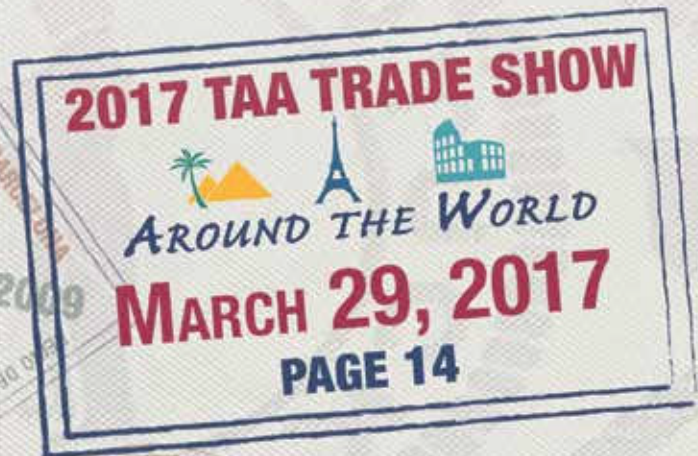


March/April 2017

the Apartment MENTOR

Serving the Triangle and Surrounding Areas



Let us help you Navigate the World of Evictions

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the 2017 TAA Trade Show
March 29th



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

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CAMT
McDowell Properties

Vice President



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CAM
Fairfield Residential

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CAPS, CAM

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CAPS, CAM
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Tonya Dunn
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Craig Nardi
CPM
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Jessica Patterson
Greystar



Latoya Patterson
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Ginkgo Residential



April Vasta
CAM
Blue Ridge Companies



Judy Wade
CAPS, CAM
TradeMark Residential 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 Nardi

IRO:

Tim Masters

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: 988

Total Units: 124,928

Apartment Communities: 519

Associate Members: 256

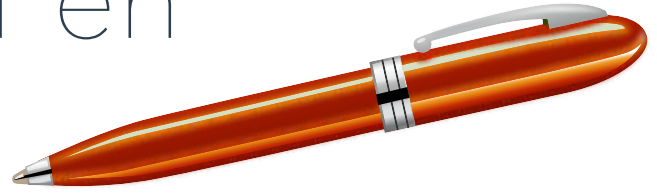
Owner/Operators: 152

IRO: 61

TAA Snapshot as of 2/24/2017



President's Pen



To play off of the famous Waylon Jennings song: Momma don't let your babies grow up to be computer majors. Let them be electricians, plumbers and welders and such.

Skilled trades are historically an inherited talent. Ask any baby boomer plumber or welder how they learned their trade and you will likely hear the same answer... "My dad taught me." When the recession hit us, these baby boomer craftsmen were the first to feel the pinch. The downturn in construction caused them to discourage their children from the skilled trades and pushed them towards technology, programming, or other white collar careers. In response, high schools even stopped offering the once popular "shop class" to its students. Today the baby boomer skilled workers are entering retirement which means we are also losing our most valuable resource for teaching and growing the skilled labor workforce.

This shortage of skilled workers has been particularly hard on our industry. If finding a plumber isn't hard enough, try to find the jacks of all trades, the masters of none, the Apartment Maintenance Technician.

If you're like me, you have likely witnessed the shortage of talent. Regional Managers all over the country are finding it more and more difficult to find maintenance personnel. I am witnessing properties go months at a time with skeleton crews barely able to keep up with work orders from being short staffed. The demand for skilled workers has caused hourly rates to increase while the lack of good training has raised the cost of our contract services.

Just the other day, I read a news article that mentioned a survey that revealed a startling trend. It said employers are more likely to invest in new revenue technologies than in employee training programs. It also said that today's employers expect a new hire to come with the skills to do the job, rather than offering on the job training. I hate to sound like that old man that starts every sentence with... "when I was"... but, when I was hired to this industry, I was trained by experienced and knowledgeable Maintenance

Supervisors. When I became a Maintenance Supervisor, I was trained to train my technicians. It was communicated to me and expected of me to train technicians to be Assistant Technicians and to train Assistant Technicians to be Maintenance Supervisors.

Millennials and our newest labor pool, the Centennials are perfectly capable of performing skilled labor trades. But we need to go "old school" and train the way we use to train. We need to seek out fresh, energetic, inexperienced but passionate people and train them to fill our skilled labor jobs. To do this successfully we must first re-evaluate our maintenance leaders. We need to first be sure they are given the resources, the time, and training to be effective trainers. Then we must hold them accountable for growing our workforce.

The good news is that your association is here to help as they always have been with fresh training material and experienced instructors. For years, technicians have asked for hands on training using real equipment and we are now providing it. But the association needs you. In order for TAA to facilitate the best educational offerings, the most experienced instructors, and hands on training environments, members need to support these efforts by sending their technicians to these classes. At the very least, print and share our events calendar with your maintenance teams and allow them the time to attend.

Got an opinion on this subject? I'd love to hear your thoughts!



Andy Meador, CAMT

TAA President
McDowell Properties
taapresident@triangleaptasn.org



SPRING IS AROUND THE CORNER!

Don't let those budgeted electrical items sneak up on you.
Call Tidal to help you with all of your 2017 budgeted
electrical installations and repairs.



**\$50 off
projects of
\$500**

**\$100 off
projects of
\$1500**

**\$500 off
projects of
\$5000**

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Greensboro: 336-855-3300 High Point: 336-841-3300 Winston-Salem: 336-725-3300
Fayetteville: 910-678-0800 Triangle Area: 919-743-3300



2017 Membership Dinner Meeting

What a way to start the year! TAA kicked off 2017 with its Annual Membership Dinner Meeting and Board of Directors Installation on January 26 at the Embassy Suites by Hilton Raleigh Durham Research Triangle Hotel. Over 235 members and guests were present.

