

# the ApartMentor

RALEIGH • DURHAM • CHAPEL HILL

November / December 2016

## TAA IS THE KEY TO YOUR SUCCESS

*Membership Drive: November 2016 – March 2017*



**Inside the Multifamily Mind**  
**December 1**

**Triangle Trending**  
**December 9**



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## A BETTER APPROACH TO EVICTIONS

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Immediate Past President  
Greystar  
Raleigh

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**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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## We Didn't Come This Far To Only Come This Far

As 2016 comes to an end (seriously? already?), it is time to reflect on the successes we have had this year and think about our plans for 2017. We surely did not come this far to only come this far.

Where do I even begin? TAA has had countless shining moments already this year! We began the year with Doc Hendley's amazing motivational speech as he presented "Wine to Water." We continued with hosting a pilot of the new NAAEI Fast Track CAM course with the one and only Alex Jackiw (congratulations to the 14 new CAM designates!). We still never slowed, showing some love to our incredible Service Team members with Hockey Night, enrolling 19 new students in the fourth year of the amazing Leadership of Excellence Program, and hosting the After Work Networking events at new locations - Cary and Raleigh (Durham is coming up 11/15). With no signs of stopping, we hosted our "Going for Gold" Trade Show with a record breaking showing of 1100+ members (thank you for the birthday shout out that night!), we organized a super fun Membership Drive event, we moved our annual holiday charity event to July with "Christmas in July," we presented "Navigating the Lipstick Jungle" women's enrichment with Jane Hight McMurry, we showcased our talented members and raised money at the TAA PAC fundraiser - Cash Karaoke, and we held a fantastic Golf Tournament with the best weather. Last but not least, we celebrated in style with our outstanding industry peers at the annual TOPS Awards, and there's still more to come!

All of these extraordinary things happened because of our astonishing members, volunteers, sponsors, and of course our unparalleled TAA staff! The collaboration of all these people is what makes our association one of the nation's best. We built on our previous successes and we will continue doing so. In my first President's Pen, I said we need to recognize our already excellent efforts while simultaneously trying fresh, new ideas. Many of you accepted my challenge as I have seen new faces at committee meetings, record attendance, and never-before-seen engagement in our organization. Thank you for volunteer-

ing your time and helping our association continue to thrive. Like I have said before, you stand to gain even more than what you give.

On a side note, I would like to congratulate the Apartment Association of NC (AANC) who hired their first full-time Executive Director, Will Brownlee, and moved their offices from Charlotte to Raleigh. The Education & Legislative Conference this year was phenomenal and with even more attendees who experienced great educational sessions, and for some it was their first grassroots effort lobbying on behalf of our industry. We all truly had a wonderful and rewarding experience!

I recognize the challenges presented when I accepted my presidential nomination and I continue to be honored to serve as your President this year. As my term comes to an end, I want to sincerely thank everyone for helping me face these challenges, their involvement in TAA, and for embarking on this great journey with me. All the wonderful people I have met and the experiences that I have had will be treasured. There are no words to describe how much I appreciate the wonderful TAA Staff - such genuinely good people with such great hearts. I am constantly reminded of how lucky we are to have them! I wish you all and your families a wonderful holiday season and continued success!

Spoiler alert, 2017's forecast = 100% chance of winning as we welcome our new President, Andy Meador. He's going to be great! Remember, we didn't come this far to only come this far so continue to join in and volunteer as we take TAA to even greater heights!



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



# TAA's 2016 Golf Tournament

On September 16, over 200 members and guests came together at The Neuse Golf Club. Everyone in attendance enjoyed lunch and dessert from Barone Meatball Company, The Parlour and The Wandering Moose Food Trucks. Not only did the day prove to be a perfect day for golf, it provided the opportunity for lots of networking and fun. THANK YOU to our Sponsors, Golfers and Volunteers for making this year's tournament our most successful one yet!



The Tournament Winners paused for a photo with their trophies.



Thank you Volunteers!



Thank you Event Co-Chairs!



## THANK YOU SPONSORS!

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### GOLD

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Carolina Restoration Services  
Central Wholesalers  
GreenView Partners

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Apartments.com  
D & L Parts Co., Inc.  
Elite Flooring  
For Rent Media Solutions  
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Spangler Restoration  
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### PUTTING GREEN

Career Strategies, Inc.

### BEVERAGE CART

BG Staffing  
Tidal Electrical Services, Inc.

### TEAM PHOTO

Response Team 1

### BREAKFAST

Full House Marketing



# KEY TO SUCCESS MEMBERSHIP CAMPAIGN

Year over year, the Triangle Apartment Association continues to thrive and our membership grows. To continue that trend, the Membership Committee is hosting a Membership Campaign from November 2016 to March of 2017. We need your referrals to grow our Association! During this campaign, by referring potential new members, you'll be invited to our exclusive May-Day Pay-Day Party next year. If any of your referrals end up joining, you're entered to win our Grand Prize drawing!



Sponsorships will be available soon for the May Day Pay Day event! Make sure to keep your eye out for them in 2017!

Last year's grand prize was a Yeti Cooler!

Do you have a story about how your membership with TAA helped the success of your business? We'd love to hear from you and share your story! Please reach out to Candace at [membership@triangleaptassn.org](mailto:membership@triangleaptassn.org).



This year's grand prize is the key to a weekend at the beach that could have this view!\*

Last year our theme was "Chill with TAA" and we gave away a **Yeti Cooler** as our grand prize. This year, our theme of "TAA is the Key to Your Success" comes with a grand prize of the **keys to a long weekend at the beach**! The winner will be able to choose from Pirate's Shack or Pirate's Pad at Carolina Beach through Pirate Vacations!\* Our May-Day Pay-Day Party on May 18 will be the must-attend event of 2017. The event will be full of fun, food, games, and tons of prizes!

Do you know of a company or community that would benefit from being part of the TAA? Send your referrals to join our May-Day Pay-Day celebration and enjoy food, drinks and prizes!

\*Winner will be able to choose from one of two condos based on availability. Black out dates do apply. Please contact Candace for full details at [membership@triangleaptassn.org](mailto:membership@triangleaptassn.org).

Leases  
Networking  
Sponsorships  
Education  
NAA Membership



**TAA**  
**is the Key**  
**to your Success**

**Unlock your true business  
potential with TAA!**

## **TAA Membership Drive Campaign November 2016 – March 2017**

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

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

### **Your Information**

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_  
Personal Email \_\_\_\_\_

### **Your Referral's Information**

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Name \_\_\_\_\_  
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Email \_\_\_\_\_

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_



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



## Breaking News

TAA endorses the recommended Wake County Transit Plan and the accompanying sales tax referendum! According to TAA President Julie Chu, "In a rapidly growing area, planning for expanded infrastructure is key to a region's success." As Wake County grows, transit is crucial to our future. Read our full press release at [www.triangleaptassn.org](http://www.triangleaptassn.org). Learn more about the plan and campaign at [www.waketransit.com](http://www.waketransit.com) and [www.movingwakeforward.com](http://www.movingwakeforward.com).

## State News

### CARRBORO

■ While it may look like a stalled project, there's a lot going on behind the scenes at South Green, a new retail development on South Greensboro Street in Carrboro. The proposal for South Green was approved by the Board of Aldermen in June 2015 and is expected to be completed between October 2018 and April 2019. The owner, Woodhill NC, LLC, can't continue construction on the site due to a project by the NC DOT, but is working to secure tenants for the shopping center.

### CHAPEL HILL

■ American Legion Concept Plan: The proposed development bringing commercial space, apartments, and a larger park space to the 36-acre property on Legion Drive in Chapel Hill has been a hot-button topic since early 2016. The concept plan put forward by Woodfield Investments calls for a maximum of 400 apartment units on the property along with commercial space and enhancing the current park designated on the Ephesus-Church side of the property.

## WHY IS THE TAA-PAC IMPORTANT?



Many laws significantly impact apartment owners and their bottom line including water and 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!



TAA Government Affairs Committee meets with Sen. John Alexander to present him a PAC check along with an endorsement.

### YOUR TAA-PAC DOLLARS AT WORK

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

### MAKE A DIFFERENCE!

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

### TAA-PAC ENDORSEMENTS

TAA-PAC endorses three candidates running for re-election for the NC General

Assembly: Sen. John Alexander (R-Wake), Rep. Marilyn Avila (R-Wake), and Rep. Gary Pendleton (R-Wake). TAA-PAC endorses US Congressman George Holding for his reelection campaign. Thank you to these elected officials who have supported the apartment industry and have been great leaders for our state.



## DURHAM

■ Durham County leaders are moving forward with a plan to establish public-private partnerships to build two downtown parking decks that would include affordable housing and retail space. County Commissioners unanimously voted to request qualifications from companies interested in partnering with the county to build the mixed-use projects on the 300 and 500 blocks on East Main Street.

## ORANGE COUNTY

■ TAA staff and members attended the October 18 Orange County Commission meeting to discuss a recent study and

proposal regarding school impact fees in the County. We requested that they forgo a vote until stakeholder input could be received and a well-vetted recommendation could be returned to the Commission. The Board voted to specify bedroom count as the preferred option to calculate the impact fee. Multifamily homes over 3-bedrooms will see a significant increase in impact fees. The Commission directed staff to meet with stakeholders before their November 15 meeting and bring back their recommendations. To learn more of this issue or to attend the meetings, please contact Jacob Rogers at [jrogers@triangleaptassn.org](mailto:jrogers@triangleaptassn.org).

## Upcoming Events

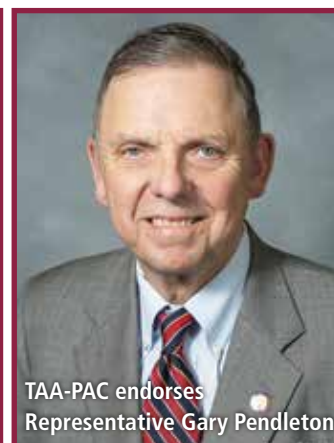
■ The Triangle Community Coalition will hold a 2016 election re-cap program titled "Dissecting Election 2016: What's Next?" on November 16 at 11:30. Keynote speakers include Joe Stewart (NC Free Enterprise Foundation), Chris Sinclair (Cornerstone Solutions), and Brad Crone (Campaign Connections). For more information, visit [www.tricc.org](http://www.tricc.org).



TAA Government Affairs Committee presents Rep. Marilyn Avila a PAC check and an endorsement for her re-election campaign.



TAA Board of Directors presents Congressman George Holding a PAC check for continuing to support the apartment industry in North Carolina. Thank you to Congressman Holding for his service and support!



TAA-PAC endorses Representative Gary Pendleton.

