

the ApartMentor

RALEIGH • DURHAM • CHAPEL HILL

September/October 2016

TOPS

Triangle Outstanding Performance Stars Awards
Friday, October 28, 2016

**TAA Residential Property
Management Career Fairs**
September 29 and 30, 2016

Legal Issues
October 27, 2016



Is your management company

Going for the GREEN?

Find us on the course at the Neuse Golf Club during the TAA 2016 Golf Tournament on Friday, September 16 to find out how they can.

A BETTER APPROACH TO EVICTIONS

- ▶ Complete Carolinas Coverage
- ▶ Expedited Filing Services
 - ▶ Free Legal Advice
 - ▶ Flat-Fee Prices



LOEBSACK & BROWNLEE, PLLC
THEEVICTIONTTEAM.COM

4020 Westchase Blvd, Ste 527
Raleigh, NC 27607
(919) 792-1690



OFFICERS



Julie Chu, CAPS, CAM
President
Ginkgo Residential
Raleigh



Andy Meador, CAMT
Vice President
McDowell Properties
Raleigh



Claire Michael, CAM
Treasurer
Fairfield Residential
Morrisville



Craig Cadwallader, CAPS, CAM
Secretary
TriBridge Residential, LLC
Raleigh



Barb O'Steen, CAM
Immediate Past President
Greystar
Raleigh

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:



Apartment Association of NC
7920 ACC Blvd., Suite 220-B
Raleigh, NC 27617
Telephone: 919.589.7759
Toll-Free: 888.599.AANC (2262)
www.aanconline.org



National Apartment Association
4300 Wilson Boulevard, Suite 400
Arlington, VA 22203
703.518.6141 • 703.248.9440 FAX
www.naahq.org

DIRECTORS



Dane Allen, CAS
THS National, LLC
Director 2016
Raleigh



Beth Kirkpatrick, CAS
Fitness Concepts
Director 2016-2017
Raleigh



Judy Wade, CAPS, CAM
TradeMark Residential
Properties
Director 2016-2017
Raleigh



Sheronda Dennis, CAPS, CAM
Robbins Property
Associates
Director 2016-2017
Cary



Kelli Lea
Greystar
Director 2016-2017
Raleigh



Todd Whitlow
Brownlee Whitlow Praet &
File, PLLC
Director 2016-2017
Raleigh



Tonya Dunn
Grubb Properties
Director 2016
Cary



Jeannette Steele
Drucker & Falk, LLC
Director 2016
Raleigh



Rita Zepeda, CAPS, CAM
PRG Real Estate Management
Director 2016-2017
Durham



Chris Fortune, CAS
Response Team 1
Director 2016
Apex



April Vasta, CAM
Blue Ridge Companies
Director 2016
Raleigh



Norm Praet
Brownlee Whitlow Praet &
File, PLLC
General Counsel 2016-2017
Raleigh

TAA STAFF MEMBERS

Josie H. Eatmon
Executive Director
jeatmon@triangleaptassn.org

Suzanne Pratt
Director of Professional Development
spratt@triangleaptassn.org

Vicki Franciosi
Meetings & Events Director
vfranciosi@triangleaptassn.org

Jacob Rogers
Government Affairs Director
jrogers@triangleaptassn.org

Susan Williams
Finance Director
accounting@triangleaptassn.org

Candace Patrick
Membership & Marketing Manager
membership@triangleaptassn.org

Megan Palumbo
Communications Manager
communications@triangleaptassn.org

Abygale Henneberry
Education Coordinator
educationcoordinator@triangleaptassn.org

Terreca Etson
Accounting Associate
tettson@triangleaptassn.org

Erin Lowder
Member Services & Office Support Coordinator
memberservices@triangleaptassn.org



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





Hold the Vision, Trust the Process

Last year, TAA's Government Affairs Committee (GAC) teamed up with the XCEL Committee (TAA's Young Professionals) to host the very first TAA-PAC fundraiser event - BBQ, Beer and Bowties. It was a successful event, held at The Pit in Durham, which raised over \$2,100! There was great music and amazing food, all topped off with some wonderful looking bowties. The money raised was tremendous, but this only represented a small number of our members. Shortly after, the brainstorming began on how we could encourage more members to donate. TAA has over 867 member firms. If 25% of members made a small donation, we could easily fund the TAA-PAC.

At this year's first After Work Networking event, Todd Whitlow and I came up with the idea of Cash Karaoke. Who wouldn't want to donate to nominate their favorite TAA member to get up on stage and belt a tune? Better yet, donate and get your boss up there to sing! The idea was pitched to the Government Affairs Committee and a new taskforce was formed to begin planning. The vision was set, but the process to make it come to life took hundreds of man hours and unbelievable effort. The hard work put forth by the dedicated volunteer members was well worth it as Cash Karaoke was a major success and raised over \$4,000! Not only did we exceed the \$3,000 goal, but I have never seen our members have such a great time. This event proved that we have some talented singing members who got up on that stage and owned it. Then we have members like myself that just want to have a good time and don't care that we can't carry a tune. Luckily, group singing was an option which made it even more fun and easy to get up on stage. The event was interactive with members utilizing an online app to donate towards their favorite singer. The singer would move up the list as more people donated towards them.

Some even donated towards a singer to go up before them. It was great fun. The crowd sang along and danced on the dance floor all evening.

Although we managed to exceed our fundraising goal, many members are unaware of the true importance of their contributions. TAA's Political Action Committee (PAC) supports our local political candidates, encouraging them to act in the best interest of the multifamily housing industry. Contributions to political candidates who support us will ensure that they remain in office and will promote industry issues that are important to us. Even though we are one of the top 25 apartment association markets in the country based on member and unit count, our PAC fundraising is very weak in comparison. Legislation is a major part of our industry's future and has a direct impact on each and every one of us. Events like BBQ, Beer and Bowties along with Cash Karaoke are a huge step in increasing our fundraising, and thus our influence. We need a big war chest in order to have a powerful voice.

In closing, I would like to give a special thanks to the TAA Team, the Cash Karaoke Taskforce, the many volunteers, sponsors and the donators for this great event. Your hard work and dedication are responsible for bringing the vision to life. I cannot wait to sing, dance and raise even more PAC dollars with you all next year!



Best,
Julie Chu, CAPS, CAM
 President
 Ginkgo Residential
taapresident@triangleaptassn.org

TAA Welcomes New Members to the Staff

Megan (Meg) Palumbo

joined TAA in late August as Communications Manager. Her primary responsibilities will include managing the Association's communication vehicles such as: the website, weekly E-news, other social media platforms and *the ApartMentor* magazine; overseeing TAA's association management software (database), spearheading the transition to a new system in 2017; and community outreach, specifically as it relates to career fairs and community service projects the Association undertakes. Meg will serve as the Staff Liaison for the Public Relations & Community Outreach Committee.

Meg is a 2009 graduate of UNC-Wilmington with a BA in Parks and Recreation Management. She most recently was a Community Manager with Bell Partners, Inc. since 2011 and prior to that was a Property Manager with Trinity Properties. She served for two years as the co-chair for TAA's Membership Committee.



Megan (Meg) Palumbo



Candace Patrick

Candace Patrick also joined the TAA staff in late August as its Membership and Marketing Manager. Candace will market and sell Association membership benefits to companies who own or manage apartments and to companies who provide a product or service to the industry in the Greater Triangle region. Additionally, she will work to retain and strengthen TAA's current membership base. Candace will also serve as the Staff Liaison for the Membership Committee.

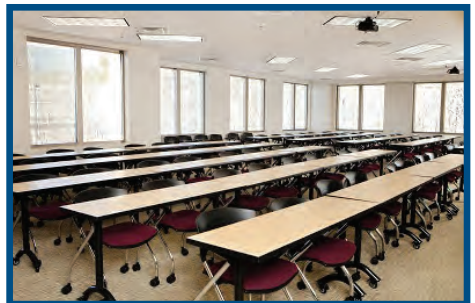
Candace has worked the past two years as a Customer Relations Specialist for Full House Marketing. She earned her Associate of Applied Science degree in Graphic Design and Multimedia in 2011 from Cecil College in Maryland. Candace was a very active volunteer and served in the role as XCEL Committee co-chair this year.

We are excited about both Meg and Candace joining the world of association management and look forward to the many contributions they will make on behalf of TAA!

Need Space?

**Call
Today!**

TAA's Meeting & Event Space is designed to provide an ideal atmosphere conveniently located in the heart of the Triangle. We offer well-designed conference rooms and a training center; complimentary presentation technology and wi-fi; and no catering restrictions.



Call 919-782-1165 or email memberservices@triangleaptassn.org for more information.



TAA hosted its second After Work Networking of the year on Tuesday, August 9 at the Carolina Ale House in Brier Creek. With over 170 in attendance, it was one of our largest turnouts to date. Those in attendance were able to drop off their donations for TAA's Christmas in July Charity Collection and then join us for a relaxing evening of networking. Watch for details on the November After Work Networking coming soon.



Thank You Sponsors

Allstate Insurance –
Walters Insurance
Agency, Inc.



CATCON Catastrophe
Contracting Group



P&R Property Consulting
Group, LLC



TAA held its first ever Christmas in July Charity Drive, with the final collection date of August 9, to benefit the Durham Rescue Mission, Raleigh Rescue Mission and TAA's Transitional Housing Program – A New Lease on Life. Thank you to the over 50 companies and apartment communities that dropped off donations. There were 3,870 items and \$175 in monetary donations collected. **Thank you to HD Supply – Facilities Maintenance and Maintenance Supply Headquarters for donating boxes. And, a special thank you to AFR Furniture Rental, CORT and HD Supply – Facilities Maintenance for donating a truck for the collection event.**





We've got you covered!

- Carpet
- Vinyl
- Tile
- Repairs
- Re-Stretches
- Subfloor Repairs
- Floor Seals

Kindberg Contract Services, Inc.

Floor Covering Sales and Installation

Specializing in the replacement needs of apartment communities throughout the Triangle.

- Scheduling to meet your turn schedule
- Quality products and installation
- Next day and same day service available
- Emergency service available

Call today for a FREE estimate! 919-469-1536

Kindberg Contract Services
is a proud member of



State News Update

- On August 11, federal judges ruled that North Carolina's House and Senate legislative districts are unconstitutional due to racial gerrymandering. The order cites that while the districts are unconstitutional, General Assembly districts for the 2016 General Election will be unaltered because postponing the election or changing the districts before November would cause "undue disruption." Legislative leaders must redraw the districts in the next legislative session for the 2018 General Election.
- In July, The NC PACES Act, "Providing Access to Capital for Entrepreneurs and Small Business", was signed into law by Governor Pat McCrory. The bill passed both the NC Senate and NC House by unanimous votes during the short session and North Carolina now joins over 30 other states that have passed similar laws. The NC PACES Act enables a new way to finance startups and small businesses in our state known as investment crowdfunding.
- According to a new study, Wake County leads all other North Carolina counties with the greatest amount of investment in the state. Wake County ranks first in the state overall, with business growth of 7.3% and GDP growth of \$2.2 billion. In comparison, Durham County ranks fourth, with business growth of 4.7% and \$573 million in GDP growth.

Local News Update

Wake County

- Following the decision earlier this week to revert to the district maps drawn in 2011 for the Wake County Boards of Commission and Education election in November, candidates for the Board of Education began refiling last week. The 2011 district maps include seven numbered districts for the Board of Commission and nine numbered districts for the Board of Education (the repealed maps included seven numbered and two super districts for both boards).

The November General Election ballot will feature races for all nine districts of the Board of Education and only three districts

(4, 5 and 6) for the Board of Commission. These elections will be for two year terms, with members of the General Assembly being required to determine a more permanent solution for the district maps in Wake County for the 2018 elections when they convene in the next session.

- Updated transit plan brochures have been distributed throughout Wake County. Visit www.waketransit.com for more information.

Cary

- Cary began acquiring land to move forward with a \$23.5 million project to complete the last 1.8 mile stretch of Morrisville Parkway and tie it into NC 540. Construction is expected to begin in early 2018 and last 18 months. The NC Turnpike Authority is allocating \$12.5 million, the NC Department of Transportation allocated \$3 million and Cary is responsible for the remaining cost.

- The Town Planning and Zoning Board recommended approval of the next round of Land Development Ordinance (LDO) amendments (Round 34) to the Town Council. The Town Council will hear and make a decision on these text amendments in an upcoming council meeting. Various items such as revisions to decision making authority for Payment in Lieu, site plan approvals and champion trees are part of this amendment.

Chapel Hill

- Introducing Chapel Hill Open Data – the purpose of this site is to increase government transparency by facilitating public access to local government information. With this web-based service, anyone in the community or around the world can access an ever-growing catalog of data sets from Town departments and divisions at www.chapelhillopendata.org. Users can easily create graphs, charts and maps based on the data sets, as well as download data, interact with it and reuse it.

Durham

- Two seven-story buildings (named North and South) covering almost 350,000 square feet will be constructed on what is now a large parking lot as the Durham Innovation District project picks up momentum.

Garner

- Phase two of the McCullers Crossing Project off Ten Ten and US 401 will move forward.

The Garner Town Council unanimously approved a site plan for the second phase of the Halle Company's 99-acre project. Phase two of the three-phase cluster will add 94 single-family homes onto the 412-unit apartment community that was approved by the Council last month. The single family homes will sit on 36 acres of land.

Holly Springs

- Council tabled a decision on an infill development plan for town homes and a duplex at the intersection of Elm and Main streets downtown. Concerns were raised about parking, the development's density and its design. The Council also approved a Unified Development Ordinance (UDO) modification regarding cluster mailbox units and rezoned 8.46 acres in the Rosewood Centre between North Main Street and NC 55.

Wendell

- The Town Board of Commissioners voted unanimously, in July, to table a decision on a zoning change that would allow a senior housing development adjacent to the Edgemont Landing subdivision. The Greater NC Jurisdiction Church of God in Christ is requesting a change from Neighborhood Center zoning to Corridor Mixed Use on 43.57 acres adjacent to the church with a conditional district to allow multifamily senior housing, including duplexes, town homes and apartments.

Upcoming Events

- Join us on September 8 at 9:00 AM for the Government Affairs Committee meeting at the TAA office. Durham County Commissioner Ellen Reckhow will join us. Contact Jacob Rogers for more information at jrogers@triangleaptassn.org. Can't make this one? The Committee meets on the second Tuesday of each month. Drop by and learn what's happening in the Triangle.
- The Triangle Community Coalition's Political Pig Pickin' will be at The Pavilions at the Angus Barn on September 8 from 5:30-8:30 PM. TAA is the Cornhole Sponsor this year. Candidates running for local County Board of Education, Commission and State legislature will compete in a fun toss of cornhole for the opportunity to give a 2-minute stump speech. Registration can be found online at www.tricc.org/political/.



The TAA Government Affairs Committee with Rep. Gary Pendleton (Center) at The Lincoln in downtown Raleigh.



Laura Ryan, Banner Property Management, LLC, talks with Rep. Gary Pendleton.



Members were able to tour a 2-bedroom apartment.

■ The Raleigh Chamber is hosting a Young Professionals Network: Political Engagement event on September 15 with Joe Stewart from North Carolina Free Enterprise Foundation and Vice President of Government Affairs for the Greater Raleigh Chamber. Emily Ziegler will be discussing local issues and what impact you have on elections in Raleigh. More information can be found on the Chamber's website at www.raleighchamber.org.

Government Affairs Committee

■ At the August Government Affairs Committee meeting, members met with Rep. Gary Pendleton (R-Raleigh) for a site visit of one of Raleigh's newest apartment communities – **The Lincoln**. Thank you to Laura Ryan, Regional Property Manager, and the team at Banner Property Management, LLC for hosting the meeting. Our members

discussed HB 881 Landlord/Tenant Private Process Service with Rep. Pendleton along with other issues related to the apartment industry. HB 881 allows private process servers, other than the Sheriff's department, to deliver a Summary Ejectment notice. Rep. Pendleton spoke with Wake County Sheriff Donnie Harrison and agreed there was a need for this expanded service.

Thank you to our Event Sponsors

GOLD

Brownlee Whitlow Praet & File, PLLC
Night Owl Contractors, Inc.

SILVER

A&M Paper and Printing
Drucker & Falk, LLC

BRONZE

Full House Marketing
Google Fiber
Northwood Ravin
Real Floors, Inc.

