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Triangle Apartment Association

7920 ACC Blvd., Suite 220 Raleigh, NC 27617 919.782.1165 • 919.782.1169 FAX www.triangleaptassn.org

TAA Office Hours

Monday through Friday 8:30am-5:00pm

TAA Mission Statement

The Triangle Apartment Association is committed to serving the rental housing industry by providing education for professional development, protecting the interests of rental housing providers through legislative advocacy, fostering business partnerships and participating in the betterment of the Triangle and surrounding communities.

Affiliated with:





TAA STAFF MEMBERS

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MOONSTONE

This issue of the ApartMentor is designed and published by Moonstone Studio, LLC, proud member of the Triangle Apartment Association.

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OFFICERS

President



Andy Meador McDowell Properties

Vice President

Claire Michael CAM Fairfield Residential

Treasurer

Craig Cadwallader CAPS, CAM Tribridge Residential, LLC

Secretary

Grevstar



CAPS, CAM Ginkgo Residential



Sheronda Dennis CAPS CAM D & S Contracting and Maintenance



Tonya Dunn Milhaus Management



Chris Fortune CAS Response Team 1



Beth Kirkpatrick CAS Fitness Concepts



Craig Nardi Palms Associates



Jessica Patterson Greystar



Latova Patterson CAM. CAPS. HCCP Ginkgo Residential



April Vasta CAM Blue Ridge Companies TradeMark Residential



ludy Wade CAPS, CAM Properties



Todd Whitlow Brownlee Whitlow Praet & File, PLLC



Rita Zepeda CAPS, CAM PRG Real Estate Management



Norm Praet General Counsel Brownlee Whitlow Praet & File, PLLC

COMMITTEE CO-CHAIRS

Education: Sheronda Dennis Traci Wooten

Government Affairs: Patrick Johnson Craig Ńardi

Membership: Berry Craven Elizabeth Godwin Riley

PR & Community Outreach: **Bret Smith** Chris Williams

Products & Services: Chad Anderson

Special Events: Sarah Brady Becki Hale

XCEL: Rob Boggs Josh Scholl

Total Members: 961 Total Units: 125,594

Apartment Communities: 515 Associate Members: 239

Owner/Operators: 150

IRO: 57

TAA Snapshot as of 12/20/2016



President's Pe

Happy New Year and thank you for the opportunity to serve as your 2017 President! This year marks my 30th year in the apartment industry and 24 years of active involvement in the TAA. Over the years, I have personally witnessed the growth of our association and am glad that our future looks even brighter!

While I could share unit and membership growth statistics, the true gauge of a successful apartment association isn't the number of members, rather, it's the engagement of its members. It's the number of participants at social events. It's the number of attendees at classes and seminars. It's the number of volunteers that are willing to put events together. It's the interactions between owner/operator members and its associate members that generates business between them. Do you make it a practice to use vendors and suppliers who are members? Do you promote membership advantages to vendors and suppliers who are not members? Do you allow your employees to take time to volunteer in committees? Do you share TAA announcements with the entire staff?

If you are a supervisor and involved in the TAA, you have an obligation to pay forward the value you see in being an active member. You have an obligation to allow your own employees the time to volunteer, to learn, to communicate and to engage.

What value do you get for being a member of our association? Have you defined it clearly? While the many creative membership campaigns we conduct are helpful in our quest to grow our association, word of mouth and personal testimonies still remain our most effective tools. But what do you say to a prospective new member to communicate the value of being a member? Have you really given this thought? Do you have a value statement?

I started my career as a groundskeeper in 1987 and have climbed the corporate ladder to where I am today as a Vice President of a major multifamily investor. Do you think this good fortune was just a coincidence or has my TAA involvement played a role?

Think about what your membership in the association does for you, both professionally and personally. Is it the volunteerism? Is it the government affairs? Or is it the numerous education opportunities? Do you enjoy socializing and learning from other industry professionals? As an associate, do you enjoy having the opportunity to spend time with prospective clients?

As we enter into this New Year and throughout the year, I challenge every member to create your own value statement and post your statement to social media outlets using the hashtag: #MyTAAMembershipValue.

My value statement is written below and will be posted. I look forward to reading yours.



Andy Meador, CAMT

TAA President **McDowell Properties** taapresident@triangleaptassn.org



Over the last 24 years, I have had tremendous value from being involved. From the honor of being selected as the Service Supervisor of the year in 1991, achieving my CAMT credential in 1994, being selected to attend the National Apartment Association's Advanced Instructor Training in 2005, to teaching CPO and CFC for the last 11 years. My involvement on committees and the board has exposed me to numerous industry leaders and has improved my own problem solving, communication and organization skills. All of this exposure and learning has helped me grow personally and professionally.

– Andy Meador (McDowell Properties)



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We truly value the relationships and memories we have built over the years with our partnership in the Triangle Apartment Association.

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Officers



Andy Meador, CAMT, (President) is the Vice President–Director of Capital Projects with McDowell Properties, a real estate investment firm based in Plano, Texas. McDowell is a leading multifamily operating company in the United States that acquires and repositions multifamily investments across the country. Joining their team in 2008, Andy coordinates the activ-

ity of McDowell's Construction Management Team that is responsible for evaluating potential acquisitions and renovating its 21,000 unit investment portfolio. Andy has been affiliated with the apartment industry for 30 years. He is a faculty member of the National Apartment Association Education Institute (NAAEI); a Certified Pool Operator Instructor for the National Swimming Pool Foundation, a proctor for the CFC certification exam, and also instructs portions of the NAAEI CAPS and CAM designation programs. Over the years, Andy has served on the Membership, Education and Special Events Committees; and served as a Board Member on the Triangle Apartment Association Education Foundation (TAAEF). Andy earned his Certified Apartment Maintenance Technician (CAMT) designation 21 years ago, as part of TAA's first graduating CAMT class!



Claire Michael, CAM, (Vice President) is a Regional Supervisor with Fairfield Residential, overseeing communities throughout North Carolina. She has worked in the apartment industry for 13 years, and earned her NAAEI Certified Apartment Manager (CAM) designation in 2008. Claire has been active in the TAA for many years, serving on the Public Relations & Community Out-

reach, Government Affairs Committee, PAC Sub-committee and Finance Committee. In 2015 Claire was the recipient of the Property Management Executive of the Year award at TAA's annual TOPS awards. In her spare time Claire enjoys spending time with her husband and two children, exercising, going to the beach and anything outdoors!



