



Teamwork

Submitted by Paul Spencer, President and CEO

This year many of the articles that I will write for the Prestige Press will be dedicated to reinforcing our mission and values as well as our leadership role model traits. I hope that you find them helpful. "We teach, encourage, and model teamwork and tolerance." This is one of our core values and we discussed tolerance in my last article.

At each orientation Jeff and I mention the importance of team fit and how sometimes the most skilled team members are the ones that harm the team most. My favorite example is Terrell Owens, who is acknowledged to be the very best receiver in football over the last 10 years, yet each team he has played for has performed more poorly with his arrival. How can that possibly be? It can be that way because team fit is that important. You would think that grown men making millions of dollars per year could put their petty differences behind them and concentrate on the greater good of the team, but teamwork isn't a function of how much we are paid. It is a function of our willingness and ability to work with others for the benefit of everybody.

I am not an avid soccer fan, but I have followed the events at this year's World Cup. Team France is loaded with professional superstars, one of the most talented teams at the World Cup. If they were so talented, then how did they get bounced in the first round? They failed to work as a team. The team constantly complained about the coach and blamed others for poor results on the field. One player was sent home for cursing out the coach, the rest of the team sat out practices in protest and the coach embarrassed his team, his country and himself by refusing to shake the hand of the South African coach after South Africa beat them in their last game. Instead of flying in first-class luxury on an Airbus A380, like how it arrived to South Africa, the French team was ushered out of the country on a no-frills charter flight.

Don't get me wrong, there is plenty of room for superstars at every position on our team. True superstars inspire others around them to perform at a higher level by their own example. True superstars offer to help their team mates as they are learning their new responsibilities. True superstars are positive and supportive.

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Kelly Green named to Urban Farming Board of Directors



I was blessed to have Kelly Green reach out to me earlier this year with an email that expressed a great deal of passion and vision about the idea of Urban Farming planting gardens with KMG Prestige. Her enthusiasm was compelling and soon after, I met with Kelly and Paul Spencer in what turned out to be an important and exciting first meeting. Since then, I have come to know Kelly's story more and am so pleased that she is now serving on the Urban Farming Board of Directors. The perseverance and pioneer spirit she has possessed throughout her life are illustrated in her personal life story. She knows what it is like to struggle and to carry on through that struggle to see a triumph. This is a quality that we look for in our Board Members, as it is an important factor to being able to understand the communities that we serve.

Kelly has a wonderful heart and is a visionary. She is also practical and strategic and we are excited to have her as a new member of our Board of Directors. We have now planted our first two gardens with KMG Prestige and we look forward to planting many more! This is the beginning of a road that will help feed and educate many people, and this is all because of Kelly's idea to reach out to Urban Farming earlier this year. I am so thankful that she found us and on behalf of Urban Farming we are proud to have Kelly Green as our new Board Member.

-Taja Sevelle

Founder, Executive Director, Urban Farming



Defining an effective Team

By Kelly Beach, RPM



One of the reasons I enjoy the summer season in our professional industry is because we have the opportunity to “show off” the communities we create. You may think I’m nuts, but I do enjoy inspections: walking as a team, viewing accomplishments and seeing the interactions between team members and residents.

Recently, I had the opportunity to join one of our Team’s during their REAC Inspection. We haven’t received our score yet, but I would guess we did well. I don’t want to talk about the actual inspection though, but rather the interaction that occurred during the inspection.

I drove on-site the morning of the REAC and the Site Manager and Maintenance Team were already hard at work. I walked into the office and was greeted with a very warming smile. Shortly thereafter the inspector showed up and we progressed as planned. We walked all 12 buildings, and inspected 21 of the 100 apartments.

Immediately, I observed a very relaxed atmosphere. Communications were open, honest and kind. As we walked the grounds, the Site-Team recognized every person in the hallways and common areas. Their interactions were genuine and were not part of a facade.

