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# THE PRESTIGE PRESS



## *A Few Words of Thanks*



Those of you who have known me for a while understand that I think that this time of year is the best of all. It is a time of retrospection and introspection. It is a time to acknowledge our successes and a time to learn from our mistakes. It is a time to plan for our future, to prioritize and to set goals, but most important, it is a time to acknowledge and thank those who have contributed so much to our success.

I would like to start by thanking the people who report directly to me. Connie, thank you for your competence and your unwavering commitment to excellence. When you say it will be done it is done. I have never had such confidence in somebody as you. Dustin, thank you for your unequivocal loyalty and support. I know that whatever happens, you will be by my side and I can not tell you how much that means to me. Jo, you are the consummate professional. There is nobody that I respect more than you. Thank you for all of the contributions that you have made. David, I am so proud of the team that you are building and for the steady, consistent improvements that you are making. I don't tell you nearly enough how important you are to this team. Sam, you are one of the most intelligent people I have ever met, but more importantly you are an even better man. I respect your guidance and input more than you will ever know. You and your family are always in my prayers and I know that all of the challenges that you face together will bring you closer. You define faith and courage. Judi, I appreciate the long hours in the office and on the road, although I don't tell you nearly enough. You always provide sound guidance and advice and I trust you implicitly. You are such an incredible individual and I admire you so much. The team that you have assembled is awesome. Steve, Jill and Mary provide services and support that is second to none. Anne, forgive me for my neglect and thank you for how you impress everybody that you come in contact with. You are incredible at what you do, simply the best. Your judgment is impeccable and your decision making is superb. We are fortunate to have you as part of



our team.

I also want to thank our committed and talented group of team leaders. Kelly, thank you for your team of service coordinators. They define "Do the Right Thing". Their selfless acts of kindness and goodness inspire me on a daily basis. You and your team make such a positive impact on thousands of people, you should be proud. You are one of my role models. Pat and Shellie, you and your teams are the best. Financial reporting is an area that I can confidently say that we are "The best most respected property management company in the industry." You produce the best product possible, on time, month in and month out. The Financial Services department sets a standard that is tough to beat. Well Done! Louan, the Rental Accounting department is an example of excellence. Your team has built a foundation that will help grow this organization. You are a can do person whom I have grown to respect and admire. Your steady and calm demeanor is an example to us all. Annette, you and your team's commitment is inspirational. You rarely get the appreciation that you deserve and I ask for your forgiveness for that. You and your team keep us honest and in compliance, no small feat. You handle the thankless tasks without hesitation and it is appreciated more than you can possibly imagine. Tanya, what can I say? You and your team of administrative assistants are the glue that holds this company together. You take the bullets when we make mistakes. We neglect you and rarely thank you. Shame on us. Anybody that has half a brain realizes that you guys run the company. Susan, how can I say just how much we appreciate the lengths that you go to protect us. You are meticulous and exacting in everything that you do, never afraid to say what you think and always a great steward of our company resources. We are so lucky to have you as part of our team! Allison, you and your team get us paid, keep our benefits in place and handle so many difficult issues. We don't thank you guys enough, but I can say that we all appreciate your team's efforts. I know that sometimes it seems as though we take you for granted, but we don't. You guys are that best! Mary, you handle all things corporately. I don't think that I have ever thanked you for what you do and I am embarrassed to admit that. I think that sometimes you make everything look so easy that I don't fully understand how challenging your job is. We are so lucky to have you.



I have never worked with such a committed and talented group of multi-site supervisors as we now have at KMG Prestige. Joe, you are the best. Your work ethic and attitude are an example to all. You have never failed us and I know that you never will. Calvin, you are such a good man and you have my trust and complete faith in your abilities. The improvements in your portfolio over the last year are amazing. Tami, I am so proud of how you have grown over the years. I have always had faith in you and you have never let me down. Kristina, I am so impressed with your leadership skills and positive attitude. It is a pleasure to work with you and I am happy that you joined our team. Jeff, you have been presented with the toughest challenges and you have always made improvements wherever you have been. You work in tough situations yet have such a great sense of humor. Andy, you are a true professional and I love your can do attitude. You have made gains with the toughest of sites and have improved many of our strategic partnerships because of your performance. Sherri, thank you for your sense of humor and your willingness to listen to as well as give feedback. You have my confidence as well as the confidence of our clients that you support. Thank you! Cheryl, you may be the most likeable person on the planet. You always project confidence and calm even in the eye of the hurricane. Dave, thank you for your leadership and for being such a positive role model. You embody what we look for from our leaders. Amanda, thank you for your commitment and for your effort. Your endless hours do not go unnoticed. You have strengthened or better yet have salvaged relationships with several clients because of your hard work. Kelly, you are such a pleasure to work with. Your positive attitude is contagious and that is one of the big reasons that



you can build great teams. Your support of the company and of ownership is truly appreciated. Scott, you have the talent to achieve whatever you want to and we look forward to a long, exciting journey with you. Thank you for overcoming so many difficult challenges. Sandi, you are one of our newer RPM's but it has been apparent since your first day that you will make things happen. You have high standards and I know that you will achieve great things. Shelly, thank you for your steady hand and professionalism. We have given you some real challenging sites and you and your team always comes through for us. Thank you. Dawn, many of the improvements in your portfolio have enhanced our relationship with Rural Development and that is no small accomplishment. Thank you for your outstanding work ethic. Deb, you have jumped in from day one and have given everybody an incredible amount of confidence. We look forward to great things in your new role. Thanks for all of your contributions in the past and for what you are going to do in the future. Jason, you are the newest member of the team and I am excited about what you bring to us. You have succeeded where so many others have struggled and you have always kept an incredibly positive attitude in the process.