Craig Cadwallader, CAPS, CAM, (Treasurer) is a Regional Property Manager with TriBridge Residential, LLC overseeing assets in the Raleigh, Durham, Cary, Charlotte, and Mooresville markets. With 15+ years of property management experience he brings a wealth of knowledge, experience, and success on a variety of asset types including Student Housing Lease-Ups,

Repositions/Renovations, Tax Credit, and traditional Market Rate apartments. While at TriBridge, Craig has overseen assets in various stages of redevelopment and value-add working on both owned and 3rd party assets. Other markets he has worked with include, Atlanta, GA, Tampa, St. Petersburg, Tallahassee, and Orlando, FL markets as well as Austin, TX. He has earned the NAAEI Certified Apartment Portfolio Supervisor (CAPS) and Certified Apartment Manager (CAM) designations and has been active in Triangle Apartment Association (TAA) for a number of years serving on the Board of Directors since 2015 while acting as Board Secretary in 2016. He has previously worked with the Special Events Committee, Finance Committee, as well as Government Affairs Committees for the TAA. During 2016 he also served on both the Operations Committee and NextGen Committee for the NAA. Lastly, he continues to serve on the Annual Fund Committee for Habitat for Humanity (Wake) for the last 6 years. When not working, Craig enjoys spending time with friends and family. He also enjoys spending time at the beach and anything outdoors, particularly golfing, fishing, or any sports activity.



Kelli Lea (Secretary) is a Community Manager with Greystar and has worked in the apartment industry for 12 years. Active with TAA for the past 10 years, Kelli completed a 2 year term as Education Committee cochair. During her tenure on Education she helped finalize the Leadership of Excellence Program that begin in 2013; and has facilitated multiple courses and assisted

with trainings. Kelli is serving her 2nd year on the Board of Directors.



Julie Chu, CAPS, CAM, (Immediate Past President) is a Regional Property Manager with Ginkgo Residential overseeing multiple assets in the Triangle and Triad markets. She specializes in repositions and renovations for owned and third party assets. She has been affiliated with property management and the association for over 13 years. She has earned the NAAEI Certi-

fied Apartment Portfolio Supervisor (CAPS) and Certified Apartment Manager (CAM) designations. In addition, Julie also completed the TAA Leadership of Excellence Program in 2013. Julie is a member of the TAA XCEL: Young Professionals Network Committee and of the Education Committee. Nationally, Julie serves on NAA committees including Next Gen, Education Conference, Apartment Careers, and Global Outreach. Additionally, she is a graduate of NAA's 2016 Leadership Lyceum class. In 2012 she won the NAA Get Reel Video Challenge, showing a "day in the life" of a property manager on the local and national levels, winning an all-expenses paid trip to the 2012 NAA Education Conference in Boston. Julie is a graduate of NC State University with a major in Business Management, concentrating in finance—and is a proud wolfpack fan!

Directors



Sheronda Dennis, CAPS, CAM, recently moved to the vendor side and is currently with D&S Contracting and Maintenance. Prior to joining D&S, she worked as a Property Manager with Ginkgo Residential, Fairfield Residential, and briefly with Robbins Property Associates. Sheronda began her career in the apartment industry over 15 years ago

and has earned her NAAEI CAPS and CAM designations. She is also an active NC Real Estate Broker and a member of the National and Raleigh Regional Association of Realtors. In addition, Sheronda completed the TAA Leadership of Excellence Program in 2015. Being an active TAA member for a number of years, she has served on the Public Relations & Community Outreach Committee and currently serves as co-chair of the Education Committee, along with being a member of the 2016 Nominating Committee. Sheronda has a BSBA in Management with a concentration in Finance. In her spare time, she enjoys spending time with her beautiful daughter, renovating homes and a relaxing day at the spa.



Tonya Dunn recently joined Milhaus Management in September 2016 as a Regional Director with properties in North Carolina, South Carolina, and Tennessee. She received her Bachelor's degree in Communications from NC State University and was previously with Grubb Properties, United Dominion, Sentinel, Altman Management, Sherman Residential, Equity

Residential and Greystar in Property Management. She has 16 years of property manager experience, and has worked in several markets including Chicago, Atlanta and Maryland/DC.



Chris Fortune, CAS, is a Commercial Manager for Response Team 1 in Apex. He has worked in the apartment industry and been affiliated with TAA for over 12 years. Through the NAAEI, Chris has earned the Certified Apartment Supplier (CAS) designation. Chris is very active within the association and has served as the Golf Co-Chair on the Special

Events Committee for eight years; he is also a member of the Education Committee and has served on the Products and Services Committee. Chris earned a Bachelor of Science in Communication with a minor in Graphic Design from East Carolina University and is a proud Pirate! A little known factoid about Chris: he worked for a radio station after college and wanted to be a disc jockey!



Beth Kirkpatrick, CAS, is the Commercial Sales Manager for Fitness Concepts, based in Raleigh since 1986, and covers most of the Southeast. She has worked in the apartment industry and been affiliated with TAA for 14 years. Beth attended the University of North Carolina at Chapel Hill and is a proud TarHeel. In 2013 she earned the NAAEI Certified Apartment Supplier (CAS)

designation and is active on the Special Events Committee. Beth is currently a member of the Greater Raleigh Chamber of Commerce, her local garden club, loves the outdoors, traveling and ALL Tarheel Athletics. She has been married for 16 years with 3 furry children.



Craig Nardi, CPM, is a Regional Manager with Palms Associates and has been working in the Triangle since 2006. Craig has worked in Property Management for the past 20 years in several large markets including Phoenix, Washington D.C. and Maryland. Within the industry, Craig has a background that is well rounded and has experienced Class "A" Lease Up, Single Fam-

ily Management, Mid Rise Buildings, Property Rehab and Renovations along with some commercial management experience. In 2009 Craig earned his Certified Property Manager (CPM) designation through IREM. Craig currently serves on the TAA Government Affairs Committee.



Jessica Patterson is a Community Manager with Greystar Real Estate Partners, and has been a property management professional since 2001 in the Hampton Roads and Greater Richmond, Virginia markets along with the Northeast Ohio market and now the Triangle. Jessica joined the Triangle Apartment Association in 2011 as a member of the Independent Rental Owners Commit-

tee, and is currently member of the Public Relations and Community Outreach Committee. Jessica previously served on the Board of Directors for a family life center in Richmond, Virginia and also cofounded a non-profit career development organization and served on the Executive Board of Directors prior to relocating to North Carolina. Jessica is a member of The Summit Church and enjoys traveling, fitness, attending sporting and live music events and making memories with friends and family in her spare time.



Latoya Patterson, CAPS, CAM, HCCP, TAA Past President, is a Regional Property Manager with Ginkgo Residential. She oversees properties in the Triangle & Triad, totaling 1,057 apartment homes. She has been affiliated with property management for 18 years and holds a NC Real Estate Brokers License, the NAAEI Certified Apartment Portfolio Supervisor (CAPS), and Certified Apart-

ment Manager (CAM) designations, and the Housing Credit Certified Professional (HCCP) designation. She is a proud graduate of North Carolina Central University and holds a Bachelors of Business Administration degree. In the past, Latoya has co-chaired the Past President's Council, Nominating Committee, and has served on the Public Relations and Community Outreach, and Finance and Strategic Planning Committees. Additionally, Latoya successfully graduated from AANC's Leadership Lyceum program in 2014 and completed NAAEI's Leadership Experience: Powered by Dale Carnegie in 2015.



