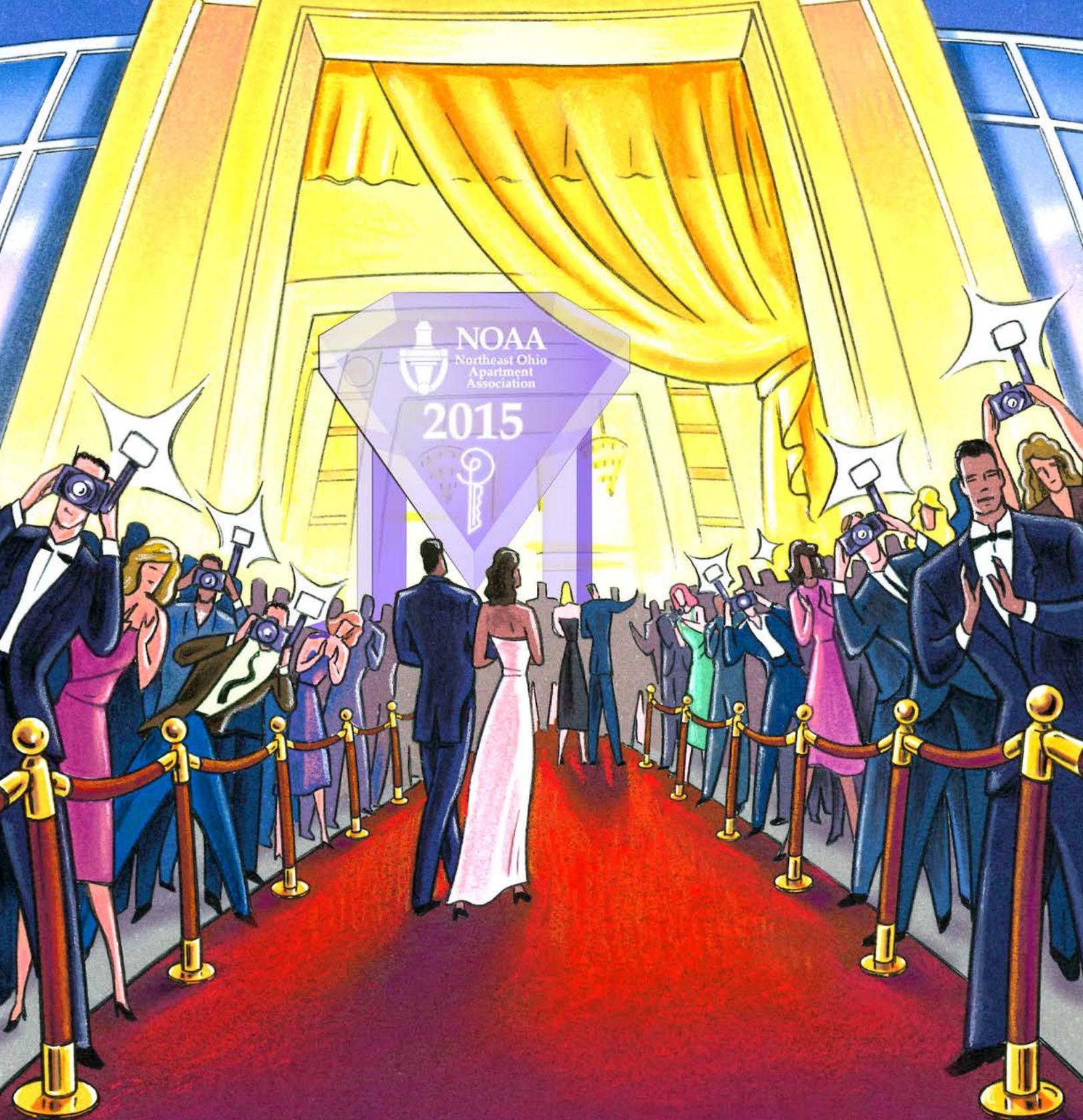


Suites

Published by the Northeast Ohio Apartment Association
March - 2015



NOAA
Northeast Ohio
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2015



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service
do.



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E: flanagan@noaamembers.com
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UGP Properties

President-Elect

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Carlyle Management Company

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200 West Apartments

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Ryan Flanagan

Media and Marketing Manager

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Published by the Northeast Ohio Apartment Association

The Northeast Ohio Apartment Association is a not-for-profit organization committed to furthering professionalism in the multi-housing industry. NOAA serves sixteen Ohio counties through specially designed education, networking and legislative programs.

President’s Inner Circle

IGS Energy

President’s Circle Members

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AT&T	Coinmach Laundry	Rent Path - Apartmentguide.com
Belfor USA	Consolidated Solutions	Roto-Rooter
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Message from the EVP

Resident Relationship Management (RRM) vs. Customer Relationship Management (CRM)

According to a Harvard Business Review article, Unlock the Mysteries of Your Customer Relationships, (HBR, July-August 2014) retailers spend \$11 Billion annually to manage and understand customer relationships. Yet it appears many companies don't understand customer relationships at all.

Large companies, sophisticated companies with household names representing consumer products, automobiles, airlines, would all love to have the in-depth personal relationships you enjoy with your residents. They comb through mountains of data trying to unlock the mysteries, yet all we need to do is stop by, say hello and ask how things are going to receive the type of feedback and information that others pay billions to obtain.

Throughout the world, brand teams meet daily to pour through and analyze the results of their CRM programs and learn how their customers are reacting to their overtures of love and loyalty. It is an inexact science to be sure, but one that has been on the front burner of every retail-oriented business for the past decade. So far their efforts have failed to produce a new key to success or foolproof system.

FACT: APARTMENT COMMUNITIES ARE RETAIL BUSINESSES AND ARE BRANDS

There are no limits to the ways which brands can relate to their consumers. They (CRM experts around the world) have identified 29 distinct types of relationships, according to the article, which can be structured and quantified through a complex survey approach. Does this sound like a load of you know what? Maybe, but not to them. It's the result of their investment.

They pour through their relationships to discover why people love to hate their brand or why they have affairs with another brand. Yes, that is what the study claims in the "valuing friends and acquaintances" portion of the results. They delve into why some consumers are just one night stands with their brands and others see themselves as best friends or marriage partners with their brands. Really!

