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THE PRESTIGE PRESS



ARE COMPLAINTS A GOOD THING?

Submitted By: Paul Spencer

All of us, no matter our position within the organization are faced with a great deal of conflict. Most of the conflict involves dissatisfied customers. Depending on your role a customer may be defined as a resident, prospect, client, agency or another team member. Great customer service companies understand that conflict and complaints give you an opportunity to create a customer for life, an opportunity to develop brand loyalty or to dramatically improve a relationship. Think back on your own experiences as a consumer and I bet that you have had some serious issues with many retail establishments. I am also willing to bet that those companies that solved your problems quickly and respectfully are now some of your favorites. Those that resolved your issues poorly or treated you badly in the process probably lost a customer for life.



I know that I would be a little naïve to ask for each of you to get excited when you get a new complaint, but I am asking you to realize that it is a great opportunity to create a loyal customer. If all of us just open ourselves up to hear the complaints and receive them in a respectful way, then we are well on our way to successfully resolving problems. We are in the business of helping people resolve problems. Many customers simply stay quiet and stop coming back. For us that means that our residents keep their mouths shut and just move out at the end of our lease or our clients find another management company and nobody wins when that happens. I want our customers to tell us why they are not happy so we can take the opportunity to satisfy them. We don't always like to hear the feedback, but we definitely need to hear it. A funny thing happens when you resolve problems, you feel rewarded and proud.

The Story of Kurt and Brenda

Submitted By: Steve Gann

Many who know me have heard me use a phrase that I borrowed from the motivational speaker, Zig Ziglar, "Attitude Determines Altitude." Basically, it means that it takes a good attitude to get ahead in life. Think about it, if you could choose whom to be around, would it be someone with a "woe is me" attitude or somebody that looks at lemons and sees lemonade. Recently I came across a story about "Kurt and Brenda," two people that clearly illustrate that power of attitude; both in its ability to affect your life and in the way that it can affect the lives of those around you.



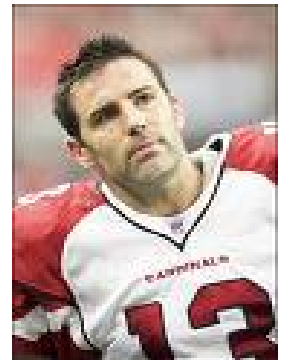
- The story of Kurt and Brenda:

Two people who, by all accounts, have had every reason to feel sorry for themselves...but did not. They met in 1992. Kurt was a small town college student from Iowa. He had to struggle to succeed in nearly everything he did. After college, he landed a dream job – only to lose it the same year because somebody presumably more qualified was hired. He had to take a job at a local grocery store as a stock boy just to put food on the table. A few years later, he landed an interview for another great job, only to lose the chance, unbelievably, when a poisonous spider bit him right before the interview. If it were not for bad luck, this guy would have no luck at all, and yet he still maintained a positive attitude.

Brenda, a former Marine, has a story that is even harder to stomach. In 1989 her husband dropped their 4-month-old son on his head, causing permanent paralysis as well as complete blindness. Unable to cope with the guilt, he left her while she was 8 months pregnant with their second child. Brenda was forced to move back in with her parents who provided the emotional and financial support she needed. Later, both of her parents were killed by a tornado. Despite all of this, she refused to let life beat her and, with the help of food stamps and student loans, she put herself through school and became a nurse.

When Kurt and Brenda met, they both could have come up with a number of excuses not to get involved with the other; Kurt unable to hold a job and Brenda the single mother of two, one of which was a special-needs child. In spite of all of this, they chose to look for the positives in each other (everyone has them if you look for them). In 1997 Kurt and Brenda were married. Kurt adopted both kids and the couple had added an additional five children to their home. Luckily for the family, Kurt landed another "dream job" where he quickly excelled and still found time to be a devoted father.

