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# And The Winner Is....

## Congratulations to the winners of the March/April Focus of the Big 6 Program, Unit Turns!

White Pine Manor	Wood Creek Manor	Tuscan Shores
Bayview	Cranbrook Tower	Sunshine Canyon
Breton Meadows	Village Glen	Emerald Park
Research Park	Fraser Woods	Savannah Trace
Edgewood Village	Walled Lake Villa	White Pines Village

### It's Not All About Keystone

Isn't property management all about people and relationships? It's not all about bricks and mortar.

On June 12<sup>th</sup>, the site support team for Coastal Crossings spent the day working for the manager at the community. It was an awesome example of people getting together to make a difference. Kasha Hillard, the manager of White Pines Village, actually won the award for unit turns, however, she showed a great example in relationship building by giving the day of work provided by the Mt. Pleasant support team to Linda and the residents at Coastal Crossings because "they can use it more".

June 12<sup>th</sup> was a special day. The site support team that spent the day completing numerous tasks at Coastal Crossings was Sandi O'Brien, Susan Anders, Teresa Dood, Brenda Fritz, David Soule, Aaron Anders, and myself.

Sandi spent the day weeding the flowerbeds and I have to tell you; she's like a machine, she doesn't quit. I saw our risk manager, Susan Anders, with an old crummy tee shirt on that I believe had more paint on it than the unit she and her son Aaron painted. Teresa Dood and Brenda Fritz from the accounting department became Tax Credit Gurus and worked tirelessly on the files for Linda. On top of that, Teresa brought lunch for everyone including homemade bread. I didn't know accountants could bake; it must be that Blanchard upbringing. I know you won't believe this, but David Soule actually wore a tool belt and tried to convince us that he could repair light fixtures, toilets and thermostats. You know what, he convinced us and I witnessed him actually sweating from physical labor, WOW!



Thanks to everyone who took time to make the day successful. Not only did our team come together to make a difference, they did not look for anything in return for their days' worth of work. I would also like to thank Linda Hansen, Coastal Crossings manager, for organizing the entire day and Shane Wesaw for all of his help. This will truly be a day to remember.

In all actuality, it really is about Keystone. The kind of people that work here are people who care and that is exactly what this is all about.

Written by: Dave Grinzinger, Regional Property Manager

# Compliance Corner Tips

\*\* Because asset verifications from banks are becoming a little harder to obtain, you can encourage your residents to sign up for on-line banking to help in the recertification process in obtaining asset verifications.

\*\* A picture ID for anyone 18 years of age and older and a birth certificate for anyone under the age of 18 is required to put into a file.

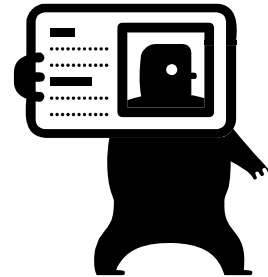
\*\* Within the first twelve months of a move-in, the household composition should not change without your Regional Property Manager's approval. Absolutely no changes with household composition can be made within the first six months of a move-in.

\*\* Live-in care attendants should not be counted as a household member for the purpose of determining income and rent limits. Documentation from a doctor is required indicating that the applicant has a need for a live-in care attendant. ID for a live-in care attendant should be obtained for the file. A criminal report should be generated on live-in care attendants. The live-in care attendant should be noted as such on the application in the list of persons that will occupy the unit. A live-in care attendant should be noted as such and appear on the TIC and the Lease but they do not need to sign either document.

\*\* We are encouraging sites to sign up for The Work Number. If you sign up under the *Social Service Section* there is no fee. Once you have gone to the website of [www.theworknumber.com](http://www.theworknumber.com) click on the Social Service Section then click on the Standard Agreement and be sure to complete all questions. Print out the agreement, attach appropriate documentation and then submit. Many employers are going to this service so this may help us in obtaining verification for files.

\*\* Regarding percentage and building switches in CLASSIC, when someone is moving from one BIN to another, please do a move-out and then a move-in. When someone is lowering in % AND they are staying in the present unit, please do an initial cert. When someone is transferring to another unit within the same BIN AND staying at the same %, please do a unit transfer.

\*\* Please remember you can contact your compliance specialist if you should ever have any questions.



# Lost Money - Found

Take a look at the amount of bad debt write off your property had last year and the amount of your “bad debt” recovery. If you are unhappy with your figures then read on for some suggestions that may just improve your bottom line numbers.

