



Our Mission and Values

Submitted by Paul Spencer, President and CEO

One of the things that sets Prestige apart from other organizations is our mission and values. These operating principles should guide us on a daily basis as we make decisions and interact with residents, clients, vendors, agencies and our teammates. Our mission and values are more than a few slogans. I am going to commit to write one article each month for the remainder of the year to discuss key points of our mission and values. I hope that you find them helpful.

We teach, encourage, and model teamwork and tolerance. Do those words sound familiar to you? Well they should, they are one of the six core values of Prestige. I would like to focus on the word "tolerance." Tolerance is more than just accepting the differences in people, although that is a major component of tolerance. I would like to discuss a different aspect, tolerance for mistakes. Don't get me wrong, I have very little tolerance for the same mistakes being made over and over again and neither should you. I am talking about mistakes that allow us to learn and grow.

Here are a few questions to help get you thinking. By the way, there are no correct answers, I am just asking you to reflect on yourself for a moment, then make a determination if you would like to change anything.

- Are you comfortable admitting that you made a mistake?
- How important is it for you to affix "blame"?
- Do you think that somebody always has to pay for making a mistake?
- Do you every find yourself saying "I told you so!"
- Do you worry how you will look when a teammate makes a mistake?
- Do you have less tolerance for mistakes when the pressure is on?

Every person in our organization makes mistakes and will continue to make mistakes, especially me. Mistakes occur when you are trying to learn new responsibilities, when you try to grow and when you set high goals. For us to grow and to become the organization that we want, we need to have some tolerance for honest mistakes made along the way. If we don't, then we will force our teammates to play it safe, to never reach for lofty goals and to always be satisfied with the status quo. Mistakes are how all of us learn and as Jeff says, "[they are teachable moments.](#)"

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South Brook Villa featured in SouthLansing.org

Catie Takes Nutrition on the Road!

Healthy communities need healthy people. To spread the word, our Health Initiatives Coordinator, Catie Parker, is taking Nutrition on the Road.

Her first stop was South Brook Villa. You may remember this senior housing complex from an article last summer. They partnered with local boy scouts to build raised garden beds so physically limited residents could enjoy access to the garden.

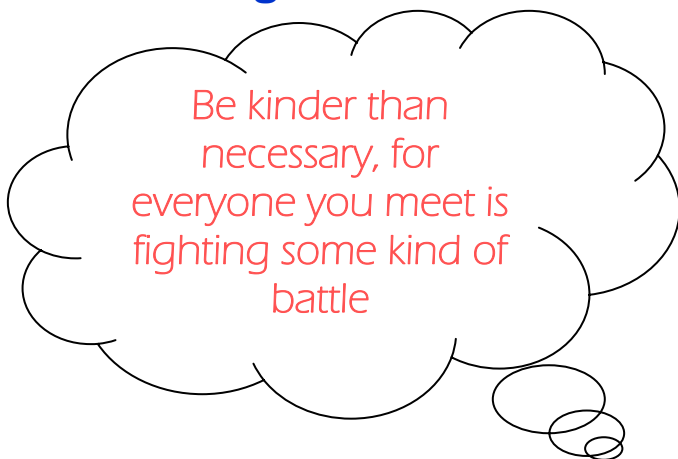
During the month of January, Catie returned to South Brook Villa with CeCe Foster of MSU Extension. Together, they provided nutrition education classes and food demonstrations for residents.

The nutrition classes were a hit for the seniors who participated. The class was held weekly and covered topics on nutrition and food labels, food pyramid guidelines, food safety, and recipe enhancement. Taste tests and a free giveaway were provided each week.



South Brook seniors show off the veggie scrubbers and measuring cups they received for attending weekly nutrition classes.

Just a thought...





KMG Prestige is pleased to announce a
“Day of Service”
in conjunction with Urban Farming, Inc.



On the weekends of May 8th and May 15th, Urban Farming will be planting its two largest gardens in Detroit as part of the annual Motor City Make Over. On May 8th we'll be helping to plant at the corner of Gladstone and Linwood, and on May 15th at 8690 Knodell. Urban Farming is a nonprofit organization whose mission is to “create an abundance of food for people in need by planting gardens on unused land and space while increasing diversity, educating youth, adults and seniors and providing an environmentally sustainable system to uplift communities.”

