

Suites

Published by the Northeast Ohio Apartment Association

February 2012

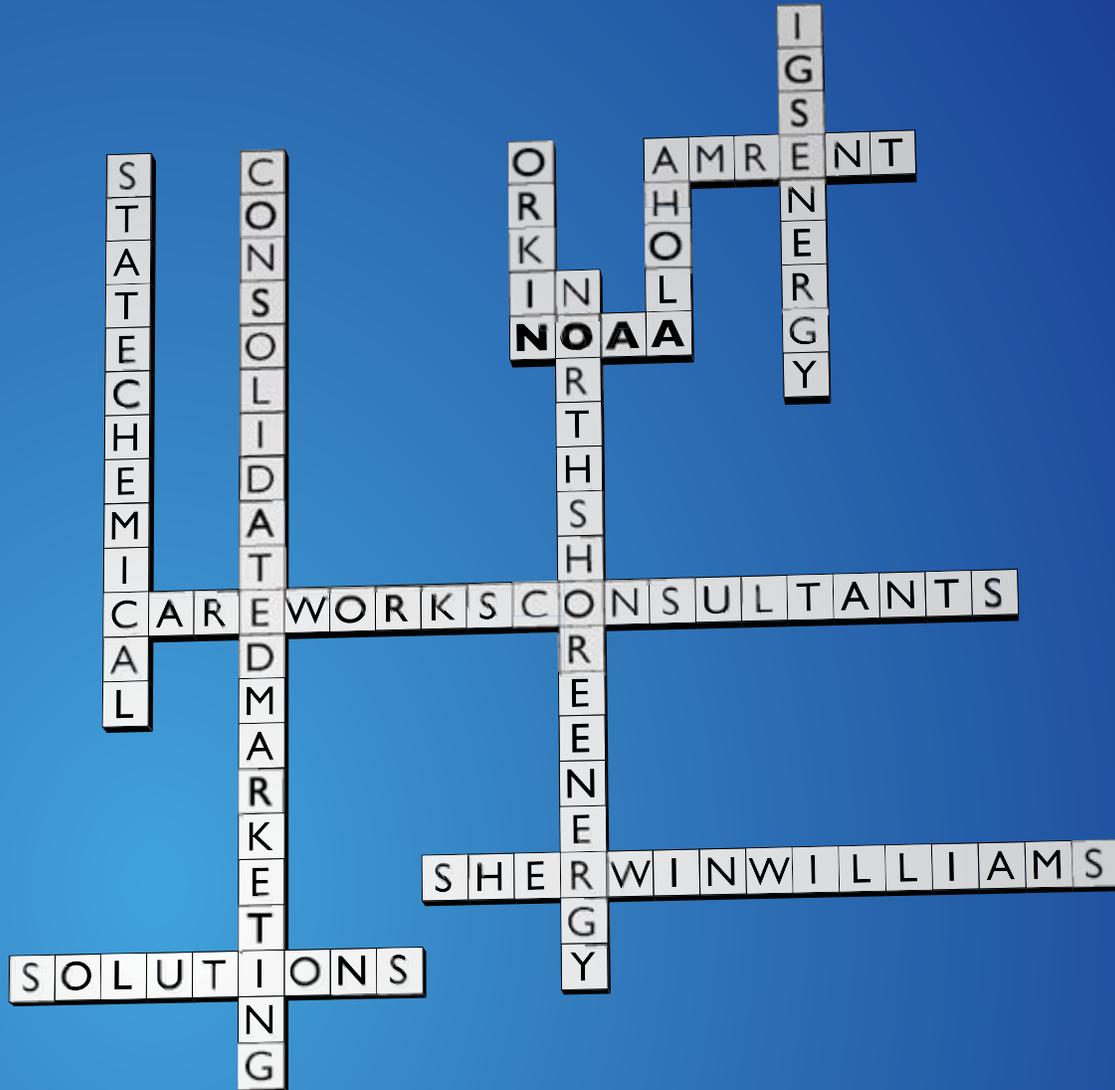


A Family Business
200 West Apartments

Also Inside:
To Rent or Not to Rent
Ethics of Landlording
If Disaster Strikes
Culture Shift

GROUP PURCHASING

COMPLETE YOUR SAVINGS PUZZLE WITH NOAA'S GROUP PURCHASING VENDOR PARTNERS



Ahola

Payroll Services
Jeffrey Ahola
(440) 717-7620 x 147

AmRent

Resident Screening
Amy Stauffer
(216) 262-1690

CareWorks Consultants

Workers Compensation
Shawn Combs
(614) 526-7264

Consolidated Marketing Solutions

Marketing Services
Joe Artiste
(216) 426-5270

IGS Energy

Natural Gas Supply
Scott Arthur
(877) 923-4447 x 2605

North Shore Energy

Electric Supply
Gary Greulich
(330) 807-4438

Orkin

Pest Control
Victoria Sampson
(440) 789-4536

State Chemical

Cleaning Supplies
Lisa Greaves-Schulze
(440) 796-5411

The Sherwin Williams Company

Paint & Carpet
Mike Finazzo or Chuck Jennison
(216) 271-6111



Northeast Ohio Apartment Association

Western Reserve Building
1468 West 9th Street • Suite 110
Cleveland, OH 44113

Executive Officers

President

Robert Sorin
Royal American Group

Immediate Past President

Allan B. Pintner
Millennia Housing Management

President-Elect

Joy Anzalone
Burton Carol Management

Vice President

Claudia Madden
UGP Properties

Treasurer

Charles Schulman
Carlyle Management Company

Secretary

Dan Moskowitz
Western Reserve Property Management

Presidential Appointee

George Cvijovic
Forest City Residential Management

Executive Vice President

Ralph McGreevy
Northeast Ohio Apartment Association

Associate Council Appointee

David Neale
Roto-Rooter Services Co.

Association Staff

Ralph McGreevy
Executive Vice President

Jacqui Bongiovanni
Office Manager

Ryan Flanagan
Media and Marketing Manager

Contact NOAA

Western Reserve Building
1468 West 9th Street • Suite 110
Cleveland, OH 44113

Phone **Fax**
216.241.1635 216.241.1636

NOAA Online

Website: www.noamembers.com
Facebook Group: NOAA Members
Suites: noamembers.com/suites.php

Graphic Design: Ryan Flanagan

Printed by: Consolidated Marketing Solutions

February - 2012

Table of Contents

- 5** Executive Vice President's Message
- 6** New Members
- 7** Calendar of Events
- 9** To Rent or Not to Rent
– *Sandy Simon & David Plank, Resident Research*
- 11** Holiday Party Photos
- 14** Trade Show Photos
- 16** A Family Business – 200 West Apartments
– *Ralph McGreevy*
- 21** Ethics of Landlording
– *John DeMarco*
- 24** If Disaster Strikes, How Fast Could You Be Up & Running
– *Michael Mandato, System Care*
- 25** Legislative Update / Bulletin - Industry News
- 26** Culture Shift from Commercial to Social
– *A New Series by Toni Blake*
- 27** Eviction Index / Vacancy Rates
- 28** Property Transfers

16 Cover

A Family Business
200 West Apartments

Dan Miclau and daughter, Janene Kubit, share their insights on their family business, 200 West Apartments located in Fairview Park, Ohio.



The Northeast Ohio Apartment Association is a non-profit organization committed to furthering professionalism in the multi-family housing industry. NOAA serves sixteen Ohio counties through specially designed education, networking and legislative programs.

President's Circle

- apartments.com
- IGS Energy
- Roto-Rooter
- Belfor USA
- The Plain Dealer
- Schill Grounds Management
- Carrara Companies
- Powers Friedman Linn, PLL
- The Sherwin Williams Co.
- Time Warner Cable



NOAA

MEMBERS, DID YOU KNOW?

2011

The year a partnership was formed between The Northeast Apartment Association and Consolidated Marketing Solutions offering NOAA Exclusive Member Discount Programs.

300+

The number of Northeast Ohio Companies that have relied upon Consolidated to provide customized marketing solutions with the highest quality standards in:

- Corporate Branding, Custom Apparel & Promotional Product Offerings
- Full Service Printing, Direct Mail & Fulfillment Services
- Marketing & Communication Solutions
- Information Technology Solutions

Reach Out!!

“Thank you for the unparalleled customer service you have provided NOAA. Your team’s attention detail in providing cost effective, high quality printing, direct mail and logoed apparel to our organization has exceeded our expectations!”

Ralph McGreevy, Executive Vice President, NOAA

“GREAT CUSTOMER SERVICE! A BIG THANK YOU to you and your team at Consolidated for providing our new UGP Logo Wear. We look forward to working with your team in the future and growing our partnership in 2012.”

Claudia Madden, Director of Operations, UGP Properties

“The Burton Carol branded apparel looks great! The shirts were a BIG HIT with our staff! We are so happy that Consolidated has formed a partnership with NOAA and we can now tap into your team’s resources and expertise for our marketing and corporate branding initiatives both here and in our Michigan and Florida offices. ”

Joy Anzalone, COO, Burton Carol MANAGEMENT, LLC

**FOR MORE INFORMATION, A FREE CONSULTATION OR PROJECT ASSESMENT PLEASE CONTACT:
Joe Artiste – 440-343-3362 and/or Susie Nist – 216-426-5308**

ATTENTION NOAA MEMBERS!!

Please mention you saw our AD in the SUITES Magazine & Receive FREE Embroidery and Set-Up on all Corporate Apparel or Employee Uniform Orders

(All Orders must be placed before March 31, 2012)



1614 East 40th Street, Cleveland, Ohio 44103
Office Phone: 1-216-881-9191
Email: jartiste@cgginc.com or snist@cgginc.com



Message from the EVP

Ralph McGreevy • Executive Vice President • Northeast Ohio Apartment Association

Dear NOAA Members,

Recently I received this email:

Dear Mr. McGreevy,

Just wondering what things have been accomplished by, and what kinds of things this organization can help me with.

"I am constantly maddened by the cities in northeast Ohio regarding occupancy permits/inspection/nuisance fees etc. The people in various city departments are all seemingly angry and disgruntled. I feel like I need an attorney and a strong drink every time I have to deal with them. I have 7 rental properties and plan to get more.

In the near future, avoiding certain cities like the plague. I'd like to change that."

Sincerely,

XXXX

And so, once again, in a career that started at NOAA in 1997, I found myself in the position of explaining who and what NOAA is and does. That has been an essential part of my job over the years. And as I started to respond to this email, I realized the answer has gotten easier and easier.

The answer is easier is because of strong leadership and an active board that made it that way.

So, as I began to respond to that recent email, I considered all that we have accomplished at NOAA together. Nothing would have happened without all the generous people who always offered me amazing amounts of insights from their careers and volunteered countless hours for the betterment of our Association.

Here are the highlights of my answer: NOAA settled the NEORS D Sewer Maintenance Lawsuit and returned almost \$2.1 million to apartment owners, NOAA has led the fight against registration fees in several communities, creating positive results in some, and that our Associations on-going fight against impervious surfaces fees by the NEORS D will benefit all property owners in our county. Furthermore, NOAA's group purchasing contracts have resulted in millions of dollars in savings to our members, and that we gather, sometimes infrequently as time is precious, to share insights and information at dinners and meetings.

But there is much more I could have written about NOAA. We host a free legal hotline (spotlighted on page 12 in this issue), hold an annual Key Awards competition, which, if used properly, should motivate the property's team for the upcoming leasing season. We've turned a leaflet into a darn good magazine, and while our educational offerings continue to grow, we offer a great leasing CLP course and we are on the right road to build a strong management class.

We are also proud of our directory, website and Facebook page. We have a strong staff as well.

But without a strong Executive Committee and Board of Trustees, nothing could have been accomplished. Needless to say, I owe much thanks to Joy Anzalone and B. Allen Clutter (formerly of Owners Management) who gave me the opportunity to tell my story to the Executive Committee, comprised of Allen and Joy along with: Daryl Ross, Chic Carlson, Martin Cohen, Allan B. Pintner, and Bonnie Myers. Collectively, they offered me the opportunity to become your executive vice president some fifteen years ago.

I, too, must thank my Past Presidents: Daryl Ross, Allan B. Pintner, George Cvijovic, Joy Anzalone, Claudia Madden, Chris Smythe, Nick Secue and Bob Sorin. Thank you for your trust, support and for always being there for me and for all of our members.

Ralph McGreevy

Executive Vice President

Welcome New Members!

Primary

Associate

Alliance RE Holdings LLC

Sandra Franco
PO Box 928769
San Diego, CA 92192
Phone: (858) 412-2137
Fax: (858) 622-2993
Email: sandra.franco@alliancerei.net

Pinebrook Tower Apartments

Young S. Lee
1243 Shaffer Drive
Lorain, OH 44053
Phone: (440) 282-9266
Fax: (440) 282-9232
Email: youngandjoan@yahoo.com

CDK Enterprises

Steve Karklin
6685 Beta Drive
Mayfield Village
Phone: (216) 469-3714
Fax: (216) 803-1139
Email: skarklin@usa.net

Hanover House Property Management

John Ballasch
PO Box 52
Avon Lake, OH 44012
Phone: (440) 263-4044
Email: jballasch@sbcglobal.net

All Weather Roofing & Siding



Michael Detzel
1356 Ridge Rd
Hinckley, OH 44233
Phone: (440) 888-7931
Fax: (440) 886-6279
Email: tmsdetzel@aol.com
www.allweatheroofers.com

We offer many great services!

- New Roofs/Re-Roofs
- Architectural Shingles
- Rubber EPDM Roofs (flat)
- Metal Roofing
- Aluminum Siding
- Aluminum Gutters
- Ice Dam Removal
- Shingles
- Slate & Tile
- Wood Shakes
- Torch Down Modified Bituman (flat)
- Vinyl Siding
- Gutter Cleaning
- Roof Repairs

County Fire Protection Inc.



COUNTY FIRE PROTECTION

John Lubinski
4620 Crystal Pkwy
Kent, OH 44240
Phone: (330) 633-1014
Fax: (330) 633-2779
Email: john@county-fire.com
www.county-fire.com

- Fire Extinguishers, Fire Alarms, Fire Sprinklers, Exit/Emergency Lighting, Kitchen Fire Suppression, FM-200/Halon/CO2 Systems
- Division 10 fire extinguishers and cabinets to construction trades
- Fire protection contracting services to property owners/managers

Fluid Dynamics Holdings, LLC



Jonathan Shanes
31360 Solon Road
Solon, OH 44139
Phone: (855) 773-0500
Fax: (855) 773-0500
Email: jshanes@precisionflowusa.com
www.precisionflowusa.com

Precision Flow Engineered Calibration System

- More accurate measurement of water consumed at your property.
- Only pay for the water actually used.
- Guaranteed to substantially reduce your water costs.
- Guarantees a minimum of **15% savings.**

HFF, LP



John Sebree
211 N Pennsylvania Street
Suite 1330
Indianapolis, IN 46204
Phone: (317) 632-7502
Fax: (317) 630-3190
Email: jsebree@hfflp.com
www.hfflp.com

HFF incorporates capital markets knowledge with local and real estate expertise to successfully complete any type of real estate transaction, regardless of size or complexity.

One of the largest and most successful commercial real estate capital intermediaries in the country

Lei Jiang, LLC.



Lei Jiang
26943 Westwood Rd
Westlake, OH 44145
Phone: (440) 835-2271
Fax: (440) 835-2817
Email: info@leijianglaw.com
www.leijiang.com

Lei Jiang LLC is a Cleveland-based law firm with focus on business and real estate. We also offer corporate, estate planning, intellectual property, immigration, and other legal services. For real estate practice, our service includes leasing, eviction, foreclosure, financing, and legal issues related to 1031 exchange and environmental law. Our goal is to provide speedy and cost effective solutions to our clients. We will exceed your expectation.

Let us be your legal solutions!

Nhance Wood Renewal



Bill Raeder
19070 Sanctuary Dr.
Chagrin Falls, OH 44023
Phone: (330) 971-7900
Email: bill@neorenewal.com
www.neorenewal.com

Nhance Wood Renewal offers wood refinishing for all stained-wood surfaces. Most jobs are completed in just one day. Our process is dust and odor-free. Services include:

- Cabinet Refinishing
- Cabinet Color-Change
- Wood Floor Renewal

We serve most of the Greater Cleveland/Akron area, including Cuyahoga, Summit, Lake, Geauga, and Portage counties.

Red Mortgage Capital, LLC



Andrew T. Warnock
Two Miranova Place, 12th Floor
Columbus, OH 43215
Phone: (614) 857-1586
Fax: (614) 857-9680
Email: atwarnock@redcapitalgroup.com
www.redcapitalgroup.com

Operating nationwide since its inception in 1991, RED CAPITAL GROUP, LLC is recognized for its industry expertise, innovative and comprehensive structures, and consistently high lender rankings, including having closed more FHA Multifamily & Health Care loans during HUD FY-2010 than any other lender and remaining active as a top Fannie Mae DUS® lender for both multifamily and seniors.

Associate

Resident Research, LLC



"MORE ACCURATE INFORMATION...AND THE BEST VALUE"

Sandy Simon
Regional Sales Manager

Phone: (216) 316-1000
Toll Free: (800) 566-2320
Email: sandy.simon@residentresearch.com
Online: www.residentresearch.com

**RESIDENT SCREENING
EMPLOYMENT SCREENING**

TOLL FREE: (800) 628-5355

WOW!



INTERNET • CABLE • PHONE

- **FOUR INTERNET SPEEDS** from 2Mbps to 50Mbps
- **MULTIPLE CABLE PACKAGES** with 80 to 364 channels
- **THREE home phone CALLING PLAN** options
- **AWARD-WINNING SERVICE** (www.wow.com/awards)

For more information on WOW! service, contact
Anthony Zoltowski at 440 915 7257.

Currently serving the communities of Avon Lake, Bay Village, Berea, Brook Park, Brooklyn, Cuyahoga Heights, Fairview Park, Garfield Heights, Independence, Linndale, Maple Heights, Middleburg Heights, North Olmsted, North Royalton, Shaker Heights, Strongsville, University Heights, and Westlake. ©2011 WideOpenWest Finance, LLC

Calendar of Events

FEBRUARY

S	M	T	W	T	F	S
27	28	29	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3

ASSOCIATES COUNCIL MEETING

February 10th 9 A.M. NOAA - 1468 West 9th Street

FAMILY NIGHT - GREAT CLEVELAND AQUARIUM

February 20th 5:30 P.M. Windows on the River
2000 Sycamore, Cleveland, OH 44113

MARCH

S	M	T	W	T	F	S
26	27	28	29	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

ASSOCIATES COUNCIL MEETING

March 9th 9 A.M. NOAA - 1468 West 9th Street

CASINO BUS TRIP

March 20th Bus leaves from Freeway Lanes, Mentor to Seneca Allegany, Salamanca, New York.

QR Code



Scan It!

FOR THE MOST UP TO DATE
CALENDAR AND EVENTS,
NOAAMEMBERS.COM/EVENTS.PHP

APRIL

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

INDIANS OPENING DAY

April 5th 3:05 P.M. - Progressive Field vs Blue Jays

CERTIFIED LEASING PROFESSIONAL

April 10-12th Time and location TBD

ASSOCIATES COUNCIL MEETING

April 13th 9 A.M. NOAA - 1468 West 9th Street

Odor Control Technology

Eliminates Odors Caused by

SMOKE



COOKING



PETS



INCENSE

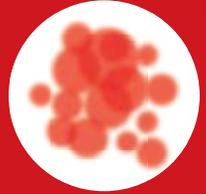


Effective against

BED BUGS



MOLD/MILDEW



Safe. Easy. Effective.

When our micro-reactor pouch is activated with warm water, it becomes a vapor that is scientifically designed to attack, penetrate and eliminate odor causing bacteria and other harmful pathogens at their source.

— Be sure to mention this ad! —

For questions and order information contact

Joe Becker

Phone: (216) 752-4161

Email: newodorcontrol@aol.com

www.newodorcontrol.com

"The product is phenomenal. Saved our asses with bed bugs."

Claudia Madden
UGP Properties



Sleggs, Danzinger & Gill, Co., LPA

Contesting real property tax assessments in all of Ohio's 88 Counties.

We help our clients to maximize their property investments by reducing their property taxes.