The KMG Legal Department has developed a multi-pronged collection approach that in 2006 resulted in the recovery of over \$200,000 in bad debt. We have the ability to set up and track voluntary payment plans with former residents. If the property has a judgment against a former resident we have the ability to add statutory interest, court costs and track payments on the old accounts. We love to garnish wages, bank accounts and tax returns, which has proven to be very rewarding for our KMG sites. Moreover, when there is no judgment and former residents do not set up voluntary payment plans we have a well established working relationship with a collection agency that understands our business needs. Last year our combined efforts resulted in Golden Crest Apartments recovering over 50% of its bad debt. Here are some hints on our Three Step Road to Collection Recovery:

## ⇒ **STEP ONE: Process the Move-Out**

When a resident vacates their apartment, you should immediately perform the walk through of the apartment to assess damages, if any. If there are substantial damages I would recommend you take photographs, in the event there is litigation. Prepare your Security Deposit Notice as provided for in your accounting procedures manual. If the resident skipped without providing a forwarding address send a copy of the notice to the apartment address and type (or print) on envelope “ADDRESS CORRECTION REQUESTED -DO NOT FORWARD”.

## ⇒ **STEP TWO: Process the Collection Case**

When you mail the notice and the resident owes you more than the security deposit will cover, you should prepare the Collection Case Checklist and fax it to Steve at (989) 953-4873 along with the supporting documents listed on the checklist. The best time to do this is at the same time you send the Notice so you only handle the file once. If the resident responds or objects to the Security Deposit Notice in writing then you need to notify your Regional Manager or the legal department upon receipt of the objection.

## ⇒ **STEP THREE: Stay alert**

It is quite possible that you will run into a former resident, either on the property while visiting friends or observe him or her working at a local store or restaurant. This is an excellent opportunity to gather information. When you learn information that may help us recover bad debt send an E-Mail to [SGANN@MYKMG.NET](mailto:SGANN@MYKMG.NET) and we will use this information to attempt to collect money owed to your property. If you have any questions regarding the collection process, please contact me at 517-272-2900.

Written By: Steven K. Gann

# Great Ideas Go A Long Way!

Mary Welch from Great Lakes Capital Fund visited Silverstone Townhomes and saw that Donna Cox, the manager, came up with a great idea. Donna recently put together a model unit to show at the community. In the basement of the model unit, she set up a game room and in the corner she set up the game Scrabble on a table with “buzz” words on the board! How cute is that? Mary shared this idea with Leah Brewer who in turn is going to add this to her “60 Ideas in 60 Minutes” and use this in her seminars. Donna at Silverstone Townhomes will receive the credit with this great idea. Way to Go Donna!



Stacy Dennis, the manager at T.J. White Pine Manor in Barryton, wanted to prepare welcome baskets to the all new residents moving to the community. On April 17th she decided to go talk to the area merchants about contributing to the baskets. Stacy asked Hanson’s Party Store if they would be willing to put some flyers for White Pine Manor on top of their pizza boxes and in return she would put their flyers in the welcome baskets or whatever they would like to donate in order to advertise their pizza. Greg at Hanson’s Party Store and Stacy talked for a long time and he said, “You know, that is something that we need for the Barryton area, having the community work together and get our name out in the public”. Greg donated some postcards advertising their store and the pizza specials they were running. The next stop was the local bank; Katie, the bank representative, stated that it was an excellent idea and donated ink pens, flashlights, and note pads. Stacy never thought that Barryton merchants would actually do something for White Pine Manor, but to her surprise she had twenty merchants ask if she could come back the next week and pick up more items.



A lot of the area merchants wanted to do something more than just a business card. The local hairdresser stated that it would be fun to prepare bags of popcorn and put a note on them, “Pop on over to Candies Corner to receive a free hair cut”. Stacy even had the auto parts store state that he wanted to do something special and include a free oil change with the welcome baskets. The Barryton Senior Center is donating some home-made hand towels and they are also printing off a calendar each month for Stacy to pass out to the residents. The local insurance company donated mugs with their business card taped to them. Stacy could not believe how much fun it was talking with all the area merchants and is looking forward to visiting with them next week.

# Holding Yourself to a Higher Standard

Have you ever listened to idle conversations about a fellow employee, saying, he has no standards? Or that someone is told that their standards are really low?

Unfortunately, such “assessment” fair or unfair does happen. We sometimes, unfortunately, judge each other by whatever standards that we have. We bring about a yardstick that we use to measure others.

