



## The Passing of a Legend

Submitted by Paul Spencer, President and CEO

Friday evening June 4th, former UCLA coach John Wooden passed away at the age of 99. Those of you who have worked for KMG Prestige for more than a year probably know that Coach Wooden was one of my heroes. I was fortunate enough to attend a presentation that Coach Wooden made in 1978. I had a chance to speak with him for a minute or two and I will remember those moments for the rest of my life. If you are 35 years old or younger, then you were not even born when he retired. Coach Wooden is recognized as the greatest coach in sports history and his "Pyramid of Success" was years ahead of it's time. His philosophy of team first made an indelible impression on me and it influences our culture at KMG Prestige. I could write for hours on how he influenced me, but I think it is more important to share his accomplishments and his words.

- 10 NCAA National Championships in 12 years and 7 in a row from 1967-1973. Mike Krzyzewski, Dean Smith and Bob Knight have combined for 9 Championships.
- During that 12 year span UCLA's record was 339-22. Only 22 losses in 12 years! During the 10 years that UCLA won its 10 National Championships, they lost only 10 games.
- UCLA won 88 straight games, a record that has never been approached.
- UCLA won 38 straight NCAA tournament games.
- 4 Undefeated seasons. No other coach has more than 1.
- Coach Wooden was a 3-time All American at Purdue.
- He was the College Basketball Player of the Year.
- College Basketball's equivalent of the Heisman Trophy is the John R. Wooden award.

Despite these accomplishments as a coach, he is remembered as a better man, a man that provided the necessary life skills to his players that eventually allowed them to be hugely successful in their chosen professions after basketball.

Profound wisdom from a selfless man.

- "Be Quick, but don't hurry"
- "You can't live a perfect day until you do something for someone who will never be able to repay you."
- "A coach is someone who can give correction without causing resentment."
- "If you don't have time to do it right, when will you have time to do it over?"
- "Never mistake activity for achievement. "

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- "The worst thing about new books is that they keep us from reading the old ones. "
- "It's the little details that are vital. Little things make big things happen. "
- "The main ingredient of stardom is the rest of the team. "
- "Winning takes talent, to repeat takes character. "
- "Ability is a poor man's wealth. "
- "Do not let what you cannot do interfere with what you can do. "
- "Don't measure yourself by what you have accomplished, but by what you should have accomplished with your ability. "
- "If you're not making mistakes, then you're not doing anything. I'm positive that a doer makes mistakes. "
- "It isn't what you do, but how you do it. "
- "It's what you learn after you know it all that counts. "
- "Things turn out best for the people who make the best of the way things turn out. "
- "Talent is God given. Be humble. Fame is man-given. Be grateful. Conceit is self-given. Be careful."

Any my personal favorite.

- "Be more concerned with your character than your reputation, because your character is what you really are, while your reputation is merely what others think you are. "

I fear that there will not be another like him to come our way. Rest in peace Coach.

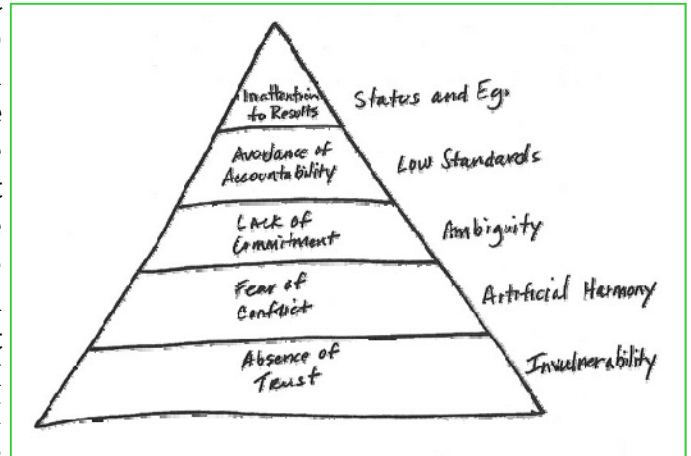
*"In order that people may be happy in their work, these three things are needed: They must be fit for it, They must not do too much of it, And they must have a sense of success in it!"*