### President Club Level \$1000+

Will Brownlee

Andy Meador

Bob Metzger

Barb O'Steen

### Ambassador Club Level \$500 - \$999

Julie Chu

Tonya Dunn

Edward Harrington

Justin Kempe

Jeannette Steele

### Capitol Level \$200 - \$499

Dane Allen  
Elizabeth Alley

Chris Fortune  
Kelli Lea

Claire Michael  
Craig Nardi

Norm Praet  
Elizabeth Riley

April Vasta  
Judy Wade

Todd Whitlow

### Advocate Level \$50 - \$199

Brett Bailey  
Craig Bartholomew

Teresa Boland  
Katy Boone

Craig Cadwallader  
Sheronda Dennis

Rebecca Kalishek  
Justin Kempe

Beth Kirkpatrick  
Lisa Price

### Member Level \$5 - \$49

Sheldon Boone  
Liz Bryant  
Michael Cavallaro  
Rob Clarke

Angela Dean  
Jason Eaves  
LouAnn Frye  
Susan Furr

Jessica Linko  
Eric Lukacs  
Mark Mazzotta  
Misti McElwee

Susan Newman  
Cindy Nitschke  
Whitney Nye  
Latoya Patterson

Peggy Paterson  
Betsy Petrucelli  
Lisa Price  
Rebecca Pugsley

Brandy Rutledge  
Christopher Taylor  
Lauren Vanhold  
Laura Winner

Please consider making a contribution that will help strengthen the apartment industry's voice by visiting [www.TriangleAptAssn.org](http://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.

## It's Time to Apartmentalize: Registration for the 2017 NAA Education Conference & Exposition Now Open

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



It's time to Apartmentalize, which means taking your career, your team and your business to the next level. You can do it all at the apartment housing industry's largest, most important annual gathering—the NAA Education Conference & Exposition—convening June 21-24 at the Georgia World Congress Center in Atlanta. Registration is now open at [www.naahq.org/educonf](http://www.naahq.org/educonf).

Join nearly 10,000 of your peers in Atlanta for powerful education sessions, cutting-edge solutions and valuable networking. So get focused, get inspired and get going to **#NAAEDU17**.

The biggest discounts go to those who register early, so don't delay and register today! And remember, you can save up to \$375 when you register as a group.

### We Saved You a Seat at the Head of the Class: Register Today for the 2017 NAA Education Conference & Exposition

Everything student housing insiders need to succeed is at the 10th annual 2017 NAA Student Housing Conference & Exposition, Feb. 14-15, 2017, at the Hyatt Regency in Chicago.

Get in on the latest trends, industry expertise, top suppliers and networking opportunities—all to take your success to the next level.

Attendees include student housing marketers, leasing and sales specialists, property and portfolio managers, developers and suppliers.

Registration is now available at [shce-naa.naahq.org](http://shce-naa.naahq.org). The first early-bird deadline—offering \$150 off the registration investment—ends Dec. 16. Be sure to consider group registrations to take advantage of even further discounts.

### Have You Taken Your Visto Test Drive Yet?

The National Apartment Association Education Institute (NAAEI) is partnering with Grace Hill—the leading provider of online training for the property management industry and NAA's nearly 170 affiliated apartment associations—to deliver online training to its members, Grace Hill customers and the broader property management industry.

Helping to elevate the performance of the entire property management industry is a key driver behind Grace Hill and NAAEI joining forces to co-develop and support the launch of Visto—a new eLearning resource designed specifically to help property management professionals build and strengthen their careers through outstanding credential programs and continuing education courses. Take a test drive today at [www.gowithvisto.org](http://www.gowithvisto.org).

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

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](http://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.

### 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](http://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!

### 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](http://bit.ly/ExecTestimony). To learn more about how the NAA Click & Lease program can benefit your business please visit [www.naahq.org/lease](http://www.naahq.org/lease).





## 2016 Career Fair Recap

On September 29 and 30, TAA hosted two sessions of the 2016 Residential Property Management Career Fair that allowed job-seekers the opportunity to meet both management and staffing companies. 18 companies participated and just about 100 job-seekers attended. Overall the event was successful and we had great feedback from both exhibitors and job-seekers.

Watch out for information about Career Fair dates in 2017!



**Thank You**  
to our 2016 Exhibitors!

### Management Companies

Berkshire Communities  
Drucker & Falk, LLC  
Eller Residential  
Fairfield Residential LLC  
Greystar  
Grubb Properties  
Grubb Ventures Services  
Kane Residential

Mid-America Apartment Communities  
Northwood Ravin  
NRP Group, LLC  
PRG Real Estate Management, Inc.  
Triangle Park Apartments  
Wilkinson Real Estate Advisors

### Staffing Companies

BG Staffing  
Career Strategies, Inc.  
Full House Marketing  
The Liberty Group

# HOW TO HANDLE THE DEATH OF A RESIDENT

By: Brownlee Whitlow Praet & File, PLLC



One of the most confusing issues faced by property owners and managers today is what to do when a resident who is the sole occupant of a rental home dies. In the event that the resident is survived by another co-resident, you generally do not need to become involved, as the co-resident has control over whom to allow access to the deceased resident's personal property. However, when there are no co-residents the issue becomes complicated.

In the latter case, the North Carolina General Statutes lay out a detailed process that should be followed to remove the resident's personal property and regain possession of the dwelling. Failure to follow the required process may create liability for the property owner and/or management company. At the time of the resident's death, the personal property left in the dwelling becomes the property of the deceased resident's ("decendent") estate. As such, simply granting access to the dwelling to family members may result in liability for the property, should the wrong person or family member take property from the dwelling.

Additionally, if the resident had a Power of Attorney or a lease providing for an emergency contact, its authority dies with the resident, and the resident's Will is not legally effective until it is presented for probate and an estate is opened.

While it may be difficult to deny access to the decedent's dwelling to surviving family members, you could create liability if you allow anyone access to the decedent's dwelling who is not an authorized representative of the decedent's estate.

If the family member or representative cannot present you with a document issued by a court indicating that they are the personal representative, collector, or receiver for the decedent's estate, you should not allow them access to the dwelling. If no family member or representative comes forward, you should follow the procedure to remove the personal property and regain possession of the dwelling set forth in this article.