Walking the buildings, the Site-Team introduced each resident and guest to the inspector and as the inspection continued, interactions were detailed and courteous. I was able to witness conversations about little league softball games, discussions about a resident’s beautiful home set-up and even the rescue of a birthday balloon from a tree that belonged to 3 year old Alexis.

It was apparent to me that residents enjoyed their neighbors and their community. Residents were sitting out front on their porches having coffee and visiting, beautiful flowers/landscaping were added by residents near their home and residents were out and about just being neighborly.

All that evening I pondered a couple things:

1. What makes this particular community such a wonderful home for 300+ people?
2. How come some teams stay strong in the face of challenges and other teams fall apart?

Ultimately, I think the words [respect & kindness](#) are the key components. When I think about all of the interactions I see between this particular Team and the residents they work with as well as vendors and other team members of Prestige, it all comes down to how they treat people.

Continued from pg 3

Respect – 1) detail. 2) relation. 3) esteem; admiration. 4) proper courtesy.
 Kindness – 1) the state or quality of being kind. 2) a kind act.

Sorry for pulling notes from a dictionary, but these are such simple words I thought it important to remind myself of what they actually mean: [A detailed relationship through proper courtesy and the ability to be kind.](#)

This particular Team exudes respect and kindness. They take the time to listen to their residents, understand their vendor needs, know their owner goals and personally enjoy their work... and it shows!

It was apparent to me that we have “Happy Residents”, Happy Vendors and ultimately, we have a Happy Team as well at this community.

In my 10 year experience, I am very proud to say this kind of community atmosphere exists throughout Prestige. We have many wonderful communities that face challenges everyday and yet strive to overcome those challenges as a team and are **successful** because of the **respect and kindness** they show toward others.

To this particular community I am referencing and all the Prestige teams out there that have created a genuine & caring atmosphere, Thank YOU!

When you're part of a really good “Team”, it shows and everyone can feel it!

Fraser Woods & Urban Farming

Submitted by Connie Mark, Fraser Woods



We had a great turn out of volunteers, residents and staff for the planting of our garden. We have a large garden that is 40 X 40. We planted tomatoes, peppers, cucumbers, collard greens, watermelon, beans, and lettuce. This is a wonderful project for all of the Fraser Woods residents. From the children to our seniors we are all part of this project. We are looking forward to watching the progress and the growing of our garden. We will keep you updated through the summer and fall. Thank you Urban Farming and KMG Prestige for this wonderful opportunity.



Winning the War against Cancer

Relay for Life, Oak Park

Submitted by Annette Bailey, Virginia Park Meadows

The Prestige Press first brought you this story in our May 2010 issue

On June 5th thru the 6th, Oak Park, MI held their first Relay for Life Cancer Walk. I was a team captain and I must tell you this was one of the most rewarding and life changing events that I have ever experienced. The program began with several people telling their personal stories about their bouts with cancer as well as family members they have lost and why they have come out to support the walk. However, cancer does not always result in death and Relay of Life Oak Park celebrated 27 survivors. All survivors received a t-shirt and were served breakfast. The walk started off with all the cancer survivors holding a special banner that was designed for them and they kicked off the walk with the first lap around the track. My sister, Delores is a nineteen year cancer survivor. My father, Irvin Bailey and my niece, Clara-Burton Bailey lost their battle with cancer and it was for them and all others that their life has been impacted by this disease that I walked.



Daughter and friends of Annette

My team, God's Stepping Angels, came in third place and we raised \$1,143. I was so proud of them for their support and all their efforts. The most touching part of the walk was when family members, friends and loved one were honored and remembered with luminary bags. These bags are decorated and lined up on the track at night and each has a candle placed inside of it. All the candles are lit at one time and you reflect on the life of your loved ones. My nephew, Anthony Bailey came from Cleveland, OH to light the bag in memory of his wife, Clara Burton-Bailey. There were tears of sorrow as well as tears of joy for the survivors. Can you image 175 bags, each representing a life, glowing on the track that night? It was so beautiful! Relay for Life Oak Park raised \$15,000 toward a cure for cancer and I am so proud of my team as well as KMG for their contribution to such a worthy cause.