820 West Superior Ave.
Seventh Floor
Cleveland, OH 44113
(216) 771-8990
www.sdglegal.net



Experienced Legal Counsel in Property Tax Law

“To Rent, Or Not To Rent?”

By: Sandy Simon & David Plank, Resident Research

SCREENING YOUR TENANTS LEGALLY, ETHICALLY, AND APPROPRIATELY

Most property managers have quite a few “horror stories” under their belt: There’s the wild Saturday night party, when an aggravated neighbor has to call the police after midnight to disperse yet another rowdy party in Unit 212 next door. Worse: The party turns into a “flash mob”, with far too many people jammed on the deck, which splinters and cracks, falling from the building, with several partygoers suffering injuries. Worse yet: While dancing and drinking at the party, a cigarette is carelessly dropped, and suddenly the property is in flames. The building suffers a serious fire, spreading to several units, resulting in serious injuries or even death. Sound extreme? I wish I had only heard these stories once or twice...

And then there’s the standard stories: Late pay. No pay. Move without notice, and the property is “trashed, requiring time-consuming and expensive repairs. The police notify you that you have a registered sex offender in residence, and your property is right next door to a school! Does all of this sound too familiar? It may make for entertaining conversation at your Apartment Association

meetings, where you frequently hear colleagues playing the game called “can you top this bad tenant story?”

The key to eliminating, or at least drastically reducing the chance of these nightmare scenarios, lies in conducting a thorough background check before renting your property to a prospective tenant. The tips presented in this article will reduce your risk, expenses, and evictions, AND protect your existing tenants and property.

Why Screen Potential Renters?

The implementation of a standard, consistent, and thorough tenant screening process will minimize future tenant problems, reduce landlords’ liability and risk, and protect you from Fair Housing complaints.

The Telephone Interview Often, the first point of contact with a prospective tenant is by telephone, especially if the rental has been advertised. Larger properties have their leasing agents complete a “Guest Card”, -- a screen

contained in their property management software, that can later be used to pre-fill the lease. Smaller properties may be accustomed to asking a pre-set list of questions and may or may not capture information about the caller. Regardless of the approach, your phone interview should always contain these important questions:

- Name of prospective tenant and spouse or co-applicant
- Telephone contact numbers
- Occupancy date
- Reason for moving
- Number of people in family
- Number of children and their ages
- Type and number of pets

In addition to asking the above questions, the prospective tenant should be informed of the monthly rent, security deposit or other up-front fees, and any other financial responsibilities of the tenant (utilities, trash removal, lawn care, etc.), the application process, and the requirements for tenancy at the property (no felonies in the past 10 years;

RESIDENT SCREENING SERVICES FOR ANY COMPANY, BIG OR SMALL!

- ⇒ Consumer/Commercial Credit Reports
- ⇒ Nationwide Criminal Record Searches
- ⇒ Nationwide Eviction Record Searches
- ⇒ Employment (Salary History) Verifications
- ⇒ Residence (Landlord History) Verifications
- ⇒ Education Credential Verifications
- ⇒ Motor Vehicle Records



INTEGRATED WITH MANY PROPERTY MANAGEMENT SOFTWARE SYSTEMS

RESIDENT RESEARCH SERVICES THE PROPERTY MANAGEMENT INDUSTRY BY PROVIDING INDUSTRY LEADING INFORMATION, TECHNOLOGY AND MOST OF ALL CUSTOMER SERVICE. AFTER ALL, WE WOULD NOT BE HERE IF NOT FOR YOU AND WE WILL NOT FORGET IT. YOU WILL ALWAYS GET PERSONALIZED ATTENTION FROM THE STAFF AT RESIDENT RESEARCH AND MOST IMPORTANTLY NO ENDLESS WAITING ON HOLD TO REACH A LIVE PERSON!

NO SETUP FEES - NO ANNUAL FEES - NO MONTHLY MINIMUMS - EASY ONLINE SYSTEM

Call Today for More Information (800) 566-2320 or Visit Our Website at: www.residentresearch.com

“To Rent, Or Not To Rent?”

no evictions in the past 5 years, etc.). Sharing this information will often eliminate the need for further screening. If the caller cannot afford the property or does not meet the requirements, the contact is completed. It is a good idea to use a “script” during the phone interview, and ask each caller the identical questions, as well as informing them about the fees and rules of the property in a consistent manner. Why? It will help to avoid charges of discrimination, and it also provides a defense in the event of a Fair Housing complaint.

What’s New?: The Online Rental Application!

In this age of the Internet, many property managers have created websites that include an online rental application. Even if you do not have a whiz-bang website, you can use the other forms of advertising you employ – signage, newspaper, Craig’s List, or rental advertising booklets – to include a website address that the applicant can access online to review information about your property and rental requirements, and fill out your application! This saves you, your staff, and the applicant time, and is a high-tech, simple way to increase your traffic.

Most online applications contain a legal disclaimer which is signed electronically, and the applicant pays a non-refundable application fee by credit card, to cover the costs of the process and the background check performed. A good background screening company will offer a solution for this, at little or no cost to the Landlord. We are currently tracking the correlation between whether applying online produces a “better” tenant, and there are some indications that it may (higher income, education status, credit score, etc.).

Personal Interview The following are important items to observe during the interview:

- Appearance – is the prospect well groomed? Do they make a good first impression? An unkempt person may be more likely to have an unkempt home.
- Vehicle – What type of car(s) does the person drive? Is it neat and clean? We can’t judge a person by their car, but it provides another “clue” to the type of tenant.
- Attitude & Demeanor – Is the individual respectful, polite, and open? If family members or friends accompany the prospective renter, also observe their demeanor. (My mom always believed in the old adage: “birds of a feather flock together”). Do they wipe their feet when

entering the property? Do they smoke without asking permission? Sometimes it helps to pay attention to the little details.

- Questions or Critiques About the Property – If the prospect starts mentally arranging their furniture, you know they are very interested in your property! Are they excited about the place? Or are they more critical of shortcomings and expressing concerns about the property? Are their concerns legitimate and expressed diplomatically? This could provide a glimpse of a future “chronic complainer”.
- Decision Time – Is the prospect looking to make a decision right away, soon, or just shopping? If they indicate they would like to rent the property, did they come prepared with information for the application and to make a deposit?

Q & A: The Rental Application Form

All rental application forms should contain the following information:

- Full name of applicant, spouse, and / or co-applicant, including first, middle, and last name, former maiden name(s), and all aliases
- Contact telephone number(s)
- Email address
- Social Security number, date of birth, and current address
- All previous addresses / rental history for the past five years
- Applicant’s current employer, job title, dates of employment, and monthly income
- Copy of two of the applicant’s most recent payroll stubs
- Proof of all additional monthly income being considered (alimony, child support, public assistance, pension, etc.)
- Applicant’s previous employment for a minimum of three years
- Driver’s License number and state of issue; it is acceptable to make a copy
- Make, model and license plate number for all vehicles that will be at property
- Names of any/all other occupants planning to live in your unit, as well as the ages of any minor children
- At least two emergency contact names, numbers, and addresses
- Pets – number and type
- The following questions should always be asked to see if the applicant tells the truth – this is always important. You want to start the relationship off with trust!
 - Have you ever been evicted or a defendant in an eviction action?
 - Do you owe any previous landlords a balance for unpaid rent?

- Have you ever been asked to move because of a lease violation of any kind?
- Have you ever filed bankruptcy, or are you currently in the process of filing bankruptcy?
- Have you ever been convicted of a felony? If so, what charge and date of offense?
- Have you ever been convicted of a misdemeanor, excluding minor driving violations? If so, what charge and date of offense?

A Rental Application Must -- Running a Credit Check and Obtaining a Signed Authorization to Release Consumer Information

If you are performing a credit check on your applicants (and you should), whether you are accessing information from one of the three U.S. Credit Bureaus directly, or using a professional background screening vendor to obtain it, it is imperative that you have each applicant sign an “Authorization to Release Consumer Information” form. This form must be kept on file by you for a minimum of four years from: 1) the date of application, for rejected or non-interested applicants, or 2) the move-out date of accepted tenants. It is a violation of the Fair Credit Report Act to access someone’s credit without their signed consent. The fine for violating this Act can be steep.

For a sample Authorization to Release Consumer Information Form, you may download the PDF here:

http://www.residentresearch.com/forms/authorization_to_release_consumer_information_for_rental_purposes.pdf

What is an Adverse Action Letter, and why is it important?

If you are denying an applicant because of negative information obtained on their credit report, the applicant must be sent an “adverse action” letter, which informs the applicant of three things: 1) the reason for the rejection, 2) the name and address of the agency that reported the negative information, and 3) the applicant’s right to obtain a free copy of the report by requesting it from that agency within 60 days.

In addition, with the passage of the Frank-Dodd Act in July, 2011, if you are using the applicant’s FICO credit score as a basis for rejecting their application, you must also provide the codes / reasons listed by the Credit Bureau that generated their score. Failure to provide an Adverse Action letter to a rejected Applicant can result in up to a \$10,000 fine, per offense!

Continued on page 12

Holiday Party

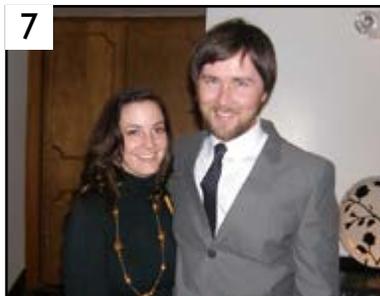
**Pine Ridge County Club
December 3rd 2011**

The Lake County Chapter hosted its annual Holiday Party at the Pine Ridge Country Club this year. The "Hit List" greeted guests with traditional holiday vocals. Guests were treated to a buffet style dinner, open bar and a gift card prize raffle.

- 1) Greg and Sharon Tomsich
- 2) Christina Dubeansky and Lorie Muharsky
- 3) Shelly and Cliff Straitiff
- 4) Allan and Sandy Simon
- 5) Richard Tibbits and Margo Milo
- 6) Marlene and Terry Castilyn
- 7) Amy Bistok and Tony Bunce
- 8) Oscar Berman and Martha Zlotnik
- 9) Lorie and Scott Muharsky
- 10) Bob and Terrie Haycox, Gary Fisher
- 11) Bob Tomsich and Richard Tibbits

Special thanks to this year's sponsors

- Active Plumbing Supply
- Best Karpet Klean
- Big Oat's Fire Protection
- Orwell Natural Gas
- Climate Control Excellence
- Conway Land Title
- CORT
- Home Energy Resource Solutions
- Kay Home Improvements
- Marcus & Millichap
- Resident Research
- Sherwin Williams
- Zito Insurance



“To Rent, Or Not To Rent?”

Continued from page 10

Criminal & Eviction Records – How do I obtain them, and should I bother?

Yes! It is vital that you know if your tenant has a criminal background. Criminal records can be obtained online by going to each county's website, and they are considered public information. Likewise, eviction records are obtained via Civil Court records, which are also public, if you know how to access them. You do not need authorization from an applicant to search these records. But be aware of the pitfalls of trying to do this “in-house”. We live in a transient society, and people often move to “make a fresh start”. Searching court records online in a couple of nearby counties takes at least 30 minutes of your time, and will not uncover crimes committed in other jurisdictions. Likewise, searching for civil court records that contain all the information you need regarding an eviction are also done on a county-by-county basis. This can be even more difficult and time consuming.

Utilizing a professional screening vendor who provides state-wide, or, preferably, nationwide search results, will provide you with more accurate, comprehensive information, and in most cases, faster than you can do yourself. In addition, most professional screening companies also conduct searches of Sex Offender Registries, Terrorist Watch Lists, OFAC Records, Federal, State, and additionally their own proprietary criminal data bases. They will also provide you with statewide or nationwide eviction records that include pertinent details, such as cause of action, judgments owed, and chronic “late pay”, first cause cases. Further, alias searches, address comparisons, social security number (identify fraud) verification, and other critical information can be picked up by a solid background screening professional.

Landlord Reference Verifications

Many property management professionals choose to contact an applicant's previous landlord to determine information regarding the character, habits, payment history, and general manner in which the tenant acted.

Questions asked should be specific and non-judgmental: the dates of rental, was payment of rent consistent and on time, did they have any difficulties with the tenant, and if so, what? Many leasing professional ask, “Would you rent to this person again”? If you are lucky, you will be able to reach the applicant's previous landlord, have a conversation, and verify that you are truly speaking to the landlord, they will be honest, and you will be able to confirm the information you need. However, often you will

either not reach the landlord or receive a call back, and applicants who have something to hide will use a friend or relative to answer the landlord-checking questions.

Many landlords are now utilizing the services of their background screening company to verify applicants' rental history. For a nominal fee, a good screening vendor will be able to match property ownership records against address and phone numbers

of landlords listed, and can communicate with the landlord or property management firm, either personally, or electronically. Verifying this information is a good predictor in determining if your applicant will be an excellent tenant.

Current Employment Verification

Employers are a valuable source of information about an applicant's reliability and rental-worthiness. The ability to verify that they are



NORTHEAST OHIO APARTMENT ASSOCIATION

FREE LEGAL



A NOAA members-only service providing free legal advice for difficult situations. Expert attorneys, specializing in real estate and commerce law, are available to our members.

How it works: Call NOAA with your issue, (216) 241-1635, and we will take down your information. The appropriate attorney will contact you within 24 hours. While this is a free service, you will be charged if you require representation.



Michael Linn
(216) 514-1180
ext. 115

**Powers Friedman
Linn, PLL**
mlinn@pfl-law.com
www.pfl-law.com

- Real Estate Management Law
- Fair Housing Law and Litigation
- Collections and Creditors' Rights



Stephan Babik
(216) 623-0000
ext. 5033

**Javitch, Block &
Rathbone, LLC**
sbabik@jbandr.com
www.jbandr.com

- Evictions
- Fair Housing
- Collections
- General/Defense Litigation
- Rent Escrow/Deposit



Lei Jiang
(440) 835-2271

Lei Jiang LLC
info@leijianglaw.com
leijianglaw.com

- Real Estate
- Foreclosure
- Business & Corporate
- Civil Litigation
- Evictions

Any advice provided during this service does not create any attorney-client relationship.

gainfully employed, their job responsibilities, and their income is vital to determining if they are a good candidate. This has become one of the hardest areas of the application to verify without utilizing a background screening vendor.

In today's world of large corporate conglomerates, it is difficult, if not impossible, to locate and speak to anyone at the applicant's place of employment who has the authority to verify their employment information. Even in the case of small businesses, many employers are not well versed in privacy laws, and are "afraid" to discuss any information regarding the employee, and won't provide even basic answers. An employer can provide ONLY the following information to a prospective landlord or employer: Job title, salary, dates of employment, and termination status (voluntary or involuntary).

Any questions regarding the employee's performance, attitude, work habits or other subjective information are problematic and in violation of the employee's privacy and rights. An employer who is familiar with privacy laws will not and should not answer such questions.

Furthermore, the majority of large companies in the U.S. will no longer take these calls.

Employment verification has become almost entirely an electronic process, whereby "our computer talks to their computer". Once again, for a reasonable fee, a professional screening agency can provide an accurate employment verification on your applicant. Beware of accepting a photocopy of an applicant's pay stub as proof that they have a job. These are easy to forge, and even if it is authentic, there is no guarantee that Joe Applicant didn't lose his job the day before he walked through your door.

When selecting a tenant background screening company, be sure to look for one who has an online, web-based system that is easy to access and provides quick turnaround for returning a complete report. If you are waiting more than 30 minutes to receive a background check back, you are waiting too long! In addition, make sure that they have access to nationwide criminal and eviction databases. Other factors you should consider are the level of customer service provided – do you have a local sales representative who

is available to help your staff, and when you call the company, can you speak to a human being, and are they friendly, knowledgeable, and efficient? Most importantly, are they technologically current in our industry, so that they can provide your company with automation tools such as integrations with the leading property management software systems, administrative reports access that allow you to analyze applicant data, and an online rental application solution that transmits applicant's information back and forth to you?

Your background screening company should be a trusted vendor who cares about your business and provides you with vital information at a reasonable cost. 

Article provided by Resident Research, LLC. Visit them online at www.residentresearch.com, or contact their Northern Ohio Regional Sales Manager, Sandy Simon, at 216.316.1000. Resident Research is an active member of NOAA, REIA (Real Estate Investors Association), and NARPM (National Association of Residential Property Managers).

COLLECTIONS • EVICTIONS • BANKRUPTCY • LITIGATION

Recognized Leaders in Landlord, Creditor and Business Representation



**Javitch,
Block &
Rathbone**
ATTORNEYS AT LAW

www.JBandR.com

Cleveland
1100 Superior Avenue
19th Floor
Cleveland, Ohio 44114
(216) 623-0000
Fax (216) 623-0190

Columbus
33 North Third Street
Suite 300
Columbus, Ohio 43215
(614) 228-9550
Fax (614) 228-2818

Cincinnati
602 Main Street
Suite 300
Cincinnati, Ohio 45202
(513) 744-9600
Fax (513) 744-9602

Trade Show

Windows on the River November 3rd 2011

The 16th annual NOAA Trade Show was held at Windows on the River. The Red, White and Blue-themed trade show was supported by over 70 vendor booths. Primary members came to shop for business and see apartment industry speaker Toni Blake. She hosted a seminar in the morning and three workshops throughout the day. Slides from her seminar and workshops are available on the NOAA Members Facebook page.

- 1) Jim Schreffler and Michelle Kirda - **Belfor**
- 2) Nicole DePaul, Jennifer Felice, Michelle Brousek, Mary Pamer - **Apartment Guide**
- 3) Toni Blake - Seminar (165+ attendees)
- 4) Ron and Joyce Germana, Fred Miguel - **Pro-Clean Carpet**
- 5) Nikol Wilson, Gwen Dillingham - **Consolidated Technologies Group**
- 6) Doug Kelly and Darla Stover - **IGS Energy**
- 7) Jeffery Reisner - **Neace Lukens**
- 8) Carla Houdek, Kevin Davey, Jennifer Hutchinson, Kristine Dunn, Bob Rios, Sarah Thompson - **For Rent Media Solutions**
- 9) John Gedeon - **General Pest Control**
- 10) Stu Bennett - **Active Plumbing**
- 11) Bethany Denison, Alison Meredith, Michael Blauman, Jacqui Bongiovanni, Kathy Cooper, Jenny Kral, Malinda Vassanelli
- 12) Virginia Dix - **The Blue Book**
- 13) David Neale - **Roto-Rooter**
- 14) Terri Lynn Daley, Kortney Baker, Maureen Brown - **Time Warner**
- 15) Jon Gensel, Larry Haines - **hhgregg**



FIRE PROTECTION SERVICES



COUNTY FIRE PROTECTION

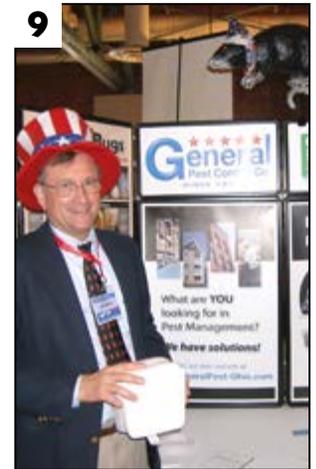
www.county-fire.com

ASK ABOUT OUR SPECIAL NOAA MEMBERSHIP PRICING

AKRON • CLEVELAND • COLUMBUS • TOLEDO

888-528-0928

- Fire Extinguishers, Fire Alarms, Fire Sprinklers, Exit/Emergency Lighting, Kitchen Fire Suppression, FM-200/Halon/C02 Systems
- Division 10 fire extinguishers and cabinets to construction trades
- Fire protection contracting services to property owners/managers



A Family Business – 200 West Apartments



**Dan
Miclau and
daughter,
Janene
Kubit,
outside
200 West
Apartments.**

By: Ralph McGreevy

Dan Miclau's father, Theodore, a successful Cleveland restaurateur who owned The Black Angus at E. 14th and Euclid Avenue, also had an eye for land. Back in 1962, he invested, no - let's call it like it was, speculated, on a bucolic piece of land with a ram shamble house located on the north side of Lorain Road in Fairview Park, Ohio. The land abutted and overlooked the Rocky River Reservation. Ted loved the location so much that over time he acquired another continuous six parcels and started penciling a plan.