You may take possession of the decedent's personal property upon the filing of an affidavit

with the court on a form prescribed by the court, if all of the pre-conditions have been met. The affidavit will require specific information including date of death, a good faith estimate of the value of the personal property in the dwelling, and a statement that you have made a good faith attempt to contact anyone identified on the lease or rental application. You may file the affidavit if: (1) it is at least 10 days after any period you have received rent for has passed; (2) no personal representative, collector, or receiver has been appointed for the decedent's estate in the county in which the dwelling is located; and (3) no affidavit related to the resident's estate has been filed in the county in which the dwelling is located.

Once completed, you must file the affidavit with the clerk of court in the county where the dwelling is located and pay a filing fee of thirty dollars. Additionally, you are required to mail a copy of the affidavit to the emergency contact listed in the deceased resident's rental application, lease, or other rental document. In the event that no emergency contact was



# Legal Issues

listed by the resident, you must post the filed affidavit on the door of the rental office and at the county courthouse in the designated area for posting notices for ten days.

Once the ten day posting expires, the resident's personal property may be removed from the dwelling and delivered for storage to any warehouse in the county in which the dwelling is located. Additionally, you may store the personal property in your own storage facility. Once the decedent's property is removed from the dwelling and delivered to storage, you are in legal possession of the dwelling and may now re-lease the dwelling.

You must store the personal property for ninety days from the filing of the affidavit. Upon the expiration of this ninety day storage period you may either sell the property or deliver the property into the custody of a nonprofit organization which regularly provides free, or reduced price, clothing and household furnishings to people in need if no personal representative, collector, or receiver has been appointed, or no other affidavit has been filed.

If you elect to sell the personal property you must give written notice to the clerk of court and post written notice in the area designated by the clerk for posting notices at least seven days prior to the sale. After the sale, you may use the proceeds towards the payment of unpaid rent, damages, storage fees, filing fees, and sale costs. If there is any surplus money remaining after applying the proceeds towards any damages, the surplus money must be paid to the clerk of court along with an accounting showing how the proceeds from the sale were applied.

If you deliver the personal property of the deceased resident to a nonprofit organization, you are required to provide an accounting to the clerk stating the nonprofit organization and the date on which the resident's property was delivered.

If at any time you are presented with letters of appointment or another document issued by the court indicating that a personal representative, administrator, collector, or receiver has been appointed for the decedent's estate, you must deliver the decedent's property to such person.

As a practical matter, when coordinating access to the dwelling for the appointed representative, you should have that person sign an indemnification waiver allowing the property to dispose of any items left in the dwelling after a reasonable period of time for the representative to remove the personal property from the dwelling. Should you fail to make such arrangements you may end up having to file a summary ejectment action against the estate of the deceased resident for purposes of removing the remaining personal property.

If you have any questions regarding the proper steps to take when dealing with the death of a sole occupant resident, please contact an attorney to prevent any potential liability to your property.

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

# TOPS

## TRIANGLE OUTSTANDING PERFORMANCE STARS AWARDS



**Over 450 members** and guests joined the Triangle Apartment Association on Friday, October 28, at the Embassy Suites by Hilton Raleigh Durham Research Triangle, to honor the 62 individual & team nominees and celebrate the 17 award recipients. The TOPS Awards recognize the top performers in the Triangle's multifamily housing industry. Candidates were nominated by their peers and judged anonymously based on criteria related to the actual nominated category, interviews, property inspections, phone and in-person shops, association involvement, professional achievements and industry related credentials & certifications. This year, the 21 industry professionals who donated their time and talents to serve as judges were from the states of California, Colorado, Florida, Illinois, Indiana, Maryland, Massachusetts, Michigan, New Mexico, Oklahoma, Pennsylvania, Texas, Virginia and Washington.

Attendees arrived on the red carpet ready for an amazing evening. Prior to dinner, nominees were invited to attend an Exclusive Nominee Reception where they received a congratulatory gift from the Triangle Apartment Association. In conjunction with the reception, there was also Networking for all members and guests. Then



when the Ballroom Doors opened for dinner, the anticipation grew for what was yet to come.

Julie Chu, Ginkgo Residential and TAA 2016 President, opened the evening and welcomed everyone. She recognized the 2016 Board of Directors and shared her congratulations to all the nominees. She then recognized two special guests for the evening: Will Brownlee, Apartment Association of North Carolina (AANC)





**CAPS Credential Program Holder**



**CAM Credential Program Holders**



Executive Director, and Cliff Webster, Jr., Greystar Regional Manager and TAA 2013 President, who had just returned after a year of working in Amsterdam. Julie then turned the event over to the TOPS Awards Co-Chairs, Sarah Brady and Becki Hale, who thanked our Sponsors – the 2016 TAA Visionary Partners for their support and generosity. The Special Events Committee was also recognized for their hard work on the event.

The Education Co-Chairs, Sheronda Dennis and Traci Wooten, were welcomed to the stage where they recognized members who successfully completed the National Apartment Association Education Institute (NAAEI) programs and earned their credentials. Congratulations to James Anastos, Northland Investment Corporation, who received his Certified Apartment Portfolio Supervisor (CAPS) credential. And, congratulations to Rob Boggs, Phillips Research Park, Nicholas Chambers, The Summit at Avent Ferry, Anna Pfeiffer, Oberlin Court Apartments and Derek Tarrant, Carrington at Brier Creek, who received their Certified Apartment Manager (CAM) credential.

After a short break, the awards portion began with the Platinum Visionary Partners serving as the award presenters. Congratulations to all the nominees and award recipients! Please turn the page to view the award recipients.

After the final award was presented, everyone was able to enjoy the After Party with great music, dancing and networking. What a wonderful celebration! Thank you to everyone who attended for making the evening incredibly special.



