Young Professionals in Multifamily Committee

The YPM Committee has been working on creative ways to help young professionals in the multifamily industry learn and grow into long-term careers in the industry. 2019 will have a renewed focus on education that benefits professionals under the age of 40.

Congratulations to everyone who has earned a new designation since January 4!



Aaron Bowen, *Brockton Communities*
Flanders Carswell, *IRT Management, LLC*
Zackary Crampton
Scott Doll, *Bradley Company*

Sean Hampton, *Olympus Properties, LLC*
John Lackman, *Carmel Center*
Ben Mohny, *Gene B. Glick Company*

Steven Richmond, *Pearl Real Estate Management*
David Strackbein, *The Lakes*
Hector Tejada, *Spinnaker*



Gretchen White

IAA Director of Government Affairs

General Assembly Halfway Mark

The Indiana General Assembly has passed the halfway mark for this year's legislative session. There has been a lot of activity with legislation impacting the multifamily industry. Below are a few highlights of bills IAA is involved with. Please do not hesitate to contact Lynne Petersen or Gretchen White with questions or for the full halftime report.

More than 1,300 bills introduced, only 419 are still moving

Speaker of the House Brian Bosma (R-Indianapolis) said that 75% of the bills passed to the Senate received bipartisan support. In the Senate, 89% of the bills passed to the House received bipartisan support. In the Senate there were 636 bills introduced and 218 were approved (34%). In the House there were 710 bills introduced and 201 were approved (28%). Legislation that was not approved by the full chamber where it originated is considered dead, or ineligible for further action. Bills that were approved by the full chamber will now move to the opposite chamber (House bills move to the Senate and Senate bills move to the House) where the process starts over.

Key legislative updates

Housing impact analysis, good government bill moves to Senate

House Bill 1625 (Rep. Ed Clere R-New Albany, Sen. Mark Messmer R-Jasper) is one of IAA's legislative priorities and an overall good government transparency bill. At the Statehouse each bill undergoes a fiscal analysis to inform legislators of the price tag to state or local governments. At the local level there is no similar analysis required and we know that the costs of local government regulations are having a real impact on what projects are being built. IAA believes locals should at least have to recognize that their ordinances are impacting housing so the local elected officials can make informed decisions. The bill was approved by the full House with a vote of 52-47. The bill, as currently written, contains provisions which require:

- 1) State and local governments to prepare a housing impact analysis for new rules or ordinances impacting the development, construction, cost, or availability of housing;
- 2) The Indiana Housing and Community Development Authority (IHCDA) will prepare a five-year State Housing Strategy Plan with an annual review; and
- 3) Municipalities must annually prepare and post a housing fee report.

Priority legislation on municipal utilities still moving

House Bill 1347 (Rep. Woody Burton R-Whiteland, Sen. Jack Sandlin R-Indianapolis) is an important bill to ensure members are able to determine if utility bills are placed in their name or the resident's name. IAA learned that some of the municipal utilities that offer electric service have started requiring all utilities be placed in the owner's name. IAA is very concerned about this practice and believes municipal utilities should be utilizing their existing tools such as credit checks and requiring a deposit if there are concerns about payments. HB 1347 ensures that the owner remains in control of whose name is on the utility bills for electricity, gas and water. The House approved the bill with a vote of 83-11. The bill now moves to the full Senate for further consideration.

Senate Bill 422 isn't called down for vote, considered dead

IAA has spent a considerable amount of time on Senate Bill 422 (Sen. Mike Bohacek R-Michiana Shores) which began as a bill that would allow residents to terminate their lease if they felt that the unit did not meet the subjective habitability standard in state statute. Property owners would then have to return money previously collected associated with the unit within seven days. IAA had serious concerns with the bill and worked on a compromise which deleted the most harmful language but still felt that the bill was not necessary and confusing when read alongside existing landlord-tenant statutes IAA has helped craft through the years. The author was unable to secure enough votes to pass

A complete listing of bills of interest can be found in the Member Login portal at iaaonline.net or by signing up for the Legislative Update newsletter. Contact IAA for assistance at (317) 816-8900.

the bill, so he did not call it down and it is considered ineligible for further consideration or dead.

Feedback requested on tax bill requiring cost approach for commercial retail

Senate Bill 623 (Sen. Brian Buchanan R-Lebanon, Rep. Donna Schaibley R-Carmel) has been brought forward on behalf of officials in Boone County who say they have spent a lot of money on appeals based on the dark store approach. Their answer seems to be to say that the true tax value of commercial real property used for retail purposes, "shall be determined by the cost approach for the first 10 years of occupancy of the property, less normal depreciation and normal obsolescence under the rules and guidelines of the department of local government finance." Additionally, there is a provision that

allows county assessors to be reimbursed for certain legal costs. IAA's legislative team is seeking feedback on this legislation as it moves to the House.