Special thanks are due to the 600+ team members in the field that do such an excellent job of supporting our residents and our clients. Your job is demanding and challenging. We are making great strides in our performance and we owe it all to you.

We are blessed with great clients and strategic partners such as MSHDA, HUD, Rural Development and the Great Lakes Capital Fund. Sometimes they challenge us and hold us to task, but they always make us better and help us to get closer to our goal of becoming the best, most respected property management company in the industry.

2008 brought about the creation of SMG Prestige and with it two new partners, Faye Andres and Derron Sanders. Thank you Faye for your professionalism and dedication. You are an inspiration to us and we look forward to a long, wonderful partnership. Derron, when I first met you it was like finding a long lost brother. There was an instant feeling of kinship and of destiny. You are going to be an incredible success and we are happy that we will be along for the ride.

I am always thankful to Bob Kabbe, Ken Bovee and Joanne Golden for giving me an opportunity to join such a wonderful organization and then to entrust their life work to us by allowing us to buy their company. The primary motivator for me over the last couple of years is to build a company that not only we are proud of, but a company that Bob, Ken and Joanne are proud of too. I haven't known them for nearly as long as most of you have, but I have never had the level of respect for a group of owners as I do for them. I love you guys!

Last and certainly not least, I need to thank my three partners, Jen, Jeff and Karen. A man could not ask for finer partners. They cover my mistakes, provide sage advice and always and I mean always do what they say they will do. People often ask me how I handle the pressure of ownership and I have to respond by saying that I don't feel any pressure at all. When you have Jeff, Jen and Karen with you then you have nothing to worry about.



2008 was a terrific year for KMG Prestige despite the worsening economic conditions in most of our markets. I am looking forward to sharing our goals and initiatives for 2009 in the next issue of the Prestige Press. I hope that your holiday season is special and that you get to spend as much time as possible with your loved ones. Thank you to all of our 750+ team members.

# Accounting Arena

## Powersite Month End Close Procedures

The accounting month end for Powersite is the 25<sup>th</sup> of the month or the date your Property Accountant tells you (for those months with holidays or vacations). Before you tell your Property Accountant your property is ready to close, you need to make sure you have done the following: Go to the Public Folders/Forms & Policies/Accounting/Month End Close Checklist. See attached. Print the month end close checklist off and review each item.

- \* Post all cash in Powersite (this should be done as deposits are made, make sure the journal total matches the validated deposit slip). These journals should have payments only – no adjustments, move-ins or move outs.
- \* Post all journals in Powersite (ledger activities/view edit transactions/P? column all should be Y).
- \* Process all move-ins (this should be done as they occur).
- \* Process all move-out's & SODA's (this should be done as they occur).
- \* Forward move-out Paperwork to your Property Accountant.
- \* Review Rent Roll Report (Make adjustments as necessary) Are actual charges correct? Are all move-ins & move-outs processed? Compare your HUD Manager rent roll to Powersite rent roll.
- \* Review Security Deposit Not Processed (reports/audits/deposit not processed). If nothing prints all SODA's have been processed.
- \* Review Security Deposit Audit Report (reports/audits/security deposit audit). Are there any Security Deposit's required different from the Security Deposit on hand? Notation column to the far right is very helpful.
- \* Review Aged Delinquency Report (reports/management reports/aged delinquency). Write off former resident balances (not subsidy – check if there is an "O" in the status column). Apply prepaids to delinquents in the payment column (do not do this on the "8" or "9" codes). Move prepaids to future month in the payment column (do not do this on the "8" or "9" codes). Review each entry – does it look correct? Did you make subsidy and/or rental rate adjustments as needed? Were late charges billed? Do you have applicants on this report? Need to cancel any applicants?
- \* Review Lost Rent Report (report/audit reports/lost rent). Are there any units that were not vacant at any time during the month? Are the employee & model unit showing in the correct unit? Review all adjustments from prior periods. Are there any negative or excessive amounts in the columns? If so review tenant ledgers and make the necessary corrections.
- \* Review Reconciliation Report (Reports/Accounting reports/Reconciliation). Make sure you do not have any Future period adjustments. Contact your Property Accountant if you do for correcting instructions.
- \* Review Charges and Adjustments Report (Reports/Accounting reports/Charge & Adjustment journal). Review codes used, were the correct codes used?
- \* Review Selected Billings and Payments (Report/Audit/Selected Billings & Payments). Review "B" code and compare to Reconciliation Report. Review "C", "n", & "4" codes. Make sure you send bad debt and concession approvals for all these codes.
- \* Mail into your Property Accountant your original validated deposit slip, month end close checklist and all move-out paperwork.