April Vasta, CAM, is a Regional Property Manager with Blue Ridge Companies. She has worked in the apartment industry for over 14 years. April has been active with TAA for over 13 years serving as co-chair of events such as the Trade Show and Triangle Achievement Awards. Currently, April is Vice President on the Board of Directors for the New Lease on Life Program

which assists families with affordable housing in the Triangle area. April loves to spend her free time outside and can most often be found in her "happy place" at Umstead Park with her husband and 2 dogs.



Judy Wade, CAPS, CAM is a Vice President with Trade-Mark Residential in Raleigh and has worked in the apartment industry for 23 years. Judy has earned the NAAEI Certified Apartment Portfolio Supervisor (CAPS) and Certified Apartment Manager (CAM) designations. She has volunteered with TAA in numerous capacities throughout her 22 years of service. Most recently Judy

has worked as an active member of the Special Events Committee and serves as co-chair of the After Work Network events. Judy has been married for 25 years, and her hobbies include visiting Pensacola Beach, Florida, gardening, Florida State Football and socializing with people.



Todd Whitlow is a partner with Brownlee Whitlow Praet & File, PLLC, a multi-family industry law firm with offices in Raleigh and Charlotte, NC and Charleston, SC. Serving the apartment industry for almost a decade, Todd is active in the Association having served 3 terms as Chair of the Government Affairs Committee and as the 2017 President of the New Lease on Life Board, TAA's

transitional housing program. Todd attended the University of North Carolina – Chapel Hill for his undergraduate studies before attending Campbell University for law school where he graduated with honors. Todd is a native North Carolinian who grew up in Oxford, North Carolina. Todd's practice areas include all aspects of landlord representation from Fair Housing issues to contract negotiations and drafting in addition to representing community associations throughout North Carolina. Todd is also licensed to practice law in the State of South Carolina. Todd is an active member and Deacon at Hayes Barton Baptist Church in Raleigh, NC. When not working or serving the Apartment Association, Todd enjoys traveling, running, tennis and spending time with his wife, Kristie and daughters, Bellamy and Hadley.



Rita Zepeda, CAPS, CAM, is a Regional Director with PRG Real Estate in Durham and has worked in the apartment industry since 2008. Rita earned the NAAEI Certified Apartment Portfolio Supervisor (CAPS) and Certified Apartment Manager (CAM) designations, and is a CPM Candidate through IREM. Rita is an Honor Graduate from UNC-Chapel Hill, and a 2014 graduate of

TAA's Leadership of Excellence Program. She serves as a member of the Government Affairs Committee. Rita is happily married and has a son. Rita enjoys traveling, hiking, and spending time with family and friends.

General Counsel



Norm Praet is a partner with Brownlee Whitlow Praet & File, PLLC in Raleigh and has been affiliated with the apartment industry for 12 years. With TAA, Norm has been an active member of the Government Affairs Committee and the Independent Rental Owners (IRO) Planning Committee. Norm has served on several boards including the Real Estate Investors Association;

and, prior to coming to the Triangle, was active in the New Jersey Apartment Association and the Metropolitan Real Estate Investors. In his spare time Norm is an enthusiastic cook and once was partial owner of a restaurant.

Triangle Apartment Association's Annual Trade Show

WEDNESDAY March 29, 2017

Exposition Center, NC State Fairgrounds, Raleigh Attention TAA Associate Members: Reserve Your Booth!

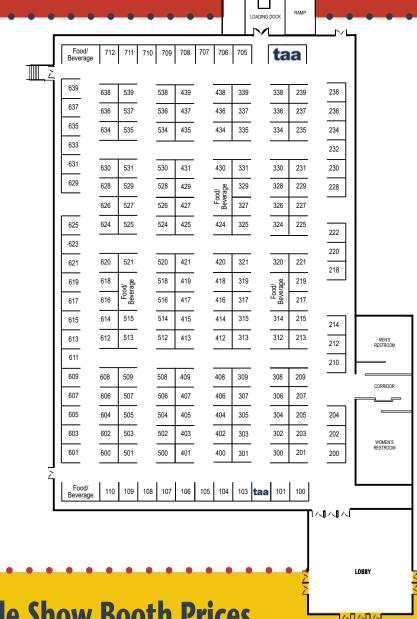
The 2017 Trade Show promises to be an exciting event that cannot be missed. It is TAA's largest event of the year and offers one of the best ways to reach the largest number of multifamily housing professionals in a relatively short amount of time.

Don't Delay! Act Now!

Remember: Only exhibiting Associate Members may attend the Trade Show!

Price includes one (1) six foot table and two (2) chairs, per 10' x 10' Booth. Additional chairs and tables may be rented from Hollins Exposition Services. Electricity may be secured at the cost of \$35, per Exhibiting Company.

For questions, please contact Vicki Franciosi at tradeshow@triangleaptassn.org.



2017 Trade Show Booth Prices

Early Bird Price if Full Payment Price with Full Payment Received By 1/31/17 Received By 3/17/17

10' x 10' Booth	\$575	\$625
10' X 10' Corner Booth	\$600	\$650
10' x 20' Booth	\$925	\$975
10' X 20' with a Corner Booth	\$975	\$1025

















Thank you to the follow companies who supported the TAA in 2016 by sponsoring a class or event. We wouldn't be able to do what we do without them!

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the ApartMentor | January/February 2017



In 2016, our members asked us to consider moving the After Work Networking events to different locations throughout the Triangle so that more members could participate. We listened! The first was held in Cary, followed by one in Raleigh and then, on Tuesday, November 15, the final one was held at Champps in Durham at The Streets at Southpoint. It was a great networking opportunity with over 100 in attendance. Watch for details on the 2017 After Work Networking events!

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Save the Date

This is not just a seminar, Apartment All Stars is an event!