IAA stops a record number of landlord-tenant matters from proceeding

There were a record number of landlord-tenant bills filed during the 2019 session and IAA worked hard to protect the industry by stopping the harmful bills from moving forward. IAA educated a number of legislators on issues that were filed and included provisions that would have addressed: bed bugs, units containing lead-based paint, the ability for residents to terminate their lease, allowing residents to make repairs on unit and deduct from rent, etc.



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The Future of HUD Inspections

Last fall, the U.S. Department of Housing and Urban Development (HUD) announced it is reviewing the 20-year-old inspection system of affordable housing properties. The Real Estate Assessment Center (REAC) inspection currently rewards those properties that perform well by reducing the frequency with which it is inspected, while those properties that do poorly are inspected more frequently.

In an October 29 statement, HUD said it's become clear that REAC's scoring system needs to be changed to better reflect the state of qualifying properties. The document indicates that HUD specifically intends to change REAC scoring to better reflect the physical condition of privately owned, HUD-subsidized housing. HUD's Office of Multifamily Housing works with owners of approximately 23,000 apartment buildings totaling 1.2 million units. Currently, approximately 96 percent of these properties receive passing scores.

When a property fails an inspection, HUD demands the owner correct any serious health or safety defects immediately and to develop a corrective plan to address all reported poor housing conditions. If the property owner will not or cannot correct these failing housing conditions, HUD may terminate its contract with the owner and relocate residents to more suitable housing.

IAA is offering a free course this spring that will help any property pass local or federal inspections.

Free Course

Maintenance Inspections & Standards REAC IAA's Barrett Center: May 7

This course is an introduction and overview of many different types of industry standards and inspections that impact the trade, with particular focus on the REAC inspection. What to look for and how to prepare in an organized and professional manner to achieve the highest possible REAC scores. Topics include:

- Safety procedures
- Preparing for different types of inspections (fire department, local housing authority, bank, REAC)
- Action steps following inspections

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Winning Plays with Matt Mayberry

Tackling Adversity and Achieving Success in Business and in Life



Former NFL linebacker and entrepreneur will share his inspiring personal story of being on a downward path to destruction, struggling through drug addiction and a career-ending injury before he eventually transforming his life and finding meaningful and lasting success.

Mayberry introduces key insights and techniques about personal motivation, overcoming adversity, goal setting, and turning circumstantial hardship into opportunities for winning plays. He provides actionable strategies and thought-provoking dialogue intended to maximize the performance of individuals and teams.

Attendees will be equipped with the tools and strategies to go out and create a game plan for themselves and their team.

- Learn Mayberry's unique seven step process on how to use any failure or adversity as a catalyst for growth and massive success.
- Tips for creating momentum shifts in your personal and professional life.
- Find a clear vision for your life or business and let it power you through every setback and hardship.
- How to live a passionate and meaningful life that motivates and elevates the potential of everyone around you.

Meet the Speaker

Matt Mayberry, Indiana University graduate and a former NFL linebacker for the Chicago Bears, is currently one of the most-read columnists for Entrepreneur Magazine, as well as an acclaimed keynote speaker, author, and peak-performance strategist. Using a real-world approach, he specializes in maximizing the performance of organizations, teams, and individuals all over the world.

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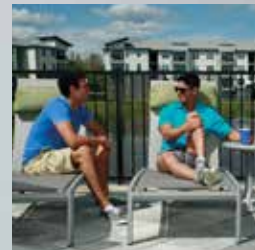
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If you are doing business with vendors who are not members of IAA, or who have not renewed their membership, please consider using a member or encourage them to join today!

Welcome New Associate Members

IAA values the membership of Associate Members and welcomes several new members who provide products, services and expertise in the multifamily industry. Please consider using one of these new members for your next bid. **Don't forget to let them know you were referred by IAA!**



Capital Lighting

Capital Lighting has been an industry leader for nearly 30 years providing lighting design and fulfillment services nationwide. Its mission is to create long-term partnerships with customers who expect a solutions focused approach, an extensive product line, design engineering, ease of doing business and professional project coordination.



Today, Capital Lighting has grown to become a nationally recognized lighting distribution company with presence in three states (Ohio, Kentucky, and Indiana), an online store, MyLightDesigns.com, and one of the largest and most successful showrooms in the country. Additionally, the company has gained tremendous experience in working with regional and national developers, large, multi-unit restaurants and retail chains, while positioning Capital Lighting as a preferred expert in the area of commercial lighting design and product fulfillment.

Franklin Pest Solutions

Franklin Pest Solutions, established in 1929, provides expert commercial and residential pest and termite control services throughout Southwest Michigan, Northwest Indiana, Central Indiana, Southern Indiana, and the Louisville, Ky., market. Our goal is to create long lasting relationships with customers and co-workers. Integrity and excellent service standards are the guiding principles that define the company.



As leaders in the pest industry, Franklin Pest Solutions takes great pride in using the latest technologies available to achieve the most effective results for customers' unique needs. Pests happen. Representatives are here to help educate others and solve problems at the root source. Franklin Pest Solutions is happy to offer all of the options available to the industry, including a Proactive Bed Bug Program, the first of its kind, to combat bed bugs in multi-unit housing and hospitality facilities. Always free quotes. 100% Satisfaction Guaranteed.

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GroundsPRO

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enables the team of landscape professionals to provide a customized service solution to balance the needs of the landscape as well as maximize their investment. GroundsPRO proudly services the Indianapolis, Greater Cincinnati, Northern Kentucky, Dayton, and Louisville markets.

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Royal Finish offers affordable, high-quality resurfacing. The company can repair damaged surfaces, update colors, and renew dull worn-out finishes. Established in 1990, Royal Finish is a family-owned company focused on the commitment to superior service, quality workmanship and an environmentally sound approach to resurfacing. Its

motto "Reduce, Reuse & Resurface" highlights its belief in reducing the amount of waste in landfills by transforming a worn-out surface and making it look brand new.

Royal Finish resurfaces tubs, showers, counter-tops and cabinets in baths and kitchens. See all about their services at www.RoyalFinish.com



LED Indy

At LED Indy, the team of caring, knowledgeable lighting specialists are committed to making the switch to LED fixtures as smooth and effortless as possible for multifamily properties! From the initial visit to final installation, LED Indy is dedicated to understanding every property's lighting and energy needs, helping managers select the quality LED solutions they need to make multifamily buildings and properties safer, more attractive, and energy efficient. The company's state-of-the-art LEDs will allow properties to see immediate ROI, with energy savings up to 70 percent and payback periods in as little as one year.



Welcome New Director!

IAA is pleased to share that one of our own has returned to staff. Lauren O'Neill is IAA's new Director of Membership. A native of Indianapolis, O'Neill has recently returned to the city. She has years of experience in commercial real estate and multifamily, including her previous role as IAA's Director of Events and Expositions.

Contact O'Neill with any membership assistance or questions, including membership benefits, education courses, onboarding for new members and enhancements.

Have a referral to make? Email her at lauren@iaaonline.net or call (317) 663-7020.



Bowling for Rebuilding Lives

Proving that the multifamily housing industry is committed to providing resident support, this year's Bowling for Rebuilding Lives fundraiser collected more than \$21,000 to help Hoosiers in need.

Rebuilding Lives 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.

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

Bowling for Rebuilding Lives is good, old-fashioned fun for attendees. Teams of six from various member properties, management companies, and associate businesses tie on their squeaky shoes and get rolling for an afternoon while they network and socialize. Prizes are awarded for décor, team spirit, and bowling prowess. The 2019 event had the theme of I ♥ Rebuilding Lives since it was held the day before Valentine's Day.

With a truly generous spirit, Don Schweitzer from Van Rooy Restoration won the 50/50 raffle then donated a portion of the winnings back to Rebuilding Lives.

Attendees also collected donations for the Ronald McDonald House to help those families who are battling childhood illnesses.

Bowling for Rebuilding Lives will return next year in February 2020.

Winners were:

Best Team Name: *J.C. Hart ("We Hart Rebuilding Lives")*

Best Dressed Team: *Edward Rose & Sons*

Best Decorated Lane: *Crestline Communities*

Best Team Spirit: *Lauth Communities*

Highest series (men): *Chris Clark (J.C. Hart)*

Highest series (women): *Lisa Noll (Barrett & Stokely, Inc.)*



Don Schweitzer from Van Rooy Restoration won the 50/50 raffle then donated a portion of the winnings back to Rebuilding Lives.



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STEVE LAMOTTE, JR.

Executive Vice President
steve.lamotte@cbre.com
+1 317 269 1018



DANE WILSON

Senior Vice President
dane.wilson@cbre.com
+1 317 269 1057



BRYAN FLAHERTY

Senior Associate
bryan.flaherty@cbre.com
+1 502 412 7649

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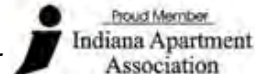
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