



UPDATE

*The Voice of the
Washtenaw, Livingston,
Monroe, and Lenawee
County's Rental Housing
Industry!*

Volume 29, Issue 12 — December 2013

Always available at www.wa3hq.org

Mobile Business Apps to Use



Around me

Imagine you're a buyer, standing in front of an apartment that interests you. With two clicks you can view the amenities in the immediate vicinity — restaurants, banks, bars, gas stations and more. This takes the user beyond home/rental search and toward an answer to the question that really matters: "Can I live here?" The app also allows the user to call any business listing or email, Tweet, or save one.



MagicPlan

This app which allows you to create custom floors plans by moving your phone or iPad around the room taking pictures. It's hard to explain, but essentially — you just use the camera to move around the room, and it automatically maps out the room.

To see a video of this thing in action, [click here](#).

This app is great because you can quickly and easily make floor plans. Three great uses for this are:

- * Rehabbers can make house plans to use before a heavy re-model and to help plan for materials
- * Landlords can make quick floor plans to include on their Craigslist or web-site listings
- * When selling a property, you can now include floor plans in your marketing material.

Price: Free for personal use and to make plans on your device, \$2.99 to download a "white labeled" plan. Subscription plans available.



JotNot Scanner

JotNot is an easy to use app that allows you to turn your iPhone into a portable scanner and share your documents via email, Evernote, DropBox, Google Drive, and more. Use JotNot all the time, to scan various hand-signed documents into my phone and upload to my Google Drive account, so I can have copies of

everything I need, anywhere I am.

Price: Free for the basic app, \$.99 for the PRO version.



HammerPoint

HammerPoint is an iOS app that allows you to quickly create detailed repair estimates for any job. You can create new reports for each project, and the app will actually walk you through each item that may need repairing, auto filling a description of the work details (fully edit-able) and even offers a suggested cost for that repair. With this app you can be sure to add up all the repairs needed for a rehab job and avoid those deadly cost overruns.



Houzz Interior Design Ideas

Houzz is a really fun app which allows you to quickly navigate through over a million high quality photos of properties to get ideas and inspirations for your own properties. It's an excellent way to get ideas for your properties and for your own house.

Most of the designs are going to be a lot "higher end" than you will probably use for your properties, but sometimes you can get some great ideas and motivation from looking at how the professionals design things.



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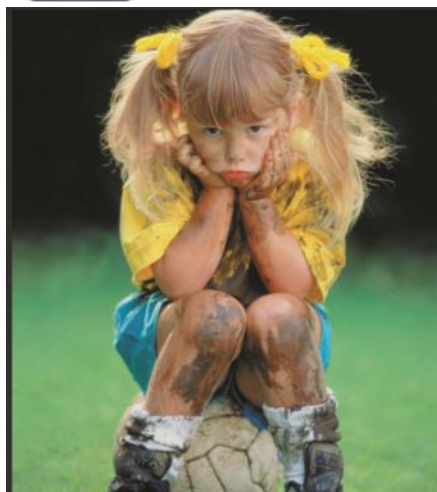
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Presidents Message: by Terri Neely

Hello Everyone,

This is my last message as President of this amazing association! I have been honored to work on your behalf for the past two years. I have seen a great deal of change and growth within this organization and am proud to have been a part of it. The amazing people whom I have had the pleasure to meet and work with is an extensive list so I will just say thank you, thank you, thank you all!



Going forward, I greatly encourage you all to take that next step, **get involved**, learn how your professional life and personal life can be bettered by jumping in with both feet. I sincerely hope you choose to get further involved within this association, however, if you don't, still make the effort to get involved in something that will make you happy and better

your life.

Your next president, Amy Khan, will take the helm running so do your best to keep up. I look forward to helping her achieve her goals and taking this association to the next level.

I also want to give a huge thank you to Alice Ehn, without her I would be lost, personally and professionally I owe her a debt of gratitude!

Thank you! Terri Neely

EO Message: by Alice Ehn



With the holidays right around the corner make sure that you have on your calendar our Annual Holiday Award event on December 5th. This years program committee is taking a chance and going outside the box to a new location. We are hoping the venue of downtown Ann Arbor will encourage our members to attend for a while and then be able to head out on their own to multiple other downtown locations if they choose. We will be giving out committee awards, the Randolph White Memorial Award and honoring those that have served on the association Board of Directors for the past two years. See page 8 for more information. Just call the office to register or sign into the website and fill out the online registration form.

Make sure you pay attention to page 7 to understand the various initiatives the association members are involved in on your behalf. The strength of any association is only as strong as it's members who participate. Contact any of the new board members mentioned on page 3 for more information or call the office.

This month's newsletter has apps you can start to use in your business. If any one has some app's you regularly use that you can share with the membership please send the information to the office. We are always looking for interesting articles for the newsletter.

Newsletter Game Jan thru Dec 2014

Find your company
code in the monthly
newsletter and be
the first to call the
apartment
association to win
\$100 cash.

Produced By: Washtenaw Area Apartment Association, 2008 S. State Street, Suite C, Ann Arbor, MI 48104
734/663-1200; FAX 734/821-0497 Email: info@wa3hq.org

Deadline: 15th of the month for next month's publication to newsletter@wa3hq.org. Submit all materials to Alice Ehn, Executive Officer

2013 Directors:

- Terri Neely, *President*, Valley Ranch Apartments, 734-747-9050
- Amy Khan, *Vice President Membership Chair/Newsletter Co-Chair*, CMB Property Management, 734-741-9300
- Michelle Foley, *Secretary*, Mill Creek Town Houses, 734-971-1730
- Mark Hannaford, *Legislative Co-Chair and Treasurer*, Campus Management,

734-663-4101

- Karen Valvo, *Legislative Co-Chair*, Fink and Valvo, PLLC; 734-994-1077
- Kathleen Quick, *Marketing Task Force*, Timberland Partners, 734-572-0300
- Russell Egerton, *Program Liaison*, AmRent, 248-948-5534
- Kristine Siemieniak, *Program Chair*, Wilson White Company, 734-995-0600
- Leslie Lemerand, *Education Chair*, Oxford Management, 734-995-9200

PMAM REPRESENTATIVES: Melissa Seitz, Wilson White Company and Susan Horner, Timberland Partners

Property Mgmt. Assoc. of Michigan - Association Executive: Kathy Bartnick - 2675 44th St, #303, Wyoming, MI 49519 - 616/531-5243, kvallie@aol.com, www.pmamhq.com

National Apartment Association - 4300 Wilson Blvd, Suite 400, Arlington, VA, 22203 - 703/518-6141, FAX 703/248-9440 - www.naahq.org

PROPERTY PROFESSIONAL DIRECTORS

Terri Neely, McMullen Properties -- I have been in property management for 15 years, currently as General Manager for Valley Ranch Apartments. I have served on the board for 4 years, 2 of which as President. I am a CAM candidate and NALP certified. I was the winner of both the Nova and GLASstar Manager of the year award for 2012.

Michelle Foley, Village Green -- Michelle Foley is an Executive Manager with Village Green for the last 7 years managing Mill Creek Townhomes and Homestead Commons Apartments. She has been in the Multifamily Housing Industry for 13 years managing several other communities in the Ann Arbor and Ypsilanti area.

Amy Khan, CMB Management -- Amy Khan has been in property management for 20+ years. She is involved in NAA as a delegate, lyceum graduate and serves the Independent Rental Owner committee at the National level. Amy is the president-elect for WA3 and has served as the newsletter and membership chair for 2012 and 2013.

Mark Hannaford, Campus Management -- Mark Hannaford has been in the property management industry for 22 years and co-owner of Campus Management, Inc. since 1993. He served as vice president and president of the Ann Arbor Area Apartment Association and has served for several years on the Legislative Committee. He has a BA from the University of Rochester and an MBA from the University of Michigan.

Kristine Siemieniak, Wilson White Company -- Has been with Wilson White Company for 5 1/2 years and manages both Nob Hill apartments and Wyndham Hill Apartments. She has been in Property Management for over 24 years.

Leslie Lemerand, Oxford Properties -- Leslie Lemerand, Office Manager at Oxford Companies is a current WA3 Board Member and Chair of the Education Committee. Leslie has been involved with everything from property management and customer service to bookkeeping and general administration. She holds a Master of Science in Human Resources and Organization Development and is PHR certified.

BUSINESS PARTNER DIRECTORS

Russell Egerton -- Regional Account Executive for AmRent Resident Screening Division of CBC Innovis. Almost 5 years in the Property Management - 16 years with Financial Industry (GMAC). Member of the WAAA Program committee the past 4 years. Also affiliated with the DMAA & IREM of Metro Detroit.

Michelle Milliken, Paul Davis Restoration -- Michelle Milliken is the Marketing Manager Associate for Paul Davis Restoration & Remodeling of Ann Arbor. She is an active member of The Washtenaw Apartment Association, Ann Arbor Board of Realtors, Dexter Chamber of Commerce, Brighton Chamber of Commerce, SE Michigan Fire Chiefs Association and WAAA. Michelle has more than 25 years of experience in the restoration industry, marketing, and advertising. She is married with two adult children.

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November GLAStar



Best Curb Appeal and Best Decorated Model:
Windemere Park Apartments
Assistant Manager of the Year:
Steve Sylvester—Windemere Park



Independent Owner of the Year: **Amy Khan, CMB Management**



Outstanding Leasing Team of the Year and Outstanding Maintenance Team of the Year:
CMB Property Management



Business Partner Company of the year: **For Rent Media Solutions**
Business Person of the Year:
Holly Bullington, For Rent Media Solutions



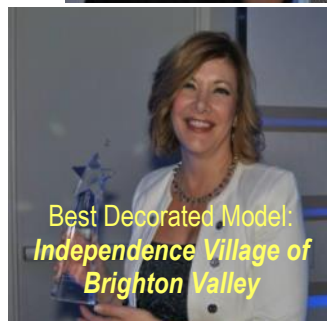
Best Decorated Model: **Lake Village of Ann Arbor**



Maintenance Person of the Year:
Fred Patenaude—Aberdeen of Brighton



Best Overall Marketing Theme:
Oakhaven Manor



Best Decorated Model:
Independence Village of Brighton Valley



Leasing Team of the Year: **Harbor Cove and Beach Club**

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November Annual Meeting

NEW MEMBERS to WELCOME



THANK YOU BELFOR FOR YOUR SPONSORSHIP

Thank you to Denice LeVasseur, of [LeVasseur and LeVasseur, PC](#); John Holmquist of [Holmquist Employment Law Firm, PLLC](#); and Jim Fink and Karen Valvo, of [Fink Valvo, PLLC](#) for all your legal expertise and serving on the legal panel.

BUSINESS PARTNER MEMBER

Smart Apartment Solutions

Megan Orser

107 Aprill Dr., Suite 1, Ann Arbor, MI 48105

Phone: 734-747-6278

Email: megan@smartapartmentsolutions.com

**Members
Support
Members**

GLAStar after Education Reception

Pictured below is Senatorial Candidate and former Secretary of State **Terri Lynn Land**, Current President of the Property Management Association of Michigan (PMAM) Tony Barker and Washtenaw Area Apartment Association Executive Alice Ehn. Ms. Land attended the Education Reception to receive a PAC donation from NAA in the amount of \$2500. Your PAC dollars at work.

You can contact Ms. Land at TerriLynnLand.com



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In Remembrance

MARK R. McDONALD

On October 28, 2013, Mark R. McDonald passed away after a long, tough battle with Crohn's disease and congestive heart failure.

Mark was born on September 6, 1947 in Ann Arbor, MI. He grew up in the Burns Park neighborhood. As a youth, Mark loved to play hockey. He played and was captain of the Ann Arbor Pioneer hockey team from 1961-1965. After high school, Mark continued to play hockey with a semi-pro hockey team in Marquette, MI. In 1974, Mark graduated from Eastern Michigan University with degrees in Political Science and English. After college, Mark began work with Wilson White Co., a local property management firm, after responding to an ad in the paper. Mark worked for Wilson White Co. for over three decades, from 1975 until 2006, eventually becoming the company's President and CEO.

In 2006, Mark left Wilson White Co. and started his own property management firm, McDonald Management, along with his wife, Judy McDonald. Mark was very active in helping the community through his commitment to numerous local organizations. Mark was a founding director of the Ann Arbor Apartment Association in 1983, where he later served on the Board of Directors as both the Vice President and the President. Mark also served as a Director of the Property Management Association of Michigan and the Ann Arbor Board of Realtors.

In 2012, Mark received a Lifetime Achievement Award in recognition of his contributions to the Property Management Association of Michigan. Mark was dedicated to providing homes to everyone, especially those in need. In 2009, Mark received an award for his contributions and service with the nonprofit group SOS Community Services, where he helped provide homeless families with access to food, housing, and shelter. When Mark wasn't working, he spent most of his time with his family and friends. Mark and his wife, Judy, spent a lot of their time at their cottage in Houghton Lake, a place he visited since he was child. He was the host of many family gatherings and made annual trips to Tip Up Town USA with his best friend, Tom Lovell. Tom and Mark also enjoyed vacationing with their families in the Bahamas, where they spent time fishing and celebrating life. Mark is survived by his wife, Judy; daughter, Heather; stepson, Aaron; sisters, Laura, Katie, and Sue; his grandson, Jalen; and his dog, Max. He was preceded in death by his mother, Marilyn; daughter, Katie; and brother, Scott. Mark and his family are very thankful for the loving care he received from the staff at Evangelical Homes in Saline through journey's end.



Melissa Roselle Goldstein

Date of passing: 11/8/13

Place of birth: New Hartford N.Y.

Biography: Melissa was born and raised in New Hartford / Utica N.Y. and moved to Minnesota with her brother at the age of 14. She graduated from the University of Minnesota-Duluth in 1987 with degrees in Communications and Criminology. Melissa worked for Fortune 500 company Deluxe Check in customer service and care, served for two years as the company's nationwide United Way coordinator. She returned to school and earned her law degree from the Thomas Cooley Law School in Lansing, Mich. She practiced law in Florida's Probate Court for a year and moved back to Michigan where she continued with her private law practice. Melissa served as attorney for those in court against their will and also worked on behalf of many young children. She completed 12 years at the University of Michigan as University Housing's Off Campus Housing Adviser, providing services and resources for U-M students living off campus. Melissa provided student and landlord mediation services, helped students to understand leases and their legal rights. In addition to her busy private law practice and Housing Advisor duties, Melissa found time to teach at the Washtenaw Community College and Cleary College. When Melissa was physically able, she enjoyed walking, exercising, reading and cooking.

Survivors; Mother Peggy Ann Goldstein and brother Randy Avrom Goldstein of N.Y. Preceded in death by; Father Ira Ives Goldstein of N.Y. and Uncle Dr. Richard Alper of Minnesota.

Donations/Contributions/Condolences/in lieu of flowers; Please send to the National Multiple Sclerosis Society Mich. Chapter in memory of Melissa Goldstein. 21311 Civic Center, Southfield, MI 48076. [1-248-936-0355](tel:1-248-936-0355). A special thanks goes out to Melissa's extended family; Her care giver Shelly DeNeve, her Aunt Gretchen of Minnesota and to Melissa's colleagues at the Housing Information Office at the University of Michigan.



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What we are working on for you!!!

Partnering with EMU:

Eastern Michigan University is preparing a checklist that all rental housing providers can fill out that will be posted to the university web-site regarding safety measures. They have started an initiative to better inform students of what rental housing is and to provide them with more information before they begin searching for their off-campus housing. The association is partnering with the University to prepare the safety checklist and partnering with EMU on their one and only housing fair.

R4C Zoning Advisory Re-committee:

Chuck Carver represented the apartment association on an Advisory committee for the City of Ann Arbor that explored downzoning initiative in certain areas from R4C to R2A and provided the planning department with reasonable recommendations. We say re-committee because just when we thought it was done, a new advisory committee was formed and a select group choose to re-evaluate what the planning commission proposed to council. Chuck was unable to represent our group again so Jay Holland stepped in to ensure the gains that we made in the first committee were not dissolved the second time around. We have written a letter to the City Council with our position to support the planning commission in their original recommendation.

Washtenaw County Green Initiative:

Washtenaw County has received grant money to fund a study and/or

recommend changes to the rental housing communities that would make them more energy efficient. We are particularly concerned about what could come from this initiative so we have volunteered 6 members to be part of a taskforce looking at possible initiatives that either they or you would fund to decrease energy usage. This is particularly interesting timing given that the City of Ann Arbor is looking at updating their housing codes. We are going to make sure one has nothing to do with the other.

Amicus Brief to support "Chronic Late Payment" clause:

Recently Judge Simpson announced in his court he would not be upