

**Inside
this Issue...**

Compliance Corner **2**

Annual Senior
Citizens Christmas
Dinner **3**

Going Above and
Beyond

From the Mindfield
of Jeff Schaeffer... **4**

Michigan Veterans
Foundations Honors
Greenwood Villa
Residents **6**

Recognizing a Stroke **7**

THE PRESTIGE PRESS

1st Annual Prestige Awards



LIVE, FEBRUARY 29, 2008

Comfort Inn—Mt. Pleasant

11:00 am—3:00 pm

The Prestige Awards are held in appreciation of all the hard work and effort you gave to your community and the company this year. In addition, we will publicly recognize people for their achievements.

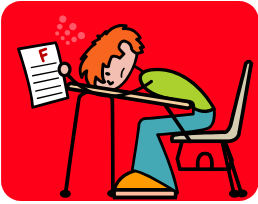
Please join us on February 29th as many of our team members will be presented with awards for their accomplishments. In addition, Meaningful Contribution Awards, An Outstanding Newsletter Award, and Annual Beautification Awards will be presented at the award show.

Please remember that RSVPs are required! If you haven't already done so, please complete the RSVP form (located on KeyWeb) for attendees from your site and fax to Tanya Cline in the Mt. Pleasant Office at (989) 772-3842. RSVPs must be received by February 8, 2008.



102 South Main Street
Mt. Pleasant, MI 48858
(989) 772-3261

Do the Right Thing!



“Please be aware that the educational institution determines what constitutes as a full time student based on credit hours.”



Compliance Corner

Full Time Student Households

One of the more common questions asked in Compliance is “What if every household member is a full time student and will continue to be a full time student in the next 12 months will the household qualify for a tax credit unit?” If the applicant/tenant can provide one of the following exemptions then, yes, they would qualify to live in a tax credit unit.

- Married and filing a joint tax return. Married students can provide their most recent federal tax return proving they have filed jointly or a copy of their marriage license proving they are eligible to file a joint tax return if they have not done so.
- Receiving assistance under Title IV of the Social Security Act, public assistance verification of AFDC or TANF must be third party verified in the file.
- Enrolled in a job training program receiving assistance under the Job Training Partnership (now part of the Workforce Investment Act), third party verification is required.
- Single parent households where the parent and all minors living in the unit are listed on the single parent’s most recent federal tax return.

If the applicant/tenant was enrolled as a full time student for any of twelve months during the calendar year then they are considered a full time student for LIHTC purposes. Please be aware that the educational institution determines what constitutes as a full time student based on credit hours. For any household which has a full time or part time student over the age of 18, the eligibility status of the household should be updated every semester.

Submitted by:

Karen Miles, Compliance Specialist

Annual Senior Citizens Christmas Dinner

Every year our staff volunteer their time to dress up the Atrium of Avery Square for Christmas.

Our residents along with members of the community enjoy using the festive setting at Avery as the back ground for holiday photos.

Attached is a picture of our Annual Senior Citizens Christmas Dinner, 125 dinners were served that night.

~ Submitted by
Michelle LaJoie,
Manager Avery Square



~ Submitted by Betty Lutz,
Manager, Meadows in Freeland

Going Above and Beyond

Floyd Peake, the Maintenance Technician from Liberty Square, who has now transferred full time to Meadows and Auburn, found that the seniors at Manor Ridge in Vassar were quite upset over not being allowed to keep their "shopping carts" outside due to the landscaping. So, Floyd decided to build the residents a "cart house". Floyd delivered the "cart house" to the property and it really looks nice. Now it prevents snow from filling up the carts and it keeps the residents happy.

Floyd has now begun another project for the residents at Liberty Square. He is refinishing an old wash stand he found for the Seniors. The residents will be able to utilize the wash stand in their community restroom so they can hide their extra "paper products".

Being new to KMG Prestige, Floyd has really enjoyed meeting all the residents and treats their home as though it were his own.



From the Mindfield of Jeff Schaeffer...

As you know, our Company goal is to become the best, most respected property management company in the industry. It's not just a slogan to put on walls or at the end of our email signature. Paul, Jen, Karen and I are committed to making this happen. The goal is what drives our overall vision and our daily activities, and we know that together we are making progress towards this goal. So let's break it down and take a look at what this statement really means for each of us.

If we are to become the best, we must all share the desire for, and engage in the relentless pursuit of excellence in all the aspects of property management. If we are to become the best, then we have to start with the right people who see the benefit of being kind and compassionate as a way of life and contribute daily to that end. If you think about it, to end all

hostility and make the earth a universally peaceful place to live, all it would take is a personal commitment from each of us to be kind and compassionate towards each other. Realistic? Maybe not, but it has to start somewhere, why not with you and I?

Becoming the best is essentially about assuming personal responsibility to become the change you wish to see in the world. So let's assume, and it's a big assumption, that we are kind and compassionate towards each other every day, which means that we have the right people on the team. Then what?

We must develop the resources, and the commitment to "move the needle" continuously towards the big picture of becoming a high energy, high performance organization. Then we'll all have the knowledge and skills to competently, positively, and willingly execute the basics that result in happy Residents. In short, we will become more focused, effective, efficient and easy to work with and for.

We can't legislate this change. It is our responsibility to help you become the best you can be, and that takes time, better systems, better communication, and opportunity for you to be happy in

your work so that doing the right thing is natural. We know that only happy employees are equipped with the proper outlook to create happiness for others. If you are happy, then you will want to stay employed with us. If the Team chemistry is right, and chemistry starts with the leader, then working together to create happy residents and successfully manage all aspects of the job becomes more fulfilling. Turnover in a critical position always results in a setback for the Team, since a new person, regardless of potential, has to learn the job, the culture, and how they fit in.

Remember, being successful is not just about being good at one aspect of the job. If, for example, you are great at fixing things but you resist feedback, sometimes show anger, or take shortcuts that compromise standards, then we will not generate positive energy for becoming the best. Every position and every interaction has the opportunity to either generate excellence or mediocrity. Where are you on this continuum? Deep down in your heart where do you want to be?

Okay, so we have people willing to be kind and compassionate and open to continuously improving their job

competence and being a positive influence on team chemistry. What's next?

We believe we then have to develop laser focus on occupancy and collections. Occupancy generates money as people pay their rent. Without people living in the apartments, there is no hope of generating operating funds. When we collect the rent, it allows us to fix up the property, buy needed supplies, pay and give raises to you, and give a return to our Clients for their investment and their faith in our ability to manage their assets.

What will it take for us to become the best, most respected property management company in the industry? It will take increased knowledge and communication. It will take commitment to continuous improvement. It will take personal accountability and informed decision-making to realize the vision. It will take win/win decision-making and relationships so that we all benefit from our working smarter.

We do see progress happening, and we're encouraged by where we are and what we are becoming as we refine systems, standards, training, feedback, and accountability. I am personally excited about the possibilities of us becoming the best, most respected property management company in the industry.

As we grow there will be opportunities to establish a real career, not just have a job. We will be a company where people can be proud of what they do and who they do it with, where you can earn a living wage so you can, at a minimum, pay your bills, save some for retirement, and enjoy time off taking worry-free vacations.

We cannot accomplish what we do without your contribution. Does this goal inspire you to realize more of your potential so that you can become an ever-appreciating asset in our journey? Are you willing to think and act from your highest values to support our efforts in this area?

We need to keep thinking and talking about the goal and how we get there. We are in the process of developing an effective road map for every position so that we can daily "move the needle" closer to our goal. We all need to feel good about what we do and with whom we do it.

As I see it, that's all it takes. It's just a little; it's just a lot. Together we can achieve our goal and have fun along the way. I welcome your thoughts and opinions on this topic. Thanks for all you do, and keep fighting the good fight. We appreciate you as you are appreciating in value to the world. Value yourself and reflect on Gandhi's words, "Be the change you wish to see in the world."

The Big Six

- **Occupancy**
- **Collections**
- **Compliance**
- **Service Requests**
- **Unit Turns**
- **Curb Appeal**



102 South Main Street
Mt. Pleasant, MI 48858
(989) 772-3261

Do the Right Thing!