Later in the 60s, Ted was approached by a local builder, and their meeting evolved into a partnership and a plan to build a ten story

apartment complex on the site. On August 3, 1971, after a three year construction project, 200 West opened to residents. The all-American complex featured spacious suites and hallways bedecked in a red, white and blue motif.

Meanwhile, Ted's son Dan, recently out of law school, had hung his shingle in nearby Rocky River, Ohio and was growing his law practice. Very proud of his father's accomplishment, Dan kept close track of the business. Filling 200 West moved slower than had anticipated. Ted's partner, wanting to return to construction, created an opening that allowed Dan to join his father in managing 200 West. "Rentals continued

to move slowly," said Dan, "but eventually we brought the building to 100% occupancy."

A few years later, Ted bought out his partner and 200 West Apartments became a 100 percent Miclau family-owned business. Through the years Dan continued his law practice and saw property managers and leasing staff come and go. Dan had hoped that his children would want to become involved in real estate and the apartment business with him. But his son John attended flight school to be a commercial airline pilot, which he is today, while daughters Deanna fulfilled a four-year degree in interior design and Janene graduated from U.D. with a teaching degree. Each pursued their own interests away from the family business.

That all changed toward the end of 1994 when Dan called Janene for help. "He had just let his property manager go and wanted to computerize the business," recalls Janene. "The holiday break was a good time for me to leave teaching and join my father in business," she said, "Because when family calls on you for help, well, that's just what you do."

In 1997 Deanna joined the business as bookkeeper and, when necessary, interior designer. 200 West's management is now into its third generation as a Miclau family business.

Over the years, Janene has risen from leasing agent to general manager, which includes all the duties of a property manager... and then some. Even when she and her husband welcomed their first child, Janene enlisted a resident of 200 West to handle child care duties so



Dan Miclau with daughters, Janene (left) and Deanna (middle) on the 3rd floor.

she could continue working. As the sisters grew in their knowledge of the building operations, Dan became more of an adviser, helping the sisters navigate the challenges that property ownership and management creates.

Memorial Day 2011

Dan took on more than an adviser role to his daughters for the past six months as they worked through a disaster that happened in the wee hours of Memorial Day, 2011. While most people were sleeping and dreaming of parades and picnics, a 10 story high by 6 inches wide standpipe, an external freestanding pipe that provides running water in areas with no other supply, lifted 14 inches out of the hole and flooded up to the 2nd floor. Doors on the first floor held and the office and other rooms only

filled with 18 inches of water. Below grade, the boiler room, for lack of a better description, took on more than two feet of water, affecting phone lines, electrical service, which was cut for only a few hours, as well as the compactor and hot water tank.

Quick thinking by their maintenance team saved the elevators from substantial damage. As the water started flowing from the standpipe,

they took the elevators to the second floor and shut them off. The elevator pit filled with water but was up and running by early afternoon with help the emergency responders.

After moving the elevators, the building's maintenance team called the Water Department but was told to call the Fire Department - who told them to call the Water Department. It was a National Holiday and water



200 West opened for rentals on August 3, 1971

A Family Business – 200 West Apartments

**Kubit and
Miclau
stand in the
entryway of
a recently
renovated
2nd floor
unit**



was flooding out to the tune of thousands of gallons per minute, all this at 4:30 a.m.

Several companies were called but only two companies responded.

Belfor Property Restoration and Simplex Grinnell, a company who understands property protection and emergency situations. Both arrived before sun-up.

The standpipe was put back in place, and Belfor dealt with every wet piece of drywall, carpet, and wall paper. They

were either ripped or cut out of the building in put in the back lot to dry. "The scene was surreal," said Kubit, who

realized she was in for a long 2011.

Day 2 – Day 180

"It's hard to put into words," said Kubit, "but to say it's been a long haul doesn't begin to cover the issues we've seen and dealt with. The issues that arise out of such a disaster, many difficult to resolve, in the end benefited the residents and management," she said.

According to Janene Miclau Kubit, the tough issues to work through included:

1.) The Boiler Room – all our supplies, larger pieces that you just can't use, needed to be replaced. New issues surfaced daily for a while.

2.) The Offices – for three months our paperwork had been sent away to be dried and restored. Imagine running a property with no paperwork of any kind, no leases.

3.) Insurance Issues – What to replace, what to repair. When? It was a daily grind.

4.) The Generator – It had to be relocated to adjust to today's codes. They had to increase the size, put it outside in the back but before they could they needed to build a pad and run electric and gas. Other items needed to be brought up to code as well.

"We had a lot of help through all of these issues and are grateful to be surrounded



**What are you
returning home to?**

Providing complete flood damage recovery.

From water extraction and content restoration to structural cleaning and total reconstruction services. BELFOR provides the seamless flood recovery solutions necessary for our clients to get back to their homes. Back to their businesses. Back to their lives.

BELFOR

PROPERTY RESTORATION

www.belfor.com 800-922-3848

with dedicated people,” said Kubit. The dust is almost settled and it is time to get back to business as usual.

Nine Months Later

“We are still trying to celebrate our 40th Anniversary,” said Kubit, noting the 1971 – 2011 time frame. “We’ve done some internal celebrating with our residents,” she said. “Daily prize drawings and parties have marked not only the anniversary but the nearing end of the construction.”

Today, the once red, white and blue hallways are benefiting from an unplanned improvement throughout the property.

“We needed to remodel the first and second floors with new colors, carpet and wall coverings, as well as the lobby,” said Miclau, “but we didn’t feel right about not sharing the upgrades with all residents.” The crews are now on the ninth floor and the building is bedecked from the lobby to the rooftop with new improvements.

Dan has turned back into an adviser, returning to Florida



200 West Apartments has performed well in the Key Awards

for the winter. Janene is at her new desk with all of her old files. Today, 200 West Apartments has never been

more ready to celebrate its 40th...err...41st Anniversary. 🏆



Size
doesn't
matter.
But
quality
and
service
do.



Now that B & H is part of Coinmach we're the last of the small, family-owned companies left in Northeast Ohio. Good for us, but even better for you, because we'll continue to bring you the quality Maytag products and unmatched service we always have. We're not the biggest company. But we are the right company. Give us a call and we'll show you how we can help.

After all, we're only a stone's throw away.

A.L.L. LAUNDRY SERVICE – LAKESIDE LAUNDRY EQUIPMENT

23103 Miles Road – Unit C. Cleveland Ohio 44128

216-475-2040 / 800-628-2588 / 216-475-2624 (fax)

www.lakesidelaundry.com - EMail: sales@lakesidelaundry.com



The Ethics of Landlording

By: John DeMarco

The deal is cut. The papers are signed. Somewhere across town, a moving van with obnoxious bright colors on the side and a reverse gear with an annoying, piercing howl is checked out for a weekend.

Furniture, memories and filing cabinets with seven-plus years of income tax returns are stored inside a 24-foot compartment. Somewhere in a door frame, friends and family are bid goodbye, and a new and possibly uncertain journey begins.

In your rental office, the papers are filed. The check, perhaps including a security deposit, first and last month's rent, and a special deposit for the furry little creatures that just can't be parted with, is safely in hand. Later that day, it will make its way, with a few others, to the bank. By dusk, the tally is taken. Maybe it was a good day, perhaps just average, perhaps dismal.

What is going on while the money is being counted? Real human activity: babies born, relationships strengthened or severed, life passing away, parents reading to their children. It's all happening within the structure of a home that began with the signing of a piece of paper.

More than just a simple business transaction occurred today when you approved the lease for the newly-divorced mother of two who is on her own for the first time and emotionally numb. You became a participant in someone's life. You became a vehicle for this woman's difficult segue into a new realm of living.

As the leases are signed, more than just dwelling places are opened up to tenants. Homes are created. Real homes. The places where relationships are built.

In the ancient culture, inviting someone into your home for a meal was a sign of great love and respect. And that remains so to a certain degree today. The security of a home is a cherished gift, because it provides a door for interaction that adds deep dimensions of joy and purpose to our lives. And when you approve that lease, you help swing the door open.

And these homes that you provide are even more than a crucible for human relationships and the development of individuals. A home is shelter. Shelter is a foundational human need that is both physical and psychological. It's physical, obviously, because it keeps us out of the rain and gives us an address to list on our job applications-which exponentially increases our chances of getting a return phone call. And



it's psychological because it grounds us with a sense of stability, a freedom to reach out and contribute to the world because at least we have a secure place to rest our heads and escape from the grind.

Shelter. A haven from the world. It's an awesome thing to possess. It's an awesome thing to provide. It's quite a responsibility, then,

to be in the position to help provide a context for relationships and shelter. It's a responsibility that necessarily dovetails with a degree of power. You have in hand the ability to decide who may rent from you and how much they are to pay for this privilege. You have the ability to determine what services and amenities will be available to your tenants-basically, how much bang they will get for their buck.

The Ethics of Landlording

Power, like shelter, is not to be assumed but is to be delicately massaged and reflected upon each day of our lives. When it is used responsibly, with intelligence, caring and love, I believe that healthy fruits of success are reaped. These are measured in tangible and intangible terms.

We have a model for the proper way to wield such power in relation to those who depend on us to provide for them with fairness and integrity. It's another precept from the ancient culture, grounded in historic Israel. Numerous kings held power in the unified and then divided kingdom of the Jewish people, and their success varied widely. Those who prescribed to Yahweh's will were blessed; those who didn't were cursed. This showed up in tangible and intangible terms; they either persevered over their physical enemies and had spiritual peace with their God, or they went the other way.

King David had a certain ambition that continues to teach us. His desire was to build a house for Yahweh, a place where God might reside. It turned out that one of David's boys, Solomon, got to oversee the mammoth construction project of the first Jewish Temple. But David's

intentions were pure; he wanted to construct a place that would glorify and honor something-or Someone-far greater than the human achievements he was making as king of all Israel. He looked to something that would last.

Accepting the responsibility and power that comes with your vocation also stretches beyond the realms of relationships, shelter and spiritual peace. Sometimes, just as David had to deal with disloyal or law-breaking kingdom residents, you have to deal with dishonest or irresponsible tenants. Often, they have abused the privilege of shelter, have forfeited its right.

But as David didn't let his kingly responsibilities keep him from continuing to care for sheep of Israel that had gone astray, so does your obligation continue to invest yourselves in the lives of those who make for poor tenants. How and why is this done?

Building a better community makes for better tenants. What needs in your surrounding community can be met by your leadership? Are their orphaned or neglected kids that need to be given the gift of time, in order that their self-esteem might be established and built

up? Are there inner city endeavors that might benefit from the gift of your resources?

As you invest your lives in these people who seemingly have little to give back to you, you plant seeds for future growth. A few of these young people that felt a caring hand just might develop into responsible, hard-working individuals in need of shelter and a foundation for relationship building.

A few might be less likely to skip out on the rent, vandalize the walls, and disturb their neighbors with loud parties. They'll have respect for themselves because someone long ago cared enough to respect them with the gifts of time and resources. Someone was interested in them.

Even with the tenants that you are evicting right now-in spite of their anger and denial and frustration or whatever they are feeling, are you presenting an undeniable model of integrity to them? Someone who clearly delineates the rules and then sticks by them? By doing so, you are planting seeds. Probably only a handful of them will allow the seeds to receive water; but it's the handful that are to be cherished. A few people can make a difference in this world.

POWERS FRIEDMAN LINN, PLL

ATTORNEYS AT LAW

PROVIDING QUALITY LEGAL
ADVOCACY AND COUNSEL
TO OWNERS, MANAGERS
AND LANDLORDS
THROUGHOUT OHIO.

WWW.PFL-LAW.COM

Four Commerce Park Square
23240 Chagrin Blvd.
Suite 180
Cleveland, OH 44122
Phone: (216) 514-1180
Fax: (216) 514-1185



You can make a difference.

As the money is deposited into the bank and the lease is filed under alphabetical order, future leaders of this country-and perhaps, even, of your industry-are being fed and nurtured by parents or guardians. Future tenants.You'll interact with a lot of these young people. How you respond to them says a lot to their perceptions of how the power in the world is to work. How you respond says a lot about their value as people.

What is it that you desire to leave behind, besides brick and mortar? What evidence will remain that proves you lived and thrived with integrity and love, and invested yourself in building something that would help perhaps just a handful to fulfill their potential in life?

The leases will fade away into the recycling pile of history. But what will last? 

An updated article by John DeMarco from the 1998 Fall Issue of Suites Magazine.



Skip Tracing
Campaigns
Insurance Follow-Up

Collection
Pre-Collection
Litigation
Predictive Dialing

Prompt Recovery Services, Inc.

A Receivables Management Company
Outstanding Collections through Focused Operations

Tom Mako
Phone: 216-410-5750
Email: TMako@promptrecoveryservices.com
9347 Ravenna Road Suite G
Twinsburg, OH 44087

Investment Sales ♦ Financing ♦ Research ♦ Advisory Services
To date, personally sold over **14,300 units** totaling over **\$486,000,000**

Marcus & Millichap

MICHAEL S. BARRON



The Market Leader in Value Added
Multi-Family Investment Brokerage

Michael S. Barron
Vice President Investments
Senior Director
National Multi Housing Group
Phone: 216.264.2016
mbarron@MarcusMillichap.com

Marcus & Millichap
Crown Centre
5005 Rockside Road,
Suite 1100
Cleveland, Ohio 44131
www.MarcusMillichap.com/MichaelSBarron

PARTIAL LIST OF EXCLUSIVE INVENTORY

NEWLY LISTED



Harbour Run
Mentor-on-the-Lake, OH
\$12,400,000 – 280 Units



Northfield Park
Bedford, OH
\$1,190,000 – 60 Units

JUST CLOSED



Kenwood Village
Euclid, OH
94 Units



Cedarwood
Willoughby, OH
60 Units

UNDER CONTRACT



Woodgate Village
Brunswick, OH
96 Units



Heritage Place
Barberton, OH
66 Units

Information on these properties and more can be found at
www.MarcusMillichap.com/MichaelSBarron or by calling 216.264.2016

January 2012

If Disaster Strikes, How Fast Could You Be Back Up & Running?

By: Michael P. Mandato, EVP, System Care, Inc.

You hear it all the time from us—back up your data, keep your virus protection current and install and maintain a firewall to protect yourself from hackers and other online threats. However, while these precautions will certainly help you avoid problems, they CAN'T do anything if you don't have a good backup and disaster recovery plan in place.

Are You A Sitting Duck?

We all know that an ounce of prevention is worth a pound of cure; yet, disaster recovery planning often takes a distant second to the daily deadlines and pressures of running a business. That means that most businesses, including your own, may end up offline and without important data after a simple lightning storm.

Don't think that could ever happen to you? Consider this: "data-erasing disasters" can also take the form of office fires and broken water pipes, not just earthquakes, floods and tornadoes. If a fire started in your building, the parts that weren't burned beyond recovery would probably be destroyed by the firemen's efforts. But even more common is software corruption, hardware failures and human error!

7 Disaster Recovery Questions You Need To Answer

A disaster recovery plan doesn't have to be complicated, time-consuming or expensive. Start by asking yourself the following questions...

1. Do you back up your company's data daily to both an onsite and offsite location?
2. Are you absolutely certain that your backup copy is valid, complete and not corrupt? How do you know for sure?
3. If disaster strikes, HOW would you get your data back, and how long would it take? In many cases it takes days and often weeks; what would you do during that period of time?
4. Do you have copies of all the software licenses and discs in a safe location that could be accessed in the event of having to rebuild your server?
5. Would you and your employees have a way to access your network remotely if you couldn't get to the office?

6. Do you store important passwords in a secure place that company officers can access if you are unavailable?
7. Do you have a UPS (uninterruptible power supply) device in place to keep your network and other critical data operations running during a power outage?

Finally and most importantly you only have a valid backup if you know it can be restored. The best way to determine this is to test restoring your backup on a consistent basis. We recommend performing test restores on a monthly basis to insure all data and systems can be restored in the event of a system crash or file corruption. Performing a restore will give you the confidence you need and keep your recovery systems ready when they are needed. There is nothing worse than performing restores when they are really needed for the first time! 

Call 440-925-4005 to schedule your Disaster Recovery Assessment so we can be sure you are ready BEFORE a disaster ever strikes.

Gain a Business Colleaguenot just a Technical Vendor



Gain a business colleague...
Not just a technical vendor

www.systemcareinc.com

440-925-4005

- ✓ Remote User Support
- ✓ Computer Sales and Service
- ✓ Network LAN / WAN Installation
- ✓ Virus and Spy Ware Protection
- ✓ System Backups and Recovery
- ✓ Email, Web and Application Hosting

2 locations to serve you!

26202 Detroit Rd. Suite 100c
Westlake, OH 44145-2431

AND

7547 Mentor Avenue Suite B
Mentor, OH 44060

Phone: 440.925.4005x132 Fax: 440.925.4004

Legislative Update

The following updates are provided by the Ohio Apartment Association.

House

HB 286

EMPLOYMENT OF UNAUTHORIZED ALIENS (Combs, Bupp) - To adopt provisions related to the employment of unauthorized aliens.

Referred to Transportation, Public Safety and Homeland Security Committee

Current Status: 1/11/16/2011 House Transportation, Public Safety and Homeland Security, (First Hearing)

HB 335

SEXUAL/GENDER DISCRIMINATION (Antonio, McGregor) - To prohibit discrimination on the basis of sexual orientation or gender identity.

Current Status: 1/10/09/2011 Referred to Commerce & Labor Committee

Bulletin

Visit the *news* section of noamembers.com to read up-to-date local and national apartment industry feeds.

● No Vacancy

The downtown apartment market has tightened up dramatically, thanks to growing zest for urban living and a housing crash that helped make apartments the hottest commodity in the real estate business.

<http://bit.ly/noavaca>

Video - <http://bit.ly/novacancy-video>

● U.S. Apartment Vacancies Decline to 2001 Levels: Reis

U.S. apartment vacancies dropped to 5.2 percent in the fourth quarter, a 10-year low, as more Americans flocked to rentals, according to real estate research firm Reis.

<http://bit.ly/apvaca2001>

Senate

SB 202

PROPERTY OWNERS RESPONSIBILITY-TRESPASSER (Seitz, B) - To specify the responsibility of a possessor of real property to a trespasser and the circumstances in which the possessor may be liable in a tort action for the death or injury of a trespasser.

Current Status: 1/11/16/2011 Senate Judiciary, (First Hearing)

SB 231

SEXUAL/GENDER DISCRIMINATION (Skindell, Tavares) - To prohibit discrimination on the basis of sexual orientation or gender identity.

Current Status: 1/11/16/2011 Senate Judiciary, (First Hearing)

● PlayhouseSquare office building to Host Apartments

PlayhouseSquare has agreed to sell the Hanna Building Annex on East 14th Street to the K&D Group of Willoughby. The largest privately held owner of apartments in Northeast Ohio, K&D plans to convert a PlayhouseSquare office building into 102 apartments, capturing explosive rental demand and bringing the first residential project to the heart of Cleveland's theater district.

<http://bit.ly/kdplay>

● Underwater homeowners become reluctant landlords

They're learning the hard way about how rentals work. They'd much prefer to sell, but they can't get the price they want or need. In many cases, the homeowners are underwater, owing far more than the properties are worth.

<http://on.freep.com/underwaterhouses>

Culture Shift from Commercial to Social

A New Series by Toni Blake

You lost me at Hello!

There is a culture shift today between businesses and the customer. This transition is from commercial to social, from product to relationship. Marketing success is requiring businesses to convert well-calculated commercial messages into an authentic human voice spoken from a word of mouth ambassador. Social does not simply describe the media, but the message and method as well. Social communication strategies are crossing over into all forms of media. Are you ready to shift your ad copy from the detailed physical description of your asset to celebrating your resident's LIFE at the community? In this series I hope to guide you through the marketing culture shift from commercial to social in your over all approach to both residents and future residents.

Consumers are tired, bored, over worked, stressed by the economy, looking for answers, quick fixes and the easy button. They are attempting to survive the most serious economic crisis in the history of our planet while keeping track of a virtual renaissance in technology. How can you make their life better? How can you answer a questions, solve their problems, provide them with extra time, money, laughs, love, peace, joy - even one moment of happiness?