*John Ruskin*

# Courage

Submitted by Scott Jones, RPM

In the recent past, the Regional Property Managers, along with the Department Heads, RVP's and Prestige Partners all met in Traverse City to partake in the annual retreat. This year we spent most of our time focused on Team Building, and the first dysfunction (Absence of Trust) from the book we all study for Leadership Class: "The Five Dysfunctions of a Team". This is the first, and in my opinion most important step to building a highly effective team. Sound easy? Well it's not! Simple maybe, but definitely not easy. Without trust it is nearly impossible to feel comfortable or courageous enough to hold one another accountable in the workplace. We must learn to allow ourselves to be vulnerable at times! Accountability in my perception is not "busting" someone nor is it about getting one another into trouble. This is a common misconception, I think. I have learned that to hold someone accountable is actually one of the most caring things we can do for one another. If I care about results, and I care about you, am I not obligated to say something when I see something gone awry? If I truly care, then I will find a way to muster up the courage to say something. This can be very uncomfortable for some people especially when a conflict may arise in the discussion. I've never really been the type of person to avoid conflict, because I feel that conflict is a very important part of working together. There is absolutely nothing wrong with a healthy debate! If we work in an environment where we may openly share our thoughts, feelings and hold each other to a higher standard without animosity, then the whole team wins and our production will increase for certain. I recently read some interesting points on Courage that I would like to summarize and share with you. Without a little courage, it would be virtually impossible to move forward as individuals, nor as a company.



**COURAGE:** We all have two selves - an ego self, which is our social self, and a spirited self which is our real self. Our real self will do and say courageous things because it is driven by feelings of self-confidence, self-belief and authenticity. The ego self will do and say things that are defensive and self-protective because our ego is driven by feelings of insecurity. So when you are just being the real you, you will automatically behave with courage. We only lack courage when we are trying to be someone we are not, trying to please others, trying to be the person others want us to be.

The fascinating thing is that, given a choice, we would all prefer to be our real self. We crave the freedom to do and say the things that we believe in, speak about the ideas we have, share our perspectives and express our feelings and opinions because there is nothing more empowering than just being who we are. It is the ultimate form of self esteem. So why do so many of us in the corporate environment not do this? Why do so many teams and individuals flee to their egos for protection?

Mostly because so many companies create an environment and culture that does not support courage and authenticity. In many organizations employees consider it unsafe to be open and honest; they fear repercussions for challenging the viewpoint of others; they feel safer hiding their true talent and insights than courageously confronting something that is not working. Good news everyone, Prestige is not one of those companies!

So here's the deal with spirited high performing teams. These teams purposefully foster and cultivate courage. They are not prepared to 'speak with forked tongue.' They see lip service as being a coward's way out. They tell it like they see it and handle the consequences. And they do this in a manner that demonstrates mutual trust and respect. And as a result they are able to negotiate the best deals, come to the best solutions and deliver the best results.



How do high performing teams foster courage?

1. Their first act of courage is to speak openly about courage in their team. Teams that have spirit actually set aside time to talk about the issue of courage. They make the conscious choice to do and say courageous things instead of resorting to bluster and pretense.
2. They continuously speak about their vision to each other, to the point where they are obsessed with their shared vision of greatness. The intense desire to achieve this dream gives them the courage to do everything in their power to achieve this.
3. They create strong relationships and genuine connections with their team members by being genuine and real. Knowing that their team mates 'have their back' and will never throw them under the bus, gives them great courage.
4. They attend self development programs, or hire a life coach to continuously strengthen their true self and enhance their self-confidence.
5. They build being courageous and real into the meeting holding process:
  - \* The way they give each other feedback
  - \* Not allowing an unaddressed elephant in the room
  - \* Encouraging confrontation, challenge and spirited dialogue
  - \* Decisions are only taken if they are based on diverse perspectives
6. They challenge any member of the team who appears to have a hidden agenda or is behaving in self-serving way



## Love & Logic

Submitted by Jennifer Allen, V.P.

I got home from work the other day, and my seven year old, who normally runs up to me full of hugs when I get home, was nowhere to be found. After zeroing in on his location – hiding behind the locked door of my bedroom – I sat down on the floor with him for the usual chat about his day at school. He knew it hadn't been a good day, and was nervous about telling me what happened. The long and short was that he spent recess in RTC (the Responsible Thinking Center – our school's alternative to a big time out) after kicking one of his buddies while he was on the ground during recess. Maintaining my calm, I asked him to tell me what happened, and he proceeded to provide a physical reenactment of the events, with me lying on the ground acting the part of his buddy. Once I understood what happened, it really wasn't as horrible as it first seemed, but unacceptable, nonetheless. He knew I would be upset about the choices he'd made, but what was important for me was to make sure he felt remorse on his own accord for the choices he'd made. So armed with my "thinking words," we discussed the consequences of his decisions, and developed a plan on how to better handle this type of situation next time – in this case, it was as simple as using his hands next time, instead of his feet.

