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Site Manager of the Year

On October 4th in Mt. Pleasant, Michigan at the Annual MRDC Meeting, an honor was bestowed upon one of our Keystone employees. Terri Akin was named Rural Development Site Manager of the Year. Mr. Gene DeRossett, State Director for USDA Rural Development, presented Terri a beautiful plaque in honor of this achievement.



The nomination for this award began back in March when I was approached by Jeff Gates and was asked to consider nominating Terri for this award. Jeff is the owner of Pine Valley Place Apartments in Constantine, MI which is one of Terri's sites. Jeff values Terri highly because of the work she has completed during the rehab for this site, renewing the P.I.L.O.T. program and her consistently high occupancy rate.

Letters were sent to all of Terri's residents at Mill Race Manor in Centreville,

Pine Valley Place in Constantine, and Westchase in Three Rivers.

The residents submitted letters giving us their thoughts about Terri's job performance. I received approximately 70 letters from resi-

dents praising Terri for the wonderful things she does to make their residency more enjoyable.

Letters were also received from Terri's Regional Property Manager, employees at the corporate offices, co-workers in her area, Rural Development staff, Jeff Gates and others who recognize Terri as a true asset to our company.

A notebook was assembled and was sent to Rural Development in the Spring. The notebook included all of the letters, pictures of Terri's properties, pictures of resident activities, newsletters that she does monthly for each site, and pictures of the grounds and buildings

showing the curb appeal that Terri cares so much about.

They added inspection reports, copies of compliance reviews and other information that they had regarding the properties that Terri manages.

In July the good news arrived. Terri had won the State award and would be honored at the State meeting in October.

Terri is currently managing 4 properties since Mystic Grove has been added to her portfolio. She continues to go above and beyond, keeping her residents uppermost in her mind and actions. She is always available to help out another team member, gives 100%+ everyday and is a true advocate of doing the right thing. I am very, very proud to have Terri Akin on my team and fully recognize that she makes all of us stronger through her dedication to her residents and to the standards of KMG Prestige.

Written By: Gail Kenworthy

FREEBIES

I think that most of us realize that inkjet cartridges can be recycled, but did you know that you can earn money for your property by recycling them?

Go to www.empties4cash.com and sign your property up. Then order the collection supplies FOR FREE from empties4cash. Now start getting everybody you can think of to save their inkjet cartridges with a print head. Mail them in using the POSTAGE PAID plastic envelopes and sit back and wait for a check. Have your residents, stores in your community, relatives of your residents, schools, everybody to use your postage paid plastic envelopes to mail their cartridges. Empties4cash company pays you from \$4.00 to \$0.25 per cartridge depending on the brand of cartridge returned. Not only can you earn money for your property, you are helping out the earth by recycling! Go to www.empties4cash.com today and read all about it!



"I'm a diabetic. I know I should wear a medical alert bracelet or necklace in case of emergency.....but I'm kind of cheap and I didn't want to BUY one." So I found www.DiabetesWellnessNetwork.com. You can get a free necklace by sending a self addressed stamped envelope to:

Free Diabetes Medical Alert Necklace
Diabetes Research & Wellness Network
PO Box 96046
Washington, DC 20090-6046

Take this step for yourself, someone you love or even one of your residents who has diabetes. Wearing this medical alert necklace can mean the difference between life and death - it is free, and it is smart!

Submitted by: Andra Ziemke
Alpine Alten Zimmer I, II, III

Thankfully...Only a Drill!

FIRE! FIRE! Words that strike fear in the heart of any apartment manager, especially in a senior highrise. The pictures that you see could have been real, however, this was only a drill. With the help of the Walled Lake Fire Department, Walled Lake Villa conducted a mock fire drill. Complete with smoke and rescue.



On Wednesday, August 15th Jim Coomer, Fire Marshall of the City of Walled Lake held a meeting with our residents in the high rise. The main purpose was to answer questions and give advice to the residents about the proper procedures to follow in case of a fire. About 50-60 residents attended and asked questions. They were all assured that unless the fire was in their apartment, they were to remain in their apartment until help came to them.



The next day, August 16th, at about 7:30 in the evening, the fire trucks arrived. The residents that participated were evacuated by approximately 15 fire fighters. The smoke billowed out of the 6th floor apartment while the ladder was raised to simulate a rescue. After all was done, Jim Coomer again held a meeting in the community room to answer any questions and to take suggestions from the residents on how we could make our next drill better. All in all, it was a productive two days.