Managing People in 2010 Submitted by Connie Mathes, RVP



One of my resolutions for 2010 is to focus on employee motivation so I was going to share this article at my next manager's meeting. Although it's a simple concept, I challenge you to keep it updated throughout 2010 and watch your team shine!

With the beginning of a new decade comes the optimistic view of a brighter future for our businesses, family, and self. Focus on creating an environment that fosters a positive attitude and watch your employees become more productive.

So how can you create that environment? Follow these 3 easy steps:

1. Focus on catching people doing things "right" instead of only saying something when they make a mistake. When you see someone helping a coworker or going the extra mile for a customer give them praise.
2. Start a "Wins" board. Create a poster board with all the employees names on it, with columns & dates. When someone does a positive thing, mark it on the board. Keep this board visible for all employees to see.
3. Eventually annualize the "Wins." If an employee comes up with an idea that reduces costs, put a value to it and annualize the savings. Then write it on the board, put it in your company newsletter, and send them a "Thank You" card or note.

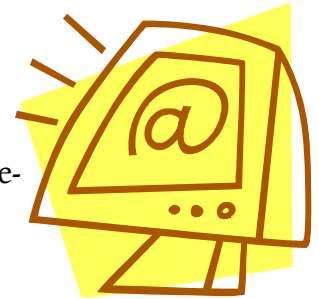
At first it may seem hard to find someone doing things right, mostly because we are not focused on that type of behavior. However, after a couple of days, you will start to see those positive actions more frequently and the attitudes of everyone become more positive.

IMPORTANT:

Do not start a "Wins" board and not keep it up to date. It is demoralizing for your staff.

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The Distraction of Email



A study at the [University of California, Irvine](#), found that people interrupted by e-mail reported significantly increased stress compared with those left to focus. Stress hormones have been shown to reduce short-term memory, said Gary Small, a psychiatrist at the [University of California](#), Los Angeles.

Mr. Nass at Stanford thinks the ultimate risk of heavy technology use is that it diminishes empathy by limiting how much people engage with one another, even in the same room.

Read the article
in its entirety

<http://www.nytimes.com/2010/06/07/technology/07brain.html?pagewanted=1&adxnnl=1&ref=technology&src=me&adxnnlx=1275912080-k4XmAKR663xhRY1TkZ9uEA>

Announcing the 1st Safety Incentive Program winners of 2010.

EMERALD WOODS

Congratulations to Ben DeMink, Laura Rantz, Tovah Steffen, Josh Forney, Mike Campbell, Corey Smith and Wendy Angevine for making the conscious effort to keep their community safe. **EACH** team member will be able to choose between a KMG Prestige embroidered jacket, two KMG Prestige polo shirts or either a \$50 Meijer or Home Depot gift card.

Winners will be selected monthly so make sure you are sending your emails to safetysolutions@kmgprestige.com to get registered!





Dealing with Change

Submitted by Jeffrey Schaeffer, VP

I don't know if you are feeling it personally, but the speed of change at Prestige is definitely approaching another gear as we progress towards our goal of becoming the best, most respected property management company in the industry. Overall advances in technology are making many innovations possible for all of us. The Internet and smart phones are keeping us connected 24/7 which puts any information we want right at our fingertips.

It is commonplace now, that whenever anyone has a question on any subject, someone will pull out their phone, and in a few seconds, recite the answer, no matter how obscure the question. Technology is speeding up our lives and is contributing to continuous and rapid change.

Not everyone embraces change. And the older we get, or the more stubborn we are, the more we tend to resist it. While positive change creates positive benefits, we can certainly feel pain as we navigate through the change process. At the very least, you should know that everyone goes through 4 predictable phases whenever faced with a major change.

The first phase is “denial.” “This change is not going to really affect me or what I do.” Of course that assumption is wrong, and the sooner we become aware that this change is inevitably going to affect us, the quicker we can start going through the other phases towards acceptance and commitment. The way to manage through denial is to provide plenty of information, encourage questions, and be clear on what the change will consist of and how it will specifically affect everyone.

Once we're through denial, the next phase in the cycle is often the hardest one to get past, and that is “resistance.” Resistance can sometimes be characterized by blaming and complaining. It also can trigger self doubts. “What if I can't do it the new way?” “Darn them for making this change. What was wrong with the old way?” Remember that people don't always willingly let go of the old in favor of the new. Even if the old was not ideal, at least it was familiar and comfortable. To manage through resistance we must be patient and keep our eyes on the big picture of what the end in mind will look like when we successfully negotiate this change. Don't judge people's reactions, just listen and reassure them that we can get through this together.

The third phase is “exploration.” People begin to cross over from their internal self-concerns toward a focus on what is possible for the group. A new burst of energy and enthusiasm is created. To help people with this phase, remain focused on priorities and continue to brainstorm and communicate. By encouraging ownership and celebrating small successes we can help people move on to the last phase of the change, “commitment.” When we comfortably commit to the new way of doing things, uh oh, then we are in position to start focusing on the next change.



So what's changing at Prestige? Here is just a small sampling of what's in the works.

Onesite, which is an excellent upgrade from Powersite, has been a huge on-going change for us. Which phase of the change cycle are you in with our new software? Rest assured that it is ultimately going to provide us with a much better, and yes, easier process.

We also have a new site manager development program. Check it out on Prestige Web. Look first at the Mentor workbook and you will see what we are now teaching new managers. The expectation is that all of this information will be covered in the new manager's first 90 days. The goal is to give them a starting point and awareness of what they are going to master over time. We have a lot of positive plans for maintenance personnel. We have long had an apartment turn module on Prestige Web which can help you understand the best, most efficient ways to turn an apartment. We are also planning a multiple day leadership conference for a select group of maintenance supervisors. Prestige Maintenance Tech is an online technical skills maintenance training process that we also encourage people to take advantage of. There is a wealth of technical information available to you.

We are doing trainings differently than in the past. We are in the final stages of preparing a training calendar for Prestige Web in conjunction with the various apartment associations throughout the state of Michigan so we can take advantage of external and affordable training classes in all regions. There is training for everyone to enhance his/her skills. They are well prepared, professionally presented, and you get a chance to interact with team members from other property management companies. Check it out on Prestige Web.

We are also working on a new and improved web-based time entry process for reporting payroll. Everyone in the company now has a username and a password and will be expected to enter their own time in and time out on the computer. We haven't started testing yet, but we anticipate that we will go through the phases of change when we roll this new process out. We are confident that we will also work through it just fine. Not only will you have a new skill at the end, but we think you will be very glad that you will ultimately be able to keep track of your own PTO, accumulated hours, benefits information, and other statistics at your convenience.

This is just the tip of the "change iceberg." Make friends with change. Remember that change is mandatory, growth is optional. We need you to grow. Be open to learn just how resilient and competent you can become. We don't expect perfection, just do your best. You have nothing to lose but some old fears and self doubts. Think about it...