There are hundreds of parenting philosophies out there, but the one I adopted years ago is called Love and Logic. The basic premise behind the Love and Logic philosophy is to allow your children to make mistakes, and learn from them. By discovering the lessons, repercussions, or results of their actions or decisions on their own, the impact becomes much more forceful and ingrained. Rather than yelling, or telling your children about how their actions impacted you, why not empathize with them instead about how the consequences of their actions really hurt them the most. The result simply forces the children to take more responsibility and accountability, because they come to inherently learn from the choices they make.

Have you ever thought about the close relationship between parenting skills and leadership skills? As I adopted this parenting style, I couldn't help but draw parallels to my work environment. I have always had a tendency to be quick to decide, or quick to offer suggestions, opinions or solutions. But as I began to see the similarities between parenting and managing, I came to discover that I might be doing a disservice to my teams by making the choices for them, and not letting them learn and grow from those decisions and consequences – it was necessary to developing accountability.

As an example, those who know me well in Financial Services know that late mortgage payments are a sensitive topic for me. But I've never yelled or reprimanded people when this happens. My goal is to instead allow them to feel the consequences and become accountable, and for them to be responsible for finding solutions.

I could call the lender, beg for forgiveness and the waiver of late fees, or deal with the situation however necessary myself. But I don't. The best way to learn never to pay a mortgage late again, is to have to deal with the situation personally - which is why the person responsible for the payment makes the phone call, and assumes the full responsibility for making every effort to rectify the situation. In this case, paying the mortgage late is a mistake, not a conscious decision, but taking responsibility and accountability works in either situation, and as a result, we have yet to have someone pay a mortgage late twice.

Another opportunity to put this model into action happens every time someone on one of my teams comes to me with a question on how to handle a situation. Sure, I've got an opinion, and many times I just offer it straight up. But the better course of action to help them learn, grow and develop is simply to put the responsibility back on them – well, what do you suggest we do? There's a fine line here – there may be a fatal error in someone's logic that you really should point out or discuss, but allowing them to think and take ownership and responsibility for the plan of action results in more investment in the outcome on their end.

Management doesn't have to be rocket science, and neither should parenting, for that matter. By keeping this simple concept in mind, we can all help each other become stronger, more confident and accountable members of this KMG Prestige Team.

## Renters Insurance...a personal story

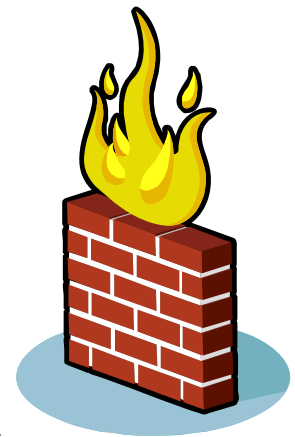
Submitted by Sunday Quinn, Crosswinds Manor/Pine Knoll

In our industry we talk about renters insurance, and even have our residents sign a Notice and Acknowledgement Regarding Renter's Insurance form, but I wonder how many of us are renters ourselves, and do we have it?

My family and I rent a home and up until about 6 months ago we did not have renter's insurance. There had been quite a few fires in town, almost all total losses and we talked about it but did not get it. Then my insurance rates on my car went up, and one of the ways they said I could save money was to have a renter's policy. So we did. A small amount to pay for \$25,000 in coverage. I remember telling the agent; sure I will never pay that much into it and will never use it anyways.

April 21, 2010, while at my parent's house, which is a couple houses away from ours, we heard sirens. I happened to look out the window and saw they were in front of my house. It was our garage, David's "Man Cave".

After the fire was out, the chief asked if we owned or rent, I stated rent. He then asked if we carried Renter's Insurance, I stated Yes, to which he replied, **"THANK YOU"**.





Our garage while structurally sound will have to be rebuilt because of the intensity of the fire and amount of time it burnt before it went through the roof. There is not one item in the garage that is salvageable.

Then next day we went and filed a claim with our insurance company. When asked for a rough estimate for the loss I stated \$3000, wow, was I ever off!