Submitted by: Roberta DeWitt
Walled Lake Villa Manager

Make All Your Relationships an "Eight" or Better



On a scale where one is low and ten is high, we want to live as close to ten as possible. We want to give and get the best in our relationships. Whether it is a friendship, love affair or business relationship, we must not allow mediocrity to be the standard. When we have no standards our lives become so crowded with people, demands and unrealized expectations that we run the risk of losing ourselves. An "eight" relationship is one where there is mutual support and respect. We can be who we are and know we are accepted on that basis. There are common goals; even when we disagree on method, we can support the intent. In an "eight" relationship we give for the joy of giving. We share for mutual growth. We give and get complete honesty. We take what we need and do not fail to give back. An "eight" relationship is one that we do not work on. It is one we work with and for, striving for better as a mutual benefit. "One" means you don't have it. "Six" is just making it. An "eight" means you are definitely on the way to the top.

Submitted By: Stephanie Walker

Written By: John Salunek

Congrats!!!

Connie Mark, Assistant Manager at Walled Lake Villa has recently completed the week long course in Real Estate and is now a licensed Salesperson. According to Connie, it was a week long, grueling course and she was worried to death that she wouldn't pass. But, all of her co-workers and friends knew she didn't have anything to worry about. The day after she took her test, she came into the office with a big grin on her face and we knew she had passed. Connie has now achieved her COS designation, recently her ARM designation and now is a licensed Real Estate Sales Person.

Congratulations Connie, from all your friends and co-workers.

JOB WELL DONE!!!!



Cranbrook Tower Diversity

The following is an article that the new manager of Cranbrook wrote about diversity, for her property newsletter. Cranbrook has a very diverse resident population which has caused some misunderstandings in the past.

For me.....Karla is the perfect manager for Cranbrook and a perfect fit for our company. She embodies the warmth, honesty and personality that we all are seeking in our fellow team mates :)

Submitted By: Tracie Robinson

FROM THE MANAGER:

One of my most favorite things, as a child, was visiting my aunt and uncle's farm. I loved playing hide and seek in the cornfields on a hot summer day; the blades of grass between my toes as I tagged my cousins while yelling "You're it!" I recall all of us lying lazily in the middle of the street while attempting to play "chicken" with the *one* car that passed through...maybe once or twice a day.

The best part of visiting the farm, however, was the magnificent field of wildflowers. Each morning, I would rise to the sound of the rooster crowing, the hint of sunbeams peering through flimsy sheers and the smell of coffee brewing. I would quickly dress and run out to see the drops of dew gracing the tops of the flowers...how wonderful, I thought, to be bathed by morning dew!

As the sun grew hotter and the dew began to dissipate, I would always be amazed at how regal and proud the flowers looked. Each one unique, standing at different heights and sizes, boasting every imaginable color of the rainbow...even the ones my uncle considered weeds had a certain unmatched beauty that could not be denied. And as I watched the wildflowers throughout the summer, I would notice how they all moved in harmony during periods of high winds or torrential rains; how the more prickly plants and flowers seemed to protect the delicate more fragile ones. It didn't seem to matter that there were very few that looked the same or shared the same color or genetic makeup. Each flower decorated that magnificent field with its *own* particular beauty creating a truly incredible and breathtaking sight!



More recently, I have had thoughts of that field of wildflowers. I don't know if it is a place I return to in my mind when I am seeking solace from a hectic day or maybe its simply the beauty in varying faces I see at Cranbrook Tower that makes me recall the field of flowers. No matter, the rich cultural differences, ethnic diversity and unique beauty and qualities of *each and every one* of our residents, neighbors and friends is just incredibly breathtaking!

I would challenge each of you to take a moment to learn something new about your neighbor's culture...maybe try a new dish for dinner or listen to music from another country...there are so many opportunities for us to embrace, understand, and accept our differences and not merely tolerate one another. We do ourselves a disservice if we allow these chances to pass us by...take me up on the challenge...you may find that we are not as different as you would think...if nothing else, remember that a smile is universal...it transcends all languages, backgrounds and/or differences!

~ Karla

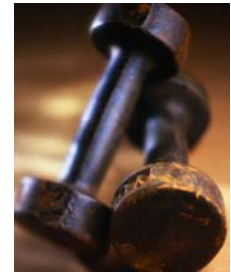
Think About Beating the Monday Blahs

From what I understand and have experienced in my own life, Monday mornings can be a difficult time in our lives. Feelings of depression, fatigue, lack of motivation, overwhelmed by the week ahead—all of these things make getting out of bed and facing the week a little more difficult. Here's five things to think about that will help you tackle the Monday morning blahs.