If all this seems ludicrous (and maybe some of it is), it's because we only need to go down the hall or up the stairs to visit our customers, face-to-face, as often as needed. There are no billions to be spent on why someone loves or doesn't love your property. All you have to do is ask your resident how they feel about their suite, their community and its staff. There is no need to worry about listening for a signal because we can

listen one on one with our customers and get the whole story any time we want.

And so...do we really understand what an advantage we have in this industry and do we really ever maximize the relationships and do we really ever work hard enough to build our brands?



No, probably not. But I do see most communities caring much more today than when I started at NOAA.

I've been at the business of running the Association for over 18 years. New thoughts come to me daily. There is no shortage of new ideas for what we can or might do someday. Some ideas are good, while others are not so good, but I don't stop trying to understand what it is YOU DO and how to make it better for YOU and for YOUR RESIDENTS.

THE BIG IDEA

We are working on the **Resident's Choice Award** for the Key Awards. How to get the judging online and how best to drive your residents to the portal are just a couple of the details we are working out. This will let your customers tell us what they love or wish were better about your properties. NO, you do not have to participate in this portion of the KEY AWARDS, but I would strongly suggest participating.

Here's a thought; instead of investing billions or even thousands in CRM software, meetings and emails, why not send your team to the NOAA Brainstorming event to be held March 18th, the Leasing Kick Off – to be held at Windows on the River on April 29th, or to the Certified Leasing Professionals class to be held April 14th and 15th. We don't have a CRM seminar, per say, but resident relationship management is a part of almost everything we do and teach at NOAA.

Notes from around my desk; Congrats to Judge Raymond Pianka who was honored for his work in the Irish community and gave a captivating acceptance speech relating to his work. Also honored were senior vice president and Treasurer Linda Kane from Forest City Enterprise Inc. along with three others.

A new level of President's Circle has been created and our first entrant is IGS Energy. We are delighted and proud to have their valued support.

Ralph McGreevy
Executive Vice President

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11-30
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NOAA Calendar

More information available at www.noamembers.com

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	31	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	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						

March
April
May

- 3/5 - **CMA** Certified Manager of Apartments, last class March 5 at Corp. College E.
- 13 - **Associates Council** 9am - CORT Furniture 4698 Great Northern Blvd. N. Olmsted
- 13 - **ABC Emergency Repairs** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 18 - **Brainstorming** 9am - 2pm - Hawthorne Valley Country Club
- 10 - **ABC Raceways and Fittings** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 14-15 - **Certified Leasing Professionals** 9am - 3pm - NOAA Offices 1468 West 9th St. Cleveland
- 17 - **ABC Electrical Main.** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 24 - **ABC Drywall** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 29 - **Leasing Kickoff** 9am - 12pm - Windows on the River 2000 Sycamore, Cleveland
- 1 - **ABC HVAC Troubleshooting** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 8 - **ABC HVAC Troubleshooting** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 15 - **ABC Emergency Repairs** 1pm - 5pm - ABC 9255 Market Place WEST, Broadview Heights
- 19 - **Fair Housing - The Great Debate, Part Two** Windows on the River 2000 Sycamore, Cleveland

23 - Key Award Judging Day
13 - Golf Outing
3 - Key Awards Gala
12 - Trade Show
Moved to Holiday Inn - Rockside, Independence

JUNE JULY AUGUST SEPTEMBER OCTOBER NOVEMBER DECEMBER JANUARY FEBRUARY

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Installation Luncheon

Brother's Lounge - Lakewood. January 22nd 2015

Cleveland Housing Court Judge Raymond L. Pianka swore in the 2015 Northeast Ohio Apartment Association Executive Committee. Over 75 members welcomed incoming President Claudia Madden and commended outgoing President Joy Anzalone.

1 **President
Claudia Madden**
UGP Properties

2 **President-Elect
Charles Schulman**
Carlyle Mgmt Co.

3 **Vice President
Dan Ross**
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4 **Treasurer
Janene Kubit**
200 West Apts.

5 **Immediate Past President
Joy Anzalone**
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6 **Executive Vice President
Ralph McGreevy**
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Not in Photo
**Secretary
Yvette Rouff**
PK Management

**Presidential Appointee
George Cvijovic**
Forest City Residential Mgmt

**Associate Council Appointee
Chris Stahurski**
CORT



Know Your Members



Leslie Buike

Comet Management

Director of Residential Operations

Time at Current Company:
10 years

Finishing up designing the 3rd phase of Crocker Park residential, Ovation, opening November of this year. We will begin pre-leasing in June.

We just started the designing details for the NuCLEus project in downtown CLE. A mixed-use development of over 500 apartments, condominiums, office, restaurant, and retail in the center of the city.

Total time in Apartment industry:
10 Years

First job or title in the apartment industry:
Leasing Consultant

Last movie or book I enjoyed:
50 Shades of Grey

Favorite genres of entertainment:
Comedy

High School:
Avon Lake

College:
Kent State

Favorite restaurant:
Urban Farmer

Favorite part of the day:
Morning

Free time:
Spend time with Family and exercise.



Yvette Rouff

PK Management LLC

Regional Vice President

Time at Current Company:
12 years

Recently promoted to Vice President at PK Management LLC with the following departments as direct reports:

- Training Department
- Tax Credit & Section 8 Compliance
- Affordable Housing Compliance
- Rehab Projects in New Jersey & Michigan with a total of 635 units

Total time in Apartment Industry:
22 years

First job in the apartment industry:
Leasing Agent

Last movie:
The last movie I enjoyed was, "Gone Girl."
I love movies, anything but Horror.

High school:
St. Dominic's Convent in Trinidad

College:
New York University and Ursuline College

Favorite restaurant:
Soho in Ohio City

Favorite part of the day:
I enjoy late evenings

First or most memorable resident:
In the early phase of my career I met a senior resident and being new at this particular property, she was the only one who was kind to me.

Free time:
I enjoy shopping, yoga and horseback riding.

Successful Selling Begins with you!

DEBBIE PHILLIPS | THE QUADRILLION

Did you know that researchers report that 77% of the things we say to ourselves are often working against us? So many times we believe negative thoughts over positive thoughts. It's time to reverse that trend and plant positive thoughts in our mind so that we set ourselves up for positive outcomes! Successful Selling does begin with our thoughts!

