

September/October 2017

theApartmentMENTOR

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Thursday, September 28, 2017
McKimmon Conference
& Training Center



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“

What fees and costs can be included on the tenant's ledger?

”

“

How long do I have to hold on to a tenant's belongings after the lockout?

”

”

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“

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Triangle Apartment Association
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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:



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Total Members: 1,009

Total Units: 127,547

Apartment Communities: 544

Associate Members: 244

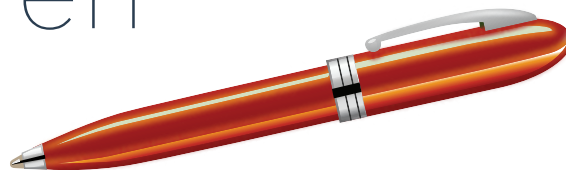
Owner/Operators: 159

IRO: 62

TAA Snapshot as of 8/24/2017



President's Pen



Wow! What a year so far! If your year has been anything like mine, you have likely hired some new people to our industry! For that reason, I'd like to dedicate this issue's President's Pen article to any new person that has entered our industry and perhaps reading *the ApartMentor* for the first time. First and foremost, welcome! You have entered into a career that offers a vast array of opportunities and challenges. Unlike some careers, you will likely never have a day like the day before and you will be enriched by daily lessons that will make you more knowledgeable and proficient. Having facilitated education for many years, I have had the opportunity to meet many new people in the industry. From my experience, it's been easy to identify the people that possess above average skills. And it isn't because they scored high on exams. It's because they asked questions and challenged me as an instructor. I have learned that the smartest employees and the ones most likely to advance are not the individuals who appear to know it all but the ones not afraid or too proud to say, "I don't know." The really brilliant ones and the ones most likely to lead teams or corporate divisions are the ones that say, "I don't know, but I will find out." You will quickly learn that this industry is about resourcefulness and if you stop being resourceful, you will stop growing. Even after 30 years in the industry, I still learn new things every day from my peers and my appetite for knowledge is still satisfied by this industry. Never stop asking questions and research every

possible solution from every possible source. Your supervisor, coworker, or contractors have likely seen, been challenged by, researched solutions, and ultimately fixed whatever it is you are likely to be challenged within your role. Use their experience (positive or negative) to your benefit. A flight instructor once told me "there is no new way to crash a plane." This advice is also applicable to our industry because just like seasoned pilots, we are lucky to have seasoned industry professionals from whom we can learn. The Triangle Apartment Association knows that networking with others is one of the most valuable advantages for its members and works tirelessly to bring us together. Like the TAA's After Work Networking event. These events are held quarterly in different locations throughout the Triangle. The events are open to all TAA Members and provide a great way for Owner/Operator and Associate (Vendor) Members to network after hours, in a relaxed setting. I hope you find your new career satisfying and that you will make being an active member of the TAA a part of your professional growth. Hope to see you soon!



Andy Meador, CAMT

TAA President
McDowell Properties
taapresident@triangleaptassn.org



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A SENIOR MOMENT

By Brownlee Whitlow Praet & File, PLLC

As Baby Boomers age, the number of communities that exclusively provide housing for persons 55 or older are growing exponentially. Many property management companies are quickly having to come up to speed as to how these communities must operate.

With all the changes and the increased attention to Fair Housing laws recently, you may be wondering how they can do this. If established properly, these communities may, in fact, limit the age of their residents to 55 and older. This type of community is governed by the Housing for Older Persons Act (HOPA), which is part of the Fair Housing Act (FHA). Most people understand that a community cannot discriminate against a prospective homeowner based on their gender, race, religion, ethnicity, etc. The FHA also prohibits discrimination in the rental and sale of housing on the basis of, among other things, familial status. Familial status refers to households which include pregnant women or children under the age of 18. HOPA operates as an exception to the FHA's general rule against discrimination.

We will look at some frequently asked questions about HOPA now.

How does a 55+ Community Operate?

The short answer is, pursuant to a

series of Federal Regulations, under HOPA, a community may reserve its homes for residents 55 or older if the community satisfies the following three basic requirements:

- (a) At least 80 percent of the homes must have at least one resident who is at least 55 years old;
- (b) The community must publish and adhere to policies that demonstrate the intent of the property to operate as a "55 and older" community; and
- (c) The community must comply with HUD's regulatory requirements for age verification of its residents.

The first and third requirements are linked together, because you don't know if you have "a" above unless you follow "c". To properly comply with HOPA, a community must provide for verification by reliable surveys and affidavits that at least 80% of the homes are occupied by a person 55 or older, and must update the survey every two years. The kinds of documents that suffice for the verification requirement include government identification such as birth certificate, passports, and driver's licenses. A community may simply require that a member of each household who is age 18 or older sign an affidavit asserting that at least one person in the unit is 55 years of age or older. When updating the survey every two years, a community need not re-obtain

copies of all supporting documents, particularly those documents that remain accurate long-term. The community need only review its files and confirm that those persons counted as occupying homes for purposes of meeting the 80% requirement are still in occupancy. But, you must retain all records in case of an audit!

As for the second requirement, generally most communities have a booklet explaining how the community operates and fulfills the three requirements above. Additionally, HOPA requires that you post that the community is age restricted conspicuously in the common area. Like any other matter relating to Fair Housing, you must adhere to your Company's practices and procedures or face potential liability.

Must We Register the Community?

No Federal registration is required; but, States, Counties, or Municipalities may have registration requirements. North Carolina does not require registration unless the community will be providing some level of care to the residents.

So, the Community Has Met the Initial Requirements, Now What?

Once a community meets the HOPA requirements, they are free to create their own rules for how they will define their age restriction, as long



as they are compliant with state laws. The community can make the age-restriction stricter than the HOPA requirement, such as stating that all residents must be over 68 or that 80 percent of the households must include a resident aged 60 or better.

Can an Existing Community Convert to a 55+ Community?

A community that is not already a HOPA community may convert to one by complying with all three of the criteria set forth above. However, the community may not discriminate against families with children while waiting for 80% of its homes to become occupied by at least one person over 55, may not discourage families with children from renting a home, may not amend its governing

documents to provide that it is a senior housing community, may not reserve homes for seniors, and may not publicly advertise itself as a senior housing community until the 80% residency requirement is met. Obviously, this is not an easy process.

If One Resident is 55 Years Old, But Their Spouse Isn't, Can They Live in a 55+ Community?

The short answer is yes, because at least one member of the house is over 55. However, the community may limit the age of the spouse to a minimum of 25, or any other age they choose. If the over 55 resident passes away, the home is no longer part of the 80% over 55, and then becomes part of the other 20%.

Speaking of the "Other 20%," Can a Community Advertise to Rent to Residents Under the Age of 55?

Yes; but, they must explain they are a "partially age restricted" community in all advertisements. If the community ever exceeds 20% of homes rented where no one is over 55, then the Community is not in compliance and can face fines and penalties.

Although the HOPA regulations are stringent the over 55 population is growing every day, so eventually we will probably all have to become familiar with these requirements.

This article is not legal advice and should not be relied on as such. You should seek advice of legal counsel with your specific facts.

This Fall, Don't Miss the Only Industry Event Dedicated to Boosting NOI

By Cindy Clare, Kettler Management
2017 National Apartment Association Chairman of the Board



Register today for the Maximize Conference—the apartment industry's exclusive event dedicated to boosting net operating income. Registration for Maximize, which focuses on asset management and long-term value creation in multifamily housing portfolios, can be found at naahq.org/maximizeconference.

The conference, convening October 2-4, 2017 at the Hyatt Regency Austin, showcases industry-leading speakers and sessions and provides attendees the opportunity to network with other top C-suite and asset management professionals during a meeting scaled to provide top-notch learning experiences in an intimate resort setting.

Experience the Savings With Open Door

Putting you in touch with excellence and reliability at significant savings—that's what Open Door is all about. That and the purchasing power of 73,000 NAA members buying as one. Unlock these valuable benefits with your NAA membership by visiting opendoor.naahq.org.

Remember to 'REWIND' Back to Atlanta

The 2017 NAA Education Conference & Exposition—the largest, most important annual industry gathering—may be over, but that doesn't mean you still can't benefit from the great tactics and strategies shared amongst the industry's best and brightest.

Take advantage of all the great information by purchasing NAAEI's REWIND program, which grants you full access to the recordings and slide-decks of 50+ education sessions. Visit www.naahq.org/education-careers/online-learning/rewind-recordings.

You Wouldn't Build Without Blueprints, So Why Budget Without Benchmarks?

The premier industry budgeting tool—the 2017 NAA Survey of Income & Expenses (IES)—is now available for pre-order at www.naahq.org/2017-survey-income-expenses.

The 2017 IES takes a comprehensive look at apartment housing data including detailed local market and national economic analysis. With data based on information supplied by NAA members for 2016, this valuable budgeting tool is the most comprehensive look at apartment housing operations data. With detailed local market and national economic analysis (in over 100 single markets), it gives apartment operators the financial tools they need to measure their performance against their peers.

NAA and RealPage Partner Up to Deliver Second Quarter 'Market Momentum' Survey

The second quarter findings of one of NAA's most recent offerings: "Market Momentum," a quarterly survey of industry decision-makers about business plans, expectations and trends in the apartment housing industry, in partnership with RealPage, is now available.

The Market Momentum Survey seeks to identify the hottest markets as well as which markets are the ones to watch. Each quarter, we ask professionals in all facets of the apartment industry six questions about their plans for market expansion and contraction, their expectations for rent growth and resident retention trends in markets across the U.S.

Download the second edition in the news and publications section of NAA's website at www.naahq.org/news-publications/market-momentum-2017-q2.

In the Market for a New Product or Service?

NAA has the Resources You Need When you're in the market for a new business solution, NAA would like to remind you to visit the NAA Resource Center, available at www.NAAResourceCenter.org, a site for one-stop shopping from suppliers who know the apartment market. At the Resource Center, you can:

- Browse a searchable directory of supplier companies;
- Catch up on the latest industry news; and
- Let NAA help you achieve success. Don't delay—Start shopping (and learning) today!

The Most Widely Used Lease Product in the Apartment Industry, Exclusive to NAA Members

Developed exclusively for NAA members, Click & Lease makes apartment leasing fast, safe and simple. Everything you need is online. Speed up the preparation of legal documents, make your onsite leasing process more efficient and streamline applications for prospective residents. No wonder it's the most widely used standardized lease program in the apartment housing industry.

Benefits include current and comprehensive forms, one common lease and one common vendor, online and paperless, compatibility (Click & Lease integrates with multiple software programs so site teams can generate accurate lease forms within your current system) and availability in 48 states and Washington, D.C.

Top industry executives representing numerous leading companies operating throughout the U.S. and abroad choose to use the NAA Click & Lease Program. But don't take our word for it—hear it straight from them at bit.ly/ExecTestimony. To learn more about how the NAA Click & Lease program can benefit your business please visit www.naahq.org/lease.

SAVE *the* DATES!

**MAINTENANCE
MANIA!**

**Wednesday
October 18, 2017
PNC Arena**

Registration and Sponsorships opening soon. Watch for details.

*TAA's Membership Dinner Meeting
November 9, 2017*



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TAA's Website Has a New Look!

Triangleaptassn.org has a brand-new look and updated technology in an effort to better serve all our members. In order to get the most out of your member experience, ***you will need to create a new login.*** With your login, you will be able to:

- Register for events and classes.
- Update your profile information to include a photo, bio and other marketing details.
- Track event attendance.
- View/Pay company invoices (for company admin users).
- ...and more!

If your company is already a member, you'll need to create an account to be able to receive member benefits such as member pricing for events and classes. Follow these steps to create your account:

1. Visit our website and click "Join" in the top right corner, then "Create an Account."
2. Agree to the terms and conditions.
3. Enter a unique email (Cannot be a shared email.) and select a password. Note, you also have the option to login via your Facebook or Google+ Account. **This does not allow us to login or post to your social networks!**
4. Fill in the fields and follow the prompts to create your account.

Have questions? Contact us at taa@triangleaptassn.org.

- Update your profile completely by checking each field. Remove any outdated information and replace it with correct info.
- Visit our Calendar of Events page frequently to see upcoming events, classes, and seminars.

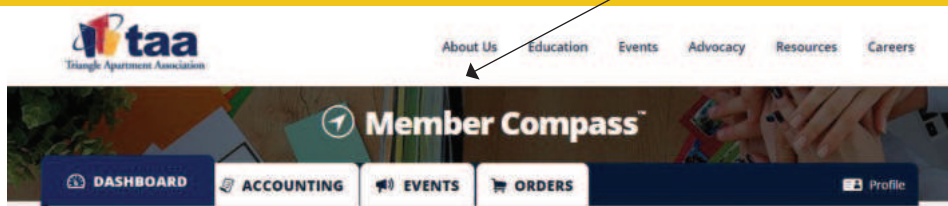
Events & Classes



The Triangle Apartment Association offers many opportunities for our members to learn, connect, and grow professionally and personally. Check out our calendar below for upcoming events and classes.

Pro Tip: Click "View Calendar" while on the Events & Classes page to see upcoming events & classes in a monthly calendar view format.

- Check your "Member Compass" to view Events you're signed up for and events you've attended in the past. You can also see invoices, orders, and TAA News & Updates.



TAA's Online Supplier Directory

Associates – Here's Something Just for You!

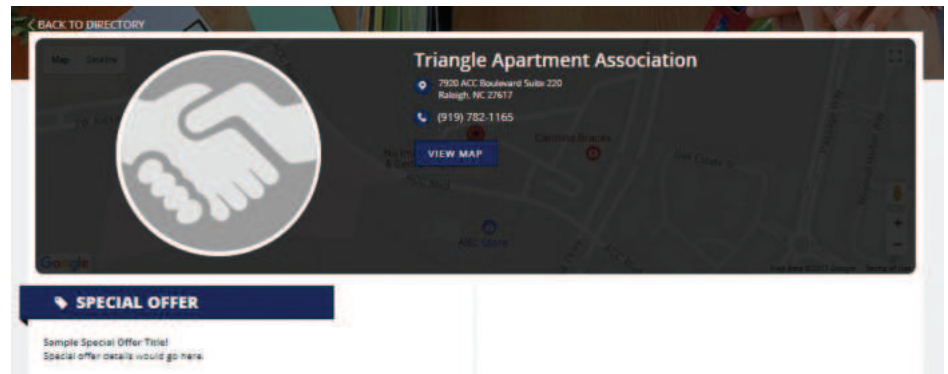
TAA's new website offers an amazing Supplier and Member Directory with all new features! Each Associate Member is provided a Basic Directory Profile as part of their membership with TAA. As of October 2, Associate Members will be able to upgrade their company listing for an annual investment. **As an introductory offer, you can upgrade your company's profile for a full year for only \$499. Act now! This introductory rate is only offered through 12/31/17. As of January 1, that annual rate will increase.**

Please contact Meg Palumbo at mpalumbo@triangleaptasn.org with any questions.