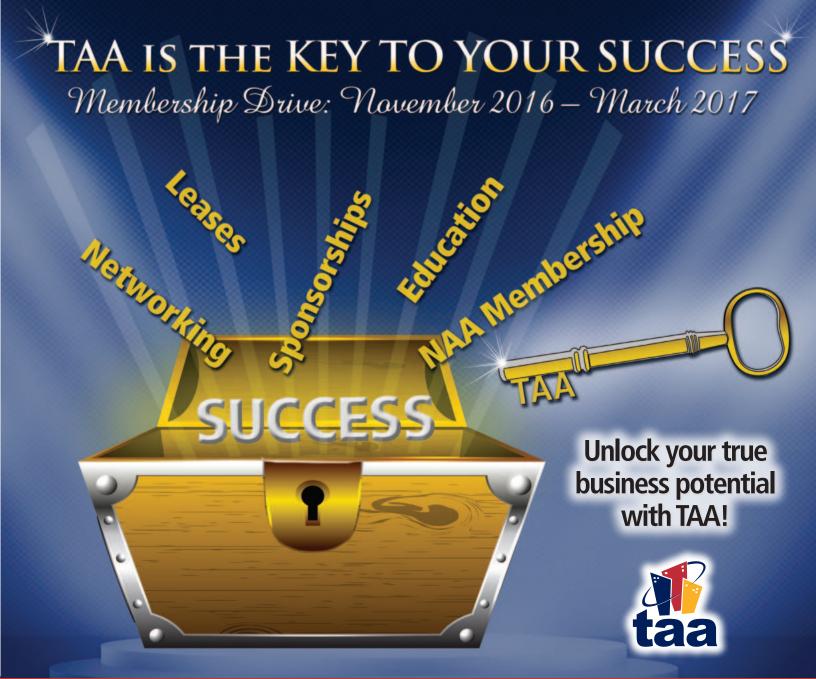
Thursday, April 20, 2017 9am-12:30pm

Jane S. McKimmon Conference & Training Center, Raleigh

The Apartment All Star Experience is like no other event you will attend this year. The unique blend of three national speakers on our stage at one time creates an energy force that will be the most exciting time you will spend at a seminar. This dynamic tour has been igniting the leasing and marketing arena for over 10 years.

Price: \$99 TAA Members / \$199 Non Members





Do you know a company or community that would benefit from being a member of the TAA?

Send us your referrals and you'll be invited to our May-Day Pay-Day celebration with food, drinks, and prizes! At the celebration, we'll be giving away a Grand Prize...the keys to a long weekend at the beach! The winner will be able to choose between two locations at Carolina Beach through Pirate Vacations!

Send in your referrals today and save May 18, 2017 on your calendars! You won't want to miss this celebration of YOU and your dedication to TAA!

Do you have a story about how your membership with TAA helped the success of your business? We'd love to hear from you and share your story! Please reach out to Candace Patrick at Membership@TriangleAptAssn.org.

Legal Issues Winter Weather Woes

Winter: a time for falling snow, ice skating, and sledding. For many, it is considered the best season of the year. However, for multifamily communities, winter can bring about concerns regarding potential liability for injuries caused by ice and snow and the inevitable claims for reimbursement of residents' medical bills. While every scenario is heavily dependent on the facts of each particular case, this article will provide guidance on the general liability issues surrounding ice and snow removal by explaining the duty North Carolina places upon landowners in general, and upon owners and agents of multifamily communities in particular, regarding the safety of their property. We will also offer some practical tips as to how your community can reduce its risk of liability during the winter months.

In cases of injury based upon the alleged negligence of a defendant (for our purposes, the landlord), in order to make out an actionable claim for negligence, the injured person must show that 1) a duty was owed to that person; 2) that the duty was breached; and 3) that the breach of duty directly or proximately caused damages to that person. Essentially, an injured resident must show that the landlord either took some action or failed to take some action which resulted in injury to the resident. In North Carolina, a landowner has a common law duty to exercise reasonable care in the maintenance of its premises to protect its quests, visitors and invitees from the risk of foreseeable harm. A landowner's failure to do so constitutes negligence on the part of the landowner, and

if a landowner's failure to exercise reasonable care injures a third party, then the landowner may be held liable for any damages associated with the third party's injuries. As it pertains to landlords specifically, a landlord not only owes its residents and any guests the common law duty to exercise reasonable care in the maintenance of the premises, but also owes its residents a statutory (and oftentimes, contractual) duty to maintain the premises in a safe condition so as to avoid injuries. Specifically, North Carolina General Statute § 42-42(a)(3) places a burden on the landlord to keep all common areas in a safe condition. Unfortunately, courts do not consider common areas to be limited to the leasing office or other amenities, but expand the definition of common areas to include those portions of the premises which remain under the control of the landlord, such as hallways, steps, and sidewalks.

North Carolina courts have made it clear that while a landlord does not necessarily have the duty to warn of a dangerous condition in the common areas of the premises, the landlord does have a duty to correct any unsafe condition on the community grounds of which it is aware. Therefore, once you, as a landlord, know or in the exercise of ordinary care should know, of a potential dangerous or defective condition on your property, immediate steps should be taken to correct the defect. Failure to do so exposes the landlord to liability for any resulting injuries. In addition to being liable to your residents, a landlord may also be held liable for

any damages sustained by an injured guest, invitee, visitor, or anyone else who uses the common area with the tenant's or landlord's permission.

The responsibility of a landlord to keep and maintain the common areas in a safe condition implies that a landlord has a duty to make reasonable inspections of the property and correct any unsafe conditions that a reasonable inspection might reveal. Another best practice for a multifamily community is to have a team member inspect all common areas each morning for any unsafe conditions on the property so that they may be corrected. In terms of snow and ice, the issue always arises as to what duty a landlord has in clearing the snow and ice from the sidewalks, parking lots, stairs, or any other area under the control of the landlord. Unfortunately, there is no blanket rule as to what may or may not result in liability for the landlord, as each case will be resolved based upon the specific facts of each case. However, as stated above, a landlord must correct any known dangers or defects present in the common areas. In terms of winter weather, and much like any other instance of potential liability for a landlord, the result will depend on whether the landlord took reasonable steps to repair or remove the defective or dangerous condition. What is reasonable, of course, is up to the judge or jury.

A North Carolina case that highlights the duty of a landlord to inspect and correct unsafe conditions created by winter weather is *Lenz v. Ridgewood Associates*, 55 N.C.App. 115 (1981).



for Multifamily Communities



By: Brownlee Whitlow Praet & File, PLLC

In Lenz, a resident slipped and fell on an ice-covered sidewalk between his premises and the parking lot which had not been treated by the landlord for over a month. The day before the injury, another ice storm hit and newer, "slicker" ice accumulated on the untreated ice from the previous storm. As a result, the resident maintained that the landlord was negligent by failing to maintain the common areas in a safe condition. Based on the facts of that particular case, the court found that the jury could determine that the landlord was negligent in failing to remove the ice; that the accumulation of ice was an unsafe condition; that the landlord knew or in the exercise of ordinary care should have known of the presence of ice; and that the landlord's failure to remove the ice was the proximate cause of the resident's injury. As such, the court found that the landlord had a duty to correct the unsafe condition created by the ice, and that the injured resident stated an actionable claim against the landlord for which a jury could find the landlord liable.