Every action is a result of our thoughts and when we believe that people come to us for advice on an apartment or any other product, we should immediately think of how to create a "win/win" result instead of planting doubt in our minds like, "I wonder if they are qualified? Or I wonder if they will lease?" When we plant self-doubt, we are consciously thinking of the worst case scenario.

Think of our thoughts as "mental tapes" that we insert into our routine. Do any of them need to be replaced? Here are some thoughts for consideration:

1. Surround yourself with positive mental food! We can all benefit from taking an inventory and thinking of what is on our desk that doesn't support our personal and professional goals. Take time to clear out the clutter of things that don't offer clarity for our personal mission statement.
2. Make it a point to connect with positive people who are champions for SUCCESS! I can't help but get excited when someone tells me how they are moving closer to their goals. Take time to take a genuine interest in other people. Dale Carnegie taught us in his course on human relations to "talk in terms of another person's interest." When you are genuinely

interested in other people, you forget about your own challenges and you can get recharged by helping others.

3. Take time to meet with yourself. I often say the best meeting you'll ever attend is the meeting you have with yourself. Our agendas are so full of demands for our time, but Stephen Covey reminds us about the goose and the golden egg. We can't continue to have golden eggs if we don't take care of the goose! Taking just 15 minutes before our day kicks off to frame our day on positive thoughts can make all the difference in the world.
4. Be about the work! So many times it is easy to get distracted by office gossip or politics that we can forget what our work really and truly is! When you enjoy what you do and you are using your "genius," you can get so absorbed in doing the work that you lose track of time! That can be a good thing! I've noticed that I can be negative when I'm not playing in my "genius zone" because I think of reasons why something is NOT working rather than how it can work!

These are a few nuggets that can rearrange your mental molecules and reset your thinking on a higher level! Whether it is selling or solving a problem....success happens first in your brain! 📌

Debbie Phillips will host the NOAA Leasing Kickoff - Successful Selling Begins with you! Details below.

NOAA Spring Events

C.L.P. Class

Certified Leasing Professional

Developed for
Leasing

Host
Stephanie Sturzinger

When
April 14th, 15th 9am - 3pm

Cost
Members \$279
Non-Members \$379

Leasing Kickoff

Successful Selling Begins with You!

Developed for
Apartment Industry
(Everyone)

Host
Debbie Phillips, PhD

When
April 29th 9am

Cost
Members \$49
Non-Members \$79

Fair Housing

The Great Debate Part 2

Developed for
Apartment Industry
(Everyone)

Host
Avery Friedman
William D. Edwards

When
May 19th 9am

Cost
Members \$49
Non-Members \$79

Spring Cleaning - Mulch

ROBERTA HUDY | SCHILL GROUND MANAGEMENT



Spring is the time of year when everything gets a fresh start. The same can be said for the mulch in your commercial landscape. Over a long Northern Ohio winter, mulch typically breaks down into the soil and loses much of its original luster from when it was first applied. There are many types of mulch for commercial landscapes.

If that sounds like something you've witnessed on your property between winter storms, now might be a great time to start thinking about scheduling a new application of mulch to your landscape beds. But with so many types of mulch available, there's a lot to consider. Do all mulches perform the same? What are the best types of mulch for commercial landscapes?

Seven Benefits Of Mulch For Commercial Landscapes

Before deciding which type of mulch is right for your commercial landscape, it's important to understand the benefits the right mulch can bring to your property. Here are more than a handful worth noting:

Mulch improves soil moisture retention and helps reduce watering needs.

It insulates the soil against extreme temperature fluctuations, which helps protect the roots.

It can decompose naturally into the soil (depending on mulch type), which can improve soil quality.

Mulch helps keep weed growth down and also makes them easier to spot and remove.

It helps prevent soil compaction.

Aesthetically speaking, fresh mulch breathes new life into a weather-worn landscape.

It also acts as a guide to keep maintenance equipment away from roots and trunks in your landscape.

Nine Types Of Mulch

Pine bark vs. shredded hardwood. Mini vs. large nuggets. Dyed vs. natural coloring.

Choosing the right mulch for your commercial landscape can be a little overwhelming. With so many options and factors to take into consideration, well, it's enough to make you second guess yourself.

We want to make sure you're choosing the right mulch, which is why we put together this breakdown of popular mulches to help you out in the decision-making process.

Hardwood

Shredded Bark: One of the most used and most affordable forms of mulch, shredded hardwood bark knits together tightly. It works well on slopes and won't wash away as easily as mulch in nugget form. This byproduct from the lumber industry is easy to spread and slow to break down into the soil, making it a common choice for natural-looking pathways.

With that said, hardwood mulch can increase your soil's alkalinity. So if you do have acid-loving plants in your landscape, fertilizer supplements may be required to keep them happy.

Wood Chips: This chunkier, more durable form of mulch is best used for playgrounds, paths and walkways. When used in the landscape, be mindful of the nitrogen deficiencies it can create in your soil as it decomposes due to its high carbon-to-nitrogen ratio.

Pine

Straw (Pine Needles): Another mulch slow to break down, pine straw has a rust-colored hue that can give your landscape a soft, unique appearance compared to other traditional mulches.

Pine straw can increase your soil's acidity, making it beneficial to landscapes with azaleas, rhododendrons and some types of conifers. It is also a good choice for providing protection around newly planted ornamentals.

Shredded Bark: Like shredded hardwood, this mulch is easy to spread in landscapes and provides beneficial moisture retention. This form of pine bark mulch breaks down much faster than mulch nuggets — conditioning the soil in the process. Some types of mulch break down and nourish the soil

Nuggets: Whether you choose large or mini nuggets, this longer-lasting pine bark mulch is a much looser mulch that doesn't excel in water retention or staying put. High winds and stormwater have been known to float the nuggets on occasion — something that can happen more frequently the larger the nugget.

Cedar Mulch

Most of us recognize this golden reddish mulch by its pleasant woody aroma. Generally more expensive than the other mulches mentioned here, cedar mulch lasts longer than most mulches thanks to its resistance to decay. Its oils are considered to naturally repel insects, too. BECAUSE this mulch is long lasting, it doesn't provide much nutritional benefit to the soil beneath it.

Unlike darker mulches that have a tendency to absorb the sunlight, the lighter color of cedar mulch works well to reflect sunlight during the warmer months.