Submitted By: Denise Devoll, Shannon Hilbrecht, and Brenda Wells  
Property Accountants

## Month End Close Checklist

Property Name: \_\_\_\_\_

For the Month Ended: \_\_\_\_\_

\*\*To be completed PRIOR to closing the month in Powersite.

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Post all Cash in Powersite  |
| <input type="checkbox"/> | Post all Journals in Powersite  |
| <input type="checkbox"/> | Process Negative Renters in Powersite & Forward to AP   |
| <input type="checkbox"/> | Process all Move-In's   |
| <input type="checkbox"/> | Process all Move-Out's & SODA's   |
| <input type="checkbox"/> | Forward Move-Out Paperwork to Property Accountant   |
| <input type="checkbox"/> | Write Off Bad Debt  |
| <input type="checkbox"/> | RPM Approval for Write Off's and Adjustments  |
| <input type="checkbox"/> | Mail Original Deposit Tickets, Monthly Recap, Bad Debt & Concession Approval,<br>And Month End Close Checklist to Property Accountant |
| <input type="checkbox"/> | Review Rent Roll Report<br>Make Adjustments as Necessary  |
| <input type="checkbox"/> | Review Aged Delinquency Report<br>Make Adjustments as Necessary   |
| <input type="checkbox"/> | Review Security Deposit Audit Report<br>Make Adjustments as Necessary   |
| <input type="checkbox"/> | Review Deposits Not Processed Report<br>Make Adjustments as Necessary   |
| <input type="checkbox"/> | Review Scheduled Rent Changes<br>Make Adjustments as Necessary  |
| <input type="checkbox"/> | Review HUD Manager Rent Roll with Powersite Rent Roll<br>Make Adjustments as Necessary  |
| <input type="checkbox"/> | Review Lost Rent Report<br>Make Adjustments as Necessary  |
| <input type="checkbox"/> | Review Reconciliation Report<br>Make Adjustments as Necessary   |
| <input type="checkbox"/> | Review Charges and Adjustments Report<br>Make Adjustments as Necessary  |

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Fitting Healthy Habits Into Your Hectic Life

There just doesn't seem to be enough hours in the day to accomplish everything you need to do. And it can feel like an added stressor when you are trying to integrate healthy habits into your already hectic schedule. But if you make time for healthy habits, you'll find yourself with extra reserves of energy that will lower your stress and help you get through life's challenges.

Here are a few things you can start doing right now to make healthy habits a relatively painless part of your routine:



**Drink water throughout the day.** You don't hear this nearly enough: water is an all-purpose wonder-substance. It's great for your skin, your digestive system, and circulatory system, and aids in weight loss and cellulite reduction. If you feel fatigued during the day, it's often because you aren't hydrated properly. Drink water throughout the day, sipping from a large bottle or glass. If you have it nearby, it's easy to remember. If you don't like the "taste" of water, keep a supply of lemon so that you can add a slice to your water – it cuts any bitterness, adds a bit of vitamin C and makes it taste more festive!

**Cut back on the amount of soda and coffee you drink.** Sugar and caffeine dehydrate you and create energy rushes followed by crashes, which are ultimately energy-depleting. Substitute with drinks like green tea or 100% fruit juice.

**Replace high-sugar foods with low-sugar versions.** Cutting back on the amount of refined sugar you consume helps reduce calories and weight gain and also helps you avoid the energy slumps that come from sugar withdrawal. Items high in refined sugar include most soft drinks, cereals, baked goods, and of course, candy and ice cream. Look for low-sugar or no-sugar versions of these, or simply opt for healthy snacks instead.

**Stock up on healthy, portable snacks.** When you are grocery shopping, pick up bags of baby carrots, string cheese, nuts, fresh and dried fruit, single serving packs of apple sauce, yogurt, wholegrain crackers, peanut butter, turkey jerky, etc. Having healthy portable snacks around will help you avoid bad vending-machine, convenience store and fast-food options.



**Take the time to plan healthy meals for the week.** Spend 15 minutes or so to map out your meals. Keep it simple. Then, when you shop for groceries, make your purchases based on the meals you will make during the week. This will help you avoid relying on less healthy take-out or fast food choices.



**Purchase frozen, ready-to-cook ingredients.** Frozen fruits and vegetables have high vitamin and mineral content because they don't sit around losing these nutrients for long before they are preserved. Although you'll want to keep plenty of fresh fruits and vegetables around, it's great to have frozen produce available for quick meal additions and smaller servings. Also, some grocery stores offer frozen boneless chicken breasts and a wide variety of seafood items in re-sealable packages. These are great for quick, healthy meals.



**Pack your lunch the night before.** You'll have given yourself the gift of extra time in the morning and you will assure that you have a healthy meal during the day. Don't forget to pack snack items so you can avoid the vending machine.

**Cook double batches of whatever you're cooking.** When you prepare dinner, especially on weekends, cook extra and freeze to use for another dinner or lunch. Then, you'll have a healthy meal ready to go when you are.