I learned a few hard lessons with this, and thankfully it was only the garage. Do you know what you have, how old it is, or how much you paid for it? Can you list every CD, DVD, or game system game you own? Do you have enough coverage?

I guess the whole point of me writing and submitting this is to encourage not only our residents, but those of us who rent ourselves to obtain renter's insurance. IT IS GREAT take inventory of your belongings, whether it will be video or still photos and give it to a relative. Because if you should have to turn in a claim, are you going to remember what was in every closet or your kitchen cabinets?

Within 24 hours of our fire, a property our company manages had a fire. NOT ONE of the resident's had renter's insurance. They are now having a hard time finding a place to stay, and will not be able to easily replace their items. It is tough to pay that extra money every month for Renter's Insurance, but its worth it for peace of mind. You never know when you might need it.

For more information on how KMG Prestige can help your team members and residents understand the need for renter's insurance visit Prestige Web and search *Renter's Insurance*.

## Who Could You Be Helping?

Submitted by Jennifer Phillips, MIS Computer Support



When I was 14 years old, I was diagnosed with Cirrhosis of the Liver, due to Alpha-1 Antitrypsin Deficiency, and an unrelated condition, Cystic Fibrosis. (If you want to know more about both of these conditions, feel free to check out <http://www.alpha1.org> and <http://www.cff.org>)

At the time of the diagnoses, I was placed on a handful of medications to slow the decline of my health. These medications were not cures for my problems, but rather band-aids for the effects of each. My health, post-medication, maintained quite well for many years. While in college, I experienced a few flare-ups of my conditions and it seemed the older I got, the more difficult and regular these became. Finally, in early 2009, my Hepatologist decided it was time for me to get listed on the liver transplant list due to the further development of problems. (Hepatology is the branch of medicine that incorporates the study of liver, gallbladder, biliary tree and pancreas as well as management of their disorders.) On my wedding anniversary in mid-June, I was officially listed with the governing agencies for a transplant and I took leave from KMG until my health was stabilized.

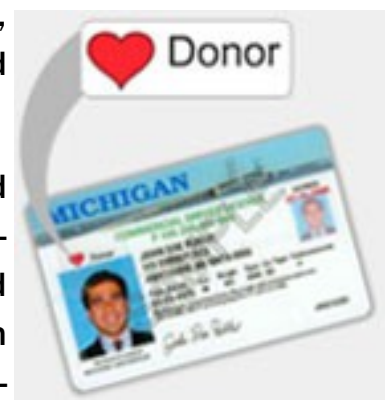
Thankfully, I received a call less than two months after being listed and I had my liver transplant on July 29, 2009. After eight months off of work with complications and lots of healing, I returned to work on April 1<sup>st</sup>.

With my good health, and my reinvigorated zest for life, I've decided I want to do more by helping promote the Gift of Life Campaign. I wish to assist others in receiving their own gifts. One organ donor can save the lives of up to eight people, and those who give tissue can improve the quality of life for up to 50 sick or injured people.

Organ donation involves the recovery of lungs, kidneys, heart, liver, pancreas and sometimes intestines for transplantation to severely ill patients on the waiting list. Tissue donation can include corneas, bone, skin, heart valves, blood vessels, ligaments, tendons and other soft tissue. Any age person can donate and there is no cost to your family for your donation.

Michigan ranks 42<sup>nd</sup> nationwide in the percentage of registered drivers who have officially expressed their wish to someday become organ, eye and tissue donors. Only 24% of Michigan licensed drivers have signed the registry. If Michigan added one million names to the state's confidential database, this would bring Michigan in line with the national average of 39 percent. On average, 17 Michigan patients receive an organ transplant each week but, 18 people die every day in the U.S. waiting for an organ transplant.

Last year in Michigan, 288 people donated organs – not nearly enough to meet the need. In fact More than 105,000 are on the national waiting list for organs.





Part of the reason Michigan lags behind other states: Most residents aren't aware that signing the back of a Michigan driver's license or state ID isn't enough to be a donor anymore. The new policy came into effect in 2007.

