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What's Cookin



THE PRESTIGE PRESS

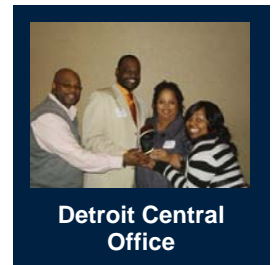
2nd Annual Prestige Awards

Big Six Award Nominees & Winners

Compliance

Most Improved in Compliance

And the Prestige Award Goes To: Detroit Central Office



Detroit Central Office

Best Performance in Compliance Nominees

- Linden Apartments
- Maple Ridge West
- Millpond Manor
- Riverwalk Meadows
- Trails at West Branch

And the Prestige Award Goes To: Trails at West Branch



Trails at West Branch

Occupancy

Most Improved in Occupancy

Senior Subsidized Community

And the Prestige Award Goes To: St. Ignace Senior



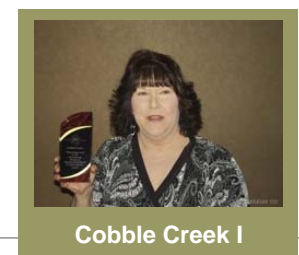
Woodridge Manor

Senior Market Rate Community

And the Prestige Award Goes To: Woodridge Manor and Churchman Woods

Family Subsidized Community

And the Prestige Award Goes To: Cobble Creek I and Windjammer



Cobble Creek I

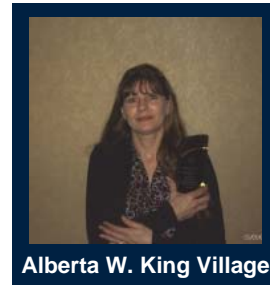
Occupancy Cont'd

Family Market Rate Community

And the Prestige Award Goes To: Alberta W. King Village

Best Performance in Occupancy—Senior Subsidized Nominees

- Alpine Alten Zimmer III
- Fraser Woods
- Greenwood Villa
- Jericho House
- Together With Friends



Alberta W. King Village

And the Prestige Award Goes To: Greenwood Villa

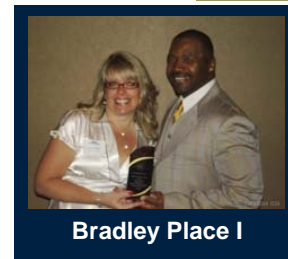
Best Performance in Occupancy—Senior Market Rate Nominees

- Bradley Place I
- Carriage Towne Place I & II
- Mallard Pond Village
- Ottawa Senior
- Wedgewood



Greenwood Villa

And the Prestige Award Goes To: Bradley Place I



Bradley Place I

Best Performance in Occupancy—Family Subsidized Nominees

- Carson Place (New Maine)
- Casa Imperial
- Finley Place
- Sandstone Apartments
- Walled Lake Villa



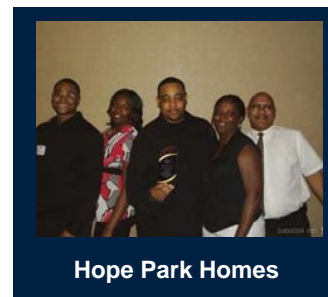
Walled Lake Villa

And the Prestige Award Goes To: Walled Lake Villa

Best Performance In Occupancy—Family Market Rate Nominees

- Brightmoor Homes III & IV
- Creekside Homes
- Duvernay Park
- Hope Park Homes
- Melrose Square

And the Prestige Award Goes To: Hope Park Homes

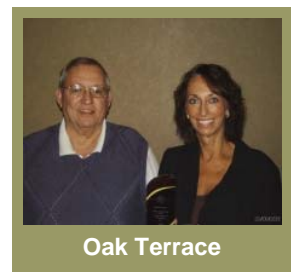


Hope Park Homes

Curb Appeal

Most Improved in Curb Appeal

And the Prestige Award Goes To: Oak Terrace



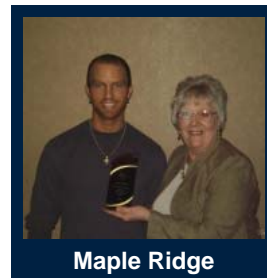
Oak Terrace

Curb Appeal Cont'd

Best Performance In Curb Appeal Nominees

- Heritage Place at Ridge Valley
- Maple Ridge
- Meadowbrook Commons
- Ottawa Senior Apartments

And the Prestige Award Goes To: Maple Ridge



Maple Ridge



Service Requests

Most Improved in Service Requests

And the Prestige Award Goes To: Valley View

Best Performance in Service Requests

- Cranbrook Tower
- Emerald Creek
- Greenwood Villa
- Village Glen



And the Prestige Award Goes To: Greenwood Villa



Greenwood Villa

Unit Turns

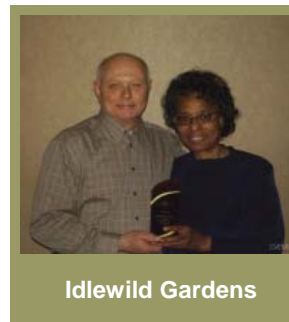
Most Improved in Unit Turns

And the Prestige Award Goes To: Le Grande Vue

Best Performance in Unit Turns

- Blanchard, Carson Place & Linden
- Bradley Place I & II
- Hidden Creek
- Idlewild Gardens
- Trumbull Crossing

And the Prestige Award Goes To: Idlewild Gardens



Idlewild Gardens



Le Grande Vue

Collections

Most Improved in Collections

Senior Subsidized Community

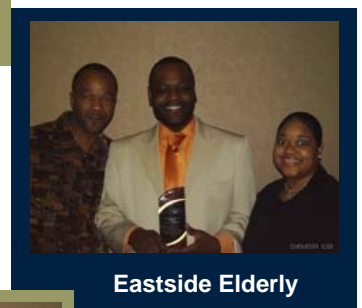
And the Prestige Award Goes To: Senior Haven

Senior Market Rate Community

And the Prestige Award Goes To: Eastside Elderly

Family Subsidized Community

And the Prestige Award Goes To: Lakewood Manor



Eastside Elderly



Lakewood Manor

Collections Cont'd

Family Market Rate Community

And the Prestige Award Goes To: Le Grande Vue

Best Performance in Collections—Senior Subsidized Nominees

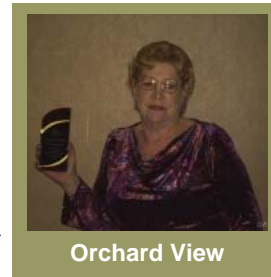
- Alpine Alten Zimmer III
- Harbour Oaks
- Meadow Glen
- Orchard View Manor
- Pine Valley Place



And the Prestige Award Goes To: Orchard View Manor



Le Grande Vue



Orchard View

Best Performance in Collections—Senior Market Rate Nominees

- Alpine Alten Zimmer II
- Dover Court
- Lakeview Meadows I
- Liberty Square
- Riverwalk Meadows

And the Prestige Award Goes To: Alpine Alten Zimmer II

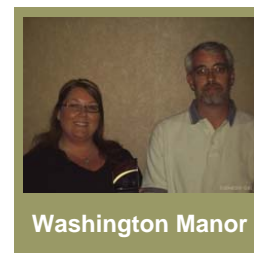


Alpine Alten Zimmer II

Best Performance in Collections—Family Subsidized Nominees

- Blanchard Apartments
- Mainville Apartments
- Maple Lane Apartments
- Oakwood Manor
- Washington Manor

And the Prestige Award Goes To: Washington Manor



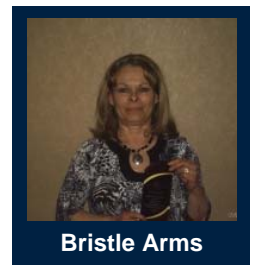
Washington Manor

Best Performance in Collections—Family Market Rate Nominees

- Bristle Arms
- Park Terrace II
- Riverwalk Apartments
- Sandy Pines
- Vineyard Villas



And the Prestige Award Goes To: Bristle Arms



Bristle Arms



Alberta W. King Village

Newsletter of the Year Award

Alberta W. King Village



Safety Award

Noah Miller, Mystic Grove Maintenance Technician

Leadership Role Model Awards

Self Control—Mary Black

Patience—Robin Gilbert and Charles Williams

Commitment—Carla Coleman and Christy Frick

Team Building—Duane Mitchell

Organizational Skills—Marcia Stevens

Communication—James Breidenstein

Decision Making—Shelly Hopson

Taking Ownership—Sam Brooks, Sandi O'Brien and Paul Howell

Creativity—Shelly Gonzales

Loyalty—Roberta DeWitt and Joe Tandy

Inspiring Others—Lynna Quinn

Mission and Values Awards

Good Steward—Michelle August and Lori Kirk

Continuous Improvement—Andrew Kneffel and Karena Frazier

Teaching, Encouraging, and Modeling Teamwork—Bert Truax

Fostering Quality Relationships—Pat Phillips and Valerie Syers

Integrity, Honesty, and Caring—Martin Loose

Doing What Is Right—Mollie Faber



Christy Frick & Carla Coleman



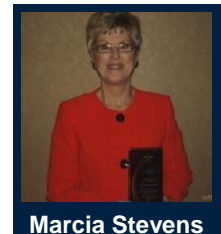
Charles Williams & Robin Gilbert



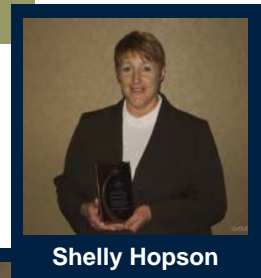
James Breidenstein



Sam Brooks & Sandi O'Brien



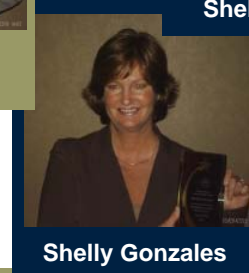
Marcia Stevens



Shelly Hopson



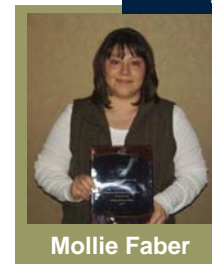
Roberta DeWitt & Joe Tandy



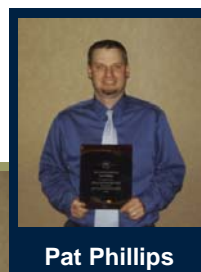
Shelly Gonzales



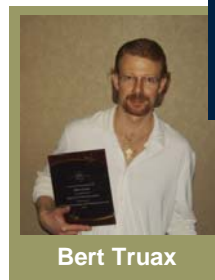
Lynna Quinn



Mollie Faber



Pat Phillips



Bert Truax



Karena Frazier



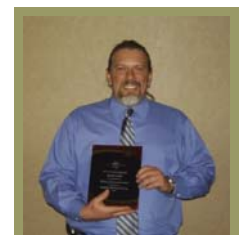
Andrew Kneffel



Valerie Syers



Lori Kirk



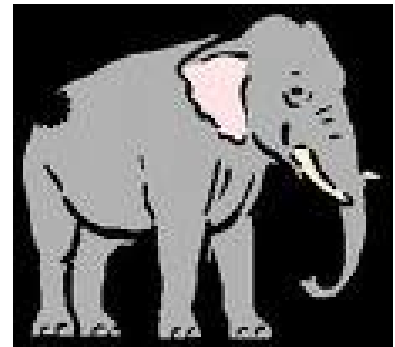
Martin Loose



HOW DO YOU EAT AN ELEPHANT?


Submitted By: Paul Spencer, President

If you have seen our orientation video, then you probably remember the phrase, "Your job is to make your community better today than it was yesterday by the actions that you take today." That statement is also instructions for how you eat an elephant. One bite at a time! Many of our communities have significant challenges and some of you have been recently assigned to those communities. Sometimes you feel so overwhelmed by the magnitude of the improvements needed that you don't know where to begin. Here is a sure fire way to make consistent gains no matter what your circumstances.



First, you must commit to not let anything else decline. Maintain everything in its current state and then have each member of your team complete one, two or three items a day to improve the community. Maybe the site manager gets their office cleaned and organized on Monday. On Tuesday a punch list for the tour route is developed and you get one past due recert completed. Wednesday through Friday you complete several items from the punch list for the tour route. Each day your maintenance super completes a couple of small projects as well. If you are disciplined and continue this process for an entire month, then you will realize that you and your team have made 100+ improvements at the community and it is really starting to make a difference. If you keep this up for an entire year then you are well past 1,000 improvements. I know that this sounds very simple, but effective processes usually are simple. I guarantee you that if you focus on making a couple of small improvements everyday then you will make huge improvements over time. If the projects you complete are high priority items, then you will reposition your site faster than you can imagine.

Let's make this year the best possible at each of our communities. It all begins with small, steady, incremental improvements every day from each member of the team.



FREE SHIPPING!
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- 2GB Memory
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- CD/DVD Writer

The impact of the latest computer worm or virus can be a big pain. By following some simple precautions, you can save time, money, as well as preventing others from accessing your documents and other resources:

1. Use Antivirus Software – Make sure that it is installed and that it is set to update DAILY.
2. Run Windows Updates – Remember to download and install critical updates on your computer.
3. Use Strong Passwords – Setting a strong password on ALL your accounts makes it more difficult for an attacker to gain access to your computer or resources.
4. Check Sources of your Email – If a message seems suspicious, it probably is. Delete emails that you think may have a virus including attachments.

You can continue to improve your computer's security and decrease the possibility of infection by using a firewall. For more information, you can visit www.microsoft.com

*Source: UIS.georgetown.edu/computer.

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RAMBLINGS FROM YOUR RVP...JOANNE GOLDEN

Peaks and Valleys

Recently I read a book by Spencer Johnson, MD called Peaks and Valleys; making good and bad times work for you – at work and in life. The reviews on the book were mixed, but I like the author, so I thought I would purchase the book and determine for myself if it was worth the expense. I read it twice, not because it was exceptionally good, but because my first reading didn't make me think enough, and I have faith in this author, so I decided to read it again. The second time I was able to relate more of my experiences in his basic and simple concepts and learned some things. I thought I would share a little with you in this article.