Michigan Veterans Foundations Honors Greenwood Villa Residents

During the holidays, the Service Coordinators at KMG Prestige have their regular staff meeting that includes little Christmas festivities and gift exchange. This year, our decision was for each site to select a charity to donate to. The Service Coordinators at Greenwood Villa chose the Michigan Veterans Foundation in the City of Detroit and went a little bit further and made it a resident and staff project as well. Alvin Henderson, a resident and veteran, volunteered to oversee a coin drive that, in just under 2 weeks, **netted \$364.00!!!!**

Nicole Wells and Mary Ann Thayer made the trip downtown to deliver the certified check and tour the facility. They were met by a lot of amazing staff as well as assisted by some of the clients who helped us carry in some donated items such as clothes and household goods for the veterans who are moving to their own apartments.



Upon the return to Greenwood Villa, Mr. Tyrone Chapman, Assistant Executive Director, who was unable to meet with Nicole and Mary Ann that day contacted them. He was so thrilled with the residents' response that he scheduled a January 10, 2008 visit to present the Greenwood Villa residents with a plaque in appreciation of their efforts.

Mr. Chapman arrived on the appointed date with the plaque as well as Michigan Veterans Foundation pins for all the residents. He explained to the residents in attendance that with this money, they were able to buy a lot more Christmas presents for the homeless veterans that populate the city of Detroit and utilize the Detroit Veterans Center. He took that opportunity to commend the residents' efforts and identify them as true patriots for their support of the men and women who have served our country.

The primary mission of the Michigan Veterans Foundation is to fill the gaps that currently exist in providing services to Michigan's veterans. Their main project is the Detroit Veteran's Center in the City of Detroit.

The Detroit Veterans Center is a transitional housing facility and resource center. The DVC provides the skills and confidence needed for homeless veterans to break the cycle of homelessness and return to independent living. The Detroit Veterans center began operating in 1989. The DVC is a veteran-initiated project that is operated by veterans.



For more information on the Michigan Veterans Foundation and how you can become involved, you can visit their website at: www.michiganveteransfoundations.org

Submitted by Mary Ann Thayer and Nicole Wells

Greenwood Villa

Recognizing A Stroke!

A neurologist says that if he can get to a stroke victim within 3 hours he can totally reverse the effects of a stroke... totally. He said the trick was to recognize the signs of a stroke, diagnose, and then getting the patient medically cared for within 3 hours, which is tough.

Remember these 3 steps, **STR.

Read and Learn!

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer severe brain damage when people nearby fail to recog-

nize the symptoms of a stroke.

Now doctors say a bystander can recognize a stroke by asking three simple questions:

1. **S** * Ask the individual to **SMILE**.
2. **T** * Ask the person to **TALK** and **SPEAK A SIMPLE SENTENCE** (Coherently) For example: It is sunny out today
3. **R** * Ask him or her to **RAISE BOTH ARMS**.

If he or she has trouble with ANY ONE of these tasks, call 999/911 immediately and describe the

symptoms to the dispatcher.

New Sign of a Stroke Stick out Your Tongue

NOTE: Ask the person to 'stick' out his/her tongue. If the tongue is crooked, if it goes to one side or the other, that is also an indication of a stroke.

Andra Ziemke wanted to share this with everybody as she has a senior property and this could come in very handy. However, you don't have to be old to have a stroke. It could happen to anybody of any age!

Submitted By Andra Ziemke
Alpine Alten Zimmer I, II & III



"Remember These 3 Steps, **STR**."

S * Ask the individual to **SMILE**.

T * Ask the person to **TALK** and **SPEAK A SIMPLE SENTENCE** (Coherently) For example: It is sunny out today

R * Ask him or her to **RAISE BOTH ARMS**.



102 South Main Street
Mt. Pleasant, MI 48858
(989) 772-3261

We want to hear from you!
Do you have an article, tip, trick or story you would like to share? Please send your item of interest to:

Fax: (989) 953-4881
E-mail: jparsons@kmgprestige.com

www.kmgprestige.com

"Becoming the Best, Most Respected Property Management Company in our Industry."