In order to get on the new registry list, you can either contact the Gift of Life Michigan by calling 800.482.4881 or by signing up via the internet at:

[http://www.giftoflifemichigan.org/become\\_a\\_donor/](http://www.giftoflifemichigan.org/become_a_donor/)

You can also sign up through Michigan.gov at:

<https://services.sos.state.mi.us/OrganDonor/Registry.aspx>

If you choose to donate through the Gift of Life, make sure you let them know you heard about organ donation through your company, KMG Prestige. (The company could get recognized if enough people sign up!)

After joining the Michigan Organ Donor Registry, a red heart logo will be placed on your driver's license or state ID, indicating your wish to someday be a donor. Possibly the most important part about becoming a donor may be this: even if you have a red heart on your license, if you do not discuss your wishes with your family, you may not become a donor. Your family must comply with your wishes when the time comes, so please, talk with your family, let them know you want to help, and see if they would like to become donors as well.

There are so many people out there who need these precious gifts. In 2009, the generosity of Michigan organ donors resulted in 862 transplants and saved hundreds of lives. Transplants so far in 2010 total 189. There were 2,936 people as of April 1, 2010 waiting for a transplant in Michigan.

My donor's name was Mary and she was 53 years old. She signed up to be an organ donor 21 days before she passed. I speak to her daughter and have told her numerous times how grateful I am for their decision. There isn't a day that goes by I don't think of the loss they experienced, but their loss has meant so much to many others, and her daughter says it makes the loss a little less difficult. (Although I have communicated with my donor family, this is not mandatory. Both parties must agree to share information before there is direct contact.) I am a new person, with a new lease on life and I have Mary to thank. One day, someone you know might need a transplant, and who will they be able to thank?



## “Today I will judge nothing that occurs...”

Jeffrey Schaeffer, VP

Hopefully you read Scott Jones’ (page 3) article about the importance of building trust in this issue of the Prestige Press. I recently was told a story that I want to share with you that highlights how subtle (and not so subtle) carelessly expressed comments can do damage to others.

Some of you attended our company sponsored leasing seminars in April with consultant, Kathy Banker. We had a new manager attend during her first few days with us. She was excited about the possibility and looking forward to meeting others and getting to know more about her new company.

The following Monday, the new manager’s Regional Manager was visiting her and asked about the leasing seminar. To her surprise, the new manager burst into tears and began sharing her thoughts and feelings. It went something like this. “What have I done? I left a good job to work for a terrible company and a supervisor who is incompetent and a terrible person!” She agonized over her decision to join us, and to stay with us for an entire weekend.

So how did this happen? While in the restroom, she had a casual conversation with another manager in attendance who asked her who her RPM was. When told, this long-term manager said, “They are the worst Regional I have ever seen. I had to transfer away. This RPM should have been fired years ago.”

A bit later during small group discussions, to this manager’s dismay, instead of concentrating on the assignment, her group spent the time complaining about the company. Later while standing on the buffet line, another manager asked her where she worked. “Is that an RD property?” he asked. “RD is so disorganized and terrible to work for.”

Being new to our organization, this manager took in all of this “emotional poison” sent her way during this seminar and assumed that she had made a huge mistake coming to work for us. Talk about damaging trust! How irresponsible and unfair for people who probably never gave these negative opinions another thought to create such drama and internal conflict for another person who took their negativity very seriously.



We say in orientation that there are two types of people in this world – those that lift others up, and those that bring others down. Why do unhappy people feel such need to share their gossip and biased perceptions so freely and thoughtlessly with others?

If you are unhappy with your job or the people you work with, we have a solution for you. It is one in which you can do the right thing, take ownership for your situation, and hold yourself and others accountable to attempt to make it right. It is called the open door policy. If you have questions or concerns about your working situation, have the courage to talk with someone who can do something about it. It can be an immediate supervisor or anyone in the organization you feel comfortable with up to and including the President of our company. We will then attempt to come to a workable solution. You'll feel better just having done something positively to manage your situation.

Complaining to co-workers is not going to fix your issues, and in this case caused a rift in trust and needless suffering in another human being. If you have something negative to share, share it appropriately, not through mindless, vicious gossip.

It is important that we all think before we blurt out the endless and negative conversation happening in our minds. Negativity of thought is a habit. So is thinking positively. Recognize that when you are negative, you are not in your most effective state of mind. Those are the times to recognize your inferior state and work hard to do no damage to others. Become more consciously aware of what you are thinking and how those thoughts make you feel. You will then notice negative thoughts forming and stop them before you speak them. Mastering this skill will make you feel so much better about yourself.