We all have Peaks and Valleys; they are good times and bad times you have at work or your personal life. They may last for minutes, hours, days, months or longer. How you feel depends largely on how you view the situation. The key is to separate what happens to you from how good and valuable you feel you are as a person. You can feel good about yourself even when bad things are happening. You say, "I should be happy when bad things happen to me – I don't think so!" Well maybe you should dig a little deeper and you can find a way.

To change a Valley (bad time) into a Peak you need to do one of two things: 1) Either change the situation, or 2) Change how you feel about the situation. If you can change the situation, that is great, but if you can't change the situation, you can choose how you feel about it so it can work to your advantage.

I thought of several examples of situations I can't change, but I can choose how I feel about them. One of them are the rules that the affordable housing industry places on us, or the federal and state agencies. Some of these rules create a micro managing type of environment and we can't do our job as quickly as we would like in order to keep the property moving forward and being proactive. We are forced into a reactive mode because we have to verify everything that is happening before we are allowed to move forward, by that time, it could be too late. I can't change this (the rules), but I can choose how I feel about it. I feel fine! It is what it is and I am going to work with it in a positive attitude. Think about what it would be like if I chose to be angry and frustrated. Do you think I would create very good relationships with the people that make the rules? I don't think so!

In choosing a better belief, creates a more positive person. A more positive person moves toward a Peak and makes a difference in their situation, conversely, an angry frustrated person remains in their Valley. Sometimes it is as simple as this:



The Path Out Of The Valley Appears When You Choose To See Things Differently

So what can you choose to see differently? What crisis are you going through? Can you change the situation, or do you have to change how you are looking at it? If you change how you are looking at it, you may find an opportunity hidden in a bad time. You can change your Valley into a Peak when you find and use the good that is hidden in a bad time. Peaks and Valleys are connected.

The Errors You Make In Today's Good Times Create Tomorrow's Bad Times And The Wise Things You Do In Today's Bad Times Create Tomorrow's Good Times

We create our own good times and bad times far more than we realize. So manage those Peaks and Valleys in your life. Look for that hidden good in the Valley and move forward toward that Peak!

**CRAIGS LIST IS TOO MUCH WORK...
But "does the end justify the means?"**

Well in our experience the answer is a resounding yes. In tracking of phone calls to our property during the month of February, the calls from Craig's List accounted for 33% of the calls. It bettered the runner-up, Rent.com, two to one, with resident referrals coming in a close third.

Twenty-three calls were received during the month of February. Why has it proven so successful for our property? I can only assume that it is because of our diligence in placing the listing. Three times a day? Two times a day? No, once a day we update our listing and the best part, once you have created several ads and saved them, 15 minutes is all it takes.

So Craig's list is creating interest, but is it producing results? Of the last nine residents moving into our property, three of them came from Craig's List. Thirty-percent. I'll take that and so would anyone spending hard dollars on advertising.... Oops, I forgot, it's free.

Is it just our property? Two weeks ago we instructed a new property in the KMG portfolio on the use of Craig's List. Within forty minutes of walking them through the process they called back to inform us that they had already received their first call inquiring about their apartments as seen on Craig's List.

I will grant you that this is a small study. But, based on the results, I can guarantee you we will continue our daily posting.

You can too, just click on: <http://craigslist.org/>

Click on housing

Select Apts/housing

Select Post

Choose "I am offering housing"

Select Apts. For rent.

And fill in the blanks. ****Important to provide an email address in order to receive confirmation of your ad, otherwise it will not get posted.**



We hope your results equal or better our own.

Submitted By: James Breidenstein
Manager Tuscan Shores

Incident Reports – Why Do We Do Some of the Things We Do?!!!



It may not seem obvious, but there are some pretty good reasons why we do certain things in Risk Management. Some things benefit our residents, some benefit our owners and some benefit you! The benefits may not always be apparent, but if your property has ever been involved in a personal injury lawsuit, you will appreciate “Why We Do Some of the Things We Do!”

Why does Risk Management need to know where an incident occurred and the condition of the area? - It is important that you provide a detailed description of the condition of the area. Note things like the presence of water or some other substance on the floor, cracks, raised areas, trip hazards, snow, ice, torn carpet, debris, etc. This is one of the most important details in determining whether or not the property may be held liable if the incident involved personal injuries.