**Give yourself some slack.** If you are stressed out about preparing healthy meals every day, use what some experts call the "80/20" rule in your eating. If 80 percent of what you eat is healthy, then allow yourself to take it a little easier for the remaining 20 percent. You and your diet will survive.

**Fit in exercise whenever you can.** Experts recommend that adults exercise a minimum of 30 minutes three times per week. Aim for this amount, but don't kick yourself if you can't meet this goal. Any amount of exercise is better than none. No time to go to a gym? Build a stock of exercise tapes – many have routines that you can complete in 20-40 minutes. Use hand weights or do crunches, leg-lifts and lunges while watching television. Or invest in an exercise bike – you can pedal while catching up on your reading. Think of what would be most interesting to you and what best fits your schedule and budget.

**Take a walk break during the day.** Even 20 minutes can make a difference in your energy level, plus it gives you time to clear your head. If you walk with a friend or colleague, it also gives you time to socialize.



**Whenever possible, walk.** Increase the amount of time you can walk, versus sit or drive. It doesn't take that much extra time to park a bit farther from the store entrance, or to make a personal visit to a colleague rather than phoning, instant messaging or e-mailing.

**Get enough sleep.** Even if you gain more time in your day by cutting back on sleep, you will be less effective throughout the day, as your energy level and cognitive functioning will be reduced. Insufficient sleep also makes you more susceptible to illness. By getting enough sleep, you become more efficient during the time you are awake.



Begin integrating some or all of these habits today. Make them part of your normal routine. You'll be surprised at how little time is involved and how much better you'll feel! ..

Submitted By: Becky Wilkinson  
Appleridge and Meadow Park Manager

# COMPLIANCE CORNER

## *Person to Person*

We have voice mail, answering machines, e-mail, text messaging – unlimited methods of communication. But NOTHING beats a person-to-person contact. I learned this from my first boss in property management, Larry Harper. One day, I was lamenting a manager's ignoring directives given to fix a file. I created a list of tasks and had e-mailed it (including a message on how important it was for them to get me my stuff!), and still I was ignored. Larry kindly reminded me "did you give them a call?" Oh, well . . . a phone call? Talk? Yup, that's what Larry was saying . . .



Way back when (when I was a kid) – we had what were called "person to person" phone calls – it was handled by an operator - in case the person you wanted to speak with wasn't available, you didn't have to pay for the call (hardly feasible now when we purchase "package" deals for phone service). Anyway, what Larry was advocating was the personal touch. There is nothing better when there is misunderstanding, fear, or overwhelming workloads, to boost confidence and cooperation among staff than a simple phone call asking "can I help you through this"?

Our Compliance department has become so sophisticated and diversified that right now I would be hard pressed to come up with a job description of what I do. If you were to ask a manager, they would tell you "they approve/disapprove files". That's how managers see us! But we have so much more going on that isn't seen by our colleagues – reports to owners, reports to MSHDA, updating income/utility reports, updating and generating reports in our data bases, going to trainings, conducting audits at properties, responding to findings of audits for owners and syndicator and state agencies, providing reports to RPMs, and so on . . .

So when you are frustrated because you don't understand WHY you haven't gotten your approval for a tenant file or you don't understand why a document you have submitted and resubmitted is not accepted, call your compliance person (or ask them to call you). "Person to person" communication alleviates frustration and fosters a spirit of teamwork in a way that the written word just can't match.



Thank you, Larry Harper, for teaching me that we are all just trying to get along!

Submitted By: Michele Smith, Compliance Specialist

## Let's Consider Our Blessings...

If we could shrink the earth's population to a village of precisely 100 people, with all the existing human ratios remaining the same, it would look something like the following:

There would be:

57 Asians, 21 Europeans, 14 from the Western Hemisphere, both north and south, 8 Africans

52 would be female, 48 would be male

70 would be non-white, 30 would be white

70 would be non-Christian, 30 would be Christian

89 would be heterosexual, 11 would be homosexual

6 people would possess 59% of the entire world's wealth and all 6 would be from the United States.

80 would live in substandard housing, 70 would be unable to read, 50 would suffer from malnutrition, 1 would be near death; 1 would be near birth

1 (yes, only 1) would have a college education and 1 would own a computer

When one considers our world from such a compressed perspective, the need for acceptance, understanding and education becomes glaringly apparent.

The following is also something to ponder...

If you woke up this morning with more health than illness...you are more blessed than the million who will not survive this week.

If you have never experienced the danger of battle, the loneliness of imprisonment, the agony of torture, or the pangs of starvation ...you are ahead of 500 million people in the world.

If you can attend a church meeting without fear of harassment, arrest, torture, or death, you are more blessed than three billion people in the world.

If you have food in the refrigerator, clothes on your back, a roof overhead and a place to sleep, you are richer than 75% of this world.

If you have money in the bank, in your wallet, and spare change in a dish someplace ... you are among the top 8% of the world's wealthy.

If your parents are still alive and still married ... you are very rare, even in the United States and Canada.