"Change is inevitable—except from a vending machine" Robert Gallagher

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
KLAYTON BENBOW	3	CLARICE FURGERSON	13	SHAUNA CLARK	4
RAYMOND C EDEL	12	THOMAS TERRYN	7	RONALD CLOUD	4
JAMES MASON	1	LISA INGRAM	3	DENNIS HULBURT	3
ANGIE MOST	1	DEAN SALVA	4	MORGAN GONZALES	1
KAREN PERRY	1	LISA NICHOLS	16	DENNIS KELLER	1
PAUL PIETRASZEWSKI	3	DUSTIN NICHOLS	1	DOUGLAS NORRIS	1
PHILLIP WATERS	4	LAURIE HATTIS	18	ERNESTO NUMA	3
STEVE JENKS	1	KAREN SNIDER	1	GEROLD COLLIGE	2
DAVID MARTIN	2	DOUG HODSON	1	LAURIE GOSTLIN	2
RUSSELL MATTSON	2	ALICIA HASTY	1	ALBERT TRUAX	22
DENISE SHOWALTER	2	LARON CHAMBERS	1	GENA WELCH	21
CAROLYN WILSKE	1	MARY HALL	1	MICHELE LAMBERIES	2
THOMAS BACKERS	7	MICHAEL JONES	2	JAIME LEAL	17
DANIELLE HARMON	1	MICHAEL VANHOOSIER	1		
JAIMIE EMENHISER	5	AMY OLLILA	3		
GARY DILL	4	GEORGE DEHELIAN	4		
MICHAEL NOWOSAD	10	MARVIN GLOVER	1		
DONALD RETZLOFF	4	AMELIA LAKE	5		
JENNIFER ROUTSAW	1	RUSSELL ROCKENTINE	3		
AUDREY ZELICKMAN	2	HEATHER SETTLES	2		
WILLIAM JAMROS	1	MARY M BAWAL	5		
BRENDA BORST	2	JESSICA BENHAM	1		



Black Bean and Corn Salsa

Ingredients:

- 1 can black beans (drained and rinsed)
- 1 can corn (drained)
- 1 can diced tomatoes
- 1 jar of salsa (any kind you like)
- 2 avocados

Submitted by Jennifer Parsons, Support Center

Drain and Rinse the black beans. Drain the corn. Mix together the salsa, black beans, corn, and tomatoes. Cut the avocados into small pieces and add them to the salsa mixture. Serve with tortilla chips.

MAINTENANCE TIP

Provided by Better Homes and Garden

Block the sun. If you're installing new windows, your best defense against sun is heat-reflecting or low-emissive windows. These windows contain a thin film sealed inside double-pane glass to slow heat absorption in summer and heat loss in winter.

Install film on existing windows. One type of film ~ a window tint ~ absorbs solar radiation; the other ~ a reflective film ~ reflects the sun's rays and is more transparent than the window tint. Install the type best suited to the climate in which you live. Films are left on windows year-round. Both should last at least 10 years.

Insulate your attic. If you live in a climate where summers are hot and winters are mild, also consider installing a radiant barrier ~ a layer of foil to deflect radiant heat. Radiant barriers, however, do not replace the need for other insulation.

Attach awnings. Buy ready-made fabric or aluminum awnings, or build wood awnings that complement your house. Install awnings on east-, south-, and west-facing windows.

Mount outside sunscreens. Block the sun by covering windows that receive direct sunlight with screenings of bamboo wood, fiberglass, or polypropylene.

Hang light-color interior shades. Reflect the sun with shades made with a shiny outer surface. Some fabric shades are backed by light-reflective materials.

Install a whole-house fan. If the humidity in your area isn't too uncomfortable, mount a whole-house fan in the ceiling just below the attic. These fans draw in cool air through open windows at night and push out hot air through attic vents.

Cross-ventilate. Exhaust air any time the temperature outside is cooler than it is inside. Make sure air can come in one open window and leave freely through another.

Prestige Web Updates—5/13/10 thru 6/16/10

Forms, Policy & Procedure

[KMGF 406](#)
 Annuity Income/Asset Verification
[KMGF 405](#)
 IRA/Keogh Asset Verification
[KMGF 404](#)
 401K Asset Verification
[KMGF 403](#)
 Stocks/Bonds/Mutual Funds Asset Verification
[KMGF 400](#)
 Asset Verification
[KMGF 202](#)
 Student Status & Educational Assistance Verification
[Zero Income Verification Checklist](#)
[KMGF 100](#)
 MSHDA Checklist
[KMGF 410](#)
 Whole Life/Universal Life Insurance Verification
[KMGF 502](#)
 Non-Prescription Medication Verification
[KMGF 501](#)
 Child/Dependent Care.Handicap Care Verification
[KMGF 500](#)
 Medical Expense Verification
[KMGF 312](#)
 Military Compensation Income Verification
[KMGF 311](#)
 Child Support. Spousal Support. Alimony.Income Verification
[KMGF 310](#)
 Adoption Assistance Verification
[KMGF 309](#)
 Lottery Winnings Verification
[KMGF 308](#)
 Trust Income Verification
[KMGF 307](#)
 Disability.Workmans Compensation.Severance Pay Income Verification
[KMGF 306](#)
 Unemployment Compensation Verification
[KMGF 305](#)
 Cash Contribution Income Verification
[KMGF 304](#)
 Veterans Administration Benefits Income Verification
[KMGF 303](#)
 Pension Income Verification
[KMGF 300](#)
 Employment/Termination of Employment verification





[KMGF 409](#)

Real Estate Mortgage Verification

[kmgf 408](#)

Real Estate Brokerage Verification

[KMGF 407](#)

Real Estate Value Asset Verification

[ACCT 1001](#)

Check Request. Form Updated 05/10/2010.

[Occupancy Module](#)

This module will assist you in the area of occupancy from the initial phone call to the move-in. Updated 5/19/10.

[EIV Security Awareness Measures](#)

[EIV Policy](#)

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

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

[Enterprise Income Verification \(EIV\)](#)

The purpose of Enterprise Income Verification (EIV) is to assist the HUD, Contract Administrators, owners and their agents in streamlining the income verification process and to help in minimizing the need for the 3rd party verification.

[Comparison Grid - Form](#)

[LA 111 HUD](#)

Pet Policy for use at HUD financed developments. Updated 05/2010.

[Lease Agreement - HUD Section 202](#)

For use at properties with HUD Section 202.

[Apartment Occupancy Agreement Procedure](#)

[Apartment Occupancy Agreement - Form](#)

New Hire Packet Forms. This form updated on 5/28/2010.

[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 05/25/2010. Revision includes: Revision includes: Per HUD notice H10-08, original social security card should be obtained within 90 days.

[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 05/25/2010. Revision includes: Per HUD notice H10-08, original social security card should be obtained within 90 days.

[Resident Selection Criteria](#)

Also referred to as the Tenant Selection Criteria. Updated 05/25/2010.

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

Resident Selection Criteria for Indiana. Updated 5/25/10.

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

Resident Selection Criteria for Ohio. Updated 5/25/2010.

[MSHDA Replacement Reserve Template](#)

Form updated 6/3/2010.

[Active Mentor Development Workbook](#)

The Active Mentor Manager Development Workbook is the trainer/mentors' guidelines to conducting effective training for a new manager. This comprehensive manual is a resource to complete each new manager's 90-day introductory period training and development program so they can become competent sooner with less frustration as they negotiate the learning curve. Updated 6/2/2010.

[Manager Development Workbook](#)

The Manager Development Workbook is the new manager's resource manual and guide to the 90-day introductory period training and development program. It should be worked in daily during this period and all questions, quizzes, and exercises must be completed within the 90-day time period. Upon completion of the program, this manual will serve as an on-going resource for professional development. Updated 6/2/2010

Continued from Forms, Policy & Procedures

[Manager Introductory Period Checklist](#)

[Manager Development System](#) 90 day introductory period training program for all new managers.

[Manager Development Workbook](#)

The Manager Development Workbook is the new manager's resource manual and guide to the 90-day introductory period training and development program. It should be worked in daily during this period and all questions, quizzes, and exercises must be completed within the 90-day time period. Upon completion of the program, this manual will serve as an on-going resource for professional development.

[Manager Introductory Period Checklists](#)

The Manager Introductory Period Checklist is the new Manager's personal development checklist to be kept on the desktop and initialed and dated by the RPM and/or Mentor as topics are discussed. This checklist will be forwarded to Human Resources to be placed in the new Manager's personnel file upon completion.