As mentioned above, the facts of each particular case will be determinative of liability. In *Lenz*, it can be assumed from the Court's holding that the ice which had accumulated on the sidewalk was present for nearly a month, presumably with no action being taken by the landlord to remove the ice. As the landlord was aware that there was a defective condition on the property for a month, the Court was quick to impose liability on the landlord who failed to respond. The lesson

to be learned is that the quicker the response time, the less likely the landlord will be held liable for any injuries. The outcome of *Lenz* would have likely been vastly different if the storm had stopped immediately prior to the resident's injury; obviously, the longer it takes the landlord to "clean up" and remedy the known dangers on the property, the greater likelihood of a court finding that the landlord was negligent.

Often, questions arise as to what duty, if any, a landlord may have to pre-treat the common areas in anticipation of an impending storm or to treat the area while the storm is in progress. Unfortunately, there is very little guidance as to what is or is not reasonable in these situations. As to pre-treatment, the concern is that attempting to treat the area will lead to greater liability in the event that pre-treatment is not effective. As with any question of whether a property owner is negligent, the answer will depend on what is reasonable under the circumstances. It would appear difficult to impose liability upon a landlord who took proactive measures to make the common areas safe by spreading salt or sand on the common area walkways. As one can imagine, depending on the nature and severity of the storm, such measures are like to have little to no effect on whether the walkways or other common areas are passable or safe. Thus, attempting to pre-treat the common areas should not impose any additional liability on a landlord. As to treatment during the storm itself, it would appear unreasonable to impose a duty on a

landlord to have staff members treat the common areas in the middle of the storm, especially if the storm is of such a nature that any such treatment would be ineffective due to the rapidly deteriorating conditions and increasing accumulation of ice or snow.

Obviously, it is impractical to completely remove snow and ice from all common areas immediately after the storm. However, as mentioned above, the longer the snow and ice which causes a dangerous condition is allowed to remain in the common areas, the greater the risk of liability. In those instances where there is a "major" snow storm in the Triangle, and your staff cannot remove all of the snow or ice at once, the best practice is to notify your residents of the dangerous conditions of ice and snow that presently exists, and prioritize the clearing of paths between resident premises and parking lots. As soon as possible, you should also treat any accumulated ice and snow with sand or salt.

By taking the simple steps of inspecting the property and correcting any known conditions which are unsafe and created by winter weather, a multifamily community can greatly reduce its risk of liability from an injury sustained by a resident.

This article is not legal advice and does not create an attorney-client relationship. Should you require legal advice, you should contact an attorney and provide them with the specific facts to your matter.







April's After Work Networking



August's After Work Networking



November's After Work Net



TAA's Residential Property Management Career Fair



Cash Karaoke



Chill with TAA: 2016 Men

2016 YEAR



January Membership Meeting Board of Directors Installation



January Membership Meeting Speaker Doc Hendley



Inside the Multifamily Min



September's Legal Issues Class



Service Appreciation Hockey Night



TAA-PAC Endorses Senator John





working

2016 Certified Apartment Managers (CAM)

2016 Certified Apartment Portfolio Supervisors (CAPS)







nbership Drive

 $\ensuremath{\mathsf{PR}}$ & Community Outreach Committee's Christmas in July Charity Collection Drive

Golf Tournament

INREVIEW







d Seminar Panelists

2016 National Apartment Leasing Professionals (NALP)

Women's Enrichment Series: Navigating the Lipstick Jungle

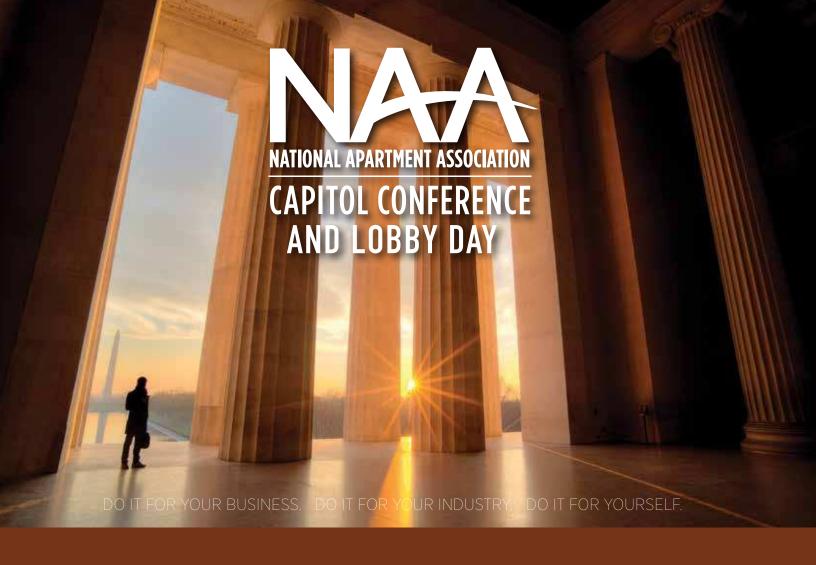






Alexander. TOPS Awards

Trade Show



Washington is Calling! Will You Answer?

There will be many new faces in Washington next year.

NAA needs your help in educating them about the apartment industry and advancing our legislative goals.

Hone your advocacy skills during NAA's Capitol Conference the apartment housing industry's largest national advocacy event. Help reach all 535 members of Congress on Lobby Day.

March 7-8, 2017 | Washington, D.C. | naa.naahq.org/capitol



President Club Level \$1,000+

Will Brownlee Andy Meador Bob Metzger Barb O'Steen

Ambassador Club Level \$500-\$999

Julie Chu Tonya Dunn Edward Harrington Justin Kempe Jeannette Steele

Capitol Level \$200-\$499

Dane Allen Elizabeth Alley Chris Fortune Kelli Lea Claire Michael Craig Nardi Charles Persons Norm Praet Elizabeth Riley April Vasta Judy Wade Todd Whitlow

Advocate Level \$50-\$199

Brett Bailey
Craig Bartholomew
Teresa Boland
Katy Boone
Craig Cadwallader

Sheronda Dennis Rebecca Kalishek Justin Kempe Beth Kirkpatrick Lisa Price

Member Level \$5-\$49

Sheldon Boone Liz Bryant Michael Cavallaro Rob Clarke Angela Dean Jason Eaves LouAnn Frye Susan Furr Jessica Linko Eric Lukacs Mark Mazzotta Misti McElwee Susan Newman Cindy Nitschke Whitney Nye Latoya Patterson

Peggy Paterson

Betsy Petrucelli

Lisa Price Rebecca Pugsley Brandy Rutledge Christopher Taylor Lauren Vanhold Laura Winner Kathy Woodard

Please consider making a contribution that will help strengthen the apartment industry's voice by visiting www.TriangleAptAssn.org or mailing your personal check to TAA-PAC 7920 ACC Blvd., Suite 220, Raleigh, NC 27617.