Schedule a meeting or make special lunch plans on Monday mornings.

Sometimes, we go to bed on Sunday evening or wake up on Monday morning with a sense of dread. Why not fight that tendency by scheduling something fun to do in the first few hours of your week? Spend time with people who you know will be an encouragement to you or will stimulate your thinking.

Go to the Gym. Exercise has a profound impact on our emotional state. Getting up a little earlier to go and workout will give you a sense of accomplishment and get the blood flowing. Plus, most people claim that they have more energy after they workout. A little time pumping iron may be just the thing to push aside the anxieties you are carrying around inside of you.

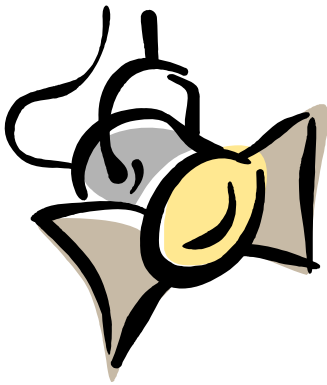


Start Something on Friday that you can finish on Monday. Many times we dread Monday mornings because we know that there are certain projects that we have to tackle for the week. Why not get a headstart on Friday and begin something? That way, you don't have to overcome the initial procrastination tendencies that are present when you are starting something. You've already got momentum started from the week before.

Take the work out of weekends. Too often we take our work home with us (because we have to, need to, or we want to). But if at all possible, try to create some boundaries in your life and let the weekends be a time where you plan and do enjoyable activities (this isn't to say work can't be fun, but when do you walk away?). Give yourself a breather from the grind. Take a short trip. Relax. Read a book that has nothing to do with your job.

Get up earlier than normal on Mondays. Mondays can be hectic enough without feeling like you have to race everywhere or feel like you're already behind because you slept in. Get up a half-hour to an hour earlier and take your time. Have a leisurely breakfast. Read the paper. Exercise. If you start the day racing, it will have a negative effect on the flow of your day.





In the Spotlight

Submitted by: Becky Kenyon, Lake Manor Manager

This is an article published in the September 2007 Ionia County Commission on Aging Newsletter about Lake Manor in Lake Odessa, MI.



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SEPTEMBER 2007 NEWSLETTER

In the Spotlight

Hello, I am the Site Hostess, Trudy Shade, of the Com on Aging Lake Odessa Friendship Dinner Site. We meet Mon thru Thur at Lake Manor Apartments. The apartments are located at 1059 Emerson Street, Lake Odessa. We would love to have you join us! Please call me at 374-8142 one day before you would like to join us and I will order a meal for you.

We enjoy a nutritious meal at noon and on Tuesday and Thursday play Bingo. Our goal here is to laugh or smile every day as we socialize with our friends. The Red Hat Butterfly group from Sunfield visit once a month and on that day we a free blood pressure clinic and Lisa N. from Tendercare in Hastings plays Bingo and brings gifts.

We call ourselves "The Lunch Bunch", and have a diversified group: including a retired secretary, postal worker, barber, meat market worker, resort owner, factory workers and even a State police trooper. The staff at Lake Manor is very accomodating and we always manage to have a great time! Here are some jokes and a favortie prayer from Laura S. and Harold D.

The closest to perfection a person ever comes is when he fills out a job application.



Did you hear about the blond who waited on the escalator for 2 hours during a power outage?



Show me a man who is a good loser and I'll show you a man who is playing golf with his boss.

Good Morning God

You are ushering in another day
untouched and freshly new - so I come
here to ask you God if you'll renew me too?
Forgive me the many errors that I made
yesterday and let me try again dear
God to walk a closer way. But Father
I am well aware I can't make it on
my own, so take my hand and hold it tight for I
can't walk alone.

Author Unknown

Compliance Corner

How Does “Do the Right Thing” Relate to Compliance?

We are very fortunate to be working for a company whose mission is to “Do the Right Thing”. Anyone that has met our leaders knows this is not just written on a piece of paper; they stand behind it 100%.

It is expected that every employee display integrity, honesty and caring behaviors as it is clearly written in the Mission Statement. We are expected to do what is right.

Character is doing the right thing when nobody's looking.