Cypress Mulch

Cypress mulch gives landscapes a boost of long-lasting golden coloring and much like cedar. It reflects sunlight, naturally repels insects (except for termites) and is naturally resistant to fungus. Cypress mulch also helps to prevent soil erosion thanks to its matting capability.

Rubber Mulch

This mulch is kind of the new kid on the block; it's used on playgrounds for its ability to provide a softer landing surface. However, it's safe for use around plants, too. This relatively permanent mulch does nothing to improve soil quality, but it does deter pests and help prevent weeds.

Though this mulch option is a bit on the pricey side, it doesn't float and does come in a variety of long-lasting colors.

Dyed Mulch

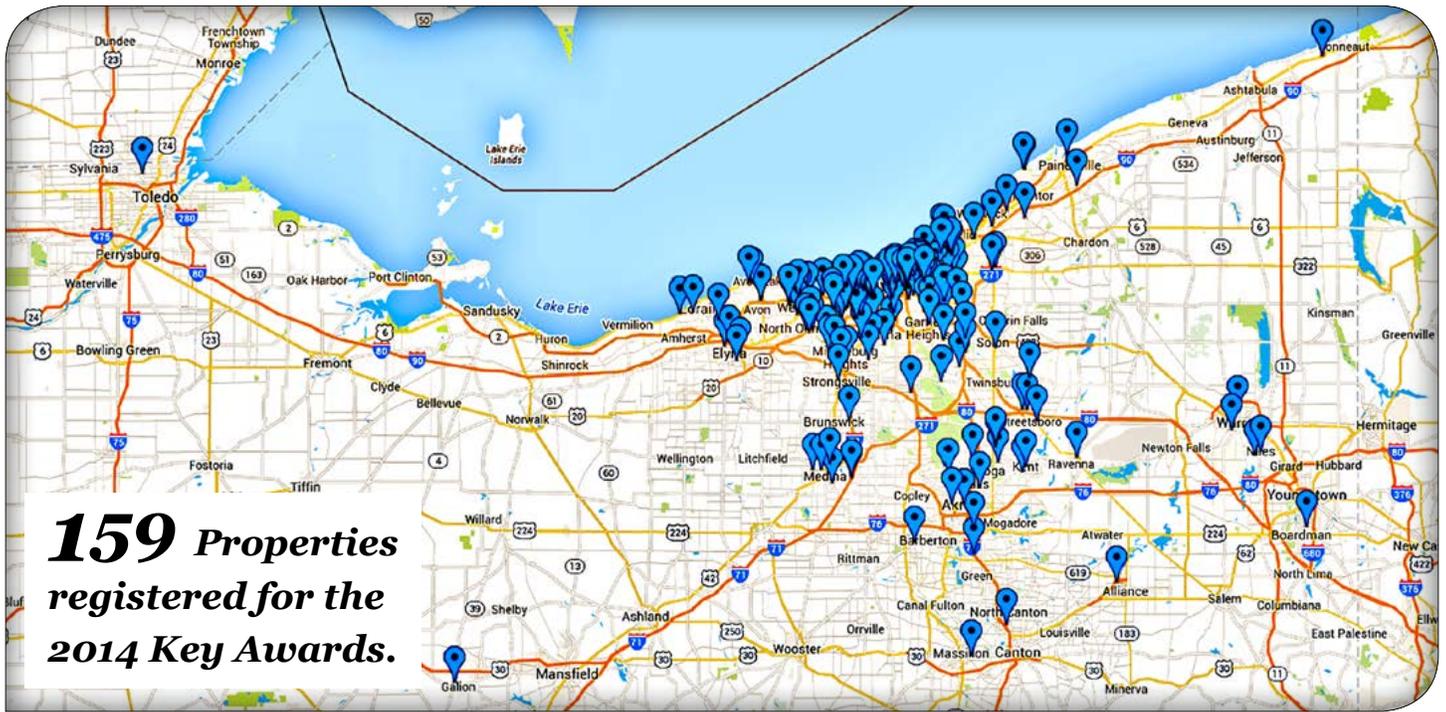
Today's dyed mulch is available in a number of colors — red, black and brown are the most popular. The mulch's coloring comes from a water-based dye, making it safe for people and their pets.

When dyed mulch is applied to your landscape, a curing period is recommended (usually a 24-hour period without coming in contact with water). Dyed mulches retain their bold color much longer than traditional, non-dyed mulches.

Dyed mulches are also available triple-ground, making the mulch much finer for easier spreading and a richer appearance. 📺

Schill Grounds Management has more than 20 years of commercial landscaping in Northern Ohio. Prepare for the NOAA Key Awards with winning curb appeal by contacting Roberta Hudy with Schill at 440-327-3030.





Want to win Property of the Year?

Here's how, according to Key Award judges and apartment managers who have done just that.

The more successful apartment owners and managers like to say they and their hard-working employees attend to their properties 365 days a year.

And they do. But human nature being what it is, who doesn't give the house a thorough scrubbing before guests come over — just to make sure the place is especially clean and presentable?

The same is true for property judging time, which is only a few months away. For each of the last 12 years, the Northeast Ohio Apartment Association has presented the Key Awards, a competition that rewards the region's finest apartment properties.



Property of the Year - 2012 | Stonebrooke Village, Zaremba Management

Last year, 50 judges from as far as Pittsburgh, Detroit and Columbus exhaustively and comprehensively evaluated about 160 apartment properties from across the region in a day. The ultimate prize is the Key

Award Property of the Year title and the marketing value such a select achievement allows.

The deadline to register properties this year is Friday, June 12. Judging is

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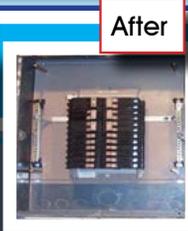
Before



After



Before



After



Before



After

Contact Kelli Williams for more information
kwilliams@leffelectric.com

4700 Spring Rd, Cleveland, OH
 216.432.3000 • leffelectric.com **LEFFELECTRIC**

Tuesday, June 23, and the results will be announced during an awards gala Sept. 3.

So it's not too soon to plan for that thorough scrubbing — in addition to the daily attention required to keep a property occupied and residents happy in what continues to be a highly competitive market.

But what does it take to be named Property of the Year? And what matters most to the judges?

Well, in anticipation of the upcoming competition, we asked some Key Awards judges and even past “Property of the Year” winners to share their insight.

Yes, this really happens

Some tips on how to prepare for judging are so obvious you would think they don't even need to be mentioned.



Property of the Year - 2014 | Statler Arms, LCOR

But the judges' experiences suggest otherwise.

One judge described how, in each of the last two years, several properties had no community manager or regional manager present to lead the tour or address questions. Another recalled how employees at another site had no idea their property was even entered. The judges' visit took them completely by surprise.

"We were walked around by a maintenance guy, and he was unable to answer our questions," the judge said. "In addition, one of the managers didn't even know we were coming and was doing a move-in with new residents. We had to wait over 45 minutes to be taken on a tour of the community."

The first suggestion, as evident as it sounds, is to communicate to staff that the property has been registered for the competition, when the judging day and time will be and what everyone's role and expectations will be that day.

"A well-informed staff is essential to the success of the tour and making a positive impression on the judges," said



Property of the Year - 2011 | Crossings Village, Burton Carol Management

Mary Scherer, director of residential management for Union Real Estate in Pittsburgh and a long-time Key Awards judge.

The introduction seduction

Properties are like people — at the least that lasting first impression. For an

apartment property, that begins as the judges' car approaches the entrance, continues up the drive and pulls up to the on-site management door.

"It's the attention to detail that gives your community a competitive advantage," said Donna Kaser, director of marketing for Western Reserve



Property of the Year - 2013 | Grand Bay of Brecksville, Western Reserve Property Mgmt.



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Property Management, whose Grand Bay of Brecksville was one of two Property of the Year winners in 2013. “Curb appeal is the first major ingredient in forming a favorable first impression.”

To Kaser and others asked for their insight, that means grass should be freshly mowed, while flowerbeds and perimeter plantings must be mulched and edged for that well-manicured look. Use concentrated flowerbeds, planters and hanging baskets for accents of color. Be sure the maintenance crew patrols the grounds for any trash, cigarette butts and debris. Make sure potholes are filled and exterior repairs are done.

“We try to make sure all our major outdoor projects are completed by judging day,” said Leslie Buike, director of residential operations for Comet Management Inc., whose Residences at Crocker Park and Excelsior was one of two communities named Property of the Year in 2011.

“It surprises me,” Scherer said, “that we hear (from property representatives) ‘the landscaper is coming tomorrow’ so often.”

You and your staff see the property every day. At some point, blemishes can start to blend in. Maybe get a fresh set of eyes to visit and provide feedback — a friend, family member,

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business associate — as you begin to prepare for the big day.

Or perhaps incorporate an interesting strategy Zaremba Management Co. has found useful.

“Our best-kept secret is simply to ask,” said Roland Georgi, who manages Zaremba’s Stonebrooke Village Luxury Apartments in Medina, the 2012 Property of the Year. “We ask prospects and residents what they think may be missing. A wealth of insight can be gained from each. Listen and perform what you can.”

Of course, first impressions don’t end outside the doors. Like prospective residents, the judges absorb a property through their senses with every step — the sights, sounds and even smells.

“From the entrance to the community



Property of the Year - 2013 | Terraces at Northridge, Comet Management

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until the time I leave, I look at all aspects of the apartment,” said Key Awards judge Alisha Grant. “Some of the best apartments I’ve seen have been fully decorated, clean and well lighted.”

The information center, model suites and clubhouse, if there is one, should reflect the same attention to detail given to the exterior. Make sure all of these areas are updated and attractively furnished and finished. The information center should be welcoming and clutter-free.

“Last year, we went to a community and the model (suite) was locked and the lights were off and so was the air-conditioning,” said judge Chynthia Rusk, regional manager for RHP Properties in Farmington Hills, Mich. “There should be a model unit for us to visit in order to judge effectively.”

Brochures and other marketing materials should be organized and visible. The fair housing poster should be prominently displayed.

“The most common mistake I saw in property presentation,” Grant said, “was lack of marketing materials and a missing fair housing poster.”

Blocking and tackling

In sports and business, fundamental skills are often referred to as “the block and tackling.” Take care of the blocking and tackling, the advice goes, and the rest will fall into place.

Competing for Property of the Year really is no different. Judges analyze a property as a potential customer does, although with a better sense of what’s involved in apartment ownership and management because that’s their “day job.”

So, like prospective tenants, they will notice whether carpets are clean and if paint is peeling. They will note the smell of a dank and musty clubhouse. They will observe whether the swimming pool is inviting or filthy.

Most of all, approach the visit as if the judges are guests coming to stay at your house. While some managers had no idea the judges were coming, another entrant was so well prepared –and excited to have them – that judges were treated to a tour of the property and grounds by golf cart.

Which do you think left them with that award-winning impression? 🏆

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Simple Ways to Use E-mail More Efficiently

There used to be a time when e-mail was supposed to increase productivity. Yet, that is often not the case. Many users don't use e-mail as productively as they could, and you may be one of them! Consider these tips to improve the way you use e-mail:

Skip attachments. Find alternate methods of sharing documents, such as Google Drive or Dropbox. It makes organization and collaboration more efficient, and it's easier to track who has what. Plus, many e-mail clients, such as Gmail, are notorious for marking e-mails with attachments and links as spam.



Watch your replies. When you reply to an e-mail, it's too easy to write and send, not realizing who might end up with your message. If you receive a CC'd e-mail with several names attached, be sure to reply only to the sender and not the group, unless it's 100% relevant. It creates useless in-box clutter for others and wastes time.

Use the subject line effectively. When a subject line is vague or difficult to understand, it's frustrating for the recipient. They might not even bother with it. Be clear and concise, while also being descriptive. The recipient should know what the e-mail pertains to before they open it.