The Board of Directors attended a private reception at the beginning of the evening, sponsored by our Platinum Visionary Partners. And, the Networking Hour provided an opportunity for everyone to visit and re-connect before settling in for dinner and the program.



Thank you to TAA's 2016 President Julie Chu

Julie Chu, Outgoing TAA President and Regional Manager with Ginkgo Residential, welcomed everyone and provided general remarks before inviting Incoming TAA Vice President, Claire Michael, Regional Manager with Fairfield Residential, to join her on stage. The two recognized our 2017 Visionary Partners while providing each company with a plaque of appreciation. Todd Whitlow, Partner at Brownlee Whitlow Praet & File, PLLC, and President of the New Lease on Life



Featured Speaker, Derreck Kayongo

Board of Directors, was welcomed to the stage where he shared information about the 501c3 organization. He then introduced a video and invited a program graduate to the stage so that she could share the program's impact on her and her family.

Julie Chu was welcomed back to the stage where she thanked the 2016 Committee Co-Chairs and Outgoing 2016 Board of Directors for their service to the Association. Claire Michael again joined Julie on stage to thank her for serving as the 2016 TAA President and surprise her with a video that captured a Year in the Life of TAA's President. Suzanne Pratt, TAA's Director of Professional Development, and Debbie Dillon, Managing Director for McDowell Properties, both shared a few words of introduction and then Julie administered the Oath of Office to TAA's President Andy

Meador, Vice President – Director of Capital Projects with McDowell Properties. The 2017 Officers and Directors were then installed.

The evening's Featured Speaker, Derreck Kayongo, the CEO of the Center for Civil and Human Rights in Atlanta, was welcomed to the stage by Claire Michael, TAA Vice President. Derreck, who has been recognized as a 2011 CNN HERO, shared a story about his journey "from child refugee to fearless visionary," including his work in starting the Global Soap Project. A very special thank you to Derreck for joining us. His story was truly one of great inspiration.



TAA's President Andy Meador takes the Oath of Office

Thank you to our 2017 Visionary Partners for their support and to all who attended. With such a wonderful start to the year, 2017 is bound to be a great success!





2017 Board of Directors



Sponsored by the 2017 Visionary Partners

Platinum Visionary Partners



Apartments.com
Brownlee Whitlow Praet & File, PLLC
Cort Furniture Rental
Elite Property Services
Loeb sack & Brownlee, PLLC

Night Owl Contractors, Inc.
RentPath, LLC
Tidal Electrical Services, Inc.
WASH Multifamily Laundry Systems

Gold Visionary Partners



Full House Marketing
Onofrio Construction, Inc.

Real Floors, Inc.
Valet Waste, Inc.

Silver Visionary Partner



Trane Company



THANK YOU TO THE 2017 TAA-PAC CONTRIBUTORS

TAA-PAC GOAL: \$17,500

Help us reach this goal by making an investment in the TAA-PAC! Your contribution ensures a strong voice for you and the apartment industry in the legislative decision making process.

TAA-PAC
GOAL
\$17,500

President Club Level \$1,000+

Chris Loeb sack

Ambassador Club Level \$500-\$999

Crystal Crosby
Craig Nardi

Capitol Level \$200-\$499

Katy Boone	Vicki Franciosi
Josie Eatmon	Karen Green

Advocate Level \$50-\$199

Brenda Brantley	Terry Ragland
Craig Cadwallader	Jeannette Steele

Member Level \$5-\$49

Annette Allen	Stephanie Kerr	Rebecca Pugsley
Sara Breed	Kelli Lea	Brian Register
Will Brownlee	Jessica Linko	Stephanie Rodriguez
Elizabeth Bryant	Elizabeth Mach	Carlie Salemme
Kelly Elizabeth Byrd	Wesley Mays	Tara Smiley
Danny Cameron	Misti McElwee	Jon Smith
Christina Carr	Jerry Michael	Marianne Spicer
Jess Cooper	Kristin Misnick	Chris Thurow
Hans Dara	Jessica Patterson	Lauren Varnhold
Colleen Doubek	Betsy Petrucelli	Robyn Von Reiche
Kristy Gaffney	Anna Pfeiffer	Judy Wade
Mike Hartnett	Gray Pike	Traci Wooten
Jay Haselden	Norm Praet	

Currently
\$4,000

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!

Your TAA-PAC Dollars at Work

TAA-PAC has many legislative successes, but the greatest victory was the recent passage of SB-683, Residential Building Inspections. Besides prohibiting mandatory inspections/pre-occupancy inspections, Raleigh rental housing providers saved an estimated \$750,000 in fees. For many owners, fees dropped by thousands of dollars per property.

Make a difference!

Lawmakers want to hear from you! Get involved in the lawmaking process. Express your concerns or approval on issues with elected officials. Invite elected officials to your community and show them firsthand what's involved in operating an apartment community. Make a contribution to the TAA-PAC!

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.

State News

As of January 1st, municipalities in North Carolina can no longer operate a rental dwelling registration program according to Senate Bill 326 passed by the NC General Assembly in July 2016. Please note that no renewal notices will be mailed from the City of Raleigh, and please cancel any automatic bill pay schedules you may have set up with your bank for the rental registration program. If you have any questions, please contact TAA Government Affairs Director Jacob Rogers at jrogers@triangleaptassn.org.

Orange County

In December, the OWASA Board of Directors approved a change to a year-round water rate for multifamily master-metered accounts. The change will go into effect on May 1st. This change will make bills easier to understand and budget.

Current water rates:

- \$4.16 per 1,000 gallons of water use from October – April (off-peak)
- \$7.91 per 1,000 gallons of water use from May – September (peak)

New Year-Round Water Rate:

- \$5.67 per 1,000 gallons of water use

Cary

In January, the Town of Cary unanimously adopted the new Cary Community Plan. The Plan is the result of Imagine Cary, a four-year public engagement process. The plan's goals are to protect what the Town has created: grow and sustain its economy, meet the population's changing needs, promote strategic growth, and balance growth with mobility and services.

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!

.....
SAVE the DATES
.....

Legal Issues

May 11

with instructor Will Brownlee



Apartment All Stars: September 28

LAST CHANCE to submit
your referrals for the
2017 Membership Drive!

Submit your referrals by
the end of March to be
invited to the May-Day
Pay-Day celebration on
May 18th, 2017! This
event is invite only – you
won't want to miss it! Join
us for networking, music
featuring Adam Pitts,
exciting prizes, refresh-
ments and much more!

Sponsorship opportunities
are available now! Contact
Candace Patrick at Mem-
bership@Triangleaptassn.
org for more information.



TAA is the Key to your Success

Unlock your true business potential with TAA!

TAA Membership Drive Campaign November 2016 – March 2017

Complete and Submit the Referral Card to earn your invitation to the May-Day Pay-Day Celebration.
For any of your referrals that join TAA during the Campaign months, you will receive:

1. Time in the Money Booth at the event
2. An entry for a chance to win the Grand Prize

Your Information

Name _____
Company _____
Phone _____
Personal Email _____

Your Referral's Information

Name _____
Company _____
Phone _____
Email _____

Name _____
Company _____
Phone _____
Email _____



Triangle Apartment Association
Leading, Advancing and Advocating for the Triangle's Rental Housing Industry

To submit referral card email to
Membership@Triangleaptassn.org or
fax to 919-782-1169

Name _____
Company _____
Phone _____
Email _____

Name _____
Company _____
Phone _____
Email _____

BEFORE YOU DROP THAT BEAT...

MUSIC LICENSING AND MULTIFAMILY COMMON AREAS

By Brownlee Whitlow Praet & File, PLLC

The National Apartment Association (NAA) and National Multifamily Housing Counsel (NMHC) recently released guidance regarding licensing music for common area usage. The author of the guidance, Professor David Nimmer, suggests that there is a four (4) part test that must be met to determine if you are in compliance with Federal Copyright Laws.

This four-part test analyzes the term “public performance” or how a person or business entity publicly performs works of another. The test provides that a work is performed in public if it occurs “at a place open to the public” or at a location that is not within the usual group of family or friends. Furthermore, the second part of the test covers was the work “transmit[ted] or otherwise communicate[d]” in a location as described above or did the company “transmit or otherwise communicate” the work “to the public by means of any device or process, whether the members of the public capable of receiving the performance or display receive it in the same place or in separate places and at the same time or at different times.”

WHAT DOES THIS MEAN TO YOU?

The article provides examples to portray how the four-prong test can assist multifamily communities in determining if their music/video/entertainment is in compliance with copyright laws and licensing requirements. The initial example deals with a gym at a multifamily community with individual televisions on the exercise equipment which can only be accessed by residents for their individual use. Each television does not produce sound and does not have any type of DVR/recording ability. The second example is also a gym at a multifamily community

but in this example the gym has two televisions which broadcast to the entire gym but with their audio output disabled. The final example is a movie room at the property wherein the multifamily community supplies everything except for the DVDs. The movie room is open to residents by appointment only.

One key takeaway in all three scenarios is the limitation of public access. The gyms and movie theaters were limited to access by residents and their guests in small settings. Therefore, multifamily communities should consider if the dissemination of audio is in a place open to the public (i.e. leasing office) and take steps to limit access to the general public in areas where these disseminations occur.

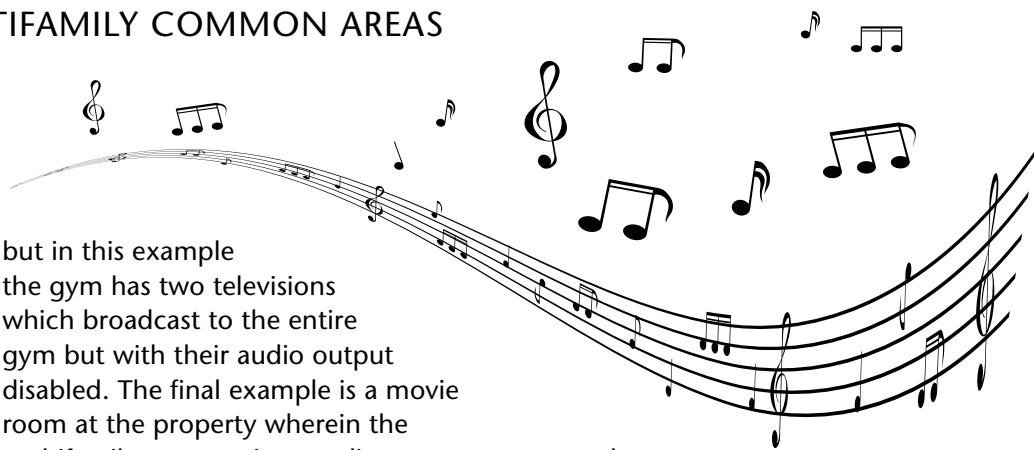
The next takeaway/question to ask: is any audio being disseminated to the public that would be outside a small group of family or friends? While the two gym scenarios may not have a close group of family or friends, there is still no violation under this prong of the test because the Copyright Act considers the size of the group by requiring it to be “substantial.” Furthermore, the overall set-up and accessibility of each venue in the examples above prevents a violation. Each gym was in compliance because audio was either not an option or could only be accessed through headphones. The movie room was similarly compliant because it required that residents bring their own DVD or video and had a strict guest policy.

Finally, the last two prongs are covered by asking if there was a broadcast to the public or is the audio being

conveyed to the public by a component that could potentially or could later be accessed by the public? A major factor again is the accessibility of each common area. Also, the method in which the audio content is broadcast. In one gym, individual equipment had their own television with the only way to hear audio being use of headphones while the other gym had a pair of televisions for the entire gym but there was no audio. The movie theater was not a violation as the multifamily community restricted access and did not provide the viewing content.

It is also important to note, that if multifamily community sponsored events in these common areas that play music or other media to larger groups, they may be in violation of the Copyright Act. Furthermore, if communities do not restrict access to residents and guests of residents only, they could potentially set themselves up for a violation as well. Multifamily communities must be conscious of how they are disseminating music and media in the common areas of their community, and communities must take steps to insure compliance with the Copyright Act.

This is not legal advice and does not create an attorney client relationship. You should consult an attorney with your specific situation if you have any questions.



What is A New Lease on Life?



In 2012, TAA launched A New Lease on Life, which is a 501c3 organization designed as a transitional housing program to assist families who have become homeless due to extreme life altering situations. The program provides a way for the family to get back on their feet by placing them in an apartment home at a discounted rent through partnerships with TAA member companies and case management support through our partnership with Family Promise of Wake County. To date – 11 families have entered the program, with 10 successfully transitioning to stability.

Congratulations to the New Lease on Life 2017 Board of Directors!

NLOL 2017 Board of Directors

President Todd Whitlow — Brownlee Whitlow Praet & File, PLLC

Vice President April Vasta — Blue Ridge Companies

Secretary/Treasurer Elizabeth G. Riley — The Liberty Group

Marty Babcock — Family Promise of Wake County

Danielle Butler — Family Promise of Wake County

Leslie Mathis — Streamline Multifamily Group

Misti McElwee — Greystar

Katrina Murdock — Switzenbaum & Associates

Terry Ragland — Blue Ridge Companies

Jeannette Steele — Drucker & Falk, LLC

Apartment Home Contributors

Many thanks to the management companies that are participating by donating apartment homes to the families!

Blue Ridge Companies ✨

Drucker & Falk, LLC ✨

How can you help?

Most families come to the program with little to nothing. There are many ways you can participate!

• Monetary Donations • Apartment Homes • Furniture • Mattresses • Appliances

For more information, please contact Josie Eatmon at NLOL@triangleaptassn.org



2017 Goals
Apartment Homes = 6

Have 6 families that will need homes in 2017



Funds = \$3000



To purchase items for the families from higher cost items such as furniture & mattresses to basic needs such as toiletries, linens, etc. (\$500 per family)

All contributions to the New Lease on Life program are tax deductible as it is a 501c3 organization.



TAA's Annual Trade Show: March 29, 2017 | 5:00 – 8:30pm NC State Fairgrounds Exposition Center

Drawing for 6 Grand Prizes at \$500 Each

Sponsored by the 2017 Platinum and Gold Visionary Partners



PLATINUM



Brownlee Whitlow Praet & File
Property Solutions Law



- Apartments.com / Booth 324
- Brownlee Whitlow Praet & File, PLLC / Booths 201 & 203
- Cort Furniture Rental / Booths 425 & 427
- Elite Property Services / Booth 708
- Loebsock & Brownlee, PLLC / Booths 103 & 104

- Night Owl Contractors, Inc. / Booth 530
- RentPath, LLC / Booth 106
- Tidal Electrical Services, Inc. / Booths 705 & 706
- WASH Multifamily Laundry Systems / Booth 219

GOLD



- Full House Marketing / Booth 424
- Onofrio Construction, Inc. / Booth 100

- Real Floors, Inc. / Booth 516
- Valet Waste, Inc. / Booths 307 & 309

Grand Prize Drawings – Official Rules: When you register to attend, please tell us if you are an On-Site Office Team Member, On-Site Service Team Member or a Regional/Executive/Corporate Level Staff Member. At the show, you will receive a card (based on Staff Member Category). This card will need to be stamped by each of the 2017 Platinum and Gold Visionary Partners. Their company name and booth numbers will be provided. Once completed, submit your card to the TAA Special Events Booth (Booth 102). Each card must be completed in full to be considered for the drawing. The drawings will be held at 8:25pm in the Front Lobby. Open to TAA Owner/Operator Members only. Must be present to win.



The Triangle Apartment Association

2017 TRADE SHOW

Wednesday, March 29

North Carolina State Fairgrounds
Exposition Center
5:00pm – 8:30pm

Cost to Attend:

TAA Owner/Operator Members \$ 30
Owner/Operator Non-Members \$ 40

Registration Closes on March 24.

If you are not able to pre-register, you will be able to register at the Show as a Walk-In. The cost for Walk-In Registration is \$ 45 for TAA Owner/Operator Members and \$ 55 for Owner/Operator Non-Members.

Trade Show attendance is limited strictly to Owner/Operators and exhibiting Associate member companies. As this is a business show, TAA kindly requests that children not be brought to the show.

Register online at www.TriangleAptAssn.org. Registration deadline is March 24, 2017.

First Time Trade Show Exhibitor Program

Reserve your booth in the 2017 Trade Show and receive
a bonus packet exclusively for

First Time Exhibitors that includes:

- A buddy assigned to you from the Products & Services Committee for pre-show guidance
- One Email List of Owner/Operator Members (\$ 45 value), distributed approximately 2 weeks before the show



Attention TAA Associates: Reserve Your Booth Today

This year's Trade Show promises to be an exciting event that you won't want to miss. The Annual Trade Show offers you one of the best ways to reach the largest number of multifamily housing professionals in a relatively short amount of time.

Remember: Only exhibiting Associate Members may attend the Trade Show so reserve your booth today.

90%
Full

2017 Trade Show Booth Prices

Must be paid in full by March 17, 2017

10' x 10' Booth.....	\$ 625
10' x 10' Corner Booth	\$ 650
10' x 20' Booth.....	\$ 975
10' x 20' Corner Booth	\$ 1025

Questions: For more information, visit www.TriangleAptAssn.org or contact Vicki Franciosi at tradeshow@triangleaptassn.org.

Battle of the Baskets!

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 State Fairgrounds Exposition Center in Raleigh, N.C. Proceeds to benefit the TAAEF Education Scholarship Fund.*

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.

What's Involved?

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.
2. 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 no later than **Thursday, March 23, 2017**.

Judging: Prizes will be awarded for the following categories; (1) Best of Show (2) 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 program.



#MyTAAMembershipValue

In the January/February issue of *the ApartMentor*, TAA President Andy Meador challenged members in his President's Pen to post their TAA Membership Value on Facebook using the #MyTAAMembershipValue. Here are some of those posts. To accept his challenge—post your value statement on Facebook using the #MyTAAMembershipValue and you could see your post here!

"I started as an associate with Brownlee Law Firm in January 2007. I think Will Brownlee wanted to make sure I was a good fit before rolling me out to the masses as I think I started with Products and Services Committee in late 2007 when it was then chaired by this goof ball named Danny Young. I moved on to the Government Affairs Committee in 2008 and have been there ever since. The Triangle Apartment Association can certainly provide you with opportunities to network but it is so much more than that. If you want to get involved and make an impact on the community all you have to do is come with a servant's attitude and get plugged in. The value of the TAA to me is beyond measure. It is about relationships, friendships and making a positive impact on the industry and community.

In all honesty, service to the TAA and the relationships forged through that service are the best part of my job and makes much of the lawyering tolerable. That my friends is #myTAAMembershipvalue!"

#serviceisleadership
#findacommittee
#getinvolved
#youwillbegladyoudid
– Todd Whitlow

"I started in the residential property management industry in 2003 and became a member of the Triangle Apartment Association. I had fun attending dinner meetings, the trade show, and taking educational courses. Little did I know there was so much more!

In 2011, Latoya Patterson encouraged me to volunteer and join a committee. I checked out the list and continued to dance around the idea. A few months later, I spoke with Stacey Ziegler Adams who was a Co-Chair of the Education Committee and she personally invited me to an upcoming meeting. I attended and LOVED it! We collaborated on finalizing plans for the Leadership of Excellence Program and even gave away scholarships to members who needed support to further their professional growth. From there I served on task forces, the XCEL committee, the board, and as President last year. Volunteers are important and working together with the TAA Team moves the association forward to better our industry and community. I have gained so much from being involved - great friendships, empowerment, and a valuable skill set that I utilize both personally and professionally. This is how valuable my TAA membership is and continues to be.

Plus, Josie, Suzanne, Vicki, Jacob, Megan, Candace, Susan, Aby, and Erin are the BEST!"

#myTAAMembershipvalue
– Julie Chu Zhang

"I still remember getting that first TAA Committee Volunteer list off the fax machine in 2002. I had just started as a leasing consultant and had no idea what the TAA was. My first manager, Amanda, gave me a basic idea but then told me how our regional manager, Terry, was very involved. I was lucky...I got my "light bulb" moment" very early in my career. This association and my involvement could be important to grow my new career. I just didn't know at the time how it would help me grow as a person as well.

I spent my first year volunteering as an Ambassador with the Membership Committee. I quickly realized that this wasn't a good fit for me but wasn't discouraged. I signed up with Special Events the following year and found my people. I have since co-chaired numerous events and for the last 3 years been the co-chair of the entire committee.

Being involved with a committee opened my eyes to all of the other opportunities TAA has to offer. I've taken numerous classes to increase my industry knowledge, listed to some of the most inspirational speakers, made some amazing friends and been given the chance to earn my NALP, CAM and soon to be CAPS designations. Most importantly I've had the chance to be a part of something greater than myself and to see our local association grow to one of the top 15 associations in the country.

I have changed companies several times through the years and most definitely grown my career from leasing agent to regional manager. The one thing that hasn't changed is my involvement at TAA and my desire to give back to the industry that has given me so much."

#myTAAMembershipvalue
#TAAfamily" – April Vasta

"I was hired as a commercial sales rep at Prosource Fitness Equipment in 2006. Quickly after that, I learned about the Triangle Apartment Association. I thought, "all I need to do is get these annual dues paid, and people would start calling me because I was a member". Hahahaha, yeah right. That's not the way this works folks.

NOOOooo, I had to show up. I had to be involved. I had to get to know who "my people" were, how they ran their businesses, and how I could better help them execute their goals. I couldn't do that from just being on a list.

I owe all of my success within the Apartment Community to the TAA. Because of this, my goal is to put value back into TAA for others to benefit from."

#myTAAmembershipvalue
– Danny Young

"I transferred over to the Raleigh area around 2009. Once I was settled in my new property, I started attending TAA classes and events. From attending law classes to becoming a notary, it's been great to attend such top notch classes from the association. This is a fun yet tough industry and it's amazing to mingle with fellow peers that understand the type of days we all have. Through the "After hour networking" events, I've made numerous friends and close vendor connections. Thank you TAA!!"

#MyTaaMembershipValue
– Andrea Meador

"I joined TAA in 2004 with the hopes and dreams of selling everyone in the room advertising as the newest member of *the Apartment Book* team. What I figured out quickly is that you don't "sell" at TAA. Because TAA is a family and you don't "sell" to family. And that family culture starts at the top with Josie and Suzanne. So volunteering for TAA has never been a business decision. It has always been a need to help family when....ever and where....ever I can. Because of those ladies and everyone at TAA I have flourished as a sales rep, regional, and now owner.....and never had to "sell" a single thing.

So to answer Andy's question I say this. My TAA Membership Value is that I get to work with some of the most amazing people in the Triangle and serve a great organization that has helped me grow as a person over the years."

#myTAAmembershipvalue
– Chris Fortune

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On the Move

Alisha Huntsinger is now a Regional Manager for TriBridge Residential, LLC.

BG Staffing Inc. is now BG Multifamily.

Carolina Sport & Fitness is now Advantage Sport & Fitness, Inc.

Derek Tarrant is now the Community Manager for Wakefield Glen and Encore at the Park.