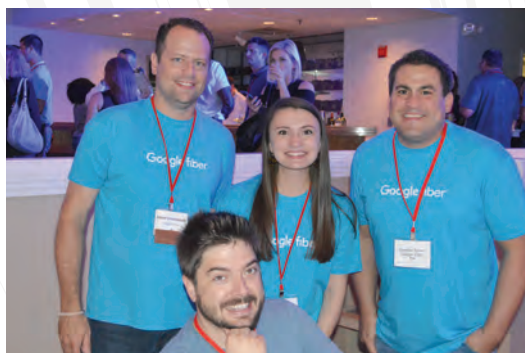
Also, thank you to our additional Sponsors. They included: AFR Furniture Rental, Lounge Area Sponsors; Google Fiber, App Sponsor and Perfect Entertainment, Lighting & AV Sponsor. Thank you to TAA's XCEL Committee for designing the creative SnapChat filters.

Cash Karaoke: TAA-PAC Fundraiser



Cash Karaoke was a blast! On August 25, the TAA-PAC held its second annual fundraiser at the Wake County Shrine Club. With over 100 guests and MANY participating in karaoke, we raised over \$4,000.

Members challenged others to sing and then pledged and donated money for them. TAA celebrities such as TAA President Julie Chu; Vice President Andy Meador; Board Members: Sheronda Dennis, Beth Kirkpatrick, Kelli Lea, Norm Praet, April Vasta, Judy Wade, Todd Whitlow and many more TAA members rocked it onstage!



Make an Investment in Your Future

President Club Level \$1000+

Andy Meador Bob Metzger Barb O'Steen

Ambassador Club Level \$500 - \$999

Julie Chu Justin Kempe Tonya Dunn Jeannette Steele Edward Harrington

Capitol Level \$200 - \$499

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

Advocate Level \$50 - \$199

Brett Bailey Teresa Boland Craig Cadwallader Beth Kirkpatrick
Craig Bartholomew Katy Boone Sheronda Dennis Lisa Price

Member Level \$5 - \$49

Sheldon Boone LouAnn Frye Misti McElwee Rebecca Pugsley Lauren Varnhold
Jason Eaves Mark Mazzotta Susan Newman Christopher Taylor Laura Winner

You are able to make your contribution today by visiting www.TriangleAptAssn.org or mailing your personal check to TAA-PAC 7920 ACC Blvd., Suite 220, Raleigh, NC 27617.

*Updated at the time of printing. Donations listed do not include contributions from the Fundraiser Event.



PIGS CAN FLY AND ROOSTER'S TUTU!

A GUIDE TO EMOTIONAL SUPPORT ANIMALS

By: Brownlee Whitlow Praet & File, PLLC

Unlike Mary's little lamb who broke the rule by following her to school one day, once qualified, an Emotional Support Animal ("ESA") is generally permitted under the Federal Fair Housing Act to accompany its human resident anywhere on your property where residents are allowed to go: to the gym, the office and even to the pool. While the issues are exponentially magnified in the airline industry, they do illustrate the difficulty encountered also by multifamily communities:

- On the day before Thanksgiving, 2014, a "handicapped" woman brought a 70-lb pot-bellied pig onto a crowded commercial airplane. During the flight, the pig began squealing incessantly and then defecated in the aisle. Then it began to howl. The woman and her pig were finally kicked off the flight.

- A quick internet search revealed the following ESAs on commercial flights: a turkey in a wheelchair, a kangaroo joey, a miniature horse and a *rooster wearing a pink tutu*. Therefore, "pigs can fly and rooster's tutu!"

For \$99, pet owners can obtain an official-looking letter adorned with many initials on letterhead purporting to render a "diagnosis" of a non-apparent disability requiring an ESA. Sometimes, these letters will come with an orange "service animal" vest and a laminated badge. Rip one off the internet, and you and your Mastiff are in business! No pet fees, no pet rules and lots of attention!

Understandably, many owners and managers of multifamily communities have decided that potential Fair Housing complaints and lawsuits are too much of an expense and too much of a risk, so ESAs are becoming more and more prevalent. A federal court of appeals case published in 2014 aptly illustrates this risk: a condominium association was sued by HUD, which resulted in several years of litigation, discovery and ultimately a two-day jury trial in which the jury awarded \$5,000 in damages to the homeowners, along with a court order requiring the Association to pay over \$125,000 in legal fees to the homeowner.

Granted, the Association made several mistakes which are rather unlikely to be made by an owner or management company.

It is an issue that we are all becoming familiar with, and, this year, it was a subject of the National Apartment Association Government Affairs Roundtable and Legal Symposium. In March, the NAA also published the NAA Toolkit for Emotional Support Animals, which is a very helpful resource with practical guidance that includes a summary of the federal laws and regulations and that apply to service animals and ESAs; scripts for property owners and manager in answering questions; FAQs regarding reasonable accommodation requests; and sample policies and forms.

Community owners and managers must evaluate a request for a reasonable accommodation using general principles applicable to all reasonable accommodation requests. Accordingly, when there is no readily apparent or otherwise previously known handicap, you are entitled to receive reliable documentation in order to verify that the person (1) has a handicap, which is defined as a physical or mental impairment that substantially limits one or more major life activities; and (2) has a disability-related need for an assistance animal that alleviates one or more of the identified symptoms or effects of the existing handicap. An accommodation offered to persons with a handicap must be (1) reasonable and (2) necessary to (3) afford the handicapped person an equal opportunity to use and enjoy housing. In other words, the person making the request must demonstrate a direct linkage between the proposed accommodation and the equal opportunity to enjoy the relevant dwelling.

It is important to distinguish between a "service animal" for a person with an apparent and obvious disability, and an ESA for an alleged disability which is not apparent at all. Where the disability is readily apparent, such as in the case of a visual impairment, and the connection between the handicap and the requested service animal is also readily apparent, no need exists to investigate further. The challenge exists where either the disability or

the service the animal provides the disabled resident are unclear.

As an owner or manager, you are entitled to reliable disability-related information that is necessary to afford a reasonable and meaningful review to verify that a person meets the legal definition of a legitimate disability; describes the needed accommodation and shows the relationship between the person's disability and the need for the requested accommodation. While such information should not generally require a resident to produce medical records and a detailed medical history, you may request reliable documentation or at least enough of a reliable explanation to determine that the condition substantially (e.g. "to a large degree") limits one or more major life activities; and, then be able to understand how the emotional support animal ameliorates such a handicap. Such information, usually in a letter or form used for this purpose and coming from a credible and reliable source, should generally explain what the physical or mental impairment is (as long as not readily apparent); what is the major life activity that is limited; how that activity is substantially limited and how the accommodation will affirmatively enhance the quality of life by reducing the effects of the handicap.

Recently, our firm represented a community that received a request for an emotional support pig. When asked if he had any documentation regarding his non-apparent "disability," he admitted he presently had none. However, a few days later he presented a letter from an out-of-state psychologist which "prescribed" the pig as an ESA for an unidentified emotional disorder.

We determined that the letter was not credible or reliable for a number of reasons. First, it was an out-of-state psychologist who was not licensed in North Carolina. The letter purported to provide a diagnosis and evaluation of an alleged mental health condition for a North Carolina resident, apparently over the internet. As confirmed by the North Carolina Psychology Board, this constituted the unauthorized practice of psychology in North

Carolina since the psychologist was not licensed in this jurisdiction. Additionally, the psychologist did not have a physical address, and the address on the letter appeared to be a box at an out-of-state UPS store. The letter itself failed to explain a physical or mental impairment that substantially limits one or more major life activities, or the disability-related need for the animal. Accordingly, we requested additional, reliable information, and we promised to review it if and when it was produced.

Assuming the resident meets these legal requirements, the accommodation itself must be reasonable. Generally, the burden is on the owner or manager to show that the request is unreasonable. Reasonable accommodations are those that do not impose undue financial or administrative burdens; substantial changes, adjustments, or modifications; or fundamentally alter the nature of the program or multifamily community. In this case, since the animal had not been previously procured or prescribed, we asked whether perhaps some other arrangement, such as having another type of animal permitted by

the property's existing policies, would similarly alleviate any disability-related symptoms.

In summary, property owners and managers need not give rubber-stamp approval to every request made. As the Federal Court of Appeals noted in the condominium case above:

The FHA does not demand that housing providers immediately grant all requests for accommodation. The duty to make a reasonable accommodation does not simply spring from the fact that the handicapped person wants such an accommodation made. Once a provider knows of an individual's request for accommodation, the provider has an opportunity to make a final decision. . . which necessarily includes the ability to conduct a meaningful review to determine whether the FHA requires the requested accommodation.