Not everything needs a reply. Replying to every e-mail you get, or even a majority of them, wastes your time and the time of the recipient, especially if your reply doesn't say anything meaningful (such as a thanks or acknowledgment of a previous e-mail). Unless it's absolutely necessary to continue a conversation, move on. 🗑️

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Legislative Update

Outlined below are bills being monitored for the Ohio Apartment Association

Current priority bills

HB 5: MUNICIPAL CORPORATIONS INCOME TAXES (Grossman, Henne)
12/19/2014 - SIGNED BY GOVERNOR

HB 9: RECEIVER'S POWERS (Stautberg)
12/19/2014 - SIGNED BY GOVERNOR

HB 297: DOMESTIC VIOLENCE VICTIMS (Gonzales, Driehaus)
6/3/2014 - House Judiciary, (Third Hearing)

HB 371: CONDOMINIUM LAW (Grossman, Perales)
2/12/2014 - House Financial Institutions, Housing and Urban Development, (Third Hearing)

HB 382: MOTOR VEHICLE NONCONSENSUAL TOWING PENALTIES- PROCEDURES (Duffey, Bishoff)
5/21/2014 - Senate State Government Oversight and Reform, (First Hearing)

HB 422: TENNANT-MANUFACTURED HOME PARK RESIDENT-PUBLIC UTILITY SERVICE (Foley, Blair)
12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 545: UTILITY METERING (Gonzales, A)
12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 568: PUCO-MAXIMUM FEES (McGregor, R)
12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 615: RENTAL PROPERTY EXIT (Perales, R)
11/19/2014 - House Financial Institutions, Housing and Urban Development, (First Hearing)

HB 662: PUBLIC UTILITY SERVICE MEASUREMENT (Duffey, McGregor)
12/17/2014 - REPORTED OUT AS AMENDED, House Public Utilities, (Fifth Hearing)

SB 16: ABANDONED LAND (Schiavoni)
5/7/2014 - House Judiciary, (Second Hearing)

SB 22: PROPERTY REMEDIATION-METHAMPHETAMINE LABS (LaRose, Beagle)
5/28/2014 - SUBSTITUTE BILL ACCEPTED, Senate Medicaid, Health and Human Services, (Second Hearing)

SB 359: RENTAL PROPERTY EXIT (Beagle, Lehner)
12/9/2014 - Senate Commerce and Labor, (Third Hearing)

SB 375: RENTAL AGREEMENT UTILITY DUTY (Jones, S)
11/12/2014 - Referred to Committee Senate Commerce and Labor

House

HB 5: MUNICIPAL CORPORATIONS INCOME TAXES (Grossman, Henne) - To revise the laws governing income taxes imposed by municipal corporations.
Current Status: 12/19/2014 - SIGNED BY GOVERNOR

HB 9: RECEIVER'S POWERS (Stautberg, P)

To add to and clarify the powers of a receiver and to provide a procedure for a receiver's sale of real property.
Current Status: 12/19/2014 - SIGNED BY GOVERNOR

HB 18: FLAG-BANNER DISPLAY (Gonzales, Ginter)

To prohibit manufactured homes park operators, condominium associations, neighborhood associations, and landlords from restricting the display of blue star banners, gold star banners, and other service flags, and to prohibit manufactured homes park operators and landlords from restricting the display of the United States flag.
Current Status: 01/28/2015 Referred to Armed Services, Veterans Affairs and Public Safety Committee

HB 223: RESIDENTIAL FORECLOSURE ACTIONS (Grossman, Curtin)

To expedite the foreclosure and transfer of unoccupied, blighted parcels and certain abandoned properties and to make other changes relative to residential foreclosure actions.
Current Status: 12/9/2014 - Senate Finance, (Fifth Hearing)

HB 422: TENNANT-MANUFACTURED HOME PARK RESIDENT-PUBLIC UTILITY SERVICE (Foley, Blair)

To create requirements regarding the measurement and billing of tenant and manufactured home park resident public utility service.
Current Status: 12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 545: UTILITY METERING (Gonzales, A)

Regarding master metering and submetering for public utility service to premises administered by a landlord, condominium unit owners association, or manufactured home park operator.
Current Status: 12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 568: PUCO-MAXIMUM FEES (McGregor, R)

To require the Public Utilities Commission to set the maximum fees that a manufactured home park operator, condominium unit owners association, and landlord may charge for electric, gas, water, or related services, or for sewage disposal service provided to a resident, unit owner, or tenant when a submeter is used to measure public utility service to the premises.
Current Status: 12/10/2014 - House Public Utilities, (Fourth Hearing)

HB 613: PRIVATE FORECLOSURE FAST-TRACK (Anielski, M)

To establish the Private Foreclosure Fast-Track Law.
Current Status: 11/20/2014 - House Judiciary, (First Hearing)

HB 615: RENTAL PROPERTY EXIT (Perales, R)

To require a separate, exterior means of egress for dwelling areas above the second story of certain residential rental properties.
Current Status: 11/19/2014 - House Financial Institutions, Housing and Urban Development, (First Hearing)

HB 622 FLAG-BANNER DISPLAY

(Gonzales, A)

To prohibit manufactured homes park operators, condominium associations, neighborhood associations, and landlords from restricting the display of blue star banners, gold star banners, and other service flags, and to prohibit manufactured homes park operators and landlords from restricting the display of the United States flag.

Current Status: 12/17/2014 - House Military and Veterans Affairs, (First Hearing)

HB 662: PUBLIC UTILITY SERVICE MEASUREMENT

(Duffey, McGregor)

Regarding measurement of public utility service to premises administered by a landlord, condominium unit owners association, or manufactured home park operator.

Current Status: 12/17/2014 - REPORTED OUT AS AMENDED, House Public Utilities, (Fifth Hearing)

Senate

SB 274: TOWING MOTOR VEHICLE LAW

(Hughes, J)

To authorize towing companies to obtain title to vehicles removed from private tow-away zones that remain unclaimed, to revise the notification process regarding vehicles left unclaimed at a repair garage or place of storage, to establish vehicle owner and lienholder notifications for vehicles removed from a private tow-away zone, to require towing companies to use and display certain identifying information, and to make other changes in the law governing towing motor vehicles.

Current Status: 12/19/2014 SIGNED BY GOVERNOR

SB 303: SALES TAX HOLIDAY-ENERGY STAR PRODUCTS

(Brown, E)

To provide a three-day sales tax "holiday" each April during which sales of qualifying Energy Star products are exempt from sales and use taxes.

Current Status: 12/2/2014 - Senate Ways and Means, (First Hearing)

SB 325: UNPAID WATER SERVICE CHARGES

(Brown, E)

Regarding property liens for unpaid county or municipal water service charges.