*How can you help me?
Can you make my life better?*

Nothing about you matters, unless it matters to them! It is the consumer who has changed the channel. They skip past the sponsor page, fast forward past million-dollar ad campaigns with their DVR, spam-block emails, have added their name to the no call list and check caller ID. Traditional marketing is now being referred to as "outbound" or "interruptive" marketing. Businesses that insist on talking about themselves in commercial terms will continue to be deleted by their potential customers.

Setting up a Facebook page with a commercial photograph, with no faces, making friends with your vendors and sister properties and then soliciting in your posts does not count as engagement in social media. It's time to make it your fervent goal to become a truly valued partner in your resident's life! Businesses have been talking about themselves for so long that the procedures; policies, strategies, principles, practices, reports, accounting and mission statements are saturated with their self-interest. How quickly your organization can switch from commercial to this new social era will determine the level of your frustration and success.

I agree with every firm who has said "NO" to Facebook until they have a good strategy, and perhaps professional assistance, to be successful in this new world. Is it better to have Facebooked and lost, then to never have Facebooked at all? YES!!! This is a fundamental change in the way we will do business in the future, which extends beyond social media to every form of commercial language. Today's messages require a communication style that has true meaning to the life of the consumer!

You can stumble on it, tweet it, Facebook it, digg it, share it and post it on YouTube but if you are commercializing your message - YOU LOSE!

Where is your firm's culture in the shift from commercial to social? National

Marketing Consultant and Speaker Lori Snider shared a great find with me

- the "We We Monitor" from FutreNowInc.com. This is a quick way to test your current message.

www.futurenowinc.com/wewetext.htm)

Futurenowinc.com has developed a "Customer Focus Calculator" so you can test your marketing copy. When you are ready to see if your "pride" is getting in the way of progress, follow the link above and test your next marketing piece before you publish it. Futurenowinc.com will evaluate the counts of certain words as key indicators of your customer focus. Discover what your word choices say about your true message. All you have to do is enter your text (you can copy and paste) and company name, then click on "submit." This first step on the journey is to stop being about YOU and to start being about THEM!

You will need to conduct focus groups. Listen, find interests, discover needs, get in touch with their pain, problems, worries, and stresses. Find out what you do that matters, that brings them joy, helps their cause and keeps them happy. Find out what you can do that will create more support, meaningful service and value in your relationship. I have a simple, "Home Dinner" focus group plan that you can print down at Apartment Social Media Dance Steps on Facebook that will show you how to create an open environment for your residents to give you this very valuable information.

Are you ready for the journey, are you ready to stop commercializing your message and be social with your customer? Get ready to SHIFT- but don't pack your bags, its time to leave the old behind and find something new! Join me - throw your hands in the air and enter the Social world of media!!! 📺



Toni Blake

National Speaker, Author & Creator of **TotallyToni.com**

Eviction Index

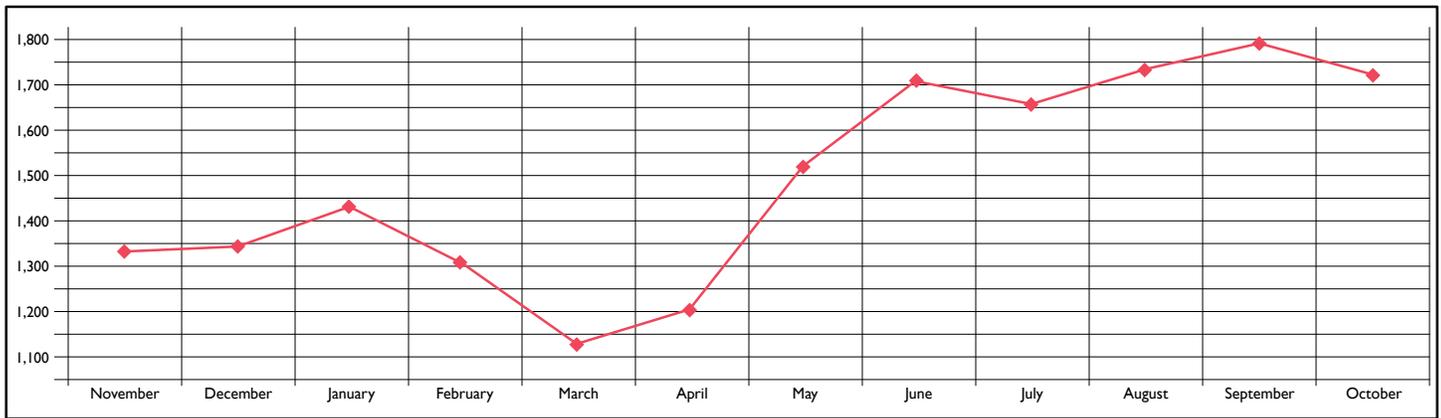
The Suites Magazine Eviction Index is presented to owners and managers of multifamily properties to assist them in assessing the regional market. The numbers represent the number of eviction filings in the corresponding courts.

The Eviction Index is sponsored by Powers Friedman Linn, PLL, a law firm specializing in real estate management issues.

Recent Filings by Month - 2011

Court	Apr.	May	June	July	Aug.	Sept.	Oct.
Bedford	137	208	244	220	241	193	223
Cleveland	764	921	1051	1035	1149	1116	1097
Euclid	86	132	156	115	97	210	135
Lakewood	88	110	78	110	91	105	86
Parma	99	115	119	127	105	130	123
Painesville	28	39	57	47	55	44	57
Total	1202	1525	1705	1654	1738	1798	1721

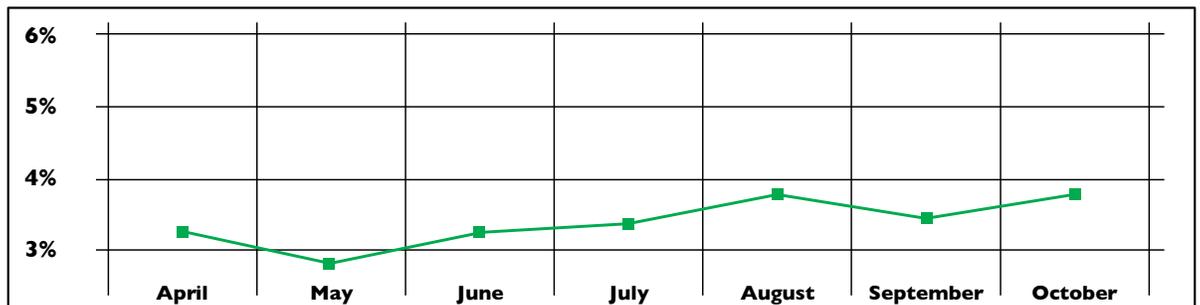
Monthly Eviction Totals - 2011



Vacancy Rates

2011

Area	Apr.	May	Jun	July	Aug.	Sept.	Oct.
Entire Region	3.20%	2.80%	3.20%	3.30%	3.80%	3.42%	3.82%
Northeast	2.10%	1.70%	1.80%	2.20%	3.30%	3.60%	4.10%
Southeast	3.60%	2.20%	4.10%	4.40%	4.10%	4.20%	4.40%
South/Southeast	4.90%	4.20%	2.80%	2.70%	2.50%	2.0%	2.90%
Northwest	2.70%	2.70%	1.80%	2.10%	1.70%	2.50%	3.10%
Southwest	3.70%	4.00%	4.90%	4.80%	4.80%	4.80%	4.60%



Property Transfers

September 2011 - October 2011

ADDRESS	CITY	NEW OWNER	PREVIOUS OWNER	DATE	PRICE	UNITS
1447 W 112Th St	Cleveland	1447 West 112Th Street Llc	Perspective Homes Inc	9/2/11	\$87,500	6
112 W St	Cleveland	1447 West 112Th Street Llc	Perspective Homes Inc	9/2/11	\$87,500	0
10110 Folk Ave	Cleveland	Banks Harry	Pittmon Javon	9/2/11	\$300	4
584 E 118Th St	Cleveland	Bashir Rasheedah	Davis William	9/2/11	\$300	11
941 S Central Dr	Lorain	Nau David D	Streza Nicholas	9/7/11	\$10,000	0
941 S Central Dr	Lorain	Nau David D	Streza Nicholas	9/7/11	\$10,000	0
941 S Central Dr	Lorain	Nau David D	Streza Nicholas	9/7/11	\$10,000	0
17545 Madison Ave	Lakewood	Garfield Drive Investments Llc	13509 Detroit Associates Llc	9/7/11	\$739,000	29
14608 Woodworth Rd	East Cleveland	Turner Dion	Johnson Regina	9/8/11	\$300	8
862 Ruple Rd	Cleveland	Wells Fargo Bk Na	Hayes John	9/9/11	\$20,000	0
862 Ruple Rd	Cleveland	Wells Fargo Bk Na	Hayes John	9/9/11	\$20,000	0
2824 E 130Th St	Cleveland	Yavne Ents Llc	Rs Homestead Llc	9/13/11	\$220,000	28
876 Copley Rd	Akron	Helmling Drew R	Snellenberger Simon	9/14/11	\$45,000	4
876 Copley Rd	Akron	Helmling Drew R	Snellenberger Simon	9/14/11	\$45,000	0
876 Copley Rd	Akron	Helmling Drew R	Snellenberger Simon	9/14/11	\$45,000	0
876 Copley Rd	Akron	Helmling Drew R	Snellenberger Simon	9/14/11	\$45,000	0
23691 Delmere Dr	North Olmsted	Krantz Howard	K/G Properties Ltd	9/14/11	\$20,100	32
23691 Delmere Dr	North Olmsted	Krantz Howard	K/G Properties Ltd	9/14/11	\$20,100	24
23691 Delmere Dr	North Olmsted	Krantz Howard	K/G Properties Ltd	9/14/11	\$20,100	16
Gessner Rd	North Olmsted	Krantz Howard	K/G Properties Ltd	9/14/11	\$20,100	0
1374 W 58Th St	Cleveland	Velasquez Edgar	Velasquez Mynor;+	9/15/11	\$25,500	0
1144 E 63Rd St	Cleveland	Hernandez Alex	Czembor Martin	9/15/11	\$3,000	3
1144 E 63Rd St	Cleveland	Hernandez Alex	Czembor Martin	9/15/11	\$3,000	2
1681 Lincoln Ave	Lakewood	Xios Realty Llc	Mathiellis Kosta;+	9/15/11	\$160,000	13
1419 Grace Ave	Lakewood	Isomer Group Inc	Rpk Properties Inc	9/15/11	\$272,500	11
27420 Sidney Dr	Euclid	Euclid East 305 Llc	Eastwing Properties Inc	9/16/11	\$83,000	8
3371 E 140Th St	Cleveland	Ingram Hardy	Smith George	9/19/11	\$500	4
70 W Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	8
70 W Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
70 W Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
70 W Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
104-112 E Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	8
104-112 E Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
104-112 E Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
104-112 E Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
86--92 Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	8
86--92 Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
86--92 Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
86--92 Dartmore Ave	Akron	Testa Vito	City Of Akron	9/20/11	\$16,423	0
3701 E 116Th St	Cleveland	Deutsche Bank Trust 2000-2	Marcus Stevie;+	9/22/11	\$10,000	4
4067 E 44Th St	Newburgh Heights	Deutsche Bank Trust 2005-2	Fuller Jessie	9/22/11	\$20,000	4
1406 W 75Th St	Cleveland	Ponikvar Joseph	1406 West 75Th Street Llc	9/23/11	\$50,000	8
1377 W 80Th St	Cleveland	Mcmeans Stuart & Linda	Marquis Properties Llc	9/26/11	\$263,000	12
1038 E 74Th St	Cleveland	Coster Clifford Sr & Idella	Cleveland Housing Network Limited	9/26/11	\$33,780	1
1038 E 74Th St	Cleveland	Coster Clifford Sr & Idella	Cleveland Housing Network Limited	9/26/11	\$33,780	2
6319 Lansing Ave	Cleveland	Spadina & Pecar Llc	Bmw1234 Llc	9/26/11	\$90,000	6
1520 Coventry Rd	East Cleveland	Esquilax Properties Llc	Perelman Dan	9/26/11	\$21,500	4
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	8
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	8
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	8
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	8
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	10
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	10
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	10
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	13