We recommend reviewing the NAA Toolkit; evaluating your education and training of all

employees who may encounter these requests; considering corporate chain-of-command authority; and what policies or forms, if any, should be used. In reviewing and determining a reasonable accommodation request, a number of factors and qualifications may come into play, each request is different and must be evaluated on its own and on its merits, and this article does not purport to contain all the possible issues. If you have questions, it's important to bring legal counsel into the issue when an accommodation request is first made.

This article is not legal advice and does not create an attorney client relationship. You should seek legal counsel to address any of your specific legal issues or concerns.

i *Bhogaita v. Altamonte Heights Condominium Ass'n, Inc.*, 765 F.3d 1277 (2014).

ii *Id.*

iii *Id.* at 1286 (internal quotes and citations omitted).



Uniting Talent with Opportunity

We find the best candidate providing the best expertise for the best client company at the perfect time.

- Temporary Staffing
- Temp-To-Hire
- Payrolling
- Direct Placement
- Marketing & Lease Up Services
- Training & Talent Development

We combine industry knowledge with innovative recruiting solutions to help you acquire, manage and optimize today's talent.

Call our award winning team to assist you right away!



919.362.6282 MAIN • 704.821.6665 CLT • FullHouseMarketing.com

The Triangle Apartments

TO

TRIANGLE OUTSTANDING PE

Join us on October 28, 2016, for a special evening of celebration! Help us recognize the industry

Congratulations to the TO

Assistant Property Manager of the Year

Marie Brady, Lexington on the Green Apartments
Cristal Bruce, Mission Capital Crossing
Azalea Perkins Chriss, Tradition at Stonewater
April Crain, Sumter Square Apartments
Erin Haddon, Hyde Park Apartments
Kelly Haygarth, The Reserve at Cary Park
Maegan Hunsucker, Shellbrook Apartments
Sherry Jones, Caveness Farms Apartments
Amanda Long, Cary Reserve at Weston
Colby Robinson, Cumberland Cove Apartments
Joe Rose, Grand Arbor Reserve
Angie Smith, Water Garden Park &
Water Garden Village

Associate Individual of the Year

Jason Champion, Redi Carpet
Jesse Jenkins, For Rent Media Solutions
Todd Mancini, Maintenance Supply Headquarters
Peggy Patterson, Career Strategies, Inc.

Best Amenity

The Apartments at Palladian Place
The Falls Apartment Homes

Best Curb Appeal

Carrington at Brier Creek
Summermill at Falls River Apartments

Best Social Media

Carolina Restoration Services
For Rent Media Solutions
Jones Grant Urban Flats
The Apartments at Palladian Place

Best Trade Show Booth

CARES by Apartment Life
Full House Marketing
Level 5 Designs, LLC
Redi Carpet
Smoke Alert Home Fire Safety

Leasing Professional of the Year

Mark Curtis, The Parc at University Tower
Ashelyn Johnson, Waterstone at Brier Creek

at Association Presents



PERFORMANCE STARS AWARDS

ty's top performers as we honor the nominees and recipients of these most prestigious awards.

MPS Award Nominees

Most Valuable Person (MVP) of the Year

Ralph Ray, Drucker & Falk, LLC
Derek Tarrant, Carrington at Brier Creek

Property of the Year (up to 200 units)

Cary Pines Apartments
The Parc at University Tower

Property of the Year (201 units plus)

Amelia Station
Alta Springs Apartments
Hyde Park Apartments
Southern Village Apartments

Property Executive of the Year

Ed Batchelor, TradeMark Residential Properties, Inc.

Property Manager of the Year

Julie Chu, The Ashborough Apartments
Cheryl Dillard, Green Meadows Apartments
Deanne Hayworth, Hunting Ridge Apartments
Stephanie Rodriguez, Wakefield Glen
Giselle Santiago, The Falls Apartment Homes
Jon Smith, The Parc at University Tower
Derek Tarrant, Carrington at Brier Creek
Kellie Wingold, Tradition at Stonewater

Rookie Office Team Member of the Year

Amber Stegall, Cary Reserve at Weston

Rookie Service Team Member of the Year

Newton Ferguson, Park Ridge Estates
Christopher Taylor, Montecito West Apartments

Service Supervisor of the Year

Nashid Copelin, Brentwood West Apartments
Kevin Jones, Duraleigh Woods Apartments
John Lewis, Tradition at Stonewater
Christopher McMillan, Jr., Southpoint Crossing
Franklin Rodriguez, Berkshire Park
Gary Whiteside, Southern Village Apartments

Service Team Member of the Year

Randy Birth, Pine Winds Apartments
Dante Hinton, Summermill at Falls River Apartments
Nicholas Jeffries, The Bradford
Jason Lambert, Cary Reserve at Weston
Maxiel Sanchez, Green Meadows Apartments
Elmer Torres, The Parc at University Tower

Triangle Outstanding Performance Stars Awards

Friday, October 28, 2016

Embassy Suites by Hilton Raleigh Durham Research Triangle
201 Harrison Blvd., Cary / 5:30pm – 10:00pm

Cost: \$99 Members / \$109 Non-Members and Guests

Formal Attire (Black Tie Optional)

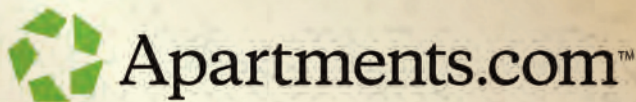
If you have 10 individuals that would like to sit together, you can reserve a table with your apartment community or company name displayed. The cost is \$150 per table and reservations are first come, first served.

The table reservation fee does not include the cost of dinner.

Register by October 21 at www.TriangleAptAssn.org. Questions? Contact Vicki Franciosi at vfranciosi@triangleaptassn.org.

Thank you to the 2016 TAA Visionary Partners for their support of this event.

PLATINUM



Brownlee Whitlow Praet & File
Property Solutions Law



LOEBSACK & BROWNLEE, PLLC
THEEVICTIONTEAM.COM



PROPERTY RESTORATION
AND RENOVATION

GOLD



SILVER





TAA's Women's Enrichment Series Featuring: *Author Jane Hight McMurry*

TAA held its second annual Women's Enrichment Series on August 11. Over 45 women came together for a Lunch and Learn to hear author Jane Hight McMurry speak on the topic of ***"Navigating the Lipstick Jungle: Go from Plain Jane to Getting What You Want, Need and Deserve!"***

Jane used the workplace as the Jungle analogy on how and why women need to equip themselves to effectively navigate the professional world. She engaged the audience with stories, laughter and practical ideas for getting what you want. This included how to be clear and precise in what you ask for; how to dress for success in specific environments; how to ask for a raise and eight ways women could negotiate. Each attendee had an opportunity to take a photograph with Morty the Zebra and walked-away with a brooch and the book entitled, *Navigating the Lipstick Jungle*.



Pictured left to right: Julie Chu, TAA President; Leslie Mathis, Streamline Multifamily Group; Jane Hight McMurray, Author and Guest Speaker; Lolita Ward, CORT and Vamida Zdanowicz, CORT.



Jane Hight McMurray paused for a photo before speaking to the group.

SPECIAL THANKS
to our sponsors!

Career Strategies, Inc.

CORT

Streamline Multifamily
Group

Legal Issues

Six (6) CAPS, CAM, CAS, NALP and CAMT continuing education credits

Friday, September 23, 2016

9:00 a.m. - 5:00 p.m.

Break Service Sponsor: The Liberty Group
Workbook Sponsor: Full House Marketing

Continental breakfast and lunch is provided.

Seminar Fee: \$179 Members/\$204 Non-Members

Join us for this informative seminar to learn all the legalities of operating your property within the law in the state of NC.

Mr. 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.