If you can read this message, you just received a double blessing in that someone was thinking of you, and furthermore, you are more blessed than over two billion people in the world that cannot read at all.

Someone once said: What goes around comes around. Work like you don't need the money. Love like you've never been hurt. Dance like nobody's watching. Sing like nobody's listening. Live like it's Heaven on Earth.

If you really think about it, we all have a lot to be thankful for. Appreciate your life.





## RAMBLINGS FROM YOUR RVP...JOANNE GOLDEN

Gratitude is not just a by product of the, "Reason for the Season", like the catch phrase goes; instead it is a philosophy that people can take to heart throughout the entire year, it can be life changing. Life changing not only for the giver, but of course the receiver, so it is an expression that is felt deeply and has a long lasting effect; a lasting impression. Therefore, gratitude is powerful and empowering if we recognize it, make decisions based on how we would like to express our gratitude, and then ACT (putting those words into actions). Gratitude can begin with very small awareness's, personal ones, and from there begin to multiply. If people were to count their blessings instead of sheep they would get a better nights sleep.

At our Thanksgiving dinner table this year, my daughter gave everyone a note card that said, "Things I am Thankful for" at the top. Everyone was to write down things they were thankful for and put the card in an envelope. They could sign the card or choose not to. After dinner, we started passing the cards around the table until she said stop, then we each had to read the card we had in our hand to the group. It was a lot of fun; it kept everyone at the table longer, and created some lively discussion. Many were thankful for our free country, those serving our country, family, friends and even the buck that was shot that morning. But some were more specific and were thankful for the comment from their spouse that morning about how wonderful they looked today, one child was thankful that her mother was smiling a lot that day and her mother was thankful that she just started a new job. As the cards were read, it was wonderful to watch people at the table and see their face light up because of what was written on the cards. All day long people talked about how wonderful it was to express their gratitude. Both givers and receivers were thankful.



There are studies that indicate that those who focus on gratitude are just flat out happier. Gratitude is a bit different than positive thinking. Thinking positively can take shape in being hopeful for the future. But the notion of giving thanks, or gratitude, gives you a sense of having been fulfilled, of having been blessed or having been happy.

I have been working on gratitude and find even the small things I express gratitude for make me feel better and happier. It really amazed me the first time I tried it. I was driving to Lansing to attend a meeting I was not looking forward to and the sun was coming up in the sky. It was a beautiful scene. I expressed my gratitude for being able to witness that scene and was thankful for being in that spot at that time. You have to consciously express gratitude, which means you have to focus, you have to make a point of noticing, or it means nothing. I continued to take in the beauty of my surroundings for several miles and it was calming and put me in a better place. It was a small thing, but life is full of small moments.



Counting your blessings helps to shift your attitude and raise energy level. Try it and I guarantee you will become a better person.

## N/A IS NOT A WEATHER CONDITION!

How many times have you turned on the Weather Channel and heard the weather person say "Today expect a high of 65 degrees with a chance of N/A in the afternoon!" Never!



N/A doesn't tell us anything about the condition of the weather.



Unfortunately, N/A is often the answer noted on the Snow Logs for the weather conditions. We need to know what the weather was like – sunny, rainy, snowy, sleet, overcast, fog, windy, severe storms, heavy frost, etc. If they wouldn't say it on the Weather Channel, it shouldn't be used to describe the weather on a snow log.

Are we particular about our Snow Logs and the information reported on them? You're darn right! Snow Logs play an important part in managing slip and fall claims. For the past 4 years, we have been very focused on the Snow Logs and snow removal at our properties.

**This has led to a 56% decrease in the dollar amount paid out for liability claims over the past 4 years. This is an amazing improvement!**



So, do Snow Logs work – you bet! Will we continue to be fussy about the way they are filled out – you can count on it! We want to keep those liability claims as low as possible which helps keep insurance premiums low for your property.

Remember, Snow Logs must be **COMPLETED 2 TIMES PER DAY, 7 DAYS A WEEK**. The weather doesn't take the weekend off or ever go on vacation.

Snow Logs need to include the following information at the very minimum.

1. 2 temperature readings – **MORNING & AFTERNOON**
2. Weather condition – **MORNING & AFTERNOON**
3. Initials of the person completing Snow Log – **MORNING & AFTERNOON**
4. Manager's signature.
5. Must be submitted on the pre-printed Snow Logs.

If you need help understanding how the Snow Logs should be filled out, review the Snow Log procedures on Prestige Web or call Susan Anders at 989-400-4816.

Thanks for all you do to make your community a safe place to live and work.

Submitted By: Susan Anders, Risk Manager

# Thanksgiving at Cascade Apartments

Sara Lee, a major employer in Holland/Zeeland area, donated 10 turkeys and 10 hams for Thanksgiving Baskets that were given to Cascade residents who have been struggling to make ends meet with job layoffs or reduced hours.



The Cascade staff took money from their own pockets and added the traditional holiday fixins' to complete the baskets. Thankful tears, hugs and smiles made it a great way to leave work to celebrate the holiday with our own families.