Property Transfers

September 2011 - October 2011

ADDRESS	CITY	NEW OWNER	PREVIOUS OWNER	DATE	PRICE	UNITS
Kirtland Chardon Rd		Hilltop Investment Llc	Marous Hilltop Llc	9/28/11	\$1,900,000	1
75 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
75 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
75 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	5
101 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
80 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	4
80 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
80 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	9
80 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	9
131 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
131 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
131 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
131 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	4
23361 Lake Shore Blvd	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
23361 Lake Shore Blvd	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
23361 Lake Shore Blvd	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	4
132 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	4
132 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	4
132 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
132 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
150 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	10
150 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
150 E 233Rd St	Euclid	Mpds Lakeshore Llc	Kostelnik Properties Ltd;+	9/30/11	\$1,700,000	8
508 E Buchtel Ave	Akron	Ep Hamilton Properties Llc	Walter Edward J	10/3/11	\$426,350	23
508 E Buchtel Ave	Akron	Ep Hamilton Properties Llc	Walter Edward J	10/3/11	\$426,350	0
508 E Buchtel Ave	Akron	Ep Hamilton Properties Llc	Walter Edward J	10/3/11	\$426,350	0
1071 E 71St St	Cleveland	Pacific Institute Of Prop Inv Llc	Colon Jose	10/3/11	\$13,000	4
3695 E 59Th St	Cleveland	Pelfrey James Iii	Hart Mike	10/3/11	\$4,300	4
472 E 117Th St	Cleveland	Federal Natl Mtg Assn Fnma	Emmons Stephen P/Carol	10/4/11	\$70,904	4
6800 Fleet Ave	Cleveland	Bieniek Jan	Cpi Housing Fund Llc	10/4/11	\$2,000	0
6800 Fleet Ave	Cleveland	Bieniek Jan	Cpi Housing Fund Llc	10/4/11	\$2,000	0
6000 Jaycox Rd	North Ridgeville	Hc Apartments Llc	Hidden Creek Apartments Llc	10/5/11	\$975,000	0
6000 Jaycox Rd	North Ridgeville	Hc Apartments Llc	Hidden Creek Apartments Llc	10/5/11	\$975,000	0
6000 Jaycox Rd	North Ridgeville	Hc Apartments Llc	Hidden Creek Apartments Llc	10/5/11	\$975,000	0
6000 Jaycox Rd	North Ridgeville	Hc Apartments Llc	Hidden Creek Apartments Llc	10/5/11	\$975,000	0
965 Foster Ave	Elyria	Shannawi Sameer M	Burgett Neil E/Gretta R	10/7/11	\$50,000	4
10403 Thrush Ave	Cleveland	Berning Michael	Lmb Properties Llc	10/7/11	\$147,000	4
14070 Superior Rd	East Cleveland	Citizens Service Corp	Grande Realty Dev Co Llc;+	10/7/11	\$200,000	29
3328 W 33Rd St	Cleveland	Blue Boat Properties Llc	Snns Llc	10/12/11	\$81,000	0
4629 Storer Ave	Cleveland	Ferris-Murray Dawn	Koutsoulis Pantelis/Antonis	10/12/11	\$47,000	4
773 E 154Th St	Cleveland	Reo Direct Llc	Aames Mtg Inv Trust 2005-2	10/12/11	\$500	4
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	12
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	0
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	0
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	0
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	0
2090-2092 16Th St Sw	Akron	Masters Michael T	Fitzgerald Stephen C;+	10/14/11	\$107,500	0
7418 Franklin Blvd	Cleveland	Us Bk National Assn	Bombalek Lorellen;+	10/14/11	\$15,000	4
915 E 72Nd St	Cleveland	Deutsche Bank Series 2006-6	Gomes Mark	10/14/11	\$4,000	4
6309 Fullerton Ave	Cleveland	Bank Of Ny Mellon 2005-J2	Adams Michael Jr/Nancy	10/14/11	\$4,000	0
6309 Fullerton Ave	Cleveland	Bank Of Ny Mellon 2005-J2	Adams Michael Jr/Nancy	10/14/11	\$4,000	0
1480 Crest Rd	Cleveland Heights	Federal Home Loan Mtg Corp	Finkenthal Robert;+	10/14/11	\$40,000	0
1480 Crest Rd	Cleveland Heights	Federal Home Loan Mtg Corp	Finkenthal Robert;+	10/14/11	\$40,000	0
2600 Hampshire Rd	Cleveland Heights	Ngo Lian	Krainsky Isay	10/14/11	\$395,000	8
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	1

Property Transfers

September 2011 - October 2011

ADDRESS	CITY	NEW OWNER	PREVIOUS OWNER	DATE	PRICE	UNITS
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	16
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	16
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	16
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	18
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	20
1340--1846 Hampton Knoll Dr	Akron	Hampton Knoll Apartments Llc	Hampton Knoll Associates Llc	10/17/11	\$21,300,000	22
406 Woodland Ave	Akron	Hsbc Bank Usa Series 2005-2	Williams Robert W	10/18/11	\$57,334	4
11103 Ashbury Ave	Cleveland	Cuyahoga Cmnty Reinvestment LI	Combined Access Llc	10/18/11	\$7,500	7
15916 Euclid Ave	East Cleveland	Jones Investments Llc	Reid Dartangan	10/21/11	\$1,500	9
1373 W 80Th St	Cleveland	Marquis Properties Llc	Vemm Investment Group	10/26/11	\$160,000	12
1088 Victory St	Akron	Hauber Michael J & Silvia	Truly ReachingYou Inc	10/31/11	\$60,890	4

Index of Advertisers

- 4 Consolidated Marketing Solutions
- 7 WOW! Internet, Cable, Phone
- 8 Odor Control Technology
- 8 Sleggs, Danzing & Gill, Co. LPA
- 9 Resident Research
- 13 Javitch Block Rathbone
- 14 County Fire Protection
- 18 Belfor Property Restoration
- 20 A.L.L. Laundry Service
- 22 Powers Friedman Linn, PLL
- 23 Prompt Recovery Services
- 23 Marcus & Millichap
- 24 System Care
- 31 Miracle Method
- BC IGS Energy



Suites is your most targeted, cost-effective opportunity to reach all the owners and operators of residential multifamily properties in Northeast Ohio. Start making plans now to place your message in front of our fast-growing and affluent market.

Visit: <http://www.noaamembers.com/suites.php> to download the media kit and view current and back issues of Suites.

Ryan Flanagan
Media and Marketing Manager
P: 216.241.1635
E: flanagan@noaamembers.com



Scan For Contact Info



BATHTUB and COUNTERTOP REFINISHING ON TIME *and* ON BUDGET!

Let us show you just how good refinishing can be.



Before

After

"All I can say is WOW. I was very impressed with the amount of money we saved refinishing countertops instead of replacing."

Elizabeth DeMario
Property Manager,
Shoreham,
Burton Carol

"With inspections coming up, we worked with Miracle Method to refinish our tile floors and bathtubs. Through out the process they worked with our schedule, and got the job done on time, and on budget."

Ed Auel
Engineering Department,
Cleveland Renaissance Hotel

"Miracle Method was prompt and professional. We have had nothing short of rave reviews from our tenants."

Kris Frindt
Resident Services Coordinator,
The Islander Apartments,
Western Reserve Management

Miracle Method refinishing will look better, last longer and it's guaranteed!

Don't settle for second best!



Call 216-671-3444

To schedule an appointment or for a free estimate

Visit our showroom at 12438 Plaza Drive, Parma

www.miraclemethod.com/cleveland

5-year warranty on all services!

Porcelain • Tile • Formica® • Fiberglass • Cultured Marble • Chip Repair

Each Miracle Method office is independently owned and operated.



Join the many NOAA members who are already satisfied IGS Energy customers!



IGS Energy is:

- NOAA's exclusive Group Purchasing Partner, offering special group rate plans available only to NOAA members.
- Already the trusted supplier to more than 45,000 units owned or managed by NOAA members.
- Ohio's leading alternative supplier of natural gas, providing dependable service and trusted advice for more than 20 years.
- A true partner in your business. Work directly with an experienced energy expert committed to helping you meet your goals.

Eager to learn more?

- Call us at 877-923-4447
- Email us at EnergyAdvisor@IGSEnergy.com

Make sure to ask about the "NOAA Group Purchasing Plan."