Diversified Flooring is now Multi Floors.

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 Management Change
- Company Name Change
- New Email Address
- 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@triangleaptasn.org.

Where can you find...

- Updates on apartment Bills active in the N.C. General Assembly?
- Recent changes in N.C. law affecting apartments?
- Dozens of articles about apartment regulations?
- Apartment industry bulletins/alerts?
- AANC's Political Action Committee?

www.aanconline.org

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Word Search



Answers to Word Search: Education, Government Affairs, Independent Rental Owner, Membership, Products and Services, PR Community Outreach, Special Events, XCEL, TAA Committees



Thanks So Much for Your Support!

On behalf of the Triangle Apartment Association Education Foundation (TAAEF) Board of Directors, thank you for your generosity, support and partnership as a Gold Partner to the TAAEF Education Scholarship Fund.

Gold Partners

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The TAA/TAAEF Education Scholarship Fund was established in 2001 to provide qualifying candidates the opportunity to further their career development. Your investment will help to enhance the skills of apartment industry personnel, resulting in better managed and more confident future decision makers of the industry.

Since its inception, 54 scholarships have been awarded.

Funds from the Education Scholarship Fund underwrite scholarships for TAA members to enroll in the NAAEI (National Apartment Association Education Institute) credential programs such as Certified Apartment Portfolio Supervisor (CAPS), Certified Apartment Manager (CAM), Certified Apartment Supplier (CAS), National Apartment Leasing Professional (NALP) and the Certificate for Apartment Maintenance Technicians (CAMT).

Thank You!

Congratulations to the following recipients

of the Triangle Apartment Association Education Foundation (TAAEF) Education Scholarship Fund for the NAAEI CAM and CAS Credential programs.

Certified Apartment Manager (CAM) Credential

Antonio Garner — Atria at Crabtree Valley

Certified Apartment Supplier (CAS) Credential

Andrea Phillips — Baker Roofing

Property Financials: Show Me the Money!

March 14, 2017

9:30am - 3:30pm

Fee: \$99 Members | \$199 Non-Members

Registration Deadline: March 7, 2017

Five (5) Continuing Education Credits (CECs)

Instructor: Brandon Negron, National Training Director for the Winston Salem based Landmark Property Management Company

Financials should never be analyzed in fear. Participants of this session will leave satisfied that they're on a path toward the mastering of financial analysis and can take their newly acquired skills and knowledge back to their properties and portfolios with one motivation in mind... "Show Me The Money."

Topics Covered:

- How to build financials from scratch
- Properly appraise value on specific amenities and determine their impact on your investment
- Understand specific calculations, including NOI, Expense Ratios, Net Rental Income Capitalization Rates (Cap) and more
- Properly appraise expense values including how much YOU are truly worth to your properties
- Report to your owners positive progressions and/or negative variances with confidence and terminologies cooperative with managing someone's investment
- Questions and calculations to take home to continually enhance and build your confidence in property financial analysis

CPO: Certified Pool-Spa Operator

March 17 & 18; April 7 & 8;

May 19 & 20, 2017

8:30am - 5:00pm

Fee: \$265 Members

\$315 Non-Members

Re-Take Exam Fee: \$165 Members

\$215 Non-Members

***Spanish materials available**



Instructor: Andy Meador, TAA President and Director of Capital Projects with McDowell Properties

Please note! All CPO courses will be held on a Friday and Saturday. All those seeking CPO re-certifications must attend the two-day course.

Registration Deadline: 1 week prior to Course Date – refer to registration flyer

Free Range Fair Housing

March 21, 2017

9:00am - 11:30am

Fee: \$69 Members

\$119 Non-Members

Two and a half (2.5) Continuing Education Credits (CECs)

Registration Deadline: March 14, 2017

Instructor: Nadeen Green, Senior Counsel with ForRent.com

In this course, 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.

Topics Covered:

- 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



education classes

Register online for TAA's courses and seminars at www.TriangleAptAssn.org. All classes are held in the TAA/Response Team 1 Education Center unless otherwise noted.

CAPS: Certified Apartment Portfolio Supervisor

Four-Day Course

April 26 - 28: 9:00am - 5:00pm

April 29: 10:30am - 4:00pm

Fee: \$1,315 Entire Course Members

\$1,565 Entire Course Non-Members

Registration Deadline: April 13, 2017

Instructor: Alex Jackiw, President of Milhaus Management, Past Chairman of the Board for NAA and an Assistant Professor at Ball State University in the Residential Property Management Program.

The CAPS credential course was developed for Regional/District Managers, Maintenance



Directors, Mid-Upper Level Management, Marketing Directors and those aspiring to move to that level. Industry experience requirement is either CAM, ARM, RAM with 2 years of apartment management experience OR a Property Supervisor with 2 years of multi-site experience.

Topics Covered:

- Legal Responsibilities & Risk Management
- Financial Management
- Property Performance Management
- Property Evaluation & Due Diligence
- Effective Leadership

No money in the budget? TAA is now accepting 2017 CAPS Scholarship Applications. The application is available online at the TAA website: www.triangleaptassn.org. The Scholarship application deadline is Tuesday, April 04, 2017.