Why do I need to take pictures? - It is very important that you take pictures of the area where an incident occurred so the insurance adjuster will have a good visual of the area. Here's an example: If a resident claims to have fallen in a pothole, you should take pictures of the pothole before any repairs have been made and after they have been made. We need to know how big and how deep the hole was. The following tips will help you take useful pictures:

- * Take pictures as soon as possible after an incident is reported to you - particularly in winter as snow and ice conditions can change quickly.
- * Use common items such as rulers, yardsticks or coins in the pictures as a size reference. A ruler or yardstick placed in a pot hole or other type of hole will help show the depth of the hole, There is a big difference between a hole the size of a quarter and a hole the size of a manhole cover!
- * Take close ups.
- * Sequence photos when possible. If there is an order to the photos, numbering them will help us look at them the right way.
- * Take photos of people at the scene of an incident as a record of possible witnesses.
- * Treat the film as evidence.
- * Sign and date the photos.

When an Incident Report is sent back for correction, why do you copy my property manager and/ or regional property manager? – We aren't trying to tattle! A number of RPMs have asked us to keep track of properties that seem to have a difficult time properly completing incident reports. With only 2 people in our department (1 full-time & 1 part-time) we don't have the manpower to track this information for 350+ properties. Our solution is to copy RPMs and PMs anytime a request for a correction is made. We do this for every property to insure that we are treating everyone equally. The RPMs & PMs can use this information to determine if:

- * A site manager needs additional help understanding the incident reporting process.
- * Determine if their entire team could benefit from additional incident report training.

How do I know if I need to complete an incident report? - It is always best to write down the facts and your observations about an incident while they are still fresh in your mind. Many times, a manager will call and say, "I just received a letter from so-and-so's attorney for a slip and fall injury. So-and-so told me about the incident and assured me they weren't hurt, so I didn't file an incident report". As a general rule, if an incident is reported to you, fill out an incident report and report it to Risk Management.



Why do I need to send copies of receipts when repairs are done? - Follow up calls are made until all repairs have been completed and copies of invoices for those repairs have been submitted to Risk Management. We use this data in a number of ways.

- * It proves repairs are done and that the property is in an insurable condition.
- * It provides useful data on incidents and may help us persuade owners to participate in Risk Management Programs such as StoveTop FireStops.
- * If an owner questions why an insurance claim was not filed, we have all the documentation needed to answer their questions on the spot.

Why do I get a follow up phone call from Risk Management for every incident report I file? – Follow up calls help us gather additional information and make sure that incidents have been properly resolved. There are a number of reasons why follow-ups to incident reports are so important. The most important is to make sure you have followed up with your resident to see that they are OK. Here are a couple examples:

- * Liability claim - If we have filed a liability claim for a resident, follow-ups continue until we have confirmed that an adjuster has contacted the resident. When we file an insurance claim, it typically passes through 5 or 6 different people (sometimes more) before it is assigned to an adjuster. We want to make sure that the claim doesn't fall through the cracks and that our resident is contacted.
- * Other incidents – during our conversations with you, we often uncover other ways we can help. For example: a conversation with a site manager turned up a string of related incidents (incident report was never filed) over a 3 month period involving a lightning strike. To make a long story short, we were able to file an insurance claim and recover \$17,000 for repairs that had been paid for out of their reserves.



You can make the follow up process more efficient by doing the following:

- * Keep your incident reports in a handy spot so you can refer to them when we call and only file them away once we let you know that our file is closed.
- * File incident reports in your incident file for the year – never in a resident's file.
- * If we call and leave you a message, please call us back.
- * If we don't call you within a week, please call us. Maybe we didn't receive the fax with your incident report. Please be our back up!

You may want to keep this article in your incident report file for future reference. Even if you are an incident reporting pro, the information might be useful for your staff if they need to complete a report in your absence.

Susan Anders
Risk Management Department



The RPM Review

Submitted By: Sherri Weise, Regional Property Manager

- * "Heard you weren't very friendly when your property accountant called you earlier."
- * "The resident living in 901 where you were completing a service request today said that you seemed irritated that you had to fix her furnace."
- * "It has come to my attention that you haven't been very patient in your support to the

new manager at The Copacabana Apartments."

I'm sure I don't have to ask. We have all been accused of not speaking or treating someone else appropriately. What is the response 99% of the time? "Who told you that?" Then we launch into 3rd grade denial..."I did not!" We strike a pose with arms crossed, similar when the mean kid on the playground wouldn't give you your ball back. Within seconds, we graduate to 5th grade excuses justifying our behavior.

We laugh about it, but it happens all the time. Tell a resident that there was a complaint against them and what do they do? First they want to know who told you. Then there is the denial..."Did not!" Then the excuses..."She keeps parking in my spot, her kids are mean to my kids, he is throwing his cigarette butts on my patio," and the list goes on and on.



Most people will unlikely ever change their defensive reactions, as most do not acknowledge their own behaviors. So, how do we rise above this? How do we break away from the majority and become better than the rest? I'm sure you have heard the saying, "Seek first to understand, then to be understood."