# Congratulations

2015 Assistant Property Manager of the Year  
**Azalea Perkins Chriss, Tradition at Stonewater**

2015 Associate Individual of the Year  
**Jesse Jenkins, For Rent Media Solutions**

2015 Best Amenity  
**The Falls Apartment Homes**

2015 Best Curb Appeal  
**Carrington at Brier Creek**

2015 Best Social Media  
**For Rent Media Solutions**

2016 Best Trade Show Booth  
**Redi Carpet**

2015 Leasing Professional of the Year  
**Mark Curtis, The Parc at University Tower**

2015 Most Valuable Person of the Year  
**Derek Tarrant, Carrington at Brier Creek**

2015 Property of the Year, up to 200 units  
**Cary Pines Apartments**

2015 Property of the Year, 201 units plus  
**Hyde Park Apartments**

2015 Property of the Year, 201 units plus  
**Southern Village Apartments**

2015 Property Executive of the Year  
**Ed Batchelor, TradeMark Residential Properties, Inc.**

2015 Property Manager of the Year  
**Derek Tarrant, Carrington at Brier Creek**

2015 Rookie Office Team Member of the Year  
**Amber Stegall, Cary Reserve at Weston**

2015 Rookie Service Team Member of the Year  
**Christopher Taylor, Montecito West & Northridge Crossing Apartments**

2015 Service Supervisor of the Year  
**Gary Whiteside, Southern Village Apartments**

2015 Service Team Member of the Year  
**Nick Jeffries, The Bradford**



Azalea Perkins Chriss, 2015 Assistant Property Manager of the Year, Presented By Loeb sack & Brownlee, PLLC



Jesse Jenkins, 2015 Associate Individual of the Year Presented By Brownlee Whitlow Praet & File, PLLC



Redi Carpet, 2016 Best Trade Show Booth Presented By Apartments.com



Mark Curtis, 2015 Leasing Professional of the Year Presented By CORT Furniture Rental



Southern Village Apartments, 2015 Property of the Year, 201 Units Plus, Presented By Brownlee Whitlow Praet & File, PLLC



Ed Batchelor, 2015 Property Executive of the Year Presented By Loeb sack & Brownlee, PLLC



Gary Whiteside, 2015 Service Supervisor of the Year Presented By Tidal Electrical Services, Inc.



Nick Jeffries, 2015 Service Team Member of the Year Presented By Response Team 1



# Award Recipients!



The Falls Apartment Homes, 2015 Best Amenity  
Presented By Tidal Electrical Services, Inc.



Carrington at Brier Creek, 2015 Best Curb Appeal  
Presented By Loeb sack & Brownlee, PLLC



For Rent Media Solutions, 2015 Best Social Media  
Presented By CORT Furniture Rental



Derek Tarrant, 2015 Most Valuable Person of the Year  
Presented By CORT Furniture Rental



Cary Pines Apartments, 2015 Property of the Year, Up to 200 Units  
Presented By Response Team 1



Hyde Park Apartments, 2015 Property of the Year, 201 Units  
Plus, Presented By Brownlee Whitlow Praet & File, PLLC



Derek Tarrant, 2015 Property Manager of the Year  
Presented By Apartments.com



Amber Stegall, 2015 Rookie Office Team Member of the Year  
Presented By Response Team 1



Christopher Taylor, 2015 Rookie Service Team Member of  
the Year, Presented By Tidal Electrical Services, Inc.

## Thank You Sponsors

### 2016 Visionary Partners

#### Platinum Partners, Award Presenters

Apartments.com  
Brownlee Whitlow Praet & File, PLLC  
CORT Furniture Rental  
Loeb sack & Brownlee, PLLC  
Response Team 1  
Tidal Electrical Services, Inc.

#### Gold Partners, Exclusive Nominee Reception Sponsors

Full House Marketing  
Valet Waste

#### Silver Partners, Signature Drink Sponsors

Disaster One, Inc.  
HD Supply – Facilities Maintenance



2016 Platinum Visionary Partners



The Triangle Apartment Association presents...

# SUPPLIER SUCCESS



Thursday, January 19, 2017

9:30 a.m. - 3:30 p.m.

Fee: \$99 Members/\$139 Non-Members

Registration deadline January 12, 2017

The Supplier Success course offers an overview of the apartment industry and recommends ways that suppliers can maximize partnerships with apartment owners, management companies and association members. It has been written by successful apartment industry suppliers.

This program is a **prerequisite** for the **Certified Apartment Supplier (CAS)** credential.

## As a result of completing the course, participants will:

- Understand how the economic conditions have impacted the apartment industry
- Communicate using industry terms and acronyms
- Describe measures of apartment community success
- Understand the impact of pricing and lease management on a property's financial performance
- Recognize measurements of a property's success
- Understand the inner structure of the apartment associations
- Identify financial decision makers
- Review timing, resources, and daily operations of an onsite community
- Recognize business resources to maximize selling opportunities
- Learn methods for positioning products/services based on the goals of an apartment community

**TAA: Providing quality educational opportunities for the Triangle apartment industry for 33 years!**

The Triangle Apartment Association in partnership with Wake Technical Community College presents...

## Notary Public Course

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

Tuesday, January 24, 2017

Course: 9:30 a.m. - 5:00 p.m.

Lunch included

**Only 23 Seats Available!**

Course Fee: \$190 Members

\$290 Non-Members

## Registration deadline January 17, 2017

Non-Members are not fully registered and will not retain a seat in any TAA course/seminar until payment is received in full.