One phrase that helps me keep my perspective is, "Today I will judge nothing that occurs." Here at Prestige, we are building a culture of caring, kindness, and compassion. Try your best to judge less, and realize that your perception is just that – your perception. It is not the truth, only the truth as you think it. You will be happier if you do this, guaranteed.

Remember, it is never too late to become the person you always wanted to be. *Think about it...*



## Relay for Life Oak Park Winning the War Against Cancer

*Submitted by Annette Bailey,  
Virginia Park Meadows and Melrose Square*

It is with great pride and honor that I am announcing that I have signed up to be a captain for the Relay of Life Cancer Walk of Oak Park, MI. In some way or another all of us have been impacted by cancer be it a family member or friend or maybe even ourselves. My father, Irvin Bailey, lost his battle with cancer in 1979 and I recently lost my beloved niece, Clara, in September of 2009. However, God is good and cancer does not always result in death. I have a sister, Delores, who is a cancer survivor and it is for them and all others that have had their lives affected by cancer that I am walking. We want more tears of joy in our lives instead of tears of sorrow. We want to celebrate more birthdays and attend less home going services. A cure has to be found and to do this it take funds, which brings me to announce that KMG Prestige has most graciously become a sponsor, and for that I am so thankful. I put out the call and KMG stepped right up to the plate. I must say that it is wonderful to work for a company that supports your endeavors and for such a worthy cause.

My team is called "God's Stepping Angels" and every step I take as well as my team members is to step out cancer. I truly believe miracles will happen on that day and many days to follow. The walk is June 5, 2010 and will continue into the next morning. Come out if you can and be a part of this wonderful event.

Please go to the website  
[www.relayforlife.org/oakparkmi](http://www.relayforlife.org/oakparkmi)  
and see all the wonderful events that will take place.

## Prestige Safety Incentive Program 2010

We are excited to announce the beginning of the 2010 Safety Incentive Program ~ Safety Pays. This program will run from 6/1/2010 to 3/1/2011. All site staff is eligible to participate, with the exception of property managers and regional property managers. It is the commitment to safety of the entire team that will generate success. Each team member has the opportunity to create a safer, happier community. It is everyone's responsibility to create safe communities!



All current community teams in the Prestige portfolio will be entered into monthly prize drawings. One community will win each month; each team member of that community will win a prize with a maximum of \$50 value per member or \$500 value per community.





There will also be an annual prize drawing. The entries for this drawing will be chosen from an accumulation of monthly eligible teams. Each community team has the opportunity to be entered into the annual drawing up to a maximum of 10 times.

There will also be a bonus monthly drawing for individuals. Each team member has the opportunity to submit a safety improvement solution monthly. For every solution submitted, that person will be entered into the drawing for that month. The solution should be based on a real problem that exists with a viable solution to resolve the matter. Specific examples are mandatory. What is happening at your property and how are you creatively resolving the issue before it becomes a problem? We want to hear from you; those who know how to resolve matters before they become a hazard. Put your thinking caps on and email to

[safetysolution@kmgprestige.com](mailto:safetysolution@kmgprestige.com).

All entries will be considered for the bonus drawing. However, in order to win, your team must be aware of, adhere to and be current on all site safety requirements. The reasons for disqualification from the monthly drawings are team member and resident injuries that could have been avoided, as well as incomplete and untimely return of annual Safety Inspection Reports, Incident Reports and Snow Logs. Risk Management will make the final determination for eligibility.

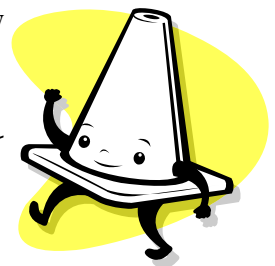
The monthly prize winners will be announced on Prestige Web on the 1<sup>st</sup> of the following month.

The 2010 Prestige Safety Incentive Program has been co-sponsored by our Workers' Compensation carrier, Amerisure Insurance Companies. If you have any questions, contact Amy Howard at [amy.howard@kmgprestige.com](mailto:amy.howard@kmgprestige.com) or (989) 400-4816.

\* \* \* \* \*

**How to qualify for the drawings:**

- \* Monthly drawings – All communities qualify as long as currently managed by Prestige.
  - \* 1 community to win, all site staff at that community will receive prize.
- \* All properties entered into the monthly will be entered into the annual drawing automatically.