The planting events begin at 1:00 p.m. each day. They also include “food, fun, and music”. Volunteers do not need to bring tools though they may want to bring gloves. In support of most worthy cause, employees of KMG Prestige will be awarded 4 hours of PTO in exchange for their Day of Service for Urban Farming. Volunteers will need to sign up by May 3rd and will be required to check in with KMG staff on their chosen day.

For more information or to sign up for this great opportunity please contact Kelly Green at kgreen@kmgprestige.com.

Commitment to Self

Submitted by Amanda Baldrige, RPM

“All changes even the most longed for have their melancholy; for what we leave behind us is a part of ourselves; we must die to one life before we can enter another” ~ Anatole France



I always struggle with what to write about when my turn to publish in the newsletter comes around. After all, what am I going to tell all the folks at KMG Prestige that they don't already know? How to do a snap shot report? How to better collect money at their sites? The list goes on. I decided to reflect on the last 6 months of my own life and what I came up with was me and my new commitment to myself. Like my opening quote suggests, most change is often longed for but never easy to execute. My hope is that after reading my article you are able to make some new commitments in your life that start with you.

I have always been a people pleaser. I used to say “be a can do be, not a can don't be”, and this would always make someone think and then

chuckle. I was never able to say no when someone called on me for help. Before I knew it, I was volunteering on this committee and chairing this other committee and completely throwing my own needs to the side. For those of you who know me you know I have had some changes recently in my life. The one change that has been the hardest on me is my weight gain. I have always been a slimmer gal, until I quit smoking. So here I was, I kicked the habit to better my health, but then gained a ton of weight which was putting a different type of stress onto my body.



I would start exercising, but then allow other commitments to push that to the back burner. Before I would know it my schedule for the day was all booked up, but no time for me, no time for exercise.

The day came where I went up yet another pants size. I was devastated. Here I am running ragged but I'm still gaining weight?! Something had to change. I started to take an inventory of what was taking up all my time. Why am I not able to chisel out even 1 hour for me? I know I needed to; I did not like the person that was in my mirror anymore.

Soon, that self defeated person would begin to be toxic to others and I'm in the business of creating happy residents. Not when I feel like it, or when I might have a good hair day, but every day. My self reflection brought me to the realization that I would make commitments to others and not fail them, so how can I align that with my own self and get this battle under control? It had seemed that my get up and go, had got up and went. I decided to make me a priority. I had to commit to myself that I would start taking care of me and stop over committing unless it meant that I was taking care of my own needs first. After all, you are all you got.



I started small by changing my eating habits. No "white" foods after 2pm, 30 minutes of walking, no soda, etc. This may seem small, but I've changed the way I used to cheat on myself. I don't need the deep fried chicken when I can get the roasted. I don't need the parking slot closest to the door; I can put the cart back at the grocery store. I decided not to quit on me anymore. The people who are most affected by this entire change are my team mates. They begin to see someone who has pep in her step, confidence, better judgment, and a smile on her face. I now have time for me and all my same commitments. The only thing that changed was the way I was tricking myself into thinking that "I" could wait until later. Right here, right now. Push yourself and be amazed at some of the things that you didn't even know you were capable of. The worst thing that is going to happen is you are going to start to like yourself more. Self accomplishment, exercise, these things create endorphins; endorphins make you happy. You can't buy that in a store, or order it off an infomercial, it's inside of you. In closing I'll leave you with another quote; "It is not the strongest of the species that survive nor the most intelligent, but one most responsive to change" Charles Darwin.



It's a "Team Thing"

Submitted by Joanne Golden, RVP

Teambuilding is the single most important tool that brings a group of people together in pursuit of a common goal. Unfortunately, the teambuilding process does not happen overnight. When groups of people are first formed into a team, their roles and interactions are not established. Gradually team members understand their individual roles and find ways to work with one another. One of the most common models that describe team development progression suggests that growth takes place in four predictable stages:

FORMING, **STORMING**, **NORMING** and **PERFORMING**.