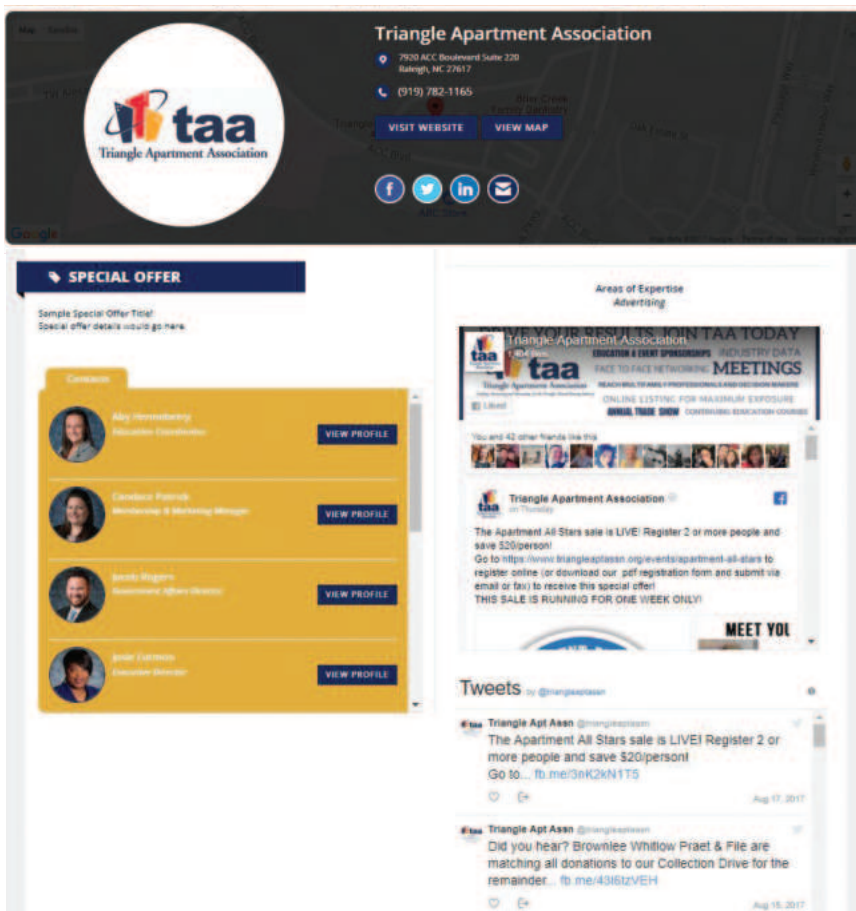
Pro Tip: Make sure you're logged into the website to be able to view the full Member Directory!

BASIC Directory Profile

Address
Phone
Special Offer (if applicable)



FEATURED Directory Profile



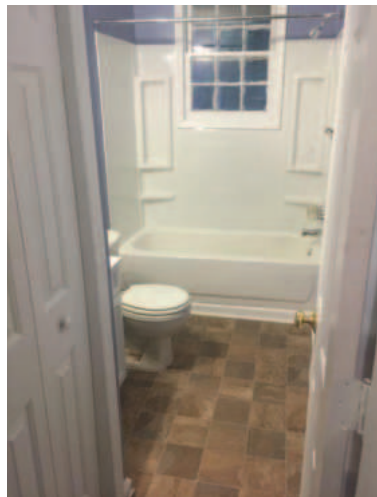
Instead of having a basic listing on our member directory, you have the option of upgrading to a "featured" listing in the directory. Featured Members are listed first in the directory and can include:

Logo
Company Email
Company Description
Website Link
Listed Areas of Expertise
Facebook Feed
Twitter Feed
Employee List & Headshots
Special Offer (if applicable)

**Annual cost: \$499
Limited Time Offer!**

This introductory price is available now through December 31, 2017. Lock in your annual price before it increases January 1, 2018!

TAA IRO Mini-Bus Tour



On August 9, more than 20 TAA Independent Rental Owners (IRO) and their guests toured three communities to see the before and after of rehabbing smaller assets. TAA IRO Chair Tim Masters with Integrity Investment Partners, LLC featured two of his deals in Durham and Hillsborough for the group. Special thanks to Ryan Gagliardi with WASH Multifamily Laundry Systems for serving as the bus sponsor.

Each month, the IRO meetings focus on helping Independent Rental Owners better manage their properties through education, networking, and sharing of technical knowledge. Join us for the remaining 2017 meetings:

September 13,
October 11,
November 8 and
December 13.
All meetings are from
6-8:00pm at the
TAA office.



TAA will host
a traditional Bus
Tour for
conventional
multifamily
housing in
October 2017.
Keep an eye out for
details soon!



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Brownlee Whitlow Praet & File, PLLC is a property solutions law firm! We assist managers and owners of rental property and communities in North and South Carolina with their transactional needs, federal, state and local law regulations compliance, collections, and, when necessary, litigation of these issues. With offices in Raleigh, Cary, Charlotte, and Charleston we represent the interests of property owners and managers in all aspects of landlord tenant law including:

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This is an advertisement for legal services



TAA's Roaring Twenties Casino Night was held on Thursday, July 27 at the Raleigh Marriott Crabtree Valley. It had been a number of years since TAA hosted a Casino Night and this time, it was a themed event! Thanks to the over 275 attendees for joining us at what was certainly an unforgettable evening! The event included networking, food, casino games, a High Rollers area, prizes, music and dancing, a photo area and the TAA-PAC Fundraiser.





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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

Currently
\$13,819.00

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Chris Loeb sack

Andy Meador

Ambassador Club Level \$500-\$999

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Craig Nardi

Jacob Rogers

Claire Michael

Norm Praet

Todd Whitlow

Capitol Level \$200-\$499

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April Vasta

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Paul Cappabianca

Gene Hemby

Misti McElwee

John Podhany

Lauren Varnhold

Christina Carr

Skye Hemsworth

Bethani McGee

Daniel Porterfield

Chris Williams

Rob Clarke

Aby Henneberry

Andrea Meador

Tonya Presby

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Jay Rauls

Danny Young

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Stephanie Rodriguez

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!

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

Starting in 2019, thousands of North Carolinians will see lower state income tax bills. The standard deduction level will rise for both single and married filers, and the income tax rate will drop. The tax plan, part of the new state budget that the legislature passed over a veto from Gov. Roy Cooper, would reduce the

personal income tax rate from 5.499 percent to 5.25 percent. It would raise the standard deduction – the amount on which people pay no income taxes unless they itemize – to \$20,000 for married couples filing jointly from \$17,500. It would also lower the corporate income tax rate to 2.5 percent from 3 percent.

Local News

Beating out many other cities including Charlotte, Raleigh, and Nashville, Durham was ranked the #1 best city for millennials. Growella, a money management website targeted at young adults, ranked the top 100 cities across the country using metrics such

as taxes, how many entry-level jobs are available, commute times, public transportation, the population of young people, among others. Only two other North Carolina towns made the list: Winston-Salem (No. 46) and Fayetteville (No. 81).

TAA-PAC

TAA-PAC raised \$3,500 at Casino Night surpassing our goal of \$3,000! Thank you to our sponsors who donated items: 1st Choice Construction Management, LLC; ACES Cleaning Service, Inc.; Brownlee, Whitlow, Praet & File, PLLC; Carrington Contracting Inc.; Environmental Property Services, Inc.; Full House Marketing; Google Fiber, LLC; Onofrio Construction, Inc.; Response Team 1; SERVPRO of North Raleigh, Wake Forest & North Durham; Sherwin-Williams Floorcoverings; Sherwin-Williams Paints, THS National, LLC; and Unlimited Recovery, LLC!



Government Affairs Committee

In July, the TAA Government Affairs Committee Meeting was held at Liberty Warehouse Apartments in downtown Durham and hosted Rep. Mickey Mi-



chaux, Rep. Mary Ann Black, Sen. Mike Woodard, Sen. Floyd McKissick, Mayor Pro Tem Cora Cole-McFadden, and Mayor Bill Bell. We toured the property, played trivia with the elected officials, and enjoyed some great networking! Thank you to Greystar for hosting us and to all of you who were able to join us!



education classes

Please visit TAA's website for full details about each class and to register online for courses and seminars: www.TriangleAptAssn.org. All classes are held in the TAA/Response Team 1 Education Center unless otherwise noted. **Registration deadlines are one week prior to course date unless otherwise noted.**

NAA Lease Review

September 20, 2017

9:00am - 5:00pm

\$175 Members | \$225 Non-Members

Six (6) Continuing Education Credits (CECs)

Instructor: Will Brownlee, AANC Executive Director

This session will cover changes that have been made pertinent to the state of North Carolina landlord law.

Legal Issues

September 21, 2017 or October 20, 2017

9:00am - 5:00pm

\$189 Members | \$289 Non-Members

Six (6) Continuing Education Credits (CECs)

Instructor: Will Brownlee, AANC Executive Director

Join us for this informative seminar to learn all the legalities of operating your property within the law in the state of NC. Instructor Will Brownlee will bring you up to speed on the NC landlord-tenant law changes. In addition to learning about the laws, he will guide you through the legal aspects of property management as well as the eviction process and how to avoid pitfalls.

NALP: National Apartment Leasing Professional

October 12 - 14, 2017 & November 10, 2017

Time varies – please visit website for details.

\$465 Members | \$595 Non-Members

Registration Deadline: September 26, 2017

Instructors: Genea Closs, CPM, CAM, and Contracts Administrator at Signalscape, Inc. & Rebecca Rosario, CAM, NALP, NAAEI Faculty and Owner of Full House Marketing.

Leasing professionals are the first people prospective residents meet, and often their only gauge of the property staff. This course is designed to teach these professionals skills to help them become top producers.



Launch your career by earning your NALP credential!

No money in the budget? TAAEF is now accepting 2017 NALP Education Scholarship Applications until September 11, 2017. For TAA Members Only! The application is available online under Education on the TAA website: www.triangleaptassn.org.

Low Income Housing Tax Credit Seminar: Fundamental and Advanced Training in LIHTC Compliance

October 25, 2017: 9:00am - 5:00pm

Fundamentals of LIHTC Compliance (6 CECs)

October 26, 2017: 9:00am - 1:00pm

Advanced Training (3 CECs)

October 26, 2017: 1:00pm - 5:00pm

Optional HCCP Testing

Complete Training & Exam:

\$564 Members | \$689 Non-Members

Complete Training (No Exam):

\$389 Members | \$514 Non-Members

HCCP Exam Only: \$175

Registration Deadline: October 18, 2017

Instructor: Karen Graham, President & CEO of Karen A. Graham Consulting, LLC.

The Housing Credit Certified Professional (HCCP) is the leading credential in the Low-Income Housing Tax Credit industry, representing the highest level of competency and knowledge, as well as a commitment to the highest ethical standards.



You Don't Want to Miss This!