Submitted By: Shelly Gonzales, A.R.M  
Cascade Apartments Manager



## MAINTENANCE TIPS

◆ If someone has put regular dish soap in a dishwasher and suds are overflowing run a tablespoon of salt in it to eliminate the problem ~  
David Soule, RPM

- ◆ **To get rid of pesky fruit flies**—Take a small glass, fill it 1/2' with Apple Cider Vinegar and 2 drops of dish washing liquid; mix well. You will find those flies drawn to the cup and gone forever!



- ◆ **To Get Rid of Ants**—Put small piles of cornmeal where you see ants. They eat it, take it 'home,' can't digest it so it kills them. It may take a week or so, especially if it rains, but it works and you don't have the worry about pets or small children being harmed!



- ◆ **To get something out of a heat register or under the fridge**—Add an empty paper towel roll or empty gift wrap roll to your vacuum. It can be bent or flattened to get in narrow openings.



Limited  
Enrollment:  
November 15<sup>th</sup> -  
December 15<sup>th</sup>

## Welcome to Purchasing Power

### New Benefit! Computers via Payroll Deduction.

Available November 15, 2008



Purchasing Power is now offered to qualified KMG Prestige team members. Through this unique team member benefit program, you may purchase the new, brand name computers you want and need for you and your family through the ease of payroll deduction.

With no credit check, no down payment and a 12 month payment plan, buying life enhancing products is simple and economical. Plus, you can take advantage of easy budgeting via payroll deduction so you no longer have to deal with the hassle of writing checks!

#### Tons of Benefits. Easy Qualification.

- You must be at least 18 years of age
- You must be an active team member of KMG Prestige for at least 2 years and work 20 hours or more per week.
- You must earn at least \$16,000 a year
- You must have a bank account or credit card (to be used in case of non payment via payroll deduction)

Limited enrollment ends December 15<sup>th</sup>. Order online today:

[www.PurchasingPower.com](http://www.PurchasingPower.com)

**800-537-3134**

If you would like to purchase without using payroll deduction contact Dell directly at [www.dell.com/epbuy](http://www.dell.com/epbuy) or call 1-800-695-8133 and use Member ID: PS21135233.

## Make Holiday Gift Giving Easy.



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- Vista Home Premium

Pricing and product case subject to change.  
Visit us online to buy for our great efficiency.





# Happy Anniversary!

We appreciate your contribution toward helping us become the best, most respected property management company in the industry. Thank you for all of the hard work you do!

Congratulations to the following individuals on their Anniversary !

<b>NAME</b>	<b># of Years</b>	<b>NAME</b>	<b># of Years</b>
<b>Joann Harris</b>	<b>3</b>	<b>Sharron Barksdale</b>	<b>1</b>
<b>Shelly Hopson</b>	<b>5</b>	<b>Thomas Blair</b>	<b>7</b>
<b>Rachael Annala</b>	<b>10</b>	<b>Christine Scargall</b>	<b>5</b>
<b>Richard Dodson</b>	<b>3</b>	<b>Colleen Luscombe-Powless</b>	<b>1</b>
<b>Christine McCarthy</b>	<b>5</b>	<b>Larry Fowler</b>	<b>2</b>
<b>Robert Toms</b>	<b>5</b>	<b>Valerie Syers</b>	<b>13</b>
<b>Jeannie Rupert</b>	<b>4</b>	<b>Rebecca Nichols</b>	<b>1</b>
<b>Gwendolyn Wilde</b>	<b>1</b>	<b>Kristine Brown</b>	<b>3</b>
<b>Paul Howell</b>	<b>1</b>	<b>Karena Frazier</b>	<b>6</b>
<b>Dennis Roush</b>	<b>10</b>	<b>Barb Frost</b>	<b>9</b>
<b>Janice Trapp</b>	<b>6</b>	<b>Roger Heffelbower</b>	<b>8</b>
<b>Brenda Fritz</b>	<b>5</b>	<b>Nora Utley</b>	<b>1</b>
<b>Connie Mathes</b>	<b>2</b>	<b>Deanna Nichols</b>	<b>9</b>
<b>Edwin Rhyndress</b>	<b>2</b>	<b>William Perry</b>	<b>18</b>
<b>Dorothy Suell</b>	<b>13</b>	<b>Melissa Miller</b>	<b>1</b>
<b>Lori Hewlett</b>	<b>5</b>	<b>Kari Burt</b>	<b>11</b>
<b>Roseann Traynor</b>	<b>7</b>	<b>Lori Kirk</b>	<b>2</b>

# The RPM Review

Submitted By: Kelly Beach



## Change.....Are you on board?

When we think about our 10-year vision for KMG Prestige, that vision isn't as scary as the changes we face day-to-day in our industry...why is that?

Woody Allen once said that he was not worried about advanced civilization landing on earth and taking us over because they were centuries ahead of us. Instead, what worried him the most was being invaded by aliens who would be only fifteen minutes ahead: they would always get a parking space and they would always be first in line for the movies.

As a company, we have encompassed more changes lately than normal. Whether we think about the changes that are happening in compliance, our accounting department or with procedures on site, we are all facing multiple changes on a daily basis.