What if we first tried to replay the conversation in our minds and think about what was on our minds at that time? Maybe that was the day after you got yet another \$375 gas bill at home. Maybe you had a disagreement with someone earlier that day. Maybe it's the 4th time this week that Mrs. Shackelford has called in for a backed up toilet. Maybe 20 out of the 30 managers you support didn't send in the correct information. There is literally an endless list of negative issues that come flying at us everyday. This isn't easy.

Okay...we are "seeking to understand," so we just remembered what negative issue was on our minds and remember our tone of voice and/or posture toward the other person. Is it possible that you, unintentionally, did not communicate in a positive manner? Of course, we do it all the time. Now we can see (understand) how the other person could have interpreted our, unintentional, negative attitude. So can we say, "This isn't my fault. They just took it the wrong way?" We can, but if we want to get off the merry-go-round where the rest of the 5th graders are, we need to take responsibility for our own part in the miscommunication.

Since we now understand, we now seek to "be understood." Some think this is the part where you go and say you're sorry for offending them. It is unlikely this is necessary in most situations of misunderstanding. You often can simply say, "I understand that you may have been offended by our conversation this morning. Our relationship is important, and I wanted you to know that it was not my intentions to communicate a negative message. Can we discuss this again?" Doesn't this sound easier than holding a grudge? Do you think this will improve the relationship?

Few will take the high road and revisit incidents of misunderstandings/miscommunications to repair relationships. If we concentrate on communicating openly and honestly without reacting defensively, imagine how many conflicts you will avoid. Imagine how much better your relationships will be with those you support and those who support you. If you have fewer of these incidents, will it make your job easier or harder? I think we all know the answer. The real question is, do you have what it takes to take the high road and seek to understand before being understood?

WHAT ARE WE MISSING?

A man sat at a metro station in Washington, D.C., and started to play the violin. It was a cold December morning. He played six Bach pieces for about 45 minutes. During that time, since it was rush hour, it was calculated that a thousand people went through the station, most of them on their way to work.

After three minutes went by, a middle aged man noticed there was musician playing. He slowed his pace and stopped for a few seconds and then hurried up to meet his schedule.

A minute later, the violinist received his first dollar tip: a woman threw the money in the till and, without stopping, continued to walk.

A few minutes later, someone leaned against the wall to listen to him, but the man looked at his watch and started to walk again. Clearly he was late for work.

The one who paid the most attention was a 3-year-old boy. His mother hurried him along, but the kid stopped to look at the violinist. Finally the mother pushed hard, and the child continued to walk, turning his head all the time. This action was repeated by several other children. All the parents, without exception, forced them to move on.

In the 45 minutes the musician played, only six people stopped and stayed for a while. About 20 gave him money but continued to walk their normal pace. He collected \$32. When he finished playing and silence took over, no one noticed it. No one applauded, nor was there any recognition.

No one knew this, but the violinist was Joshua Bell, one of the best musicians in the world. He played one of the most intricate pieces ever written, with a violin worth \$3.5 million.

Two days before he played in the subway, Joshua Bell sold out at a theater in Boston where seats cost an average \$100 each.

This is a real story. Joshua Bell playing incognito in the metro station was organized by the Washington Post as part of a social experiment about perception, taste, and priorities of people.

The base questions for the experiment were: In a commonplace environment at an inappropriate hour: Do we perceive beauty? Do we stop to appreciate it? Do we recognize talent in an unexpected context?



One of the possible conclusions from this experience could be: If we do not have a moment to stop and listen to one of the best musicians in the world playing the best music ever written, how many other things are we missing?

Submitted By: Karen Kirsch, Compliance Specialist

When You Don't Fit In at Work

The struggle to fit in follows everyone throughout life. It's one of those human experiences everyone must endure. In school, you don't want to be the kid playing alone during recess. At a party, you don't want to be the only person standing in the corner with a drink in your hand and a sad expression on your face. In the office, you'd like to have people talk to you during the day. Or at the very least, not actively dislike you.

When you put groups of people together, not everyone is going to be best friends. Even if co-workers aren't fighting, one person can feel like an outsider and grow to dread heading into work each morning.

People don't fit in for a variety of reasons. Personalities don't click. Your gender, ethnicity or age make you stick out from everyone else. Or maybe preconceived notions of you or of your colleagues -- however inaccurate they may be -- prevent relationships from forming.

The gender gap

Vicky Oliver, author of "Bad Bosses, Crazy Co-Workers and Other Office Idiots," worked for an [ad](#) agency where she was one of few women on the team, and those women were significantly older than she. She couldn't change or hide her age and gender, so she decided to use it to her advantage.



"I took it as a challenge," Oliver says. "I recognized that, by nature of my gender, I would be giving a different perspective to the team and that was a good thing." More importantly, she recognized that not only did she feel better, but she was making a valuable contribution that others would notice. "The trick is to accept that maybe you won't be let in to every single social activity -- I don't recall ever being invited for a beer after work -- but hopefully, for the things that really matter, your input as an outsider will be appreciated. You are like a tiny focus group of one. You are broadening the group knowledge and your input really matters!"