**Bonus Monthly Drawing**

- \* Every person submitting a safety solution will be entered into drawing- 1 per month.

**Disqualifications:**

- \* Team Member injury that could have been avoided
- \* Resident injury that could have been avoided
- \* Not turning in Safety Inspection report, incident reports and/or snow logs.

# HAPPY ANNIVERSARY!



We appreciate your contribution toward helping us become the best, most respected property management company in the industry.

Thank you for all of the hard work you do!

Congratulations to the following individuals on their Anniversary!

<b>NAM</b>	<b># OF YEARS</b>	<b>NAME</b>	<b># OF YEARS</b>	<b>NAME</b>	<b># OF YEARS</b>
CALLIE ALLEN	7	SARAH TAYLOR	1	JAMES HRAMIEC	1
DAVID AMLOTTE	29	MARY ANN THAYER	7	STEPHANIE KAMOR	1
LISA BASSETT	1	ANN TROUTMAN	5	RACHAEL KREN	5
SINJIN BELANGER	3	CHARLES WIEGAND	1	PAMELA PARK	4
CEIJAE BOGGS	4	TRACI WIEGAND	1	MICHAEL SCHMIDT	1
JAMES CLARK	4	CINDY WILKES	4	KENNETH SIDES	1
VICKY COPPLER	9	ANNE DANOSKY	3	SHELLY SMALL	1
BRUCE CREMEANS	1	STEPHANIE WALKER	4	DEBRA SMITH	3
PAUL DEMINK	3	KARL HANSEN	9	BONNIE TARMAN	1
KEITH DEVITA	4	JAMIE HOFFMAN	1	ANN VALDERAS	1
VIRGINIA FLEURY	3	PAT PHILLIPS	11	JEFFREY WELDON	7
NEVA HALL	3	COLLEEN READ	5	ERNEST HENDERSHOTT	6
CHIMERE HOLTON	4	BETH REICHERT	7	MICHELE KELLY	2
TONYA BLACK	8	JOSEPH TANDY	17		
MICHAEL HUDSON	11	KATHRYN L STALTER	11		
JESSICA JOHNSON	6	DENNIS BENNETT	4		
RICHARD KIMMEL	1	JEREMIE FERRIS	1		
KIMBERLY LANDALE	2	RONALD FULCHER	5		
DESIREE SLATER	3	MICHAEL HALL	4		
JOSEPH STALTER	1	MARK HOWARD	5		



## Apple Cake

Submitted by Deborah Peters, Kiwanis



### What you need:

- 1 can apple pie filling
- 2 c. flour
- 1 1/2 t. baking soda
- 2 eggs
- 2/3 c. canola oil (or your choice)
- 1 c. sugar
- 1 t. salt
- 1 t. vanilla
- 1/2 c. nuts (optional)

### Make it:

MIX cake directly in 9 x 13 baking dish.

SPREAD apple pie filling on bottom of pan. Sprinkle flour, sugar, soda, and salt over filling and mix.

POUR eggs (lightly beaten), vanilla, oil and nuts over top and mix pan evenly.

BAKE at 350 for 40-50 minutes.

## MAINTENANCE TIP

Provided by [HowToDoThings.com](http://HowToDoThings.com)

To keep a washing machine sanitized, it is important to regularly keep it clean and maintain its cleanliness. Here are the steps to sanitize a washing machine, starting from the cleaning process:

1. Clean the basin of the washer using a spray cleaner with paper towels and rags.
2. Run several water cycles to completely clean and sanitize the washing machine basin.
  - a. Fill the washing machine with hot water set at the largest load setting.
  - b. If the machine has rust, add 2 cups of lime or lemon juice in the hot water.
  - c. If the machine has odor problems add 2 cups of vinegar to the hot water.
  - d. If the washing machine has rust and odor concerns, run one cycle with each solution.
  - e. Let the washing machine run through a cycle of wash and rinse.
  - f. Fill the washer with hot water for a second time, set at the largest load setting.
  - g. To remove the stains, add 2 cups of bleach to the hot water.
  - h. Run a complete wash and rinse cycle in the washer.
  - i. Once all the stains are removed, run one more cycle with just plain water to rinse out remaining residue in the washer.
3. Thoroughly clean the fabric softener and bleach dispensers.
  - Remove the fabric softener and bleach dispensers.
  - Soak the dispensers in warm water long enough to loosen residue build-up.
  - Spray the dispensers with spray cleaner and use paper towels to wipe out dirt remaining.
  - Use cotton buds to remove dirt from small areas and corners.
  - Air-dry the dispensers.
  - Put back the dispensers.