In 2000, his adoptive son wrote him a note that said, "You're as good a dad as you are a quarterback!" Yes, that's right, the Kurt I am talking about is NFL quarterback, Kurt Warner, the Most Valuable Player from the 2000 Super Bowl Champion St. Louis Rams. This weekend, Kurt went back to the Super Bowl after he helped his Phoenix Cardinals go from worst to first in two years.



Prior to the start of Super Bowl 43, Kurt was named NFL's Man of the Year, an award that is presented to the player that excels in both charity and volunteerism. Not a bad story for a former down on his luck stock boy from small town America. It's true, Attitude does Determine Altitude.

COMPLIANCE CORNER

Expediting the Application Process

Compliance departments and personnel are under more pressure than ever from operations to “hurry up” file approvals. It can seem that the operations side of the house sees compliance as a barrier to occupancy when, in fact, it’s likely the property could not have been build if it wasn’t for the special financing. On the other hand, the battle cry of compliance personnel is that on site personnel aren’t gathering the verifications quickly enough.



It is our belief that the more training employees working in the tax-credit, rural development or HUD programs have the better. A well-trained employee will be able to work with the applicants to obtain all relevant information and obtain verifications. However, if the system in place for gaining final approval for move-in is flawed even a well trained employee will be frustrated.

Every manager should periodically address their application process and do what they can to streamline the process by making sure that all necessary self-affidavits are signed at the time of application and any documents that will take time to obtain are immediately requested. Management should be reviewing the application and checklist and instructing the applicants in the correct procedure for filling out the self-affidavits ensuring both that the applications and checklists are complete and the affidavits are completed properly.

Obtaining third party verifications can be difficult at times. Applicants may have verifications needed from sources that are no longer cooperating with management companies to provide the information necessary to determine eligibility. In other cases, third parties have begun imposing fees for providing verifications. As more and more third party sources create road blocks for retrieving verifications, managers should be looking for alternate documentation to be provided up front in case the third party does not respond in a timely manner. HUD states managers must make at least three documented attempts and the acceptable time frame to receive third party verifications is two weeks. If you are unable to obtain third party verifications there are alternative forms of verifications that may be used. Ask for pay stubs ahead if the employer is known for not responding to verification requests and obtain bank statements and other asset statements if specific third parties routinely ignore requests for verifications.

Often times, states will have online options of retrieving the necessary information of any number of income or asset sources for an applicant if the applicant is willing to create an online account with a password. Keep in mind that your applicant cannot be required to do this and should an applicant decide to do so, management may not ask the applicant for the account or password.

Submitted By: Karen Miles
Tax Credit Specialist

Excerpt taken from TheoPro Compliance & Consulting, Inc.



I was recently sent the following story from my father, whom is retired, and has more time than I to read all the junk mail we get every day. Well I just happened to open this particular one, and I am glad that I did. I even went as far to print the story and keep it close by so that every now and then when the day seems to get busier and busier, this helps me to take a step back and realize how fortunate we all are, and how truly valuable life really is. I hope you enjoy it as much as I did.

Enjoy Every Moment of Every Day! A Dog's Purpose (from a 6-year-old).

Being a Veterinarian, I had been called to examine a ten-year-old Irish Wolfhound named Belker. The dog's owners, Ron, his wife Lisa, and their little boy Shane, were all very attached to Belker, and they were hoping for a miracle.

I examined Belker and found he was dying of cancer. I told the family we couldn't do anything for Belker, and offered to perform the euthanasia procedure for the old dog in their home.



As we made arrangements, Ron and Lisa told me they thought it would be good for six-year-old Shane to observe the procedure. They felt as though Shane might learn something from the experience.

The next day, I felt the familiar catch in my throat as Belker's family surrounded him. Shane seemed so calm, petting the old dog for the last time that I wondered if he understood what was going on. Within a few minutes, Belker slipped peacefully away.