***Are you looking for a new service to offer your clients, residents and potential residents? Are you looking to become a notary public? Look no more!***

For those who want to become a notary public, this six hour instructional course is mandated by the State of North Carolina. This course will provide you with an understanding of the qualifications and requirements to practice as a notary public in North Carolina. Each participant will receive the Notary Public Guidebook for North Carolina, take an exam at the end of class and complete the application for becoming a notary public.

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

## Your Wake Tech Instructor

Tracey Fisher has been teaching the North Carolina Notary Public and eNotary classes at Wake Tech for over three years, with nearly 100 classes under her belt. Tracey became a NC Notary while working at WakeMed Hospital, where she enjoyed being a resource for patients and families. She is also an American Heart Association Certified CPR Instructor for WakeTech. Tracey is passionate about NC Notary law and uses each class to not only educate students, but to also empower them to do their absolute best in serving and protecting the public.

The Triangle Apartment Association presents...

## Certified Apartment Supplier for Vendor/Supplier Professionals

Thursday, February 9, 2017  
9:00 a.m. - 5:00 p.m.



Thursday, February 23, 2017  
9:00 a.m. - 5:00 p.m.

Thursday, March 9, 2017  
9:00 a.m. - 5:00 p.m.



TAA Members: \$499 Full Course  
Non-Members: \$799 Full Course

Registration deadline January 26, 2017

*If you're a supplier of products or services to the apartment industry we recommend this course!*

### CAS Credential Program Modules:

- Industry Essentials (optional)
- Financial Management
- Legal Responsibilities
- Risk Management
- Resident Experience

Earning the CAS Credential allows you to network with your peers from other companies, community managers and assistant managers. This course is an opportunity for suppliers to learn, gain knowledge and insight about the everyday challenges faced by their clients/customers in the multifamily industry.

### You'll learn about:

- Applicant screening, leasing contracts, and move-ins
- Rent collection, lease renewal, the move-out process, lease termination and eviction
- Property management systems and their functions
- How community managers create a positive fair housing environment
- Minimizing risk through inspections, preventive maintenance, safety programs and documentation
- Addressing property and environmental hazards and crime
- Analyzing property financial operations and underperformance
- Monitoring property performance to achieve an owner's investment goals
- Maximizing net operating income

**No money in the budget? TAA is now accepting CAS Scholarship Applications for the 2017 CAS Credential program. The application is available online at the TAA website: [www.triangleaptassn.org](http://www.triangleaptassn.org). The Scholarship Application deadline is January 06, 2017.**

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

The Triangle Apartment Association presents...

## 2017 CAM Credential Program

Thursday, February 9, 2017  
9:00 a.m. - 5:00 p.m.



Wednesday, February 15, 2017  
9:00 a.m. - 5:00 p.m.

Thursday, February 16, 2017  
9:00 a.m. - 5:00 p.m.



Thursday, February 23, 2017  
9:00 a.m. - 5:00 p.m.

Wednesday, March 8, 2017  
9:00 a.m. - 5:00 p.m.

Thursday, March 9, 2017  
9:00 a.m. - 5:00 p.m.

TAA Members: \$998 Full Course  
Non-Members: \$1,298 Full Course

Registration deadline January 26, 2017

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

### CAM Credential Program Modules:

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

**No money in the budget? TAA is now accepting CAM Scholarship Applications for the 2017 CAM Credential program. The application is available online at the TAA website: [www.triangleaptassn.org](http://www.triangleaptassn.org). The Scholarship Application deadline is January 06, 2017.**



*Congratulations* go out to the following individuals who have earned the Certified Apartment Manager (CAM) credential from the National Apartment Association Education Institute (NAAEI).

**Rob Boggs** – Phillips Research Park Apartments

**Vail Brennan** – Bridges at Southpoint Apartments

**Nicholas M. Chambers** – The Summit at Avent Ferry Apartments

**Melinda L. Fernandez** – Summerville Station Apartment Homes

**Thomas Mayo** – Camden Westwood Apartments

**Anna Pfeiffer** – Oberlin Court Apartments

**Ian Riester** – South Square Townhomes

**Courtney Rubino** – The Fall Apartment Homes

**Stormi St. John** – Colonial Village at Deerfield Apartments

**Derek Tarrant** – Carrington at Brier Creek Apartments

**Matt Urban** – North Oaks Landing Apartments

**Joanne Walker** – Fairgate Apartments

## *Associate Members – A Seminar just for You!*

**Topic:** Inside the Multifamily Mind: How to Better Service the Apartment Industry

**Date:** Thursday, December 1

**Time:** 8:30am (Continental breakfast/networking)

9:00am - 10:30am Program

**Location:** TAA | CRC Education Center

**Price:** 3 for \$99 or \$35 each (*registrations must come in together*)

**1.5 Continuing Education Credits**

Connecting with owner/operators can sometimes pose to be a monumental challenge! They are busy professionals who have gatekeepers in place that allow them to do the heavy lifting for their companies; so, it can be difficult to 'get a meeting.' Well, here's your chance!

### **Find out:**

- the key to calling on owner/operators and what's the best mode of communication to reach them
- reaching out to the decision makers, when to contact them and when to stay away!
- getting involved in the owner/operator bidding process and how you can be a resource
- understanding management company vendor programs

We've assembled a **powerhouse panel** to share quality time fielding your questions. All that's left is for you to show up!