Other topics include:

- Evictions A-to-Z, case law precedents affecting evictions, including updates on the pending Lofton NC Supreme Court case
- Proper use of security deposits
- NC Debt collection laws
- Landlord legal myths – including newly explored myths
- Referral fees
- Discuss industry trends in charging creative fees to residents, including a July 2016 change in NC law affecting eviction fees
- Review legality of early termination fees and “minimum notice” fees and ways to enforce unpaid submetered water bills
- Discussing the fair housing impact of the landmark U.S. Supreme Court case of Texas – and the new 2016 HUD Criminal Screening Guidance
- *As always: As many of your questions that we can pack into a full day seminar.*

About Your Instructor

Will Brownlee is the Executive Director and General Counsel for the Apartment Association of North Carolina. Mr. Brownlee has practiced law for 18 years on behalf of landlords in North Carolina and South Carolina and has been active in the apartment industry for 20 years. Prior to his current position with AANC, Will founded two law firms whose attorneys continue to represent landlords and management companies throughout the Carolinas. Over the years, he has served as a member of the AANC Board of Directors, the Triangle Apartment Association’s Board of Directors and the Piedmont Triad Apartment Association’s Board of Directors. Will has also served as the author and editor of the AANC Lease and AANC Legal Handbook for over 18 years, and he also serves the National Apartment Association as its local attorney for revisions and updates to its standard lease forms used in NC and SC. Committed to landlord education, he regularly teaches legal seminars and NAAEI designation courses throughout North Carolina and South Carolina.

Train-the-Trainer

Six (6) CAPS, CAM, CAS, NALP and CAMT continuing education credits

Wednesday, September 28, 2016

9:00 a.m. - 5:00 p.m.

Seating is limited so register today!

Seminar Fee: \$185 Members/\$235 Non-Members

This interactive workshop is custom-designed for those who serve the multifamily industry and wish to become more proficient at delivering their message to small or large groups: Property Managers, Executives, Vendor/Suppliers, Marketing/Leasing Directors, Training Facilitators.

You will learn how to:

- Organize and deliver your message clearly with maximum retention
- Create impactful openings and closings
- Present to 1 or 100’s without passing out
- Control your audience attention
- Persuade and move your audience to action
- Motivate your listener to beat your drum

Bonus topics:

- Ten tips to control fear and reduce anxiety
- Five most common mistakes speakers make
- Fifteen techniques to engage your audience

**Each participant will receive the book
 “The Exceptional Presenter” by Timothy J. Koegel**

Your Instructors

Rebecca Rosario, NALP, CAM, NAAEI is the owner of Full House Marketing, Inc. Her tried and true on-site experience, coupled with her corporate advertising and marketing success makes Rebecca an ideal consultant and training expert. Additionally, she is actively involved throughout North Carolina in various apartment associations and is a past board member of the Triangle Apartment Association and Piedmont Triad Apartment Association. As a nationwide trainer, Rebecca completed the National Apartment Association’s (AIT) Advanced Instructor Training and is a faculty member of the National Apartment Association Education Institute (NAAEI). She is a NALP, CAM and CAPS instructor, a multiple NAA Education Conference Speaker and a multiple Brainstorming Presenter and Facilitator.

Andy Meador, CAMT, NAAEI, (Vice President) is the Director of Capital Projects with McDowell Properties, a real estate investment firm based in Plano, Texas. Andy has been affiliated with the apartment industry for over 30 years. He is a faculty member of the National Apartment Association Education Institute (NAAEI), a Certified Pool Operator Instructor for the National Swimming Pool Foundation, a proctor for the CFC certification exam and also instructs portions of the NAAEI CAPS and CAM designation programs. Over the years, Andy has served on the Membership, Education and Special Events Committees; and is a past board member of the Triangle Apartment Association Education Foundation (TAAEF). Andy earned his Certified Apartment Maintenance Technician (CAMT) designation more than 20 years ago, as part of TAA’s first graduating CAMT class!

**TAA: Providing quality educational opportunities for
 the Triangle apartment industry for 32 years!**

Don’t have time to provide them the training to help them be the best they can be? Fret no more! Let TAA take care of the training for you!!

The Triangle Apartment Association proudly presents



NALP Course

Thursday, October 13, 2016

8:30 a.m.- 5:00 p.m.

Friday, October 14, 2016

9:00 a.m.- 5:00 p.m.

Saturday, October 15, 2016

9:00 a.m.- 4:00 p.m.

NALP Presentations: Friday, November 18, 2016

9:00 a.m. - 1:30 p.m.

Please note that new registrations received within three days of the course will be assessed a \$50 administrative fee to cover shipping costs for course materials.

NALP Designation Course Fee:

\$459 TAA Members / \$589 Non-Members

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 the skills to help them become top producers.

NALP Course Outline:

- Bringing in New Residents: Be Prepared
- Marketing and Maintaining Your Community
- Why Your Competition Matters
- Relevant Laws and How to Apply Them
- The Sales Process and Building Relationships
- Effectively Meeting the Needs of Current Residents
- Market Survey
- NALP enhanced with FranklinCovey video-based courses!

NALP: Candidacy requirements include completion of the NALP Curriculum, successfully passing the online exam (score 70 or above), successfully completing three market surveys and making a comparison of those surveys in a verbal/written presentation and six months of apartment industry experience.

No money in the budget? TAAEF is accepting 2016 NALP Education Scholarship Applications until September 6, 2016. For TAA Members Only! The application is available online under Education on the TAA website: www.triangleaptassn.org.

CFC: 608 EPA Certification & Testing for Technical Personnel

Wednesday, October 19, 2016

Time: 9:00 a.m. - 4:30 p.m.



Course Fee: \$225 Members/\$245 Non-Members

Spanish Materials: \$245 Members/\$275 Non-Members

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

Student materials are available in Spanish.

Those individuals that need to retest only to earn either the Core, Type I, Type II, and/or Type III must fill out the required CFC certification retest registration form at www.triangleaptassn.org or contact Director of Professional Development, Suzanne Pratt, at (919) 782-1165 ext. 6.

Instruction will include:

- HVAC
- Prohibition on venting
- Mandatory technical certification
- Safe disposal requirements
- Refrigeration maintenance practices
- Service practice requirements
- Refrigerant sales restrictions
- Recordkeeping requirements
- High pressure/low pressure systems

Your Instructor

David Cameron, CM, RSES, is the owner of HVACR Training, LLC. Mr. Cameron has provided on-site, hands-on training courses/seminars in the Southeast region since April 2014. During his years as an Independent Skills Instructor and Field Technical Representative, he trained hundreds of HVAC personnel on subjects ranging from equipment installation and diagnostics to comfort system design.

David is certified by (NATE) North American Technician Excellence in eight specialties, including Senior HVAC Efficiency Analyst. He is 20-year Certificate Member of Refrigeration Service Engineers Society and a proctor for the CFC certification exam. David holds certifications in electrical and Advanced Level Technician credentials from the North Carolina Heat Pump Skills Center.

TAA: Providing quality educational opportunities for the Triangle apartment industry for 32 years!

NAA Lease Review & Training Seminar

Six (6) CAPS, CAM, CAS, NALP and CAMT continuing education credits (CECs)

Thursday, October 20, 2016
9:00 a.m. - 5:00 p.m.



Cost: \$165 Members/\$215 Non-Members
Lunch will be provided.

This session will include a general review of the lease and will provide clarification on the most commonly misunderstood components of the NAA Lease Agreement.

This session is a must attend for managers, assistant managers and leasing professionals.

Your Instructor, Will Brownlee



Will Brownlee is the Executive Director and General Counsel for the Apartment Association of North Carolina. Mr. Brownlee has practiced law for 18 years on behalf of landlords in North Carolina and South Carolina and has been active in the apartment industry for 20 years. Prior to his current position with AANC, Will founded

two law firms whose attorneys continue to represent landlords and management companies throughout the Carolinas. Over the years, he has served as a member of the AANC Board of Directors, the Triangle Apartment Association's Board of Directors, and the Piedmont Triad Apartment Association's Board of Directors. Will has also served as the author and editor of the AANC Lease and AANC Legal Handbook for over 18 years, and he also serves the National Apartment Association as its local attorney for revisions and updates to its standard lease forms used in NC and SC. Committed to landlord education, he regularly teaches legal seminars and NAAEI designation courses throughout North Carolina and South Carolina.

TAA: Providing quality educational opportunities for the Triangle Apartment industry for 32 years!

Legal Issues

Six (6) CAPS, CAM, CAS, NALP and CAMT continuing education credits

Thursday, October 27, 2016
9:00 a.m. - 5:00 p.m.

Break Service Sponsor: Loebsock & Brownlee, PLLC
Continental breakfast and lunch is provided.

Seminar Fee: \$179 Members/\$204 Non-Members

Join us for this informative seminar to learn all the legalities of operating your property within the law in the state of NC.

Mr. 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.