The little boy seemed to accept Belker's transition without any difficulty or confusion. We sat together for a while after Belker's death, wondering aloud about the sad fact that animal lives are shorter than human lives. Shane, who had been listening quietly piped up, "I know why".



Startled, we all turned to him. What came out of his mouth next stunned me. I'd never heard a more comforting explanation.

He said, "People are born so that they can learn how to live a good life – like loving everybody all the time and being nice, right?" The six-year-old continued, "Well, dogs already know how to do that, so they don't have to stay as long".

Live Simply. Love Generously. Care Deeply. Speak Kindly.

Remember, if a dog was the teacher you would learn things like:

When loved ones come home, always run and greet them.

Allow the experience of fresh air and the wind in your face to be pure Ecstasy.

Take naps.

Stretch before rising.

Run, romp, and play daily.

Thrive on attention and let people touch you.

Avoid biting when a simple growl will do.

On warm days, stop to lie on your back on the grass.

On hot days, drink lots of water and lie under a shady tree.

When you're happy, dance around and wag your entire body.

Delight in the simple joy of a long walk.

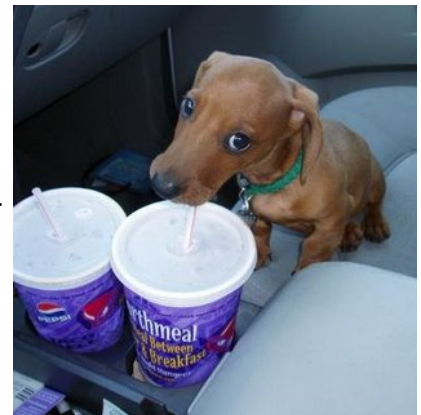
Be loyal.

Never pretend to something you're not.

If what you want lies buried, dig until you find it.

When someone is having a bad day, be silent, sit close by, and nuzzle them gently.

Enjoy every moment of every day!



Live a good life and in the end, it's not the years in a life, it's the life in the years.

- Abraham Lincoln



Fitting In vs. Being Fit



When it comes to changing exercise and eating habits, flying solo is not a good idea for most of us. It can be tough work, with a lot of ups and downs. We need the information, ideas, moral support and inspiration we get from being around others working on the same things.

Study after study has confirmed that people who use weight loss programs with a strong social component do better than those who don't. And it's not hard to understand why. One of the main reasons people gain weight in the first place, and find it hard to lose on their own, is that we live in an "obesogenic" environment—an environment where calorie-dense food is TOO available, and eating it is often part of "fitting in" to the social groups we're part of, including family, friends, and co-workers.

You've probably seen some of the magazine stories, like about "how your friends make you fat." Of course, no one literally forces you to overeat—you're the one who puts the food in your own mouth. But if a spouse or significant other doesn't want to change how they eat, or friends get upset when you change the "rules" on them (which might have included excessive drinking, eating, or sitting around), **or co-workers act offended when you decline the office doughnuts or fast food lunches**, this can generate an awful lot of pressure to give up your new behaviors and go back to the "way things used to be."

And a lot of this pressure comes from the inside, as well as the outside. It's our nature to need and want to fit in, and it's very hard to be the "outsider" who's playing by different rules and priorities.

The bottom line is that most of us do much better, and feel much better about it, when eating and exercising the way we need to is what helps us fit in, not when it means we have to resist pressures to conform or struggle constantly with temptations.



This doesn't mean you have to make your entire social world change their habits along with you in order to stay motivated and be successful—or move yourself into a weight loss monastery where there aren't any temptations or conflicts to contend with. *You just need to find yourself a community where doing what it takes to achieve your health and fitness goals is also what it takes to fit into that community and feel like you belong there.* The motivation, support and inspiration you can get there will usually be enough to get you through whatever temptations and frustrations the rest of your life throws at you—more often than not, anyway, which is all it takes to succeed.