### **Panelist to-date include:**

**Stacey Adams** (Greystar) – Marketing Director

**Ed Batchelor** (TradeMark Residential Properties, Inc.) – Owner

**Nikol Edwards** (Blue Ridge Companies) – Marketing Director

**Jeff Furman** (Northwood Ravin)

– Director/Raleigh Operations, VP Development

**Steve Hayworth** (Drucker & Falk, LLC) – Director of Maintenance

**Andy Meador** (McDowell Properties) – Director of Capital Projects

**Ken Sherman** (Camden Properties Trust) – District Manager





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Contact: Kel Eddings  
Email: brandonb@pedcor.net

## COMMUNITIES

**Creekside at Crabtree**

4700 Riverwood Circle  
Raleigh, NC 27612  
Contact: Dena Filiaggi  
Email: creeksideatcrabtree@mfein.com  
Telephone: 919-694-1700  
335 units

**Carolina Spring**

600 West Polar Ave  
Carrboro, NC 27510  
Contact: Latoya Jones  
Email: carolinaspring@tfjgroup.com  
Telephone: 919-942-9559  
124 units

**Crossings at Heritage**

3134 Branch Ferry Ct  
Wake Forest, NC 27587  
Contact: Donna McDowell  
Email: crossingsatheritage@tfjgroup.com  
Telephone: 919-453-1212  
120 units

**Anderson Flats**

2841 Manorcrest Court Suite 100  
Raleigh, NC 27609  
Contact: Kelli Lea  
Email: andersonflatsmgr@greystar.com  
Telephone: 984-202-6131  
182 units

## INDEPENDENT RENTAL OWNERS

**LaChapelle Properties**

1204 Village Market Place Suite #223  
Morrisville, NC 27560  
Contact: Cynthia Lachappel  
Telephone: 919-467-4645  
Email: Cynthial@mindspring.com  
4 units

**H&H matters**

104 Angora Court  
Cary, NC 27513  
Contact: Hamid Hotaki  
Email: hnhmatters@gmail.com  
Telephone: 919-766-0083  
7 units

## ASSOCIATES

**Blalock Paving**

510 Meadowmont Village Circle #307  
Chapel Hill, NC 27517  
Contact: Lyon Blalock  
Email: lyonblalock@gmail.com  
Telephone: 919-302-0187

Pavement Consulting  
and Evaluations

**Towne Insurance Agency**

4515 Falls of Neuse Rd Ste 300  
Raleigh, NC 27609  
Email: bhodsden@towneinsurance.com

Risk Management for Multi-Family,  
Residential and Commercial properties

## On the Move ▶

**Andra Padgett** is now a Regional Sales Manager for **BG Staffing**.

**Andrea Morris** is now the Community Manager at **Trinity Commons at Erwin**.

**Betsy Kirkpatrick** is now the National Director of Recruiting for **BG Staffing**.

**Betsy Dilling** is now the Senior Property Manager at **Eagle Landing**.

**Brook Brennan** is now a Regional Manager for **Northwood Ravin**.

**Brannan Givens** is now the Community Manager at **Chapel Watch Village**.

**Bret Smith** is now the Community Manager at **The Bradford**.

**Christopher Taylor** is now the Service Manager at **Madison Glen**.

**Courtney Schnee** is now an Asset Manager for **Northwood Ravin**.

**Debra Mulls** is now the Community Manager at **Cosgrove Hill**.

**Denise Bennett** is now the Community Manager at the **Apartments at Palladian Place**.

**Holly Johnson** is now the Community Manager for **Chapel Hill North**.

**Katy Boone** is now the Property Manager at **CrossTimbers Apartments**.

**Kendra Barkley** is now the Assistant Property Manager at **REALM Patterson Place**.

**Robert 'Bob' Metzger, III** is now a Consultant for **RealPage, Inc.**

**Samantha Steffen** is now a Staffing Coordinator for **the Liberty Group**.

Are changes occurring at your property or company? Email updates to Erin Lowder at [memberservices@triangleptassn.org](mailto:memberservices@triangleptassn.org).

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

- Promotions
- New Hires
- New Billing Information
- New Billing Contact
- New Management Change
- Company Name Change
- New Email Address
- Physical Address Change

If any of the above examples have occurred at your property or company, contact us for an Update Form so we can best serve you.

For update forms and inquiries email Erin Lowder at [memberservices@triangleptassn.org](mailto:memberservices@triangleptassn.org).

Did you know you can also login to your  
company or property's profile on our website  
to confirm this information? Ask us how!

# Triangle Trending: What's to come in 2017?



**Ted Conner**  
VP of Economic Development  
and Community Sustainability  
Greater Durham Chamber  
of Commerce



**Michael Haley**  
Director of Business  
Recruitment and Expansion  
Wake County Economic  
Development



**Amanda Hoyle**  
Real Estate Reporter  
Triangle Business Journal  
(Moderator)



**Aaron Nelson**  
President & CEO  
Chapel Hill-Carrboro  
Chamber of Commerce

**Friday, December 9, 2016**

**Registration/Breakfast: 8:30am – 9:00am**

**Program: 9:00am – 10:30am**

**Brier Creek Country Club**

**9400 Club Hill Drive, Raleigh**

**Cost: \$45 Members / \$55 Non-Members**

Everywhere you turn in the Triangle these days there's multifamily new construction in progress. Is that a good sign? Can the market absorb the new construction? Where is the growth; and, what are the economic drivers of that growth? What are the emerging markets and where are the next opportunities? Hear first-hand from our local business expert panelists as they discuss the trends and projections for the real estate and apartment industries in 2017.