[Merit Reviews are back!](#)

[External Training Link](#)

Risk Management

[Safety Notes for JUNE 2010](#)

Please look in Related Contents at the end of this announcement for the link to the JUNE 2010 issue of Safety Notes, Titled Firework Safety and National Safety Month.

[Safety Notes for JUNE 2010](#)

Firework Safety and National Safety Month

[Facts about smoke alarms](#)

Smoke alarms are necessary devices in every living area. There are two types of alarms: Photoelectric and Ionization smoke alarms. Within the fire protection and prevention industry, it is recognized that neither sensor type, is universally better at detecting all types of fires. Each sensor operates on a different principle and therefore may respond differently to various conditions. Ionization sensors may respond slightly faster to flaming fires, whereas photoelectric sensors may respond slightly faster to smoldering fires. Both alarms must be tested to the same standard and meeting the same requirements. Since the type of fire can not be predicted, installing both types of alarms can enhance fire safety. Every smoke alarm only has a 10 year life expectancy.

[Facts about smoke alarms](#)

Smoke alarms are necessary, here is a check list of what to do. Two is better than one. Alarms only last for 10 years.

[Michigan Law](#)

[Bed Bug Guide - Spanish](#)

[Bed Bug Guide - Chinese](#)

[Bed Bug Guide - English](#)

[Bed Bug Guides](#)

[Bed Bugs](#)

This page contains links to information regarding Bed Bugs.

[Bed Bug Prevention Guidelines.All Sections](#)

Payroll & Benefits

[Employee Referral Program Procedures](#)

[Training Calendar](#)

[Frequently Asked Payroll/Benefit Questions](#)

This document will help determine when to use specific forms and how to access and complete those forms. Includes timesheet procedures, work related injuries, leaves of absence, W4 questions, status changes, etc..

[Hiring Procedures Module](#)

This module will assist you through the hiring process starting from placing an advertisement, through the job offer. It includes sample questions, screening techniques and links to the employment application and criminal history authorization. Revised 6/21/2010



Computer Support

[Citrix Access Problems - Please Read](#)

For the last couple of Monday morning's Citrix access has been down.

[IT Forms & Procedures](#)

[Rentlinx with Craigslist Helper](#)

Communities currently advertising on Rentlinx now have the option to post to Craigslist.

[Rentlinx Craigslist Helper](#)

[Creating PDF Files](#)

Creating PDF Files using Adobe Acrobat or PDFCreator

[June 2010 - Updates](#)

This is a summary document and might show updates to modules that we are currently not using. - Scheduled for Release on 6/12/2010

[Creating PDFs](#)

A tutorial on creating PDF files - See related content

[OneSite Password Information](#)

See related content

[OneSite Password Information](#)

[Computer Quote](#)

This is our standard computer quote which should be used for all site based PC EXCEPT Library / Resident Equipment. Site Manager, Leasing, Maintenance, Service Coordinators

[Dell Check Request](#)

This is a check request made out to Dell with the proper routing request. Please also select one of the quotes to attach to the Check Request

[Dell Optiplex Tower Office PC](#)

Quote Includes Computer, Monitor, Microsoft Office Software including Word, Excel, PowerPoint and Publisher. Warranty 3 Years On-Site.

[How to Install the Auditing Program](#)

[How to Install the Auditing Program](#)

Instructions on how to install remote auditing program, see related content...

[How to Install Application Installer](#)

[How to Install Application Installer](#)

Downloading and installing Application Installer, see related content...

[Installing Prestige Help on your Desktop](#)

Creating a link to Prestige Help on your Desktop, see related content...

[Installing Prestige Help on your Desktop](#)

[Renaming your PC](#)

Renaming your PC, see related content...

[Renaming your PC](#)

Renaming your PC to a specific convention

[Frequently Asked Payroll/Benefit Questions](#)



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."