WHY IS THE TAA-PAC IMPORTANT?

Many laws significantly impact apartment owners and their bottom line including water & sewer rates and rental and zoning regulations. Contributions to the TAA-PAC help assure TAA's involvement in the legislative decision making process. Your contribution is an investment in yourself and your property's future!

government affairs

National News

A federal judge in Texas has dealt a critical blow to the Department of Labor's planned change to the Fair Labor Standards Act (FLSA) overtime regulation. The change, which was expected to go into effect on December 1, is now on hold. This new regulation would have required organizations to pay previously exempted employees who work more than 40 hours per week time-and-a-half overtime pay if they made less than \$47,476 a year. While President-elect Donald Trump hasn't commented specifically about this change, Republicans have criticized the rule as excessive.

Wake County

On Monday, December 5, Wake County Commissioner Jessica Holmes unexpectedly resigned. A day later she announced she will continue to serve on the Board of Commissioners. Holmes said in an email that a job opportunity had presented itself and that she felt she could step aside because the board had appointed an affordable housing committee, which she had pushed for. But she said she reconsidered because she heard from many constituents who want her to lead the committee.

The Board of Commissioners took action on December 5 to authorize two key funding sources for the Wake County Transit Plan in addition to the one-half percent local sales and use tax referendum passed by voters in the 2016 General Election:

- \$3 increase in Regional Transit Authority Registration Tax
- A new \$7 Wake County Vehicle Registration Tax

Orange County

Orange County Commissioners passed a memorandum of understanding that says the county will look into the possibility of paying an additional \$40 million over a 10-year period towards the Durham-Orange Light Rail Project. The Federal Transit Administration was initially expected to pay \$125 million per year over an eight-year period, but recently the FTA has decided to give \$100 million per year over a 10-year period instead. This, along with decreased funding from the State, has created a \$250 million gap that GoTriangle is attempting to fill. Total cost of the new transit system is estimated to be \$1.87 billion.

Upcoming Events

Get involved! Join us at the monthly Government Affairs Committee meetings! No political or policy experience needed. You will hear from elected officials throughout the Triangle and learn about the issues affecting the apartment industry. The committee meets at 9:00 AM on the second Thursday of the month at the TAA office. See you there!

Inside the Multifamily Mind:

How to Better Service the Apartment Industry



Connecting with owner/operators can sometimes pose a challenge as they are busy professionals who have gatekeepers in place that allow them to do the heavy lifting for their companies. As a result, it can often times be difficult to "get a meeting." So, at the suggestion of TAA's Products and Services Committee, TAA hosted a sold out seminar for Associate Members, with over 80 in attendance on December 1, that allowed them an opportunity to learn how to communicate and better service the apartment communities and management companies. Those in attendance learned tips on the best modes of communication, how to reach out to decision makers, how to be a resource, the importance of networking and an overview of management company bidding processes and vendor programs.





Thank you to our powerhouse panel (pictured left to right): Steve Hayworth (Director of Maintenance), Drucker & Falk, LLC; Ken Sherman (District Manager), Camden Properties Trust; Nikol Edwards (Marketing Director), Blue Ridge Companies; Stacey Adams (Marketing Manager), Greystar; Andy Meador (Vice President-Director of Capitol Projects), McDowell Properties; Ed Batchelor (Owner), TradeMark Residential Properties, Inc. and Jeff Furman (Director/Raleigh Operations, VP Development), Northwood Ravin.

Triangle Trending:

What's to Come in 2017? Seminar Recap

Everywhere you turn in the Triangle these days there's multifamily new construction in progress. On December 9, 2017, the Triangle Apartment Association hosted an Economic Forum with four local business expert panelists. The panelists discussed

trends and projections for the real estate and apartment industries in 2017.

Thank you to our expert panelists (In presenting order): **Ted Connor** (VP of Economic Development and Community Sustainability), Greater Durham Chamber

of Commerce; **Michael Haley** (Director of Business Recruitment and Expansion), Wake County Economic Development; **Amanda Hoyle** (Real Estate Reporter), Triangle Business Journal; **Aaron Nelson** (President & CEO), Chapel Hill-Carrboro Chamber of Commerce.



Thank you to our Expert Panelists.



Thank you to our Gold Visionary event sponsors: Full House Marketing & Valet Waste.



We had over 80 members attend this informative seminar!



888.283.6303 and use Promo Code

"ApartMentor" to learn more!

nightowlcontractors.com

1 in 888.283.6303

Certified Apartment Manager (CAM)

February 9, 15, 16, 23, 2017

March 8, 9, 2017 9:00am – 5:00pm

Fee: \$998 Members

\$1,298 Non-Members

(Full Course)

Registration Deadline: 1/26/2017

Invest in your career! Earning your CAM Credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's investment goals.

CAM Credential Program Modules Include:

- Industry Essentials
- Risk Management
- Financial Management
- Marketing, Property Maintenance
- Human Resources
- Legal Responsibilities
- Resident Experience

Certified Apartment Supplier (CAS)

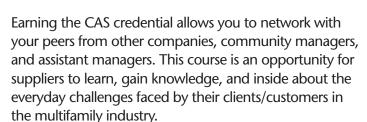
February 9, 23, 2017 March 9, 2017 9:00am – 5:00pm

Fee: \$499 Members

\$799 Non-Members

(Full Course)

Registration Deadline: 2/2/2017



CAS Credential Program Modules Include

- Industry Essentials
- Financial Manageme
- Legal Responsibilities
- Risk Management
- Resident Experience



SUPPLIER®

CERTIFIED APARTMENT SUPPLIER



Visit our website for more information about these courses and other National Apartment Association Education Institute (NAAEI) Professional Credentials.

CFC: 608 EPA Certification & Testing for Technical Personnel

February 8, 2017 9:00am – 4:30pm

Fee: \$235 Members/\$285 Non-Members *Student Materials Available in Spanish

Registration Deadline: 2/1/2017

Instructor: David Cameron

This certification course will include 5 hours of instruction followed by testing for certification in one or all of the following: Type I, Type II, Type III and Universal certification in the use of EPA regulated refrigerant gases. Attendees will be instructed in the rules and regulations that meet compliance with the EPA refrigerant recycle rules. All instruction materials will be provided.

HVAC Electrical Circuits and Diagrams

February 22, 2017 9:00am – 4:00pm

Instructor: David Cameron

Location: 130-108 Commerce Pkwy, Garner, NC 27529

Fee: \$245 Member/\$345 Non-Member Registration Deadline: 2/15/2017

This "Hands-On" training will provide an introduction to electricity and common electrical circuits used in HVAC. Each participant will measure voltage, current and resistance on a project they write from basic diagrams and schematics provided. The Instructor will explain the use of OEM diagrams and various test instruments. Low voltage

wiring requirements and basic troubleshooting measurements will be included.