There are too many people, who think that the only thing that's right is to get by, and the only thing that's wrong is to get caught. -J.C. Watts

This relates to every aspect of our job, especially compliance. It is our responsibility to process each file so that it shows a clear, concise picture of the applicant's information. We should never compromise a file by submitting false or altered documentation to meet qualifications. More importantly, we should never jeopardize our own integrity by doing so no matter how great the pressure is to get every move-in possible. Falsifying or altering documents often has consequences that affect others besides us, including the applicant, the property owner and KMG Prestige. Anytime a file is compromised it puts your reputation on the line as well as the reputation of the property and KMG Prestige. If our goal is to be the best, most respected Property Management Company in our industry then it is very important that we conduct ourselves as outlined in the Mission Statement.

“We do what is right – even when that is in conflict with doing what is easy or more profitable.”

Written By: Mollie Faber,
Compliance Specialist

Resident Appreciation Day ~ Virginia Park Meadows

On Friday, September 14, 2007, Virginia Park Meadows held it's first Resident Appreciation Day. The day kicked off with the seniors doing chair exercise with their instructor, Chris Buckingham. Next the seniors enjoyed eating lunch which consisted of hamburgers, hot-dogs, salad, baked beans, chips, punch, cake and watermelon. After lunch the seniors played BINGO for prizes. Three residents, James Woods, Gladys Johnson and Geneva Hunter received certificates of appreciation for going above and beyond the call of duty to serve the residents of Virginia Park Meadows. The day ended with the residents looking at an action packed movie. Our first Resident Appreciation Day was a great success and was enjoyed by all. In fact the residents already are looking forward to next year. Looks like I started something! It is the goal of the staff at Virginia Park Meadows to make and keep "Happy Residents" and it is beyond a shadow of a doubt that this day made each of them very happy!



Written By: Annette Bailey-Virginia Park Meadows Apartments

Health Fair at Walled Lake Villa



The Service Coordinators at Walled Lake Villa not only help our residents with personal issues, they schedule numerous events for their benefit.

On Wednesday, October 10th, the Mobile Nurses of Oakland Community College staged a free Health Screening. Besides free handouts of information they received tooth paste, brushes,

floss, eye glass cleaners etc. The services they provided to our residents included checking blood cholesterol levels, blood pressures, blood sugars, body fat analysis, Body Mass Index, nutritional assessments, referrals to community resources and vision and hearing screening. They received information on medications, illness, health living and much more.

The Health Fair was well received by the residents and there was a great turn out. It was not only beneficial to them, but gave the student nurses practice in listening to hearts, taking blood pressures and pricking fingers to get blood samples.

We want to thank Chris Bracken and Rosie Alexander, our Service Coordinators, for the assistance they give our residents and also the help they provide the office staff. Sometimes we wonder how we ever got along without them before. Thank you ladies for a job well done!!!



Submitted By: Roberta DeWitt

Lakeview Meadows Community Comes Together for a Great Cause!



Back in March a resident at Lakeview Meadows II was struck and killed by a hit and run driver. That morning, Carlton Allwardt was crossing the street on his way to breakfast just like he had done every morning, but this morning it was darker than usual because of daylight savings, and someone didn't see him, hit him and left him there to die. This incident troubled all of us and we wanted to find a way to do something about this dangerous intersection.

After doing a little research we found out that this was not the only death this intersection had claimed, so we decided to start a petition to the City of Battle Creek asking that a crosswalk be installed. After collecting almost 1,000 signatures we were able to finally get a meeting with the City Traffic Engineer and our Ward Commissioner.



They agreed that something had to be done, but

were reluctant to offer any suggestions. Finally after a few more meetings we were able to come to an agreement that if we could come up with \$1,500 the City would cover the remaining \$6,000 in costs.



On September 15th Lakeview Meadows

hosted their 3rd annual Community Yard Sale. We had over 25 participants in this year's sale! The turn out was awesome. We had a bake sale and a hot dog roast and raised \$1,506! We had several volunteers who helped bake goodies, roast hot dogs, and make popcorn. It was a great day for everyone, and our goal was met.



Submitted By: Melissa Prins,

Manager Lakeview Meadows I & II



We want to hear from YOU!

Do you have an idea, article, Interest, or joke you want to share?

Send to:

Fax: 989-953-4881

E-mail: jparsons@mykmg.net

DO THE RIGHT THING!

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Welcome

Fall to Meadowbrook Commons

- The residents of Meadowbrook Commons are eager to welcome
- Fall to Novi. Staff and visitors truly look forward to walking
- the hallways to see what's new at the community. Most resi-
- dents have "treats" set out for those who pass by and the deco-
- rations give the building a warm and homey feeling. Take a look
- at several entryways decorated by our residents.



Submitted By: Meadowbrook Commons Staff