Other topics include:

- Evictions A-to-Z, case law precedents affecting evictions, including updates on the pending Lofton NC Supreme Court case
- Proper use of security deposits
- NC Debt collection laws
- Landlord legal myths – including newly explored myths
- Referral fees
- Discuss industry trends in charging creative fees to residents, including a July 2016 change in NC law affecting eviction fees
- Review legality of early termination fees and "minimum notice" fees and ways to enforce unpaid submetered water bills
- Discussing the fair housing impact of the landmark U.S. Supreme Court case of Texas – and the new 2016 HUD Criminal Screening Guidance
- *As always: As many of your questions that we can pack into a full day seminar.*

About Your Instructor

Will Brownlee is the Executive Director and General Counsel for the Apartment Association of North Carolina. Mr. Brownlee has practiced law for 18 years on behalf of landlords in North Carolina and South Carolina and has been active in the apartment industry for 20 years. Prior to his current position with AANC, Will founded two law firms whose attorneys continue to represent landlords and management companies throughout the Carolinas. Over the years, he has served as a member of the AANC Board of Directors, the Triangle Apartment Association's Board of Directors, and the Piedmont Triad Apartment Association's Board of Directors. Will has also served as the author and editor of the AANC Lease and AANC Legal Handbook for over 18 years, and he also serves the National Apartment Association as its local attorney for revisions and updates to its standard lease forms used in NC and SC. Committed to landlord education, he regularly teaches legal seminars and NAAEI designation courses throughout North Carolina and South Carolina.

Leasing 101 Fundamentals

Six (6) CAPS, CAM, CAS, NALP and CAMT continuing education credits

Wednesday, November 9, 2016

Course: 9:00am - 4:30pm

**Seminar Fee: \$179 Members
\$219 Non-Members**

This full-day workshop is ideal for team members who are new to the apartment industry and need industry training, as well as managers, assistant managers and leasing veterans who want to brush up on their skills.

The Leasing Process:

- Handling Inquiries (Internet, E-mail, etc)
- Turn telephone prospects into excited visitors
- Meet and Greet
- Demonstration Do's and Don'ts
- Methods to overcoming objections
- Creating value
- Closing techniques
- Follow Up

Keeping Customer Confidence: Managing expectations & handling different personalities

P is for Professional: Managing vendor relationships and building a quality reputation

Fair Housing: Know the protected classes and how to keep in compliance without becoming robotic.

Your Instructor

Rebecca Rosario, NALP, CAM, NAAEI is the owner of Full House Marketing, Inc., a single resource for apartment training, staffing and marketing. She is known as the "Leasing Queen of the South" and as an out of the box, trend-spotting visionary for her innovative manner and tact to leasing and marketing apartments for over 20 years. Her tried and true on-site experience, coupled with her corporate advertising and marketing success makes Rebecca an ideal consultant and training expert. Additionally, she is actively involved throughout North Carolina in various apartment associations and is a past board member of the Triangle Apartment Association and Piedmont Triad Apartment Association. As a nationwide trainer, Rebecca completed the National Apartment Association's (AIT) Advanced Instructor Training and is a faculty member of the National Apartment Association Education Institute (NAAEI). She is a NALP, CAM and CAPS instructor, a multiple NAA Education Conference Speaker and a multiple Brainstorming Presenter and Facilitator.

Have a new leasing professional on your team? Let TAA take care of the training for you!

Fair Housing by the Numbers: Actual Cases, Actual Costs

Multiple sessions available - please see options below for more information

Tuesday, November 15, 2016

This Fair Housing seminar will discuss all of the trending topics and updates regarding the most recent HUD Ruling, service and companion animal policies, the seven protected classes and much more! Instructor Vicki Sharp, NALP, CAPS, CDPM, will use actual scenarios from the Department of Justice to make this seminar fun, interactive and relatable for everyone in your company!

The morning session will be geared towards on-site maintenance teams. The afternoon session will be geared towards office personnel.

Managers and Regionals are encouraged to attend both. Please see scheduling options and pricing below.

THE MAINTENANCE TEAM SESSION

3.5 Continuing Education Credits (CECs)

8:00am - 11:30am

**Seminar Fee: \$69 Members
\$99 Non-Members**

THE LEASING/MANAGEMENT TEAM SESSION

3.5 Continuing Education Credits (CECs)

12:30pm - 4:00pm

**Seminar Fee: \$69 Members
\$99 Non-Members**

TO ATTEND BOTH SESSIONS

There will be no half-day personnel replacements with this option.

7 Continuing Education Credits (CECs)

**Seminar Fee: \$100 Members
\$150 Non-Members**

TAA: Providing quality educational opportunities for the Triangle Apartment industry for 32 years!

MANAGEMENT COMPANIES

Alltrade Property Management

710 Barrett Suite 201
Louisville, KY 40204
Contact: Kel Eddings
Email: keddings@alltradeky.com

Avanath Realty

2725 S. Industrial Hwy, Suite 300
Ann Arbor, MI 48104
Contact: Ana Habet
Email: ahabet@avanathrealty.com
Telephone: 734-477-8140

Mid-Atlantic Apartment Management, LLC

c/o Shadowwood Apts.
110 Piney Mountain Road
Chapel Hill, NC 27514
Contact: Leda Rios
Email: lrios@solomonorg.com
Telephone: 919-391-9060

COMMUNITIES

Audubon Parc

1100 Audubon Parc Drive
Cary, NC 27516
Contact: Graham Whedon
Email: gwhedon@bainbridgeRE.com
Telephone: 919-233-0094
180 units

Level 51 Ten

5110 Old Chapel Hill Road
Durham, NC 27707
Contact: Paige Butner
Email: pbutner@bellpartnersinc.com
Telephone: 919-419-0440
242 units

Liberty Warehouse

911 Rigsbee Avenue
Durham, NC 27701
Contact: Mollie Dawson
Email: themdawson@greystar.com
Telephone: 919-703-4032
247 units

Reserve at Park Place

4531 Langdon Drive
Morrisville, NC 27560
Contact: Jacob Truax
Email: reserveatparkplace-cm@pegasusresidential.com
312 units

South Park Village Apartments

12 Commerce Drive
Sanford, NC 27332
Contact: Jennifer Mason
Email: jmason@parkvillagenc.com
Telephone: 919-718-0094
144 units

The Oaks Apartments

160 Peaceful Lane
Sanford, NC 27330
Contact: Courtney Womble
Email: oakapts@windstream.net
Telephone: 919-776-2604
360 units

The Village on Hill Street

2404 Hill Street
Raleigh, NC 27604
Contact: Whitney Large
Email: village-hillst@wellingtonadvisors.com
Telephone: 919-873-1022
48 units

West Oak Apartments

370 W Oak Ave. #L
Wake Forest, NC 27587
Contact: Linda Rivera-Pena
Email: manager@westoak-apts.com
Telephone: 919-410-1595
34 units

INDEPENDENT RENTAL OWNERS

Sheila Thomas-Ambat

103 Hunter Hill Place
Chapel Hill, NC 27517
Email: staemail@yahoo.com
6 units

ASSOCIATES

Aqua Fortis

3328 Mid Pines Road
Raleigh, NC 27606
Contact: Benjamin Collins
Email: ben@aqua-fortis.com
Telephone: 919-832-3456

Pool Decks & Masonry Effects;
Pool Renovations, Repairs, Service
and Supplies

Elite Property Services

3950 Fairsted Drive Apt 508
Raleigh, NC 27612
Contact: Jay Haselden
Email: elitepropertyservicesjh@gmail.com
Telephone: 919-417-6157

Gutter Cleaning, Pressure Washing

Flooring By Design

PO Box 71620
Durham, NC 28722
Contact: Justin Jones
Email: justinj996@gmail.com
Telephone: 919-477-9849

Full Service Flooring Provider specializing in Sales, Installation of Carpet, Hardwood, Vinyl and Ceramic Tile

McCormick Paints

2355 Lewis Avenue
Rockville, MD 20851
Contact: Jason Dolphin
Email: jdolphin@mccormickpaints.com
Telephone: 301-230-3483

Design-Exterior, Design-Interior,
Equipment & Supplies, Maintenance-
Products and Services, Pressure
Washing, Service & Supplies

NC Pet Waste Services

151 Windsor Circle
Chapel Hill, NC 27516
Contact: Nicolas Larkin
Email: NCPetWasteSolutions@gmail.com
Telephone: 919-228-9592

Pet Waste Removal

Real Floors, Inc.

124 Interstate Blvd
Greenville, NC 29615
Contact: Brandy Rutledge
Email: brutledge@realfloors.com
Telephone: 704-676-6104

Carpentry, Carpet-Sales, Floor
Covering, Maintenance-Products and
Services, Sub-Floor Repairs

Toss Waste Solutions, LLC

2474 Walnut Street, Suite 200
Cary, NC 27518
Contact: Michael & Cindy Jerew
Email: michael@toss waste.com
Telephone: 919-609-8032

Doorstep Waste & Recycling
Service Provider

Vernon Graphics and Promotions

8215 City Loft Ct
Raleigh, NC 27603
Contact: Mitchell Barker
Email: Mitchell.Barker@vernoncompany.com
Telephone: 919-423-1266

Promotional Products, Branded Apparel, Logo Merchandise

On the Move ►

Kalien McDole is now a Regional Property Manager at **Greystar**.

Kelly Haygarth is now the Community Manager at **The Reserve at Cary Park**.

Lindsay Myers is now an Account Executive at **Disaster One, Inc.**

Marilyn Lee and **Natalie Hart** are now Staffing Coordinators at **The Liberty Group**.

Oak Hollow Apartments is now **Woodlyn on the Green** and is now managed by **Robbins Property Associates**.

Chris Fortune was promoted to Area Manager for North Carolina and South Carolina with **Response Team 1**.

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

AANC To End Per-Clicks-Ordering of AANC Lease Forms In Favor of Flat-Rate Annual Billing Per Unit With Full Usage of AANC Forms Library; "Small Owner" Pricing Program Announced for Users with 1-75 Units; Revised 2016 AANC Lease Forms to be Released October 2016

In August 2016, the AANC Board voted to transform the Blue Moon Software ("Blue Moon") sales of AANC Lease Forms from the current system of "per click" ordering to a flat annual rate of **\$2.72/unit plus Blue Moon's current \$300.00/site license fee**, effective **January 1, 2017**. **The current click-ordering system will end on September 30, 2016.** Effective October 1, 2016, all current AANC Lease users on the Blue Moon platform will enjoy full access to all AANC Lease forms around which time they will be invoiced for their AANC Lease subscription by Blue Moon, with an invoice due date of **January 31, 2017**. Blue Moon's "anniversary date" for the \$300.00 site licenses will be re-set to a January 1 date each year and will be included on your October 2016 invoice.

As part of this conversion to annual billing, AANC Lease users will enjoy a Lease ordering and delivery system that is both predictable and easy to budget on an annual basis. AANC Lease users can now enjoy the **entire** AANC forms library (as well as all current and future AANC Addenda and other forms in development) **for the same flat price**. Current concerns about re-printing costs and running out of "clicks" will become a thing of the past; if you make an error on an AANC Lease form and need to correct it and print another Lease, you may do so without worrying about "clicks" or any delays in click ordering on nights and weekends. Once you pay your once-per-year invoice for access, your property ownership/management will be able to access the Lease for the entire year, assuming the property ownership/management maintains its membership in good standing with your local AANC-affiliate apartment association.

HIGHLIGHTS/DETAILS FOR THIS NEW LEASE PROGRAM:

BILLING:

- AANC Lease Blue Moon click orders will end on **September 30, 2016**.
- Blue Moon will invoice AANC Lease users in October 2016 for access for the 2017 year at the rate of **\$2.72/unit plus a \$300.00 annual Blue Moon fee**. **All AANC Lease invoices generated by Blue Moon will be paid to Blue Moon instead of your local affiliate.**
- **Monthly Blue Moon license credit in 2017 for new 2016 AANC Lease users:** For sites / users who **first began using the AANC Lease forms in 2016, and who paid a \$300.00 Blue Moon license fee in 2016**, your 2017 renewal site license fee will reflect a credit of \$25.00/month from February 1, 2016 through the month the site/user first received access. *For example, if your community began using the AANC Lease in May 2016, you would receive a \$100.00 credit [\$25.00 x February, March, April, & May] off your 2017 \$300.00 Blue Moon license fee.*
- **AANC Lease invoices sent by Blue Moon in October 2016 will be due by January 31, 2017**, though lease users are welcome to pay Blue Moon anytime between October 2016 and January 31, 2017.
- **Due to the transition from click orders to annual billing, AANC Lease access will be granted to all Blue Moon AANC Lease users during October 1, 2016 – December 31, 2016**, so as to ensure the most recent click order customers receive good value during this three-month transition period to annual billing in 2017. *(For those sites/communities who are nearly out of "clicks," or if you are a new AANC Lease user/community who signs up for the AANC Lease during the October-December 2016 timeframe, you essentially obtain **free** AANC Lease access for those three months by paying your 2017 invoice).*
- **Accessing Blue Moon and downloading any AANC Lease Forms after September 30, 2016 will be considered your community's agreement** to abide by AANC/Blue Moon's terms of service and to pay the Blue Moon invoice for 2017 access. No refunds or "trial use" periods are permitted.

APARTMENT ASSOCIATION MEMBERSHIP REQUIREMENT:

- **Membership with your local AANC affiliate apartment association is always a requirement** to be able to use and access the AANC Lease forms via Blue Moon. Access may be terminated for any AANC Lease user who fails to remain in good standing with their local AANC affiliate.

SMALLER OWNER LEASE PURCHASE OPTION:

- A **"smaller owner" package** is available for owners/sites with **75 units or less**. For those smaller owners/users, the annual **\$300.00 Blue Moon fee is waived** (though there are no credits in 2017 for Blue Moon fees paid in 2016 for those who elect the "smaller owner" program) and the price for AANC Lease access will be billed at **\$5.00/unit annually**, with a minimum purchase of 10 units (\$50.00).

RELEASE OF 2016 EDITION OF THE AANC LEASE FORMS: In tandem with the release of these pricing programs will be the release of the new 2016 Revisions to the AANC Lease forms. Initially, these revised forms will be **available to Blue Moon lease users only**, with future availability for AANC licensees and paper form users to be announced later in 2016.

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

By Marc Ross, Bob Ross Realty. 2016 National Apartment Association Chairman of the Board



Achieving success tomorrow requires one to take care of business today—that's why leading communities turn to the 2016 NAA Income & Expense Survey in Rental Apartment Communities (IES). Results of the 28th annual IES are available at www.naahq.org/16IES.

The report presents data from garden and mid-rise/high-rise properties further segmented by individually metered and master-metered utilities allowing for definitive benchmarking. Survey data is presented in three forms: dollars per unit; dollars per square foot of rentable area; and dollars as a percentage of gross potential rent (GPR).

The survey includes an executive summary, detailed data, reports and charts about rental communities. More than 100 single markets are available. Each report provides comprehensive data and economic analysis including: market rent, metro area income and expenses, subsidized properties and utilities. Data for the 2016 survey is based on fiscal year 2015 data. The NAA member price is \$175 for a single market and \$625 for the full report. The price for non-members is \$350 for a single market and \$1,050 for the full report.

Prior versions of the Income & Expenses Survey are available at www.naahq.org/learn/income-and-expenses-survey.

Announcing One-Stop Shopping For All Your Favorite Apartment Products and Services

NAA is pleased to announce the all-new NAA Resource Center, available at www.NAAResourceCenter.org, a site for one-stop shopping for new products and services 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!

This Fall, NOI Stands for New, Original, Innovative

MAXIMIZE: 2016 Multifamily Asset Management Conference, the only industry conference solely dedicated to boosting NOI, is open for registration. Register now at <http://mamconf.naahq.org> to attend Oct. 17-19 in San Diego at the Loews Coronado Bay.

Be part of the action as you network with apartment industry asset managers, revenue managers, investors, executive vice presidents and S-suite professionals in a meeting scaled to provide top-notch learning experiences in a private resort setting.

We've developed a robust program that will address current issues

and challenges and provide solutions for multifamily asset managers charged with creating value for owners, managers and investors. Sessions (<http://mamconf.naahq.org/learn-maximize>) focus on five key topics: Revenue Management, Risk Management, Sustainability, Innovation and Affordable Housing.

The decision should be a no-brainer. Register today at www.naahq.org/maximize and invest in your future.