Topics Covered:

z......

- Basic circuit components
- Electricity and magnetism
- Series and parallel circuits
- Wiring diagrams and schematics
- Performing voltage, current and resistance measurements
- Relays and controls



education classes

Register online for TAA's courses and seminars at www.TriangleAptAssn.org. All classes are held in the TAA/CRC Education Center unless otherwise noted.

Notary Public Course

January 24, 2017 9:30am – 5:00pm

Fee: \$190 Members/\$290 Non-Members

Registration Deadline: 1/17/2017

Instructor: Tracey Fisher

For those who want to become a notary public, this six hour instructional course is mandated by the State of North Carolina. This course will provide you with an understanding of the qualifications and requirements

to practice as a notary public in North Carolina. Each participant will receive the Notary Public Guidebook for North Carolina, take an exam at the end of the class and complete the application for becoming a notary public.

Those participating in this course **MUST** pick up their Notary Public Guidebook at the TAA office one week prior to the course, by January 17, 2017 and <u>must read the book before attending class</u>.

HVAC Electrical Troubleshooting

March 7, 2017 9:00am – 4:00pm

Location: 130-108 Commerce Pkwy, Garner, NC 27529

Fee: \$245 Members/\$345 Non-Members

Registration Deadline: 2/28/2017

Instructor: David Cameron

This "Hands-On" course combines OEM diagrams and practical diagnostic processes to most effectively resolve any electrical breakdown. Participants will apply their knowledge using diagrams, basic circuits and live equipment; strategies for troubleshooting components and controls. Accessory devices will be provided. The

primary objective of this class is to reduce down-time by expediting the diagnosis.

Topics Covered:

- Using schematics and symbols to determine sequence of operation
- Troubleshooting PSC motors
- Electronically commutated motor (X13/ECM) diagnostics
- Grounding and circuit over-current protection
- Electromechanical and electronic controls
- Service call simulations
- Hands-on live circuit testing

Fair Housing

March 21, 2017 9:00am – 11:30am

Fee: \$69 Members/\$119 Non-Members Registration Deadline: 3/14/2017

Instructor: Nadeen Green

This fair housing presentation has been designed to evolve organically and will not be caged within the confines of a Power Point presentation or a rigid agenda. Nonetheless, just as with any organic crop or free range animal, planning and care were necessary to ensure that this presentation is relevant, timely, and healthy for your educational consumption. You will have the opportunity to learn

about fair housing and why it is important to you, some of the common missteps and recent developments. You just may find that this organic approach will improve the quality of your understanding and compliance with fair housing laws.

This seminar will also cover the following topics:

- What fair housing is/isn't and why it is important
- How one can get into trouble without ever meaning to do so
- Service animals
- Community rules for families with children

NAAEI CREDENTIAL HOLDERS

Congratulations goes out to the following individual who has earned the Certified Apartment Manager (CAM) credential from the National Apartment Association Education Institute (NAAEI).



Shaunte' Johnson - Southpoint Glen Apartments

Congratulations go out to the following individuals who have earned the National Apartment Leasing Professional (NALP) designation from the National Apartment Association Education Institute (NAAEI).



Kelsey Boggs - Arium Pinnacle Ridge Apartments William Fumes - Villages of Chapel Hill Apartments Casa Hall - Ardmore Heritage Apartments Erica Rudd - Park Ridge Estates Apartments Harvey Walker – The Devon at Glenwood South Apartments

Leadership of Excellence Program

Evolve

Accountability

Discipline

Empower

Results, self awareness/self management.



"Changing lives, a leader leads by example"

The Triangle Apartments Association's Leadership of Excellence Program held its graduation on November 17 with 15 individuals receiving their certificate and pin. The ceremony held this year for participants was very special! In 2015, the Education Committee decided to add a new component to program for 2016, by designing and purchasing lapel pins for graduates, alumni and future participants of the program. The committee invited alumni from the past three years of the program to the graduation/luncheon to receive their pins. 23 alumni were in

attendance to receive their pins from TAA Past President Cliff Webster, Jr. who served as the host for the ceremony.

The Education Committee is accepting applications for the 2017 Leadership of Excellence Program with limited seating for only 22 participants. The deadline date for applications is Thursday, February 23, 2017. For more details on the program please visit the TAA website at www. triangleaptassn.org or contact Suzanne Pratt at spratt@triangleaptassn.org.



Congratulations to all alumni of the program!

A BIG THANKS

TO OUR LUNCH SPONSORS:

Brownlee Whitlow Praet & File, PLLC ForRent Media Solutions The Liberty Group



Brownlee Whitlow Praet & File, PLLC



ForRent Media Solutions



The Liberty Group

Thank You So Much!

Learning is spontaneous, unpredictable, fun, and passionate and being able to help someone learn is a talent. Thank you for sharing your talent and empowering the future industry professionals of tomorrow. With sincere appreciation, the Triangle Apartment Association and Education Committee would like to thank you for serving as instructors for the (NAAEI) National Apartment Association Education Institute Credential courses, during 2016.

2016 NAAEI CREDENTIAL INSTRUCTORS

(CAM) Certified Apartment Manager – (pilot of the new NAAEI CAM credential program) – Alex Jackiw

(CAPS) Certified Apartment Portfolio Supervisor - Alex Jackiw

(NALP) National Apartment Association Leasing Professional – Terry Ragland

Battle of the Baskets!

2017 TAA ANNUAL TRADE SHOW

The Triangle Apartment Association Education Committee is sponsoring a Baskets Raffle Ticket Drawing during the Annual Trade Show - which will be held Wednesday, March 29, 2017, at the NC Expo Center State Fairgrounds, Raleigh, NC.

What is the Battle of the Baskets?

TAA member apartment communities are being asked to donate a gift basket to be raffled. The first 10 apartment communities to sign up are eligible to participate. The first 3 associate members to sign up, who are exhibiting in the Trade Show, are eligible to participate.

1.

Commit to provide one gift basket to the Raffle Ticket Drawing on behalf of your apartment community or company valued at no more than \$185.00.



Work with your team to create a phenomenal basket to be donated to the Raffle Ticket Drawing.

3.

Deliver your team's gift basket to the TAA office by no later than **Thursday, March 23, 2017**.

Prizes will be awarded for the following two categories:

Best of Show and Most Creative.

*The TAAEF Education Scholarship Fund will provide a qualifying candidate or candidates the opportunity to receive funds necessary in obtaining a National Apartment Association Education Institute (NAAEI) Credential such as CAPS, CAM, CAS, NALP or CAMT Certificate course.



*Proceeds to benefit the TAAEF Education Scholarship Fund

We think it's time for a little friendly competition!