Kate Good



Alex Jackiw



Jackie Ramstedt



This seminar comes to Raleigh once every five years – don't miss out!

Apartment All Stars

September 28, 2017

Executive Session: 9:00am - 10:00am (1 CEC)

General Session: 10:15am - 12:30pm (2 CECs)

*This session is for C-Level Executives, Owners, CEO's, Vice Presidents, Regionals, District Managers, Supervisors, and Decision Makers ONLY!

\$99 Members | \$140 Non-Members

Meet Your All Stars: Kate Good, Alex Jackiw, Jackie Ramstedt (Please visit our website for a full biography for each All Star and full details on all topics covered.)

McKimmon Conference & Training Center

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 10 solid years and only visits 12 cities each year. **Join us for this innovative, motivating and FUN Apartment All Stars event with All New Information that you won't want to miss! Spotting and staying ahead of trends is critical to competing in today's rental market.**

Certificate for Apartment Maintenance Technicians

November 7, 2017: Interior & Exterior Maintenance & Repair

November 8 - 9, 2017: Electrical Maintenance & Repair

December 12, 2017: Heating Maintenance & Repair

December 13, 2017: Air Conditioning Maintenance & Repair

January 9, 2018: Plumbing Maintenance & Repair

January 10, 2018: Appliance Maintenance & Repair

9:00am – 5:00pm (All dates)

Full certification: \$1,159 Members

\$1,359 Non-Members

Per Technical Course Module:

\$225 Members | \$255 Non-Members

Registration Deadline for Full Course: October 19, 2017

Instructor: Mark Cukro, CAPS, CAMTI, CAMTII, CPO, CFC, President & Owner of Plus One Consulting, Inc. – Service Team Training.



Earn your Certificate for Apartment Maintenance Technicians and advance your career in apartment maintenance. NAAEI developed the CAMT program to provide the knowledge and tools necessary to run a cost-effective maintenance program. Whether you are a new or experienced maintenance technician, we recommend this course!

No money in the budget? TAAEF is now accepting CAMT Education Scholarship Applications until October 2, 2017. For TAA Members Only! The application is available online under Education on the TAA website: www.triangleaptassn.org.



BREAKFAST BUSINESS

On Thursday, August 3rd at Brier Creek Country Club, the Triangle Apartment Association's Education Foundation (TAAEF) Board of Directors hosted its 4th "Take 5" Breakfast Business Exchange Reverse Trade Show after taking a 1-year hiatus. The event sold out within less than 2 hours for the 24 open seats available. Time after time, this event proves to be a great platform and very beneficial for both the vendor/supplier companies as well as the owner-management companies.

Each of the 24 vendor/supplier companies paid to have the opportunity to meet with owner-management company executives who could make the buying decision. In

other words, it was like networking and speed-dating with apartment industry executives! Each of the 24 companies' representatives had 5 minutes to educate owner-management executives about their business, products and services. This fundraiser, along with a raffle drawing raised over \$24,000 to help fund the efforts of the Foundations goals, which includes a donation of \$5,000 dollars to the New Lease On Life Program, this year.

TAAEF President Terry Ragland (Blue Ridge Companies) and the Foundation Board of Directors would like to take this opportunity to thank all of the 21 owner-management companies and 24 vendor/

supplier companies who supported the event and look forward to partnering with you in the future.

Owner/Operators

Apartment Dynamics, LLC
Banner Property Management, LLC
Bell Partners, Inc.
BH Management Services, LLC
Blue Ridge Companies, Inc.
Continental Realty Corporation
Drucker & Falk, LLC
Fogelman Properties
Ginkgo Residential, LLC
Greystar
Grubb Venture Services, LLC
Hawthorne Residential Partners, Inc.
JMG Realty, Inc.



BUSINESS EXCHANGE

Kettler Management
KPM Carolinas Property Management, LLC
Milestone Management, LLC
Pegasus Residential, LLC
PRG Real Estate Management, Inc.
SL Nusbaum Realty Co.
TradeMark Residential Properties, Inc.

Vendor/Suppliers

1st Choice Construction Management, LLC
AFR Furniture Rental, Inc.
Automatic Leasing Services, Inc.
Batteries Plus Bulbs on Glenwood
BG Multifamily
Blue Wave Pressure Washing, Inc.
BrightView Landscape Services, LLC
Brownlee Whitlow Praet & File Law Firm, PLLC

CORT Furniture Rental
Elite Flooring
ForRent.com
Full House Marketing
Locker Solutions
Loebsock & Brownlee, PLLC
Maintenance Supply Headquarters
North Carolina PooPrints, Inc.
P&R Property Consulting Group, LLC
Pro Valet Trash, LLC
Real Floors, Inc.
RestorePro Reconstruction, Inc.
Trane Company
Turner Asphalt, Inc.
Valet Living, LLC
WebListers, LLC

The Triangle Apartment Association's Education Foundation (TAAEF) was formed in late 2011 with a mission to support the apartment industry through educational initiatives, such as (1) enhance the development of professionals within our industry through continuing education courses and seminars; (2) underwrite scholarships for industry education; (3) provide funding for career oriented resources benefiting rental housing owners and operators; and, (4) maintain the association's state-of-the-art Education and Training Center.