The **Forming** stage is an exploration period where team members are often cautious and guarded, not knowing what to expect from other members.

Storming is characterized by competition and strained relationships among team members. Each member is addressing issues of control, safety, support and influence.

The **Norming** stage is a time when members discover that they have commonalities and are learning to appreciate one another.

Performing, the final stage is the most harmonious. Here members communicate openly. They recognize conflict as a catalyst for growth and become committed to the team and its goals.



Take a look at your team, can you recognize any of these stages? I sure can. I also have experienced the wonderful feeling of being in the performing stage, and that is the stage we all need to strive for; where open and honest communication occurs naturally, with our common goal of the team in mind.

You Did What? Spare the Office the Details

by Elizabeth Bernstein provided by The Wall Street Journal


Patti Sweeney and a dozen of her coworkers recently went out to lunch to celebrate the completion of a project. Over burgers and salads, they chitchatted about their work, their families and their hobbies. One colleague mentioned that he was training for a 20-mile bike race, adding that he had just purchased a new helmet and Lycra shorts. To the group's mortification, Ms. Sweeney says, he then described shaving his entire body to reduce aerodynamic drag. "Why, why, why do we need to go there?" says Ms. Sweeney, a 36-year-old financial analyst for a communications company who lives in Bartlett, Ill. "This is information about a coworker, not someone I really consider a friend, and now it's forever burned in my brain."

It's official: The TMI phenomenon -- as in "too much information" -- has invaded the workplace. You can thank reality TV and social-networking websites for creating a culture where people are encouraged to share every sordid -- or boring -- detail of their lives. They have desensitized us to the idea that some things are meant to be private.

But we have to take responsibility, too, for mistaking our coworkers for friends. It's understandable, as the line between office and home has blurred in recent years. We work more now, so we spend more time with our colleagues and clients, sometimes more than we spend with our families or friends, and we socialize with them outside of work. We also "friend" them on Facebook. (Let's face it: I have only myself to blame for seeing a photo of my former boss snorkeling in a tiny Speedo. I sent him that friend request.)

Email is another big part of the problem. We use it to chat with each other about work, sure, but also about our vacations, our children and why that guy on the sixth floor really left his job so suddenly. Often we're not even in the office when we're emailing coworkers. We're at home, sometimes in our pajamas.

Buoyed because we are behind a computer screen, we say things we might not say and -- via smiley faces, winks and pokes -- express emotions we might not show face to face. We drop our normal barriers, even though we know we shouldn't.



"We let our guard down and forget these are colleagues," says Janet Lenaghan, an assistant professor of management at Hofstra University in Hempstead, N.Y.

Neither men nor women have a monopoly on TMI. Trust me on that. For years, my coworkers have been telling me the most amazing things. I've heard female colleagues yammer on about everything from a nasty foot fungus to their drug use in college. Male colleagues, meanwhile, have brought up topics I'd blush to discuss with a therapist.

Adele Pauley, a technical writer in Decatur, Ga., is constantly surprised when colleagues insist on revealing intimate details about their marriages. At a get-to-know-you lunch with a few coworkers she had just met, one woman blurted out: "I have a 16-year-old son who was conceived on my first date with my husband in high school." Another time, a colleague told her that her ex-husband would wear her underwear and confided some very personal complaints about her current husband. "It's like that scene from 'Gone with the Wind,' where Rhett picks Scarlett up, marches up the stairs and into the bedroom, and the door slams," says Ms. Pauley, 56. "There are some things that are better left to the imagination."

What constitutes over sharing, exactly? After all, some of our coworkers actually are real friends, trusting us with real confidences. But then again, aren't there some things that are just too personal to share with anyone in the workplace, no matter how close you are?

Basically, you will know TMI when you hear it. I did, when a coworker told me he keeps a tambourine in his nightstand "for special performances." "Oh, don't act like such an old lady," he said after seeing my stunned expression. "That's by far the most inoffensive thing in there."

Darrin Duber Smith, 40, a marketing consultant in Denver, says he was shocked when a client told him he needed an attorney because he had hired a prostitute who was threatening to call his wife. And a 40-year-old Ft. Lauderdale, Fla., doctor I spoke with was pretty amazed last week by a nurse who told her that she uses sex to bribe her husband to go to church.