But this doesn't happen automatically when you sign up in a weight loss support group. It takes **active participation** in the community, and it takes identifying and asking for the particular kind of support you need—and giving something back in return. In effect, you have to create your own individualized support community from the people and resources available to you.

That means, of course, you have to know both what **you** need, and what **you** have to offer. Here are some ideas you can use to identify your own support needs, and the kind of supporters you might want on your Success Squad:

****The Morale Booster.** This is someone who's had his or her own share of difficulties and is still plugging away. They might not have all the answers, but they know what it's like to go through the good times and the hard times, and will understand how you're feeling when things aren't going the way you like. When they tell you things will get better if you just keep on keeping on, you'll listen, because you know they're speaking from experience.

****The Confidant.** This is someone who's really "been there and done that" and lived to tell about it—not just in general terms, but who's had to deal with the specific kinds of challenges you're dealing with. This is someone you can trust when it comes to talking about the "real" issues—the feelings, thoughts, attitudes, worries, and behaviors that make healthy eating and exercise difficult for you. You'll want to give them permission to give you their honest feedback, even if it's something you might not like to hear.



****The Accountability Buddy.** This is someone who knows the details of your eating and exercise plans, can see how you're doing with them on a regular basis, and is willing to administer a friendly kick in the butt when needed. Ideally, this person might also be your workout buddy, shopping partner, etc. It could also be an combination on-line/in person group that you're sharing a challenge with and reporting your daily results (as long as you're being honest, of course).

****The Inspirational Guide.** This is someone who's already gotten themselves where you want to be, and can help you figure out what you need to do next as you move closer and closer to your goal. They also inspire you to deepen your own efforts and really "reach for the gold."

****The (healthy) Party Animal.** This is someone who knows how to have fun without totally de-railing your healthy lifestyle. They're full of ideas about enjoyable things to do and places to go, and they won't let you sit home with your carrot sticks feeling sorry for yourself.

These are just some of the basic "characters" you'll probably want on your Success Squad—I'm sure you can think of many others. You can find the characters you need in lots of places—in real life, and online, But don't wait for them to find you—get involved and take a proactive role in finding or creating what you need.

In the long run, we can all learn how to provide this kind of support for ourselves and for others. But that takes getting it from others first, learning how to use it well enough to pass it on in words and deeds, and finally, really digesting it and making it part of your own inner dialogue with yourself. When it comes to support, getting and giving it are all part of one process that makes everyone stronger. *So, don't feel like you have to wait until you've "got your own act together" to be helpful to someone else.* If you understand what they're going through, that's all you need to let them know they're not alone.



How's YOUR support system? Are you getting what you need--and passing it on?

Feel free to call me at 231-349-2459 if you are looking for a support group or are interested in changing your lifestyle.

Submitted By: Becky Wilkinson
Appleridge Apartments



RAMBLINGS FROM YOUR RVP...DUSTIN MILLER

How Sharp is Your Saw?

In his book, The Seven Habits of Highly Effective People, Stephen Covey describes seven habits that can lead to a more productive, balanced, and healthy life. Covey's 7th habit discusses the need to "sharpen your saw." Covey describes an analogy that helps visualize what sharpening the saw is all about:

"Suppose you came upon someone in the woods working to saw down a tree. They are exhausted from working for hours. You suggest they take a break to sharpen the saw. They might reply, 'I didn't have time to sharpen the saw, I'm busy sawing!'"

The person had missed the point completely. They thought that by taking a break from cutting and sharpening his saw, it would make him less productive. In actuality, had he taken a break and sharpened his cutting tool, the job would have ended up going faster and he would have been more productive. Are



you working with a dull blade? Are you

doing things to sharpen your saw? A few people in our organization come to my mind as being good roll models in this area.

Jeff Schaeffer is a walker. Talk with Jeff for any length of time and he's likely to discuss one of his walks. Jeff walks many miles each week, even in the winter. (The answer to your question is: Yes, with Ice Grippers!) He describes taking the walks as a way to think clearly.

One of the smartest people I know, Sam Brooks, has a wood working shop. I've seen his work; he's really got some talent! Sam told me that it's therapeutic for him to create something tangible.

I like to run, which I don't do it often enough. When I do exercise, I feel a great burden being released from my body and I can zone into clear thinking. My real passion, however, is fishing on Lake Michigan. I love the water and waking up before the sun in pursuit of the unknown. There's nothing quite as beautiful as watching the sun come up on the lake on a calm warm summer's day. The mornings typically start out very peaceful and then explode into chaos as the salmon begin to bite. Controlling the action is the name of the

game. Sometimes we actually bring home a fish or two! I love to share this experience with other people also.

So, what's this all got to do with work and KMG Prestige? It's simple: to function at a peak level you



need to "sharpen your saw." I think sometimes self-renewal can be viewed as leisure, and therefore unproductive. I encourage you to all to rethink this philosophy and carve out a small amount of time to recharge your batteries. It may be a simple activity like reading a good book, exercising, or helping out a friend. Whatever the activity is, if it has the ability to temporarily erase the burdens of work and help you reboot, you will find yourself more productive and making better decisions.

Stephen Covey has some really great books on this and other subjects that are also available on tape. A number of us have them and would be more than willing to lend them out.

For now, I'll have to be content with some running until the ice melts. But you can bet that I'll be truly sharpening my saw just as soon as the ice slides out of the marina!

The Year of the Ox

Chinese New Year 2009 at Parkway Meadows

With great pride our Chinese-American residents celebrated their most beloved holiday, "Chinese New Year." Many Chinese-Americans throughout the U.S. travel to their homeland to celebrate with their families and friends, and those who stay in the States plan elaborate festivities. The Golden Year Troupe, part of the Senior Chinese-American Association featured in this photo, performed their dance in costumes they made themselves. During this holiday, they not only danced at Parkway Meadows but also throughout the community. It was with great pleasure that Parkway Meadows assisted sponsorship in this jubilee!



UNITED WAY CAMPAIGN - THANK YOU EVERYONE

I just wanted to take this opportunity to thank everyone who participated in the United Way Campaign this year. We donated a total of \$4,205.24 in pledges and corporate donation.

The four winners of the drawings were: Susan Anders, Barb Frost, Karen Mead, and Richard Peake. They each won a \$50 Gas Card. CONGRATULATIONS. I also want to thank those of you in the "Garden Suites" that helped me this year, it was greatly appreciated!

~Christy Frick



The RPM Review

Submitted By: Andrew Kneffel

Becoming The Best, Most Respected, Property Management Company In The Industry.

My background is in sales, marketing and management. I am an experienced pizza slinger, journalist, retail supervisor, sales person, division manager, district manager, entrepreneur, property manager and regional property manager. These experiences share the common thread of customer service, and the key to outstanding customer service is respect.

To gain respect, we must respect others, consciously and unconsciously, verbally and non verbally. Every person, whether they live in their own home, an apartment home, or their parent's basement, wants to feel that they have made the best choice of where to live, given their circumstance. We obviously, given the nature of our industry, want them to live at one of our communities. It takes great customer service ability to recruit a prospective resident, convince them to pay on time, and then, get them to renew their lease. But, great customer service goes beyond completing work orders in a timely manner, and a smiling face in the leasing office. The best customer service is really taking the standards to the next level.

Part of the way that we can ensure that we give respect to our residents, owners and colleagues, is to instill a higher standard for the way that we interact with each other. One of the most important things that we can do is to change the way that we speak and the language that we use to interact with each other. We can do this every day by becoming more intentional with the words that we use. By doing this, you'll see your customer service level increase significantly, thus, increasing your standard of doing business.



I put forth this challenge to everyone...become more intentional with the words that you use every day. The "assets" that we manage are not merely "properties", or "sites" or "complexes"...they are **communities**. The people that choose to live at our communities are not merely "tenants", but **residents**. The individual apartments that we provide are not merely "units", "numbers" or "addresses". They are **homes**, or **residences** where friends entertain each other, the day is recounted over a great dinner, and the people who live there are not just nameless faces; they are neighbors, friends, parents, spouses and children, who are seeking, or, who have better yet found, the perfect place to call home.



If there is a silver lining for most of us in this dismal economy that we face, it's that those of us in Michigan have been there a bit longer than the rest of the country. We've had to figure out how to continue to be successful. Taking small steps, like changing the way that you verbally approach your residents, will certainly help retain them. Referring to your community as a community, and an apartment home as an apartment home will help you beat out the competition. Respecting your residents, and their homes, will help ensure your success, at any level of property management, no matter what your position. It's a small measure to take now, but one that will certainly help you in the long run.

FUNNY, THY NAME IS ENGLISH!

We'll begin with a box, and the plural is boxes, But the plural of ox becomes oxen, not oxes.
One fowl is a goose, but two are called geese, Yet the plural of moose should never be meese.

You may find a lone mouse or a nest full of mice, Yet the plural of house is houses, not hice.
If the plural of man is always men, Why shouldn't the plural of pan be called pen?

If I speak of my foot and show you my feet, And I give you a boot,
Would a pair be called beet?
If one is a tooth and a whole set are teeth,
Why shouldn't the plural of booth be called beeth?



Then one may be that, and three would be those, Yet hat in the plural would never be hose,
And the plural of cat is cats, not cose.

We speak of a brother and also of brethren, But though we say mother, we never say methren.
Then the masculine pronouns are he, his and him, But imagine the feminine: she, shis and shim!

Let's face it, English is a crazy language. We take English for granted, but if we explore its paradoxes, we find that quicksand works slowly, boxing rings are square, and a guinea pig is neither from Guinea nor is it a pig.

English muffins weren't invented in England either.
And why is it that writers write, but fingers don't fing, grocers don't groce, and hammers don't ham?

Doesn't it seem crazy that you can make amends but not one amend? If you have a bunch of odds & ends and get rid of all but one of them, what do you call it?
If one who looks is a looker, why is one who cooks not a cooker?

If teachers taught, why didn't preachers praught? Sometimes I think all the folks who grew up speaking English should be committed to an asylum for the verbally insane.
In what other language do people recite at a play and play at a recital?

We ship by truck but send cargo by ship. We have noses that run and feet that smell. We park in a driveway and drive on a parkway. And how can a slim chance and a fat chance be the same, while a wise man and a wise guy are opposite?

You can buy a beef roast, but once you cook it it's called roast beef.



You have to marvel at the unique lunacy of a language in which your house can burn up as it burns down, in which you fill in a form by filling it out, and in which an alarm goes off by turning on. And in closing, if Father is Pop, how come Mother's not Mop?

Submitted By: Heidi Tripplehorn
From *The Maranatha Trumpet*

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!

NAME	# OF YEARS	NAME	# OF YEARS	NAME	# OF YEARS
Charles Williams	9	Terri Akin	5	Mark Currier	1
Virginia Roesch	1	Tim Morgridge	5	Michael Tingley	1
David Shaffer	1	Keith Eldridge	4	Rachel Vanderbush	3
Michelle Hoffman	2	Ronda Dean	1	Melissa Dawson	2
Leanna Bellrose	2	Marlene Robinson	1	Michelle Gruss	3
Sharon Dolsen	1	Willie Walters	2	Debbie Isanhart	10
Alysia Allen	5	Freddy Jones	1	Mark Koronka	5
Phyllis Jones	10	Danielle Green	4	Julia Payionk	10
Albert Jenkins	1	Glenn McCollum	6	Becky Kenyon	6
Jimmy Lee Phillips	10	Lynn Shaughnessy	1	Phyllis Bedker	1
Kelly Beach	10	Lucinda Shepard	9	Vaughan Stevens	1
Susan Anders	5	Gary Courier	3	Terrie Terrell	2
Charlotte Swoger	2	Freda Ladanyi	4	Randy Hiemstra	1
Eugene Esch	5	Barbara Headley	9	Beth Wenburg	5

"Success is not final, failure is not fatal: It is the courage to continue that counts."