**Sponsored by TAA's 2016 GOLD Visionary Partners**

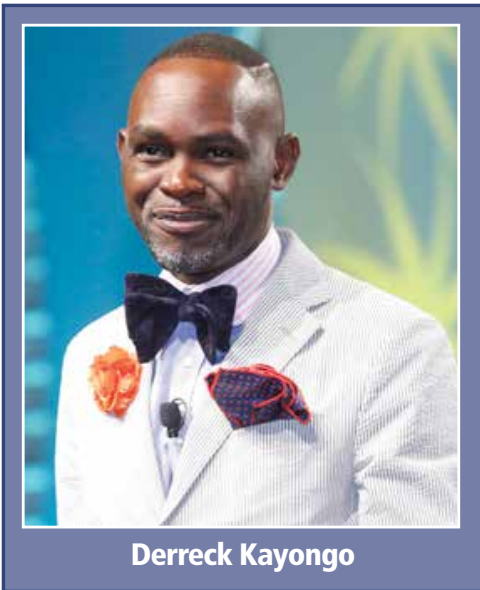


## Meeting and Event Space

Have an upcoming meeting, class, or seminar? Reserve your space with TAA! With three available rooms for rent, TAA is an exceptional location that offers well designed meeting space; complimentary presentation technology and Wi-Fi and no catering restrictions.

For additional information on the products and services provided by TAA, visit [www.triangleaptassn.org](http://www.triangleaptassn.org) or email Erin Lowder at [memberservices@triangleaptassn.org](mailto:memberservices@triangleaptassn.org).





Derreck Kayongo



## January Membership Dinner Meeting

**January 26, 2017 | Time: TBA**

**Embassy Suites by Hilton**

**Raleigh Durham Research Triangle**

**201 Harrison Oaks Blvd., Cary**

**Registration Information Coming Soon!**

## Tapping Your Power to Create a Social Movement

What is the power of one person to face extremely challenging circumstances and affect transformational change? In this powerful session, Derreck Kayongo shares his incredible story of transformation from his life as a former Ugandan refugee to building a multimillion dollar venture called the Global Soap Project, which provides new bars of soap to underserved communities.

Derreck inspires his audiences to discover how to apply their skills and vision in order to have an impact on the lives of others through volunteerism and entrepreneurial endeavors. The spirit of creating a movement based on social change will be explored, along with a step-by-step guide on how to get started, overcome obstacles and eventually thrive. More importantly, he'll open your eyes to explore the dynamic nature of human society and each person's capacity to choose and shape the future.



Andy Meador

Mark your calendars for this must-attend event with Keynote Speaker Derreck Kayongo and installation of **Andy Meador, CAMT, Director of Capital Projects, McDowell Properties**, as the 2017 President, along with the 2017-2018 Officers and Directors.

**November 15 | 5:30pm – 8:00pm**  
**Champps, The Streets at Southpoint in Durham**



Please join us for the final **After Work Networking** of the year. This event is open to all TAA members. And, with no cost to attend, the only cost is for individually purchased drinks and food. Appetizers will be provided. Come relax and enjoy a great evening with friends. No need to register. Please consider inviting a colleague or member client to attend with you. See you at Champps!

# 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 at [Membership@triangleaptasn.org](mailto:Membership@triangleaptasn.org)







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## NOVEMBER

- |  |   |
|--|---|
| <p><b>9</b> Leasing 101 Fundamentals<br/>9:00am – 4:30pm</p> <p><b>15</b> Fair Housing by the Numbers Seminars<br/><i>Service Professionals</i><br/>8:00am – 11:30am</p> <p><b>15</b> Fair Housing by the Numbers Seminars<br/><i>Leasing/Office Professionals</i><br/>12:30pm – 4:00pm</p> <p><b>15</b> <b>After Work Networking<br/>Champps at The Streets at<br/>Southpoint</b><br/><b>5:30pm – 8:00pm</b></p> <p><b>16</b> Board of Directors Retreat<br/>9:00am – 5:00pm</p> <p><b>17</b> Board of Directors Retreat<br/>9:00am – 12:00pm</p> | <p><b>17</b> Finance Committee Meeting<br/>2:00pm – 4:00pm</p> <p><b>17</b> Leadership of Excellence Program<br/>Roundtable &amp; Graduation<br/>9:00am – 1:00pm</p> <p><b>18</b> NALP Presentations<br/>9:00am – 1:30pm</p> <p><b>22</b> Executive/Board of Directors Meeting<br/>TAA Board Room<br/>8:30am – 11:00am</p> <p><b>24-25</b> TAA Office Closed<br/>Thanksgiving Holiday</p> |
|--|---|

## DECEMBER

- 1** Inside the Multifamily Mind  
8:30am – 10:30am

**9** **Triangle Trending**  
**Brier Creek Country Club**  
**8:30am – 10:30am**

**15** Executive/Board of Directors Meeting  
3:00pm – 7:00pm

**23, 26** TAA Office Closed  
Christmas Holiday

**30** TAA Office Closed  
New Year Holiday

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

Please visit the TAA Website  
at [www.TriangleAptAssn.org](http://www.TriangleAptAssn.org)  
for a list of Committee Meeting  
dates and times.

## Save the Date

### Triangle Apartment Association Trade Show

**March 29, 2017**

Exposition Center  
NC State Fairgrounds, Raleigh

Mark Your Calendars and  
Plan to Join Us for  
TAA's Largest Event of the Year!

Watch for Exhibitor Registration Details  
Coming Soon!

## ENews

Did you know we send  
a weekly e-newsletter  
on Tuesdays? Each week  
has a different theme:

TAA Updates - 1st Tuesday  
–General TAA Information

TAA Educates - 2nd Tuesday  
–Education Information

TAA Advocates - 3rd Tuesday  
–Legislative Information

TAA Networks - 4th Tuesday  
–Events/Community Outreach  
Information

Make sure you're staying up to date on what's  
happening at TAA by reading our ENews. If you  
aren't receiving the emails, check your junk or  
spam folder or email Meg Palumbo at  
[communications@triangleaptassn.org](mailto:communications@triangleaptassn.org)  
to confirm or update your email address!





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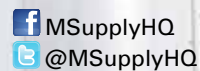
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