New Members

MANAGEMENT COMPANIES

Edward Rose & Sons

11611 North Meridian St., Suite 800 Carmel, IN 46032 Contact: Alycen Williams

Email: alycen_williams@edwardroseapts.com

Telephone:317-297-3060

Rhyne Management Associates, Inc.

5623-101 Duraleigh Rd., Raleigh, NC 27612 Contact: Jesse Sorrell

Email: jsorrell@rhynerentals.com Telephone: 919-787-9375

COMMUNITIES

Avellan Springs Apartments

4551 Crown Parkway, Morrisville, NC 27560

Contact: Rob Boggs

Email: alsp_manager@edwardroseapts.com

Telephone: 919-294-0900

288 units

Deer Harbor Apartment Homes

(Greenfield Multifamily Investors, LLC) 1100 Deer Harbor Dr., Garner, NC 27529 Contact: Jody Alford

Email: jody@deerharborapartments.com Telephone: 919-881-0029

248 units

VUE 64

1570 Atria Circle, Raleigh, NC 27604

Contact: Tracie Lyon Email: manager@vue64.com Telephone: 919-755-8993

264 units

INDEPENDENT RENTAL OWNER

Property Acquisition & Lease, LLC

145 Brannigan Place, Cary, NC 27511

Contact: John Ruiz

Email: propertiesofnc@gmail.com Telephone: 919-924-1208

6 units

TriVest Homes, LLC

4801 Glenwood Ave., Suite 200 Raleigh, NC 27612

Contact: Adam Schneider Email: Adam.Schneider@HomeVestors.com

Telephone: 919-621-9912

4 units

ASSOCIATES

Central Publishing (Apartment Magz)

4425 E 31st Street, Suite 210

Tulsa, OK 74135 Contact: Todd Comer

Email: tcomer@centralpubs.com Telephone: 918-728-8118

Print publication

4208 Six Forks Rd., Suite 918

Raleigh, NC 27609 Contact: Jeff Glenn Email: |Glenn@hfflp.com Telephone: 919-573-4646

Real Estate Investment Sales Firm

Impact Trash Solutions

PO Box 37702, Rock Hill, SC 29732

Contact: Garrett Sugg

Email: garrett.sugg@impacttrash.com

Telephone: 336-209-2605

Doorstep trash collection solutions

Tower Heating and Air

5515 Linkside Ct., Fuquay-Varina, NC 27526

Contact: David Breed

Email: Dbreed@towerheatingandair.com

Telephone: 919-755-1957

Commercial and Residential heating and

cooling systems and repair

WASH Multifamily Laundry Systems

10228 Bailey Road, Suite 240 Cornelius, NC 28031 Contact: Ryan Gagliardi

Email: rgagliardi@washlaundry.com

Telephone: 919-649-3931

Supplier of commercial laundry equipment

and managed laundry services

Correction to November/December 2016 Issue:

Blalock Pavement Consulting Inc. was incorrectly listed as Blalock Paving.

Word Search



Answers: advocacy, apartment, education, gardenstyle, investor, management, membership, networking, townhouse, vendor

On the Move

Central Wholesalers, Inc. is now Central Wholesalers, LLC.

Full House Marketing, Inc. is proud to announce that Cassandra **DeSimone** is now the Customer Relations Specialist, **Cindy Petersen** is now the Director of Talent Resources, Itarsha Payne is now the Staffing Coordinator, and Jennifer Simpson is now the Human Resources and Accounting Administrator.

Vesta Management Services, LLC is now DayRise Residential, LLC.

Are changes occurring at your property or company? Email updates to Erin Lowder at memberservices@triangleaptassn.org.

Have you had recent changes at your property or company? Keep us in the loop!

- Promotions
- New Hires
- New Billing Information
- New Billing Contact

New Email Address

- New Management Change
- Company Name Change
- Physical Address Change

If any of the above examples have occurred at your property or company, contact us for an Update Form so we can best serve you. For update forms and inquiries, email Erin Lowder at memberservices@triangleaptassn.org.

Meeting and Event Space

- Great for meetings, classes and seminars
- · Located in the heart of Brier Creek
- · Complimentary Wi-Fi
- No catering restrictions



Education Center





Member Mailing Lists and Labels

Email lists and mailing labels are a great, easy way to market your business to other TAA members! TAA offers both full and partial membership lists and labels to best fit your marketing needs.

Did you know?

TAA also offers website banner advertisements for company career fairs

> For additional information on the products and services provided by TAA, visit www.triangleaptassn.org or email Erin Lowder at memberservices@triangleaptassn.org.

TAA's Products & Services



Small Conference Room



Large Conference Room

Vendor Directory

Online directory of all vendor associate members listed by category or alphabetical order!

Career Center

- Great place to advertise open positions!
- Submissions can be made through the online Job Bank located on the TAA website



<u>January</u>

2017

02

TAA Office Closed New Year Holiday 10

TAA 101 9:00am – 10:30am 16

Martin Luther King Day TAA Office Closed 19

Supplier Success 9:30am – 3:30pm

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Notary Public 9:30am – 5:00pm 26

Executive/Board of Directors Meeting 3:00pm – 5:30pm TAA Large Conference Room 26

Membership Dinner Meeting & Board of Directors Installation 5:30pm – 8:30pm Embassy Suites by Hilton Raleigh Durham Research Triangle All classes are in the TAA/CRC Education Center unless otherwise noted.

Please visit the TAA Website at www.TriangleAptAssn.org for a complete list of Classes, Events & Committee Meeting dates and times.

February

08

CFC 9:00am – 4:30pm 09

CAM & CAS 9:00am – 5:00pm 15

CAM 9:00am – 5:00pm 16

9:00am – 5:00pm

22

HVAC Electrical Time: TBA David Cameron HVACR Training 130-108 Commerce Pkwy Garner, NC 27529 23

CAM & CAS 9:00am – 5:00pm 28

Executive/Board of Directors Meeting 8:30am – 11:00am TAA Large Conference Room TBD

After Work Networking Watch for more details.

Advertiser's Index

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Maintenance Supply Headquarters	
Night Owl Contractors, Inc	
Redi Carpet	
Tidal Electrical Services, Inc	

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REDI-Link

Our customized diagramming program calculates yardage and reduces the amount of wasted flooring materials. It also enables property personnel to view and approve seam locations.

Online Account Services

A robust website exclusively for Redi Carpet customers to effortlessly complete a variety of flooring related tasks. Customers can order installations, establish budgets, view work orders, register for electronic invoices and utilize our prorate calculator to recover the cost of resident damage.

Large In-Stock Product Assortment

All branches have a full stock of carpet, pad, vinyl and plank for all of your flooring needs. This is perfect for your next-day flooring installation by our quality installation crews.



Reinventing The Flooring Experience

(919) 405-7189

www.redicarpet.com 🚮 in 🍱