Missed Something at the 2016 NAA Education Conference & Exposition? NAA Can Help

This year's attendees gained valuable knowledge, made important connections and saw the latest solutions. Even if you missed something, NAA has captured enough content from San Francisco to keep you motivated until next year!

• **NAA Take 5:** With NAA Take 5, you'll find valuable recaps of our education sessions, along with tips and takeaways for moving your career and your company forward. Check it out at <http://educonf.naahq.org/naa-take-5>.

• **Presentations & Handouts:** We've collected all collateral from our education sessions so you can consult them any time you need info, advice or just a little motivation. Download them today at <http://educonf.naahq.org/powerpoints-and-handouts-2>.

• **REWIND Sessions:** The NAA Education Institute (NAAEI) proudly presents its REWIND program, which offers 50 PowerPoint-synched audio sessions from the conference available for purchase. More details and ordering can be found here: <http://educonf.naahq.org/rewind>. Save the date-for Atlanta! It's not too early to get excited about next year. Make plans to join us for the 2017 NAA Education Conference & Exposition, happening June 21-24 at the Georgia World Congress Center.

Among Industry Execs, NAA's Click & Lease Program Heads Above the Rest

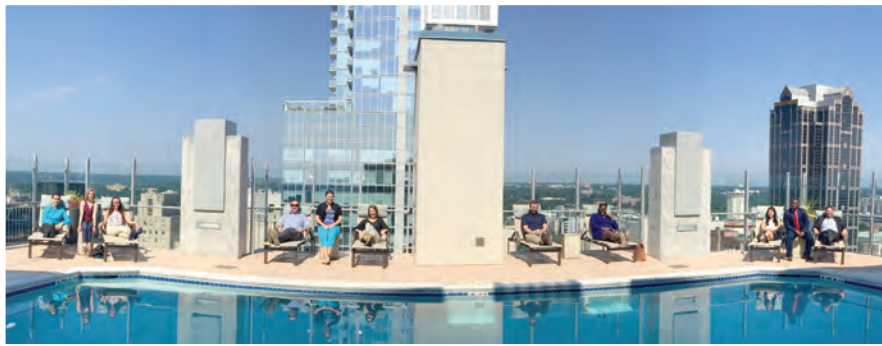
The NAA Click & Lease is a web-based leasing program offered exclusively to members of the NAA. This powerful, easy-to-use leasing program allows an apartment community to save time and money by speeding up preparation and printing of legal documents. In addition to providing greater efficiency to the onsite leasing process, prospective residents may fill out a rental application online, and property managers may audit and edit entire portfolios of leases with a few clicks of a mouse. 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.

TAA's Young Professional's Network

Building tomorrow's leaders through social engagement, professional development and community service.



XCEL would like to thank Skyhouse Raleigh for hosting our July committee meeting and 401 Oberlin for hosting our August committee meeting! This summer, the committee members have been working hard to find new ways to encourage young professionals to further their involvement within TAA. At our July meeting – we brainstormed on a rooftop, poolside! If you or one of your team members are new to the industry, looking to get more involved or seeking more networking opportunities, please contact Aby Henneberry, Education Coordinator, at educationcoordinator@triangleptassn.org for more information!



XCEL Committee members took a tour of Skyhouse Raleigh following the meeting and absolutely loved the rooftop lounge area!



401 Oberlin provided great meeting space and amenities for the August committee meeting.

XCEL is open to TAA Members between the ages of 18 and 39.
Visit www.triangleptassn.org for details!

TAA 101: Member Orientation

Date: Tuesday, September 20, 2016

Time: 9-10:30am

Where: TAA office

**FREE
TO ATTEND**

Light
refreshments
provided

Has your company joined TAA in the past few years? Perhaps you're a new employee at a company that's been a member for decades, and you'd like to find out how to get involved? Then TAA 101 is just for you! You'll get information on how to make the most of your membership investment.

Learn about:

- Networking with members
- Educational and Event Opportunities
- Sponsorship and Advertising
- Volunteer and Committee Opportunities
- And more...

**Register by Friday
September 16
so we can prepare for
your arrival.**



SEPTEMBER

- 5 TAA Office Closed
Labor Day Holiday
- 9-10 CPO: Certified Pool-Spa
Operator Course & Exam
8:30am-5:00pm
- 16 **Golf Tournament**
9:00am Shotgun Start
The Neuse Golf Club
- 20 TAA 101: Member Orientation
9:00am-10:30am
- 21 Project PHOENIX Workshop
Start time 8:30am
Cary Police Department
- 23 September Legal Issues
9:00am-5:00pm
- 27 Executive/Board of
Directors Meeting
8:30am-11:00am
TAA Board Room
- 28 Train-the-Trainer
9:00am-5:00pm

- 29 TAA Residential Property
Management Career Fair
5:00pm-8:00pm
- 30 TAA Residential Property
Management Career Fair
9:00am-1:00pm

OCTOBER

- 13-15 National Apartment
Leasing Professional (NALP)
Times vary. Check website for details.
- 18 Leadership of Excellence Program
Roundtable
9:00am-1:00pm
- 19 CFC: 608 EPA Certification & Testing
for Technical Personnel
9:00am-4:30pm
- 20 NAA Lease Review &
Training Seminar
9:00am-5:00pm
- 25 Executive/Board of
Directors Meeting
8:30am-11:00am
TAA Board Room

- 27 October Legal Issues
9:00am-5:00pm

- 28 **TOPS Awards**
5:30pm – 10:00pm
Embassy Suites by Hilton
Raleigh Durham
Research Triangle

All classes are in the TAA/CRC
Education Center unless
otherwise noted.

Please visit the TAA Website
at www.TriangleAptAssn.org
for a list of Committee Meeting
dates and times.



Save the Date

TAA Residential Property Management Career Fairs
hosted by the PR & Community Outreach Committee

Thursday, September 29 | 5-8pm
and

Friday, September 30 | 9am-1pm
TAA/CRC Education Center

Targeting Entry Level and Experienced Job Seekers
Maintenance – Leasing – Management

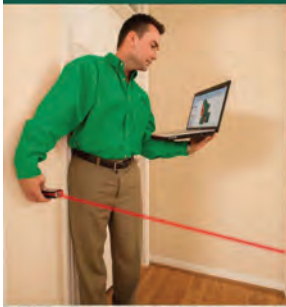
Employers: There are only 16 spots
available. First come, first served basis.
For details and to sign up, visit the website
at www.TriangleAptAssn.org.

TAA Members: Do you know
someone interested in entering the
property management profession?
Be sure to share the dates and times
for the career fairs!



**“REDI CARPET HAS PROVIDED US WITH
OUTSTANDING SERVICE!”**

-Rich F. Regional Director of Operations



Redi Carpet Account Managers use laser measuring devices to expertly diagram your units.

REDI-Link

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

Online Account Services

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

Large In-Stock Product Assortment




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



REDICARPET

Reinventing The Flooring Experience

(919) 405-7189

www.redicarpet.com   



7920 ACC Blvd, Suite 220
Raleigh, NC 27617



*Looking for a lower cost alternative
to replacing your entire AC system?*

NOW CARRYING R-407C CONDENSING UNITS!

Compatible with Existing Indoor Equipment



R407C CONDENSING UNITS

- Meet Regional Efficiency Standards for All Regions
- Stamped steel louvered coil protection
- Aluminum micro-channel tubing
- Scroll compressors
- PSC outdoor fan motor
- Nitrogen holding charge, R407C must be field charged
- Factory installed liquid line filter drier
- 3/8" liquid line & 3/4" suction line connections
- 5 year warranty on parts and compressor
- R-407C operating pressures are very similar to R22

14 SEER



200407 R-407C REFRIGERANT

- 25 lb Cylinder
- Disposable cylinder
- Do not mix with other refrigerants
- Compatible with POE oils

MSH #	Ton	Mfg#	Dimensions L x W x H
225800	1.5 Ton	GAW14L18C21S	29-1/4"L x 29-1/4"W x 30"H
225801	2.0 Ton	GAW14L24C21S	29-1/4"L x 29-1/4"W x 30"H
225802	2.5 Ton	GAW14L30C21S	29-1/4"L x 29-1/4"W x 36-1/4"H
225803	3.0 Ton	GAW14L36C21S	35-1/4"L x 31-3/4"W x 33-1/4"H

Connect with us MSupplyHQ @MSupplyHQ



Call 866-630-6747 • Español 888-281-0255 • Fax 866-631-6747 • supplyHQ.com