Current Status: 11/12/2014 - Senate State Government Oversight and Reform, (First Hearing)

SB 349: FAIR HOUSING ATTORNEY FEE

(Seitz, B)

To make permissive actual damages and attorney's fees, to limit certain punitive damages, to allow respondents to recover attorney's fees in certain instances, to prohibit actual or punitive damages from being awarded to a fair housing agency, and to exempt certain landlords from the housing provisions of the Ohio Civil Rights Law.

Current Status: 11/12/2014 - Referred to Committee Senate Civil Justice

SB 359: RENTAL PROPERTY EXIT

(Beagle, Lehner)

To require a separate, exterior means of egress for dwelling areas above the second story of certain residential rental properties.

Current Status: 12/9/2014 - Senate Commerce and Labor, (Third Hearing)

SB 375 RENTAL AGREEMENT UTILITY DUTY

(Jones, S)

To include the duty to pay utility bills to the list of duties of a tenant who is party to a rental agreement.

Current Status: 11/12/2014 - Referred to Committee Senate Commerce and Labor

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Personal Reflections of a Life

Victor Javitch (1937-2015)

Husband. Father. Grandfather. Lawyer. Partner. Counsellor. Teacher. Mentor. Friend. All of these words described Victor Javitch. On March 9, 2015, Victor passed away peacefully at his home after a long illness. He was 77 years old. Many of you knew and respected Victor as a lawyer who represented so many owners and landlords for nearly half a century and who will doubtless be remembered as a leading expert in Ohio Landlord-Tenant Law. His family and friends will remember him as a warm and gentle man who gave freely of himself and who enjoyed being with family and friends more than anything else.

I sought his advice and counsel on many occasions. He was my law Partner, my Mentor and my Friend. I was able to spend precious moments with Victor near the end and we

spoke affectionately to one another. We did not speak of the inevitable; but I feared what turned out to be true. It was the last time I saw him.

I was fortunate to have that short time with him. I am fortunate to have known him. Recently another attorney who worked with Victor as I had commented to me that Victor had been reflecting on his legacy. This attorney observed astutely to Victor that we, namely the attorneys who he mentored-and there are so many-are his legacy.

Rest in peace Pop.



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.

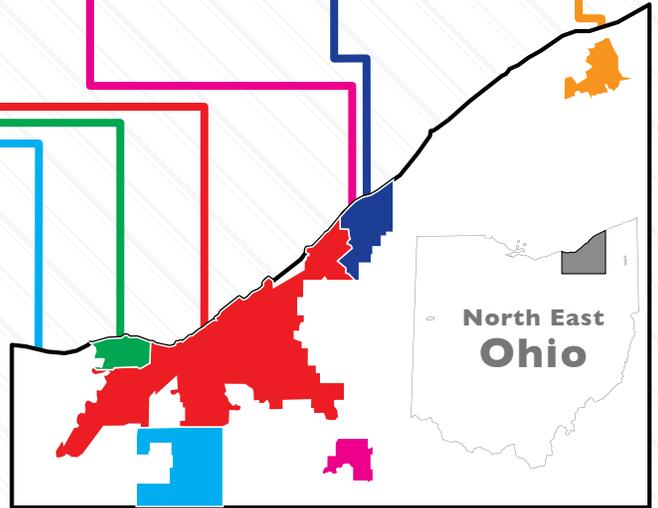
The Eviction Index is sponsored by Powers Friedman Linn, PLL, a law firm specializing in real estate management issues.

Court	2014					2015
	AUG	SEPT	OCT	NOV	DEC	JAN
Bedford	190	152	182	99	149	259
Cleveland	1074	967	1009	707	814	858
Euclid	154	144	148	103	132	134
Lakewood	77	63	48	44	54	58
Parma	98	112	132	84	106	110
Painesville	53	45	45	32	36	45
Total	1646	1483	1564	1069	1291	1464

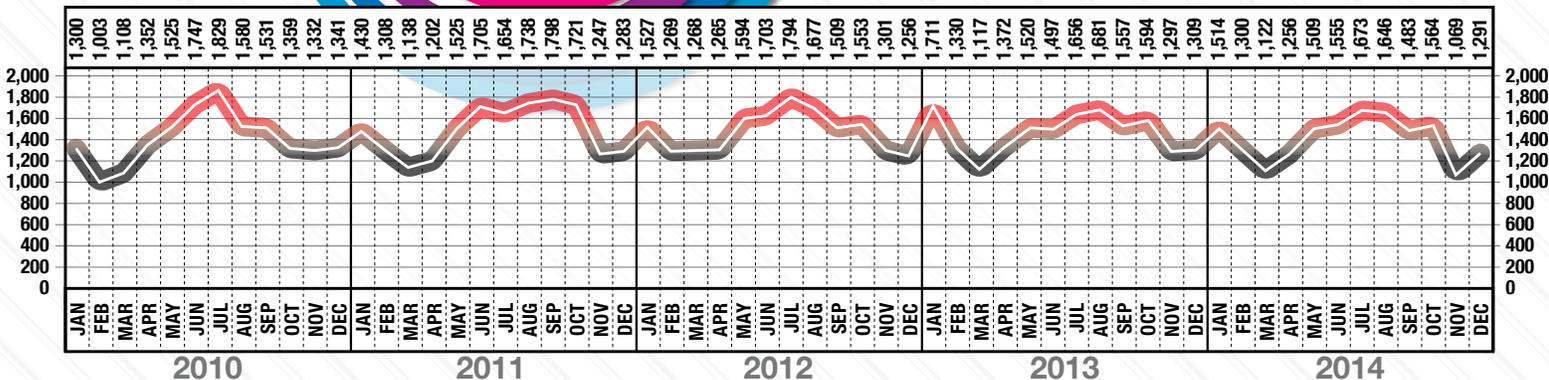
Three Month Previous Year Comparison by Area



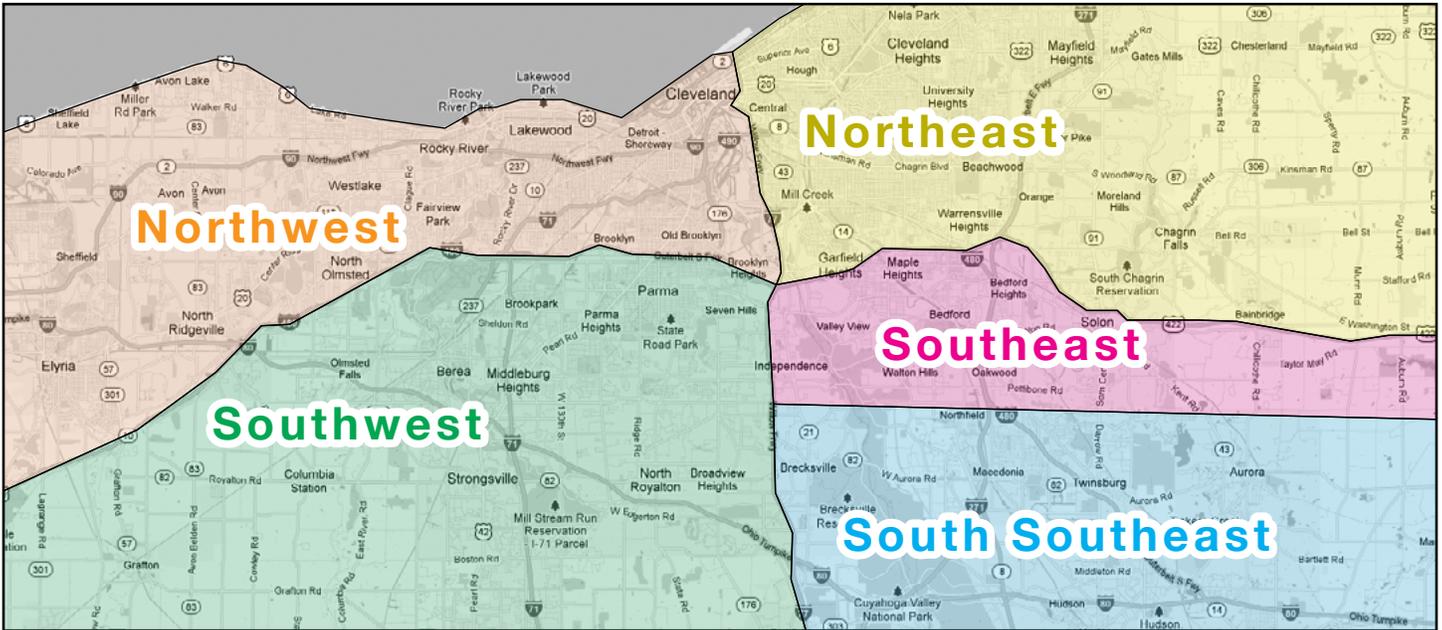
Area Eviction Totals by Year



Historic Eviction Index



NOAA Vacancy Rates

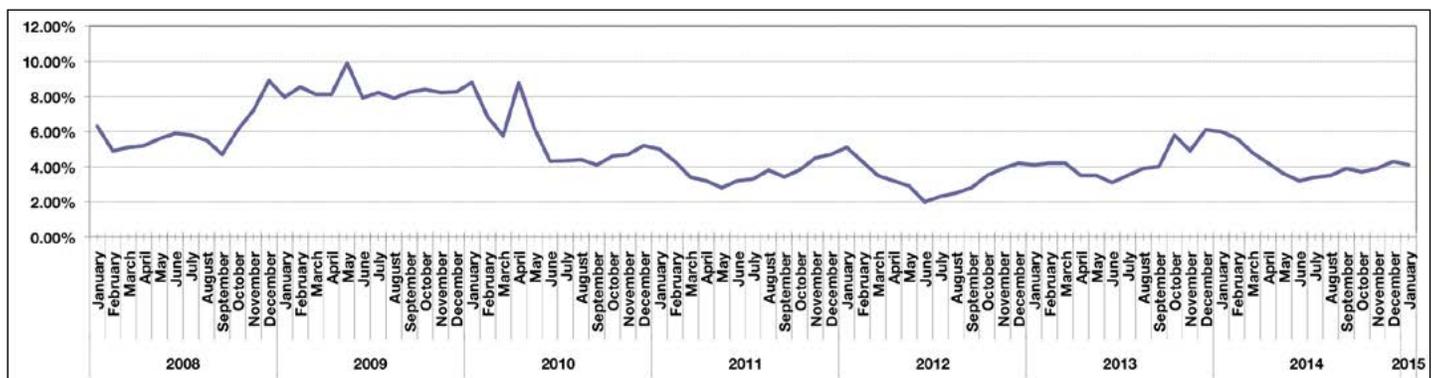


AREA	2014												2015
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC	JAN
Northeast	8.2%	7.4%	6.3%	5.4%	5%	5.1%	5.8%	5.4%	5.6%	5.4%	5.3%	5.4%	5.2%
Southeast	4.9%	4.5%	3.9%	3%	2.6%	2.6%	1.7%	1.3%	1.7%	1.9%	2.0%	2.2%	1.5%
South/Southeast	4.8%	4.8%	3.9%	3%	1.7%	1%	1.7%	1.3%	1.7%	1.4%	1.4%	2.1%	1.9%
Northwest	4.1%	4.6%	4.6%	2.9%	2.1%	2.1%	3.2%	2.8%	3.2%	3.6%	4.1%	4.4%	4.1%
Southwest	5.5%	4.9%	4.1%	4.2%	3.7%	2.9%	3.8%	3.3%	3.8%	3.8%	4.0%	4.5%	4.4%
Entire Region	6.0%	5.6%	4.8%	4.2%	3.6%	3.2%	3.9%	3.5%	3.9%	3.7%	3.9%	4.3%	4.1%

Past Three Months Compared to last year

	Northeast	Southeast	South/Southeast	Northwest	Southwest	Entire Region
Nov	+3.00%	+3.40%	+2.90%	0	+1.10%	+1.90%
Dec	+2.90%	+2.70%	+2.40%	+0.60%	+0.90%	+1.80%
Jan	+1.20%	+1.70%	+2.10%	-0.90%	+1.00%	+1.00%

Total Vacancy Rates Historical Line Chart





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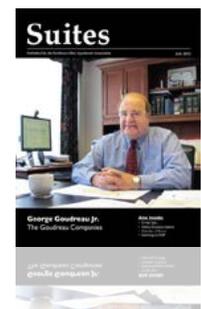
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