Majid Alsayegh is still chuckling over the female public-relations representative in her late 30s who told him at the end of their first meeting several years ago that she was single, looking for a nice guy in case he knew of anyone, and that, despite her age, she was ready, willing and able to bear children. "I was left somewhat speechless," says Mr. Alsayegh, 54, a real-estate developer in Douglassville, Pa. "I think that I said something like, 'Always good to know.' "

We all know that over sharing in the workplace is generally a bad idea, right? You could say something inappropriate to the wrong person and they could think less of you, use the information against you, gossip. They could even become your boss someday. So why do we do it? Well, often we just don't think before we speak.



Remember my coworker, Mr. Tambourine Man? He says he thought he was being funny, but could tell immediately by the resounding silence of everyone around him that he had made a grave miscalculation.

I must admit: Some of the most interesting people I know share too much. And sometimes a little over sharing can even be a good career move. By judiciously -- a key word here -- revealing a secret or something private about yourself at work, you can garner support, get people to open up about themselves, or more quickly build friendships and alliances. Think of how politicians share a little bit about themselves to get people to identify with and like them.



But what is interesting at a cocktail party can be distracting in the office. So how do you shut up a privacy-challenged coworker -- if that's what you want to do -- without confronting them and possibly ruining the work relationship?

I spoke with one North Carolina man so desperate to cut off a colleague who bent his ear for a half-hour at a time about his disappointments in life that he devised a way to send an automatic instant message to a second colleague, requesting help. "When so-and-so would stop by and it was evident that he wasn't in a hurry to move on, I'd wait for an opportunity to make a quick, unseen click on my computer, and wait," says the 48-year-old software-company project manager, who didn't want his name used. "A minute or so later my phone would ring and, looking at the caller ID, I could say, 'I've got to get this.'"

Too much work? Then try this: Whatever you do, do not reward the over sharing behavior. Don't listen. Don't laugh, even out of nervousness. Change the subject. Try my late grandmother's line: When she was stuck listening to something she deemed overly personal, she put a hand on the speaker's shoulder and said, "I'm sorry, that is just too sad to talk about." Or you can always try Mike Dowd's "even more information" technique. As soon as someone starts to reveal a little too much to the 51-year-old architect from Portland, Ore., he interrupts with a story of his own:

"Wow! Then what happened? But before you tell me, I've got to warn you that sometimes when I hear stuff like this, I get this awful rash -- in fact, I can feel it coming on now. The only thing that calms me is to hold Mr. Snuggies, the stuffed-animal monkey I got when I was little and broke my ankle and the bone penetrated the skin and was completely exposed, and there was this putrid yellowish pus everywhere!

"The doctor's eyes got so wide when he was treating me, he looked like a space alien -- not the fictional ones in movies, but the ones I saw in the park last night."



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!

NAM	# OF YEARS	NAME	# OF YEARS	NAME	# OF YEARS
NANCY HILL	7	RANDY HORTON	1	KAREN LEE-BENNER	6
ION PETRESCU	4	HEATHER EDGERTON	1	BRIAN UPHAM	6
CHRISTA SCHOENHERR	2	WENDY VOSS	2	ZINA AVERKIEV	6
TAMI L. BASTIEN	13	MARIE A ST AMOUR	13	DAVID SOULE	4
JAWANA DAVIS	4	JANICE ASLIN	7	SHERRI R WEISE	11
COLLEEN PULSINELLI	4	CARL DESANTIS	2	STEVEN BESTER	2
JUDITH SMITH	12	LYNNA QUINN	6	LISA HUGHES	2
CHERYL ZAGORSKI	12	MEGAN HALL	1	JAMES CRAIG	1
AMY HODGINS	1	DUANE MITCHELL	3	JANE CRAWFORD	18
TIFFANY FERRIER	2	GERALD MUNTING JR.	2	KAREN KIRSCH	6
KIM FULCHER	5	JENNIFER PHILLIPS	5	PAMELA STILSON-POSTMA	3
ROBIN GILBERT	6	CHRISTINE BRACKEN	6	MARVIN BARNES	3
SARAH YEAGER	3	DANIEL CHU-TA LIN	6		
DEANO MITCHELL	2	SHANNON RASMUSSEN	1		
RENEE BARTON	3	SAMUEL R BROOKS	12		
CHARLES GREEN	4	JULIO CABRERA	2		
JASON LANE	2	MICHAEL GARRY	7		
JAMES A MCKAY	10	COREY SMITH	1		
JILL MORRIS	5	SEAD KUNIC	1		
RICHARD FREDERICK	2	SUSAN M PIERCE	15		
MARCUS SCOTT	1	DEANICE PURDUM	2		
RAY GEDDES	1	JEAN S ELLIS	12		
THOMAS PEAKE	1	NICOLE WELLS	6		