While these changes can be very exciting for some people, they also cause anxiety for others. There are many reasons why change can be difficult for some people. The older we get, the more we appreciate predictability in our lives. We feel comfortable with things and processes that we know.



Some people adapt to change easily while others become skeptical at the first sign of change. Many get frustrated and pressured – and they burn out. Others seem to thrive on chaos. It's no mere accident or random selection by fate as to who will adapt optimally. While some people are overwhelmed by the negative aspects of change, the change-adept take control and capitalize on opportunities they encounter.

With many of the professional changes that I have encountered lately, I have realized some very important things to remember. We need to allow ourselves enough time to effectively execute any change that occurs. With any change will come challenges...and that is good! Ultimately, change requires good planning, communication and availability.

In the long run, it pays to embrace change because novelty and challenge is what keeps the brain in its peak performance. The brain needs new things and stimulating that old brain by staying curious and involved will help make change easier to cope with. So, as Paul would say, dig right in!



Let's face it, you can either embrace change or emerge one day to find you still wearing hot pants and sporting a mullet. I don't know about you, but I would much rather be 15 minutes ahead of our competition than standing at the end of the line in my Moon boots!

Remember that saying, it takes an entire village to raise a child. I feel that same philosophy is true in our field of business. It takes the entire KMG Prestige family to properly manage an apartment community. What better way to face professional change than with the people you trust the most!

# HOLIDAY FUN FACTS!



\* The use of a Christmas wreath as a decoration on your front door, mantel or bay window symbolizes a sign of welcome and long life to all who enter.

\* Christmas trees are edible. Many parts of pines, spruces, and firs can be eaten. The needles are a good source of vitamin C. Pine nuts, or pine cones, are also a good source of nutrition.



\* Due to the time zones, Santa has 31 hours to deliver gifts? This means that he would have to visit 832 homes each second!

\* The movie "How the Grinch Stole Christmas" (2000) features more than 52,000 Christmas lights, about 8,200 Christmas ornaments, and nearly 2,000 candy canes.



\* During the Christmas buying season, Visa cards alone are used an average of 5,340 times every minute in the United States.



\* Hannukah is celebrated around the world for eight days and nights.

\* The Santa Claus' suit was developed in the 1930s. The Coca-Cola Company hired American artist Haddon Sundblom in 1931, to redesign Santa Claus. Sundblom chose the official colors of Coca-Cola, red and white.

## Part Time Team Member Holiday Pay Clarification

Effective December 1, 2008, all part-time Team members are eligible to receive up to 4 hours of holiday pay on the day which "company paid" holidays that fall on days that you are regularly scheduled to work.

For example, if you are normally scheduled to work every Thursday for 3 hours, then on December 25, 2008, you would put 3 hours holiday time on your timesheet. If you are normally scheduled to work 5 hours on Thursday's, then you would put down 4 hours holiday time on your timesheet for December 25<sup>th</sup>. This also applies for December 26<sup>th</sup> as well.



Also, for December 24<sup>th</sup> and 31<sup>st</sup>, KMG Prestige operates for half a day and will close at noon. If you are scheduled to work on either of those days in the afternoon, you will be eligible to receive up to 4 hours of holiday pay submitting your hours on your timesheet per the same example above. If you are scheduled to work in the morning hours on those two days, you will have to come to work to receive pay for those days.

## Now More Than Ever People Need Praise in the Workplace

During these tough economic times it's easy to become so self absorbed in our own problems that we can forget to appreciate the effort and contribution our Team members make for the Owners, the Company, and the Team. With world events seemingly so negative everyone can use a little extra positive energy to help them feel better. We don't think you can ever hear the phrase, "You're doing a good job" too often. A pat on the back is a far cry from a kick in the pants, but it goes a long way to strengthen relationships and is miles ahead in results. Remembering to praise and appreciate each other are also examples of strong leadership.

This is not an easy business, and no one's job is easy. Wouldn't it be nice to hear a word of encouragement or an offer of help with something when it feels like the world is crashing down around us? How much better would our world be if everyone assumed responsibility to make an effort to look for, notice, and tell someone how much we appreciate the job they are doing.

Another benefit just might be that praising others will make us feel good about ourselves too. Acts of respect, kindness, and concern will go along way to help us become the best, most respected property management company in the Industry.

We wish peace and happiness to you all during this holiday season and through the coming year. Thank you all for all you do!

**Coming  
Soon**

### ...Prestige Bay

What are you ever going to do with that old fax machine that still works, but now you have a copier/scanner/fax and do not need the old anymore, however you cannot bring yourself to throw away something that still works?? Where can you find a lawn mower when you cannot afford a new one?? Wonder no more! Check out Prestige Bay!



Prestige Bay will be available to you through Prestige Web in January 2009. You will be able to offer for sale items including office, grounds and maintenance equipment that your community no longer needs. You will also use this resource to buy items you may need at your community, but cannot afford or do not need to have new. Prestige Bay will be for items for use also at your apartment community.



Additional information including instruction will be posted to Prestige Web over the next couple of weeks.