Leasing Existing Apartments in a New Construction Market

May 16, 2017

9:00am - 12:00pm

Fee: \$75 Members | \$150 Non-Members

Registration Deadline: May 9, 2017

Three (3) Continuing Education Credits (CECs)

Instructor: Lisa Trosien, Impact Marketing & Training and Apartment Expert.com

This course will cover not only how to compete with new construction but how to actually 'draft off' their advertising and marketing to help you stay fully occupied and spend less in the process. In addition, participants will walk away knowing how to effectively lease

against new construction and maintain their share of the market, while gaining tips and techniques to make sure they're marketing and positioning their property in the best possible manner. ***This session is for both existing and new properties. As an added bonus, Lisa will provide information and statistics from the Triangle and surrounding markets!***

Topics Covered:

- Sales strategies
- The importance of confidence in yourself, your product and pricing
- Best way to turn prospects into residents

These excerpts are used with permission by Abodo from their article posted in January 2017. Visit their website to view the full article: www.abodo.com/blog/annual-rent-report



ANNUAL RENT REPORT

National Rent Trends 2016-2017

A YEAR IN RENT

The national average rent price fluctuated quite a bit throughout the year, according to ABODO data. Overall, however, the year held more monthly increases than decreases, with an average monthly change — the mean of every month-over-month change throughout the year — of .67%, for a total increase of \$85 between January and December. Nationwide, the

\$1,402. Nevada saw a similar decrease of 1.1%, to \$783, while New York and Utah saw decreases of less than 1%. Data for South Dakota showed no increase or decrease, holding steady at \$325, the nation's lowest rent, for a one-bedroom apartment.

On the other hand, rent increases render our map nearly entirely red. The largest hike of the year goes to Rhode Island, up a monthly average of 7.1%, pushing the average one-bedroom price up to \$1,186.

In second place, Connecticut saw an average monthly increase of 6.9%, with one-bedrooms costing \$1,042 per month. Minnesota came in with the third-largest average monthly change of 5.6%. An average one-bedroom in that state was \$1,079 in 2016.

Arizona, Washington D.C., Idaho, Georgia, Indiana, Kentucky, Mississippi, Michigan, Oregon, and South Carolina all also saw sizable increases of around 2% or more, while other states, including Oklahoma, Nebraska, Colorado, and, surprisingly, California, barely felt a thing.

2016 CHANGE BY CITY

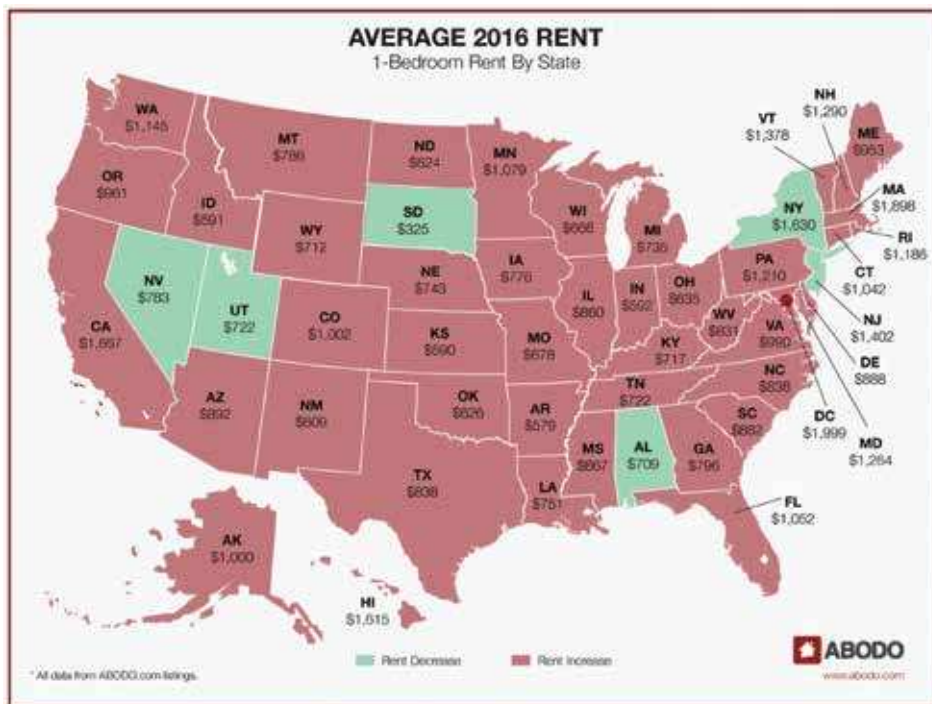
Examining average monthly changes in city rents yields a diverse group. The city with the highest average percent change in 2016 was Columbus, GA, at over 5%. That's twice Georgia's state average monthly change of 2.5%. Philadelphia, with an average monthly increase of 4.2%, follows closely behind, but the majority of the cities with the greatest average hikes are in the South, Southwest, and Midwest. When it comes to increasing rent, several cities in those regions far outpace their state. **Raleigh, NC (3.8%);** Winston-Salem, NC (3.1%); Scottsdale, AZ (3.7%); and El Paso, TX (2.7%) more than triple their state average rates of rent increase.

average renter in 2016 paid \$1,001 per month.

The year's lowest average monthly rent started 2016 off, with \$949 for a one-bedroom apartment in January, which was down .83% from December 2015. Steady monthly increases — except for May and August, which saw decreases of .38% and 1.48%, respectively — led to the year's peak in September, with a high national average rent of \$1,052, up 5.13% from August. Following a sharp decrease in October rent, the average rent price slid back down to \$1,034 by December.

The upward trend is visible in ABODO's state-by-state data as well, with all but six states reporting an increase in average rent in 2016.