Congratulations TAAEF Scholarship Recipients



Congratulations to the following recipients of the Triangle Apartment Association Education Foundation (TAAEF) Education Scholarship Fund for the NAAEI Certified Apartment Portfolio Supervisor (CAPS) Credential program.

Paula Kotarakos — Beech Lake Apartments

Kristin Misnick — 300 Swift Apartments

Derek Tarrant — Greystar

new lease on life



A New Lease on Life (NLOL), a 501(c)(3) organization and a TAA Transitional Housing program, was designed to help families who have become homeless due to no fault of their own get back on their feet. The program's goal is to not offer a hand out, rather a hand up. We are able to bridge member manage-

ment companies with a local nonprofit agency for a 12-24 month period and provide an available apartment home at a reduced rate with quarterly gradual increases. Our goal at the end of the program is for each family to be self-sustaining and choose to be able to continue to be a renter at market rent.

Get involved! In order to move the program forward, we need more units. One unit equals one family's home. Unable to give a unit? Monetary donations help provide the families with linens, mattresses, household goods, and furniture. For all questions regarding A New Lease on Life's program and how to get involved, please email nlol@triangleaptasn.org.

Check us out on Facebook! @taaNLOL



Thank you to the 2017 New Lease on Life Contributors!

Philanthropist (\$500+)

Leslie Mathis

Humanitarian (\$250 - \$499)

Benefactor (\$100 - \$249)

Anonymous (3)

Chris Fortune

Terry Ragland

Todd Whitlow

Helping Hand (\$1 - \$99)

Marty Babcock

Danielle Butler

Josie Eatmon

Misti McElwee

Katrina Murdock

Meg Palumbo

Peggy Patterson

April Vasta

Judy Wade

**Updated 8/14/17 – Please visit our website for an updated list of Contributors.*



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After Work NETWORKING



Our third After Work Networking event of the year was held on July 11 at Clouds Brewing in Durham. Thank

you to the over 110 members who joined us! The event allowed everyone the opportunity to enjoy a relaxing summer evening with friends and colleagues. TAA will host one more After Work Networking event this year, in December, so watch for details!



Thank You Sponsors



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Response Team 1

New Members

COMMUNITIES

Flats at 540

4001 Reedybrook Crossing
Apex, NC 27502
Contact: Carrie White
Email: flatsat540@herculesliving.com
Telephone: 919-213-4773
Units: 212

Forest Hills Apartments

917 Seventh Avenue
Garner, NC 27529
Contact: Tamra Uppstrom
Email: foresthills@ellerliving.com
Telephone: 919-779-5424
Units: 136

Heritage Park Villas

2110 Smallwood Street SW
Wilson, NC 27893
Contact: Nina Walker
Email: heritageparkvillas@gmail.com
Telephone: 252-291-8750
Units: 100

New Rockwood Place Apartments

1301-23 Leggett Rd
Rocky Mount, NC 27801
Contact: Jay Coleman
Email: capital.american.services@gmail.com
Telephone: 252-446-0727
Units: 50

Park Central

200 Park at North Hills Street
Suite 121
Raleigh, NC 27609
Contact: Lauren Bass
Email: lbass@parkcentralraleigh.com
Telephone: 800-528-1282
Units: 286

Stallings Mill Apartment Homes

47 Stallings Mill Loop
Clayton, NC 27520
Contact: Lori Damon
Email: stallingsmanager@hrpliving.com
Telephone: 919-879-8710
Units: 288

The Aster

4020 Highcroft Drive
Cary, NC 27519
Contact: Robyn Hoover
Email: theaster@greystar.com
Telephone: 919-614-2350
Units: 493

The Bluffs at Walnut Creek

2540 Bluffs View Drive
Raleigh, NC 27610
Contact: Vonyetta Crawford
Email: thebluffsmanager@pedcor.net
Telephone: 984-255-0969
Units: 198

The Mark at Durham One

504 East Pettigrew St
Durham, NC 27701
Email: markatdurhammgr@greystar.com
Telephone: 919-812-6487
Units: 305

Wakefield Manor

10710 Nickleby Way
Raleigh, NC 27614
Contact: Tania Goode
Email: wakefield-manor@cmc-nc.com
Telephone: 919-554-3299
Units: 96

INDEPENDENT RENTAL OWNERS

Property Stewardship Partners, LLC

2729 Montgomery Street
Durham, NC 27705
Contact: Daniel Fry
Email: psp.apartments@gmail.com
Telephone: 919-907-1335
Units: 3

ASSOCIATES

Batca Fitness Systems USA, Inc

1207 North New Hope Rd
Raleigh, NC 27610
Contact: Peter Haygarth/Ron Batca
Email: ron@batcafitness.com
Telephone: 919-255-1233
Fitness Equipment

Capstone Capital

1019 Hay Street
Fayetteville, NC 28305
Contact: Keri Alper
Email: keri@cscap.us
Telephone: 910-483-0516
Financial Services

Coordinated Loss Services

2660 Discovery Drive Suite 130
Raleigh, NC 27616
Contact: Robert Knight
Email: Robert.knight@coordinatedlossservices.com
Telephone: 888-257-0911
Emergency Service Contractor, General Contractor, Mold Remediation Contractor