# What's Cookin'?

## Christmas Morning Cinnamon Rolls

### Roll Ingredients:

3 pack dry yeast  
 1 egg, beaten  
 3/4 cup sugar  
 7 c flour  
 1 stick soften butter  
 2 cups warm water  
 3 Tables vegetable oil  
 1 tsp salt  
 brown sugar & cinnamon (to taste)  
 chopped walnuts

### Glaze Ingredients:

2 cups powdered sugar  
 1 tsp vanilla  
 splash of milk

In a large bowl, dissolve yeast in the warm water. Add egg, oil, sugar and salt. Stir in flour, a little bit at a time. Set dough on a lightly floured surface and knead until smooth. Put dough in a greased bowl, cover and let rise until it doubles in size.

On lightly floured surface, roll dough into a rectangle. Spread softened butter on top; then sprinkle with cinnamon, brown sugar and optional walnuts. Roll up lengthwise (like a jelly roll) and pinch the seam shut. Lay dough on cutting board, seam side down. Cut into 1-1/2 slices and place each slice onto a greased cookie sheet. Let rise again until it doubles. Bake at 425° for 15 minutes. Mix glaze ingredients together and frost cooled rolls...Enjoy!

~Great holiday treat  
 Submitted By: Betty Lutz

## Cranberry Fruit/Nut dish with Cream Cheese Balls

### Ingredients:

1 bag fresh cranberries, washed and cleaned  
 2-3 oranges, peeled and sectioned  
 Walnut meats, chopped  
 1 box Philadelphia Cream Cheese, cut length wise, then across in half, then again so there are 8 sqrs.  
 1 sm. box each of Jello: orange and red (any flavor)



Roll the cream cheese into balls and roll in the nutmeats to coat. Place in a 9x13 glass pan (or what ever you have on hand) in two rows.

Prepare the Jello, mixing the two together in a separate bowl and set aside while preparing the cranberries and oranges.

Chop cranberries in blender, add to Jello. (Don't try to chop the entire bag at once. Split in three for best results.)

Cut orange sections into smaller bite-size pieces, add to Jello. Carefully pour mix over cream cheese balls, refrigerate till set.

~This is a nice tart compliment to turkey dinners, but great with anything.  
 Submitted By: Linda Rushing, Kalamink Creek

## Orzo Salad with Snow Peas and Grape Tomatoes

### Ingredients:

- 1/4 cup pine nuts
- 1 small garlic clove, minced
- 1 scallion, thinly sliced
- 1/2 cup packed fresh flat-leaf parsley, chopped
- 2 teaspoons red wine vinegar
- 2 tablespoons vegetable oil
- 1/4 teaspoon kosher salt
- 1/2 teaspoon freshly ground pepper
- 1/2 to 1 pint grape tomatoes, halved
- 6 ounces feta cheese, crumbled
- 1 cup snow peas, cut into 1 inch pieces
- 1/2 pound (1 cup) uncooked orzo



Heat small skillet over medium heat. Add pine nuts and cook about 2 minutes until golden brown; careful not to burn. Remove pine nuts to a plate to cool. Whisk together the garlic, scallion, parsley, vinegar, oil, salt and pepper in a large bowl. Add tomatoes, feta and snow peas and toss gently to combine. Let stand for 20 minutes to allow flavors to blend.

Cook orzo al dente and run under cool water. Drain and add to the tomato mixture and toss to combine. Add pine nuts. Serve at room temperature. Add equal parts of oil and vinegar if pasta becomes too dry.

Submitted By: Sandi Phillips, RPM

## Peanut Butter Balls

### Ingredients:

- 1 cup Peanut Butter
- 1/2 cup Honey
- 1 tsp Vanilla
- 2-3 cups Rice Crispy Cereal

Combine peanut butter, honey and vanilla in a bowl, mix well. Add rice crispy cereal stirring it in slowly. I noticed that it might take a bit more cereal than it calls for. Moisten hand and roll into ball and place on wax paper, let chill then serve.



~The Peanut Butter Balls are also very good dipped in chocolate and chilled.

Submitted By: Jenny Leffel, Manager  
Quail Ridge/ Mallard Pond Apartments



# What's Cookin'?

## Hash Brown Crust Quiche

### Ingredients:

3 Cups of SHREDDED frozen hash browns, thawed. Squeeze excess water.  
 1/2 stick melted butter  
 3 large eggs  
 1 cup half & half  
 3/4 cup diced cooked ham, bacon or sausage  
 1/2 cup green onions, chopped  
 1 cup of cheddar



Preheat oven to 450°

In a 9 in. pie plate, toss the drained hash browns with the melted butter. Press them into the bottom and up the sides to form a crust. Bake for 20 - 25 minutes, until golden brown and starting to crisp.

Meanwhile, combine the remaining ingredients. Pour the egg ingredients into the crust. LOWER THE TEMP TO 350° and bake for about 30 minutes until the quiche is golden brown on top and puffed.

Submitted By: Mary Lou Piazza  
 Alden Park Towers



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### We want to hear from you!

Do you have an article, tip, trick, recipe or story you would like to share? Please send your item of interest to:

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