## Prestige Web Updates—4/15/10 thru 5/12/10

### Forms, Policy & Procedure

[Section 236 Fact Sheet](#)

[Below Market Interest Rate \(BMIR\) Fact Sheet](#)

[Rental Assistance Payments \(RAP\) Fact Sheet](#)

[Rent Supplement Fact Sheet](#)

[Project Based Section 8 Fact Sheet](#)

HUD Fact Sheet

[Resident Confirmation.RD](#)

Resident confirmation of receipt of HUD Handouts (for use by RD financed developments only)

[Resident Confirmation](#)

[LA 121](#)

Pet Addendum for use at elderly and disabled properties with HUD Section 8.

[LA 121.RD](#)

Pet Addendum for use at elderly and disabled properties. For use at properties financed by RURAL DEVELOPMENT with HUD Section 8.

[Affidavit of Student Status - HUD](#)

[KMGF 203](#)

Affidavit of Student Status Tax Credit

[HUD Fact Sheet](#)

[Lease Agreement - HUD Section 8 \(Rural Development Financed\)](#)

For use at properties with HUD Section 8 that are financed by RURAL DEVELOPMENT

[Applying for HUD Assistance \(Fraud\) Brochure](#)

[HUD Resident Rights Responsibilities](#)

[EIV and You Brochure](#)

[Section 202/162 \(PAC & PRAC\) Fact Sheet](#)

[Manager Daily Task List](#)

[Fee Based Management](#)

[Links for Workbooks](#)

[Lease Agreement - Rural Development](#)

This is the Michigan Rural Development Council Lease Agreement for use at Rural Development financed communities. This Lease is updated annually to reflect the correct EHO logotypes, and incorporate any Rural Development changes. The lease posted will expire on 12/31/2010. NOTE: Rural Development financed properties with HUD Section 8 MUST use the HUD Section 8 Lease Agreement.

[Rental Application](#)

For use properties financed affiliated with HUD, MSHDA and LIHTC. Updated 2/8/2010.

[Rental Application - RD](#)

For use at Rural Development financed properties. Form updated 2/18/2010.

[Cooperative Development Program](#)

[Status Update Report](#)

[Site Tour Curb Appeal Checklist](#)

[Prestige Office Set Up](#)

[Special Claims Policy](#)

Effective 4/30/2010. For use by communities with Section 8, Section 202/8, Section 202 PAC, Section 202 PRAC, and Section 811 PRAC units.

[HUD Forms & Policy](#)

[Site Special Claims for Vacancy](#)

[Site Special Claims for Unpaid Rent and Tenant Damages](#)



**NEW TO  
PRESTIGE  
WEB**



### [KMGF 100](#)

MSHDA Checklist

### [Section E - Finance](#)

Section E of the Policy and Procedures Manual.

### [LA 111](#)

Pet Policy for use at all properties EXCEPT those financed by Rural Development & HUD. Updated 8/2009.

### [Pet Policy](#)

The Pet Policy has been updated to be in compliance with all HUD regulations - 5/2010.

### [LA 111 HUD](#)

Pet Policy for use at HUD financed developments

### [Replacement Reserve Checklist- Site Managers](#)

### [2011 Budget Timeline](#)

This is a timeline of due dates for completing the necessary items required for the budget submission.

### [Budget Preparation Procedure](#)

## Computer Support

### [Polycom Phone: Remote Office Setup](#)

This is a step by step word document is only to be used for remote/home office setups.

### [Polycom Phone Reboot Guide](#)

Step by step visual guide for rebooting Polycom phones.

## Payroll & Benefits

### [Employee Guide](#)

The Employee Guide (Handbook) was last updated on 7/1/07.

## Risk Management

### [Safety Notes for May 2010](#)

Please look in Related Contents at the end of this announcement for the link to the May 2010 issue of Safety Notes, Titled Grilling Tips.

### [Safety Notes for May 2010](#)

Grilling Tips

### [2010 Safety Inspection Reports](#)

The reports have been generated and emailed to each property.

### [Bed Bug WEBINAR by Attorney, Michael Crow](#)



*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](mailto:megan.hall@kmgprestige.com)

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