~ Winston Churchill



What's Cookin'?

Buffalo Chicken Dip (1st Version)

INGREDIENTS:

8 oz. pkg. cream cheese, softened
 1/2 cup blue cheese or ranch salad dressing
 1/2 cup any flavor Franks Red Hot Sauce (or your favorite hot sauce)
 1/2 cup crumbled blue cheese or shredded mozzarella cheese
 2 cans (9.75 oz. each) White Premium Chunk Chicken Breast in Water, drained

DIRECTIONS:

HEAT oven to 350°F. Place cream cheese into deep baking dish. Stir until smooth. MIX in salad dressing, Hot Sauce and cheese. Stir in chicken. BAKE 20 min. or until mixture is heated through; stir. Garnish as desired. Serve with crackers or vegetables.

Serves: 3 1/2 cups of dip

Submitted By: Nicole Mihailovich,
 Leasing Consultant,
 Alden on the River Apartments



Buffalo Chicken Dip (2nd Version)

INGREDIENTS:

2 (8 ounce) pkgs. Cream Cheese, softened
 1 cup of Ranch Dressing
 3/4 cup Buffalo sauce
 2 (10 ounce) cans Breast of Chicken (Hormel) drained and shredded
 1-1 1/2 cups shredded Cheddar Cheese
 Tortilla Chips and/or Celery Sticks

DIRECTIONS:

In a bowl, combine cream cheese, ranch dressing, buffalo sauce until well blended. Gently stir in chicken and cheese. Lightly cover and microwave 3-4 minutes until hot and bubbly, stirring occasionally. Serve warm dip with tortilla chips and celery sticks.

Submitted By: Jennifer Long,
 Payroll Coordinator

Festive Cranberry-Pineapple Salad

INGREDIENTS:

1 can (20 oz.) Crushed Pineapple, undrained
 2 pkg. (4-serving size each) or 1 pkg. (8-serving size) JELL-O Raspberry Flavor Gelatin
 1 can (16 oz.) whole berry cranberry sauce
 1 medium Apple, chopped
 2/3 cup chopped Walnuts



DRAIN pineapple, reserving liquid in 1-qt. liquid measuring cup. Add enough cold water to reserved liquid to measure 3 cups; pour into large saucepan. Bring to boil; remove from heat. Add gelatin; stir at least 2 min. until completely dissolved. Add cranberry sauce; stir until well blended. (Note: Due to the presence of whole berries in the cranberry sauce, the gelatin mixture will not be smooth.) Pour into large bowl. Refrigerate 1-1/2 hours or until slightly thickened (consistency of unbeaten egg whites.) **STIR** in pineapple, the apples and walnuts; stir gently until well blended. Pour into medium serving bowl. **REFRIGERATE** 4 hours or until firm. Store leftover gelatin in refrigerator. **Prep Time:** 10 min, **Total Time:** 5 hr 40 min, **Makes:** 14 servings, 1/2 cup each

Submitted By: Lynn Vitek



MAINTENANCE TIP

With spring soon approaching, many residents suffer from allergies and reaction to pesticides and fertilizers. To inform the residents that your site will be using pesticides and/or fertilizer - hang a yellow flag on your central flagpole on the days you will be applying chemicals. This will allow residents to close the windows and keep children off the lawns for the day.



After you give notice of the "New Flag" residents will have a visual reminder!

Submitted By: Renae Cope
Resident Manager
Riverwalk Apartments



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

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:

Fax: (989) 953-4881

E-mail: jparsons@kmgprestige.com

www.kmgprestige.com

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