Home Paramount Pest Control

2011 Rock Spring Rd
Forest Hill, MD 21050
Contact: Chris Jeffreys
Email: cjeffreys@homeparamount.com
Telephone: 443-608-2508
Pest Control Products & Services

IKO Premium Roofing Products

1125 Golden Star Way
Wake Forest, NC 27587
Contact: Robert Miller
Email: rob.miller@iko.com
Telephone: 919-338-4130
Roofing Products

Kenmore Direct

1678 Town Home Drive
Apex, NC 27502
Contact: Terry Fleitz
Email: terry.fleitz@searshc.com
Telephone: 919-616-9792

Appliance Leasing, Sales, Service and Supplies

Prime Home Repairs

1503 Hubo Ct
Raleigh, NC 27603
Contact: Monsy Bonilla
Email: info@primehomerepairs.com
Telephone: 919-608-3125

Painting Contractor, Paint and Wallcoverings Maintenance

Proforma P3

120 Golfview Drive
Advance, NC 27006
Contact: Roger Casey
Email: roger.casey@proforma.com
Telephone: 703-850-8668

Advertising, Promotional Products, Publications

Sir Speedy Printing-North Raleigh

1801 Saint Albans Drive Suite B
Raleigh, NC 27609
Contact: Paul Burke
Email: pburke@sirspeedyraleigh.com
Telephone: 919-872-9498

Graphics & Signs, Marketing Promotions

Welcome!

On the Move

Peyton Gosser is now the Account Executive for **ScentAir Technologies** in the Raleigh/Fayetteville market.

Lisa Russell is now the Chief Operating Officer for **Ardmore Residential**.



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

- Promotions or New Hires
- New Billing Contact & Information

- Management Company 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 memberservices@triangleptassn.org.

TAA Welcomes New Staff



Terri Exel joins the team as Member Services and Office Support Coordinator. Her duties will include serving as the first point of contact for members; intake and database entry of event registrations; overseeing the rentals of the education center, large and small conference rooms; processing product orders; managing and ordering supplies; and administrative support to the staff team.

This will be Terri's entry back into the workforce as she has been a stay-at-home Mom for several years. While at home Terri was extremely active as the project lead on multiple major PTA and school-related initiatives including chairing the yearbook committee; co-designing a website, and co-chairing a silent auction that raised \$10K more than previous years, to name a few. In the professional realm, Terri was a data entry clerk, administrative assistant, and then assistant project manager with BMG-Direct. She earned a Bachelor of Arts degree in Communications from Rutgers University. Terri resides in Raleigh with her husband and three sons.



Madeline Gale is the Government Affairs intern working with us throughout the fall of this year. For the last year, Madeline worked at the General Assembly with Senator Andrew Brock. She is a senior at NC State University expecting to graduate in May 2018 with a Bachelor's of Science degree in Political Science and a minor in non-profit studies. She will help us coordinate candidate interviews for the TAA-PAC, work on TAA's 2017 Municipal Voter Guide, assist with fundraising marketing materials, and much more surrounding the upcoming elections. Madeline will be in our office Mondays, Wednesdays and Fridays.



We know you join us in welcoming them to the team!

Ambassador Program

Do you want to get more from your membership? Become a TAA Ambassador today!

Share your success with new members and join the Ambassador Program! Take this opportunity to become acquainted with new members and to help be a part of TAA's success. Owner/Operator, Independent Rental Owner and Associate members are encouraged to participate! This is a great way to share your industry knowledge and build lasting relationships within the association.

Expectations of a TAA Ambassador

- Be paired with a non-competing New Member
- Make initial contact and introduction of self
- Introduce New Member to a minimum of 3 other members at their first event
- Check in monthly to remind about upcoming events/education
- Relay any issues, suggestions, ideas to TAA Staff

Criteria to become an Ambassador

- ✓ Must be a member in good standing
- ✓ Must have a minimum of two (2) years of involvement within TAA

For more information or to sign up as an Ambassador, please contact Candace Patrick at cpatrick@triangleaptassn.org.



September

4 TAA Office Closed Labor Day	8-9 CPO 8:30pm - 5:00pm	11-14 NAAEI AIT Training	13 Independent Rental Owner Dinner Meeting 6:00pm - 8:00pm
15 TAA's Annual Golf Tournament 9:00am - 4:00pm The Neuse Golf Club	20 NAA Lease Review & Training Seminar 9:00am - 5:00pm	21 Legal Issues 9:00am - 5:00pm	26 Executive/Board of Directors Meeting 8:30am - 11:00am TAA Large Conference Room
28 Apartment All Stars 9:00am - 12:30pm McKimmon Conference & Training Center	<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 Courses, Events & Committee Meeting dates and times.</p>		



October

3 TAA 101 9:00am - 10:30pm	5-6 Board of Directors Retreat	11 Independent Rental Owner Dinner Meeting 6:00pm - 8:00pm	12-14 NALP Time varies – see website for details
17 Leadership of Excellence Roundtable 9:00am - 1:00pm	18 Maintenance Mania and Service Appreciation PNC Arena	19 Managing Residential & Commercial Properties Seminar 10:00am - 2:00pm	20 Legal Issues 9:00pm - 5:00pm
24 Executive/Board of Directors Meeting 8:30am - 11:00am TAA Large Conference Room	25-26 Low Income Housing Tax Credit Seminar 9:00am - 5:00pm		

2017

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