Herbed Bake Chicken

Submitted by Deborah Peters, Kiwanis Village



What you need:

- 1/2 c. fine, dry breadcrumbs
- 1/4 c. grated, Parmesan cheese
- 1/2 t. dried oregano
- 1/4 t. pepper
- 4 boneless chicken halves, skinned
- 1/2 c. buttermilk.

Make it:

COMBINE breadcrumbs, cheese, oregano, basil and pepper in shallow dish.
DIP chicken in buttermilk, and dredge in bread crumbs mixture
ARRANGE chicken in a 13 x 9 baking dish coated with cooking spray; cover and refrigerate 1 hour.
Bake uncovered at 350 degrees for 30-40 minutes, turning halfway through cooking time.



MAINTENANCE TIP

Submitted by Jacob Lopez, OCGIC Village Bangor

If you have a strong odor in your refrigerator that wont go away with normal baking soda try this:

- 1) Buy Coffee in the bean form and have them freshly ground
- 2) Place them on a plate and put them in the Freezer and Fridge for 2 days
- 3) Take the coffee grounds out and replace with baking soda for a day

Prestige Web Updates—3/17/10 thru 4/14/10

Forms, Policy & Procedure

[Bid Specifications - Insurance Criteria](#)

All procedures and forms related to bid specifications and criteria necessary to be eligible for insurance through the KMG Master policy.

[Service/Companion Animal Agreement - RD Properties](#)

For use at RD properties. Agreement includes appropriate RD non-discrimination language. Form updated 4/2010.

[Merit Review Instructions](#)

[Merit Reviews](#)

Merit Review Forms and Instructions to be used for Annual Merit Reviews

[Bid Specifications - Form updated 2010](#)

[Utility Data Release Authorization - RD](#)

For use by Rural Development financed properties only.

[Verification of Student Status](#)

Use this form when assigning RA only

[Utility Letter Failure to Pay/Transfer Utilities](#)

[Utility Company Verification](#)

[Utility Change Notice](#)

[Things You Should Know](#)

[Student Certification of Dependent Status](#)

[Security Deposit Transfer Agreement](#)

[Security Deposit Payment Agreement](#)

[Rental Application Rejection Letter](#)

[Renter's Insurance Notice and Acknowledgement](#)

[Rent Collection Policy](#)

[Occupancy Updating Letter](#)

[Notice of Consent for Release of Information](#)

[Mutual Release Amendment to Lease](#)

[Self Certification/Declaration of Income](#)

For use with Rural Development Properties only

[Lease Guarantor Agreement](#)

[Landlord Verification](#)

[Intent to Vacant Notification](#)

[Incomplete Application Letter](#)

[Damage Charge Letter](#)

[Concession Acknowledgement](#)

[Attachment Worksheet](#)

[Application Removed from Waiting List Letter](#)

[Application Placed on Waiting List Letter](#)

[Additional Resident Agreement](#)

[2010 Merit Review Form](#)

Form updated 4/2010. Merit Review Form to be used for all Annual Merit Reviews

[Tips for completing the Telephone Shopping Report](#)

[KMGF 302](#)

Public Assistance, DHS/QSSI Income Verification

[Exhibit A-6](#)

Waiting List Update Letter. Revised 3/19/2010. Revision: Form updated to reflect that applicant may be withdrawn if updated information is not received within the next 14 days.