It's not them, it's you

Sometimes a rift between co-workers is less about what they don't like and more about what they don't know.

Consider the performance review Vickie Pynchon had as a young [attorney](#). Pynchon's boss told her that colleagues who knew her well really liked her, while those who hardly knew her or had never met her didn't like her at all. "I realized that the people I knew the least were people who I disliked for no reason other than the fact that they were [insurance](#) defense [attorneys](#) and I was a [commercial](#) litigation attorney," Pynchon remembers. "I was young and arrogant and disapproved of their work for the insurance industry. I still had a bit of a hippie-who-sold-out chip on my shoulder."

As a result, she changed her attitude toward the people that she thought didn't like her and became open to getting to know them. She found out that she admired and respected her colleagues very much, once she knew them. Her review the next year was a huge turnaround, and the feedback from her colleagues was overwhelmingly positive.

When You Don't Fit in at Work Cont'd

The lone ranger

Try as you might, you can't force anyone to be your friend or to like you. In fact, trying too hard is likely to earn more enemies than friends. Still, when you don't fit in, you can't help but feel dejected.

Michael Soon Lee, author of "Cross-Cultural Selling for Dummies," has often found himself the odd man out because of his ethnicity. He's found that being an Asian-American male in predominantly white workplaces often set him apart from everyone on day one.

"It's a lot of work sometimes, but I've found that the key to fitting in is to make people feel comfortable around me," Lee says. "I know if they are, I will feel comfortable around them." After years of struggling to fit in, he's developed some methods for forming good relationships between himself and his colleagues. Here are some tips he's garnered:



- * **Do some cultural anthropology**

Lee realizes that part of fitting in to his surroundings comes from observation. He studies the company culture for clues on how to adapt. "How do people dress and how formally or informally do people interact with each other? Then I mirror the culture but still try to maintain my own sense of uniqueness because I feel strongly that this has led to my success over the years."

- * **Boost an ego**

Rather than wait for someone to befriend him, Lee makes the first move when he's new on the job. He suggests inviting someone to sit with you at lunch or participating in some social activities.



"I make them the center of attention by asking questions about them. Again, this helps to break barriers and they think I'm a fabulous conversationalist because I engage them in their favorite topic ... them."

- * **Be flexible**

Lee knows that his direct, high-energy work style isn't suitable for everyone, so he does his best to accommodate other people. "I try to be aware of other's work styles, which may be more indirect, subtle and detail oriented, and [I] endeavor to interact with them in their preferred mode."

- * **Give credit**

"I make an effort to share my success with my team regardless of the amount of their contribution. After all, no one can be successful alone," Lee says.

Submitted By: Stephanie Walker, Administrative Assistant
Article Written By: Anthony Balderrama, CareerBuilder.com writer

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
JAWANA BELTON	3	JILL MORRIS	4	DENNIS KELLIKER	8
NANCY HILL	6	RICHARD FREDERICK	1	SUE PIERCE	14
ION PETRESCU	3	DEBORAH WETZEL	1	CHERYL ALLEN	1
CHRISTA SCHOENHERR	1	TEENA SABIN	1	DEANICE PURDUM	1
TAMI SCHMIDT	12	WENDY VOSS	1	JEAN ELLIS	11
COLLEEN PULSINELLI	3	MARIE ST AMOUR	12	NICOLE WELLS	5
JUDITH SMITH	11	CRAIG YAPLE	1	KAREN LEE-BENNER	5
LORI PUNG	7	CARL DESANTIS	1	BRIAN UPHAM	5
FRANKLIN BRACKEN	2	JANICE ASLIN	6	ZINA AVERKIEV	5
TIFFANY FERRIER	1	LYNNA QUINN	5	DAVID SOULE	3
KIM FULCHER	4	DUANE MITCHELL	2	SHERRI WEISE	10
ROBIN GILBERT	5	GERALD MUNTING JR.	1	STEVEN BESTER	1
SARAH YEAGER	2	JENNIFER PHILLIPS	4	LISA HUGHES	1
JAMES BARR	5	CHRISTINE BRACKEN	5	JANE CRAWFORD	17
DEANO MITCHELL	1	DANIEL CHU-TA LIN	5	KAREN KIRSCH	5
RENEE BARTON	2	SAMUEL BROOKS	11	NATHANIEL EBRIGHT	2
CHARLES GREEN	3	JULIO CABRERA	1	PAMELA STILSON-POSTMA	2
JASON LANE	1	MICHAEL GARRY	6	MARVIN BARNES	2
JAMES MCKAY	9	DAVID ALBERT	1		



MAINTENANCE TIPS

How to clean the Range Hood Filter

- * Remove the filter from under the range hood
- * Plug the sink/and put the filter in the sink
- * Run hot, hot, water in the sink enough to just cover the filter
- * Shake or sprinkle powder dishwasher (sunlight, cascade etc...) detergent over the filter enough to completely cover it from corner to corner
- * Let soak for at least 20 minutes or so depending on how clogged the filter is with stuff
- * Most times you should not have to repeat the process for the opposite side of the filter-but if necessary you may have to repeat steps 1-5 for the opposite side of the filter
- * Empty sink and rinse thoroughly because detergent takes a few rinses in order to remove "all" the detergent from the filter
- * Let air dry before putting the filter back in the slot under the range hood



***Note from the Editor—Credit for the tip was not given to the person who submitted this tip as I did not have a name to go with it, my apologies.

A Tip for Getting Red Stains out of Carpet

Put Ammonia in a spray bottle and get out an old towel that you can throw away. Get the towel wet and ring out the excess water. Iron.



Spray Ammonia on the red stain, let stand for 2-3 minutes.
Take the damp towel and lay it over the red stain.
Put the iron on the towel and let stand for 30-40 seconds.
This will transfer most if not all of the red stain from the carpet to the towel.

Submitted By: Becky Kenyon
Manager, Lake Manor

Odds & Ends



Ink Cartridge Tip

Annette Bailey, Manager of Virginia Park Meadows has a tip that would probably benefit a lot of managers that order ink cartridges for their fax, copiers, and printers. Her drum recently had to be replaced on the fax machine. Office Depot and Quill were asking \$179 for the drum and at least \$150 for a remanufactured drum. Annette found a company by the name of Precision Roller that has a compatible cartridge for \$51.50. Their phone number is 1-800-323-9523 and their website is www.precisionroller.com. She has ordered from this company before and the products are good and you can receive double or in some case triple the product for your money.

Submitted By: Annette Baily
Manager, Virginia Park Meadows

Referring Applicants

It might be wise for site managers to become familiar with the different types of communities managed under the KMG umbrella. That way, if a community is not able to accommodate the applicant for whatever reason, rather than have them go to a community outside KMG Prestige's portfolio, the applicant can be referred to one of KMG's.

If Site Managers collaborate with one another, they not only help KMG Prestige but they help each other reach goals. Site managers would not be taking away from themselves to refer to another KMG community, they would be building relationships with a very "talkative" public and also with other managers. If Site Managers present themselves as being helpful to the public, they are going to make a good impression on behalf of KMG Prestige and create job security, which isn't a bad second.

In addition, here's a thought: How about offering to make a call to another KMG Prestige community for a prospective applicant that you are not able to accommodate? Taking a couple of minutes to do this while the applicant is still there is sure to score points and possibly make the sale!

Submitted By: Linda Rushing
Manager, Kalamink Creek



What's Cookin'?

Fruit & Spinach Salad

Ingredients:

2 cups fresh baby spinach
1 snack-size sup (4oz) mandarin oranges, drained
1/3 cup seedless red grapes, halved
1/4 cup crumbled feta cheese
2 Tbsp. chopped walnuts, toasted
1 green onion, chopped
1/4 cup oil and vinegar salad dressing

Directions:

In a salad bowl, combine the spinach, oranges, grapes, cheese, walnuts and onion. Drizzle with dressing; toss to servings. Yield 2 servings

Submitted By: Betty Lutz
Manager, The Meadows in Freeland



What's Cookin'?

California Grilled Veggie Sandwich

Ingredients:

- 1/4 cup mayonnaise
- 3 cloves garlic, minced
- 1 tablespoon lemon juice
- 1/8 cup olive oil
- 1 cup sliced red bell peppers
- 1 small zucchini, sliced
- 1 red onion, sliced
- 1 small yellow squash, sliced
- 2 (4-x6-inch) focaccia bread pieces, split horizontally
- 1/2 cup crumbled feta cheese



1. In a bowl, mix the mayonnaise, minced garlic, and lemon juice. Set aside in the refrigerator.
2. Preheat the grill for high heat.
3. Brush vegetables with olive oil on each side. Brush grate with oil. Place bell peppers and zucchini closest to the middle of the grill, and set onion and squash pieces around them. Cook for about 3 minutes, turn, and cook for another 3 minutes. The peppers may take a bit longer. Remove from grill, and set aside.
4. Spread some of the mayonnaise mixture on the cut sides of the bread, and sprinkle each one with feta cheese. Place on the grill cheese side up, and cover with lid for 2 to 3 minutes. This will warm the bread, and slightly melt the cheese. Watch carefully so the bottoms don't burn. Remove from grill, and layer with the vegetables. Enjoy as open faced grilled sandwiches.



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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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