New Jersey snagged the largest average monthly decrease of 1.3%, down to



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- ♦ Greenville, SC
- ♦ Greater Columbia, SC
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- ♦ Trip hazard grinding
- ♦ Drainage & grading
- ♦ Retaining walls
- ♦ Welding & fabrication
- ♦ Plumbing
- ♦ Electrical
- ♦ Swimming pools
- ♦ Fire & Water Damage Restoration

REPLACE

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- ♦ Siding - Reskin
- ♦ Concrete & Pavers
Patos & sidewalks
- ♦ Rotten wood
- ♦ Decks & balconies
- ♦ Doors & windows
- ♦ Roofs

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- ♦ Fireplaces & fire pits
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Contact: Mike Powers
Email: Mike@federal housingsolutions.com
Telephone: 646-434-0405

COMMUNITIES

Brookridge Apartments
3930 Durham Drive
Raleigh, NC 27603
Contact: Amanda Witting
Email: Brookridge@cmc-nc.com
Telephone: 919-779-9450
Units: 41

Overture Crabtree
4408 Marriott Drive
Raleigh, NC 27612
Contact: Jennifer Crane
Email: Overturecrabtree@greystar.com
Telephone: 919-703-2471
Units: 203

Veranda at Whitted School
200 East Umstead St
Durham, NC 27707
Contact: Terri Jones
Email: Tjones@integral-online.com
Telephone: 919-680-8900
Units: 79

INDEPENDENT RENTAL OWNERS

Bowser Select Properties, LLC
3010 Bear Oak Lane
Cary, NC 27519
Contact: Robert Bowser
Email: Robbowser@gmail.com
Telephone: 330-284-6325
Units: 1

Horizon Management Co., Inc.
5901 Falls of Neuse Rd, Suite 200
Raleigh, NC 27609
Contact: John Kitchens
Email: Jkitchens@horizonmanagementco.com
Telephone: 919-878-7474
Units: 173

Integral Property Management, LLC
191 Peachtree St NE
Atlanta, GA 30303
Contact: Jada Muriel-Hepburn
Email: jmuriel-hepburn@integral-online.com
Telephone: 404-224-1860
Units: 79

ASSOCIATES

A-Plus Capital Resources, LLC
4348 Karlbrook Lane
Raleigh, NC 27616
Contact: Sheronda Dennis/Shavonna Herron
Email: Apluscrlc@gmail.com
Telephone: 919-720-5611
Capital Improvements, General Contractor, Construction Services

All Pro Commercial Painting
2054 Kildaire Farm Rd Suite 203
Cary, NC 27518
Contact: Brandon Hart
Email: Brandon@uspaintingpros.com
Telephone: 919-995-1361
Full-Service Commercial Painting

Apartment List, Inc
500 Third St Suite 555
San Francisco, CA 94107
Contact: Becca Damron
Email: Becca@apartmentlist.com
Telephone: 704-743-6711
Advertising and Online Leasing

Caliber Technologies
1109 Copeland Oaks Dr
Morrisville, NC 27560
Contact: John Anderson
Email: John.Anderson@calibertechnologies.com
Telephone: 919-439-7114
Office Supplies, Printer Supplies, AEDs

Diamond Touch Construction
5917 Triangle Dr
Raleigh, NC 27617
Contact: Fatta Bouzaghar
Email: Fatta@diamondtouch.net
Telephone: 919-787-3838
General Contractor, Painting, Roofing, Drywall Repairs

DWG Property Services, LLC
PO Box 12073
Durham, NC 27709
Contact: Rick Swinarski
Email: Rick@dwg-ps.com
Telephone: 919-794-5948
Property Maintenance, Concrete Services

Impact Trash Solutions, LLC
PO Box 37702
Rock Hill, SC 29732
Contact: Garrett Sugg
Email: garrett.sugg@impacttrash.com
Telephone: 336-209-2605
Doorstep trash collection solutions

Lot Management Solutions
PO Box 415
Boone, NC 28607
Contact: Jon Tate
Email: Jon@lmsparking.com
Telephone: 828-260-4760
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Miracle Movers Inc
7604 Prospector Place
Raleigh, NC 27615
Contact: Larry Hinnant
Email: Larryhinnant.sales@gmail.com
Telephone: 919-480-8932
Moving and Storage

Red Rhino Group
10030 Green Level Church Rd
Suite 802-173
Cary, NC 27519
Contact: Chris Fortune
Email: Chris.fortune@redrhinogrp.com
Telephone: 919-473-6477
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Contact: Seth Rhodes
Email: Seth@rentping.com
Telephone: 402-890-5188
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Charlotte, NC 28203
Contact: Ryan McMillan
Email: Ryan.mcmillan@rentready.com
Telephone: 980-245-6364
Make Ready/Turn Service

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Marietta, GA 30066
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Email: Ryan.keane@standupguys.biz
Telephone: 919-719-0556
Junk Removal

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Raleigh, NC 27603
Contact: Jeff Jackson
Email: Jeff@unlimitedrecovery.com
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Cornelius, NC 28031
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Email: rgagliardi@washlaundry.com
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*For Additional Information, Email:
memberservices@triangleaptassn.org*

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.

- Labels starting at: \$25
- Email Lists starting at: \$35

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Small Conference Room



TAA/Response Team
Education Center



Large Conference Room

March

2017

1-2 TAA Residential Property Management Career Fair 2 Sessions	7 HVAC Electrical Troubleshooting 9:00am - 4:00pm David Cameron HVACR Training 130-108 Commerce Pkwy Garner, NC 27529	8 CAM 9:00am - 5:00pm	9 CAM & CAS 9:00am - 5:00pm
14 Property Financials 9:30am - 3:30pm	15 TAA 101 9:00am - 10:30am	16 Leadership of Excellence Program 9:00am - 1:00pm	17-18 CPO 8:30am - 5:00pm
21 Fair Housing 9:00am - 11:30am	28 Executive/Board of Directors Meeting 8:30am - 11:00am TAA Large Conference Room	29 TAA's 2017 Trade Show 5:00pm - 8:30pm Exposition Center, NC State Fairgrounds	<p>All classes are in the TAA/Response Team 1 Education Center unless otherwise noted.</p> <p>Please visit the TAA Website at www.TriangleAptAssn.org for a complete list of Classes, Events & Committee Meeting dates and times.</p>

April

7-8 CPO 8:30am - 5:00pm	14 TAA Office Closed Good Friday	25 AANC Lease Review 9:00am - 5:00pm	25 Executive/Board of Directors Meeting 8:30am - 11:00am TAA Large Conference Room
26-28 CAPS 9:00am - 5:00am	29 CAPS 10:30am - 4:30pm	TBD After Work Networking Watch for more details.	

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