I always thought, I should have better standards. What are standards though, I asked myself? It’s how I measure myself against others. It’s my internal clock mechanism! Do I get things wrong from time to time, you bet! But, I have chosen not to dwell on my failures but to keep going. I wonder who is keeping count. To me, my standards is all I judge myself by.

Here are some of my key points:

- ◆ I have learned to make good decisions, even if its not the easiest or most convenient or profitable.
- ◆ I don’t settle for mediocrity. I am certainly worth more!
- ◆ I ask myself, is this the best I can do?
- ◆ I track my successes, while I make my failures irrelevant. Failure is just feedback that I choose not to dwell on.
- ◆ I focus on priorities, and not everything. If everything is important, then nothing is!
- ◆ I understand that if people don’t have a high standard, it doesn’t mean I should lower mine.
- ◆ I walk my talk, knowing fully well that people see through impos-tors.
- ◆ I don’t aim to be liked. I am, who I am.
- ◆ I try to prepare for things or situations, as not preparing is tantamount to preparing to fail.
- ◆ I hope to leave a legacy, not only when I am gone, but also when I am alive.
- ◆ I like to be a worthy example to others and treat people fair.



# Stress Buster!

## Stress and Your Senses

When we feel stress levels rise, no matter what the cause, we can take action to reduce it by using our five senses. Our five senses consist of: Sight (Visual Sense), Smell (Olfactory Sense), Touch (Tactile Sense), Taste (Gustatory Sense), and Hearing (Auditory Sense).

- \* **Sight** - Surround yourself with images that make you feel relaxed. Use photos of loved ones, greenery or plants. Adorn the walls with posters, or cut out pictures from magazines that make you laugh or feel good. Make sure your surroundings include your favorite colors that lift your spirits. When all else fails, close your eyes and visualize yourself being transported to someplace more calming, such as a beach or park.



- \* **Smell** - Find candles or potpourri with a smell you find either calming or invigorating, depending on your mood. If it is the workplace, make sure you are respectful to those around you who may not appreciate the same scent.

- \* **Touch** - Wear materials that feel soft and comforting, such as silk or cotton. Be ready to address any temperature issue. Keep a sweater at the office if it gets chilly, or a fan if it gets hot. Wash your face with cool or warm water. Use a stress ball, which can help release muscle tension resulting from stress.



- \* **Taste** - Experiment with food, in moderation, but try not to use food as your only source of comfort. Prepare something with lots of colors, textures, and smells. Always eat slowly and mindfully, so that you can appreciate the experience to its fullest. Always try a variety of different flavors (i.e. salty, sweet, spicy) and textures.



- \* **Hearing** - Experience to discover sounds that you find relaxing or recharging. Try listening to CDs of sounds found in nature, such as the ocean, or the wind. These have been found to be very relaxing for many. If you are spiritual, gospel or other religious music can be inspiring. Experiment with different types of music. Note which sounds are energizing or relaxing, and how they can change your mood.





We want to hear from YOU!

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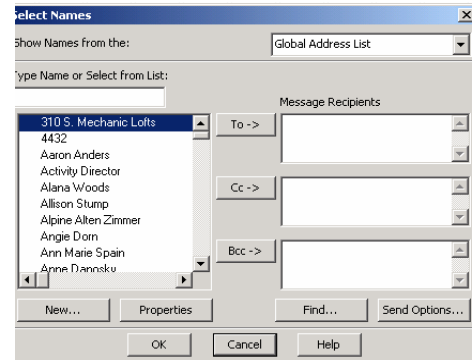
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# Computer News

- \* We are in the process of moving forms and documents from public folders to the KeyWeb Portal. Please obtain forms and documents from this source. In order to access Key Web go to <https://employee.mykmg.net>
- \* You can access your e-mail through any computer with internet access by opening Internet Explorer and going to <https://mail.mykmg.net>
- \* If you are sending out a company wide e-mail, please add all recipients to the BCC line. If you look at the picture to the right, you will notice that the BCC line is the third option for message recipients.
- \* Please remember that when you click on "reply to all" you are sending everyone that was included on the original e-mail your reply message.



# Two Choices.....

Life decisions that people have to make are never simple.

The importance of the initial decision should always be examined over the long run.

Memories made and cherished are sure to be tempered along the way.

Consider the following two choices:

Should I get a Dog?

OR

Have Children?



Submitted by: Jenny Leffel  
Hastings Ponds, Manager