[Resident Selection Criteria](#)

Also referred to as the Tenant Selection Criteria. Updated 3/19/2010.

[Exhibit H-3 \(California\)](#)

Resident Selection Criteria for communities located in California and managed by KMG Prestige, Inc. Also referred to as Tenant Selection Criteria. Revised 3/19/2010. Revision includes addition of Dru Sjodin National Sex Offender Website to Section 1.2.4 (d).

[Exhibit H-3 \(Michigan\)](#)

Resident Selection Criteria for communities located in Michigan and managed by KMG Prestige, Inc or Affinity Property Management, LLC. Also referred to as Tenant Selection Criteria. Revised 3/19/2010. Revision includes addition of Dru Sjodin National Sex Offender Website to Section 1.2.4(d).

Announcements & Administration Payroll & Benefits

[Merit Reviews are back!](#)

[Announcements from Human Resources & Payroll](#)

[Federal W-4 Form](#)

This form is also included in the New Hire Packet.

[2010 Federal W-4](#)

Computer Support

[April 2010 - Updates](#)

This is a summary document and might show updates to modules that we are currently not using.

Risk Management

[Bedbug Video](#)

[Bedbug Prevention Guidelines Part 4](#)

[Bedbug Prevention Guidelines Part 3](#)

[Bedbug Prevention Guidelines Part 2](#)

[Bedbug Prevention Guidelines Part 1](#)

[Bed Bugs](#)

Bed bugs offer a unique and significant problem to property owners. Prompt recognition of the problem and an aggressive remediation program, including intensive follow-up, allow property owners and managers an opportunity to successfully remediate the bed bug problem before it escalates.

[Snow Log Reporting now November 1 through March 31st](#)

Risk Management procedures are changing to reflect the new time period of which a daily log of weather and snow fall is required.

[Cryonite \(Freeze Treatment Method\)](#)

[Thermapure \(Heat Treatment\)](#)

[Bed Bug Hysteria in the Courts.](#)

Bed Bug Hysteria White Paper 10/12/2009 Folklore, right? Nope. Bed bugs are real! Even more troubling, they do bite and infestations are increasing at an alarming rate. Complaints of bed bugs in hotels, apartments, hospitals, dormitories, theaters and nursing homes are becoming commonplace. Not surprisingly, lawsuits arising from such complaints are also increasing.

[5 Steps to finding out if you have Bed Bugs!](#)

Bed bugs are tiny wingless insects that feed on the blood of warm-blooded animals, including people. They bite, causing itchy uncomfortable rashes. Because they are so tiny, many people don't even realize they have them in their homes.

[Bed Bug Article](#)

[Bed Bug Brochure](#)

Risk Management cont.[Safety Notes for April 2010](#)

Please look in Related Contents at the end of this announcement for the link to the April 2010 issue of Safety Notes titled Severe Spring Weather.

[Renters Insurance](#)

Highlights of renters insurance for residents.

[Severe Spring Weather](#)

Severe Spring Weather

[Snow & Salt Log Procedures 3-30-2010](#)

Updated Snow & Salt Log Procedures as of 3-30-2010

[Snow Removal and Salting Procedures](#)

Information on preparing a Snow Removal Plan, Evaluating Snow Removal and Snow Logs.

[Emergency Procedures for Residents](#)

Information on creating Emergency Procedures for Residents.

[Playground Inspection Log](#)

Procedure and Forms

[Renters Insurance Brochures](#)[Renters Insurance Brochure](#)[Renters Insurance Procedures - Unitrin Program](#)

All Forms and Procedures related to Unitrin Renters Insurance Procedures. See Related Items below for brochures.

[Renters Insurance Office Brochure](#)[Renters Insurance brochures are now available on Prestige Web](#)

Don't forget to offer Renters Insurance to new residents as well as continue to ask existing residents. They will thank you for providing an easy way for them to protect their assets, when they need them most, after a loss!

[Risk Management Contact Information](#)

Contact information for the Risk Management Department



KMG
Prestige
www.kmgprestige.com

We want to hear from you!
Do you have an article, tip, trick recipe or story you would like to share? Please send your time of interest to:
megan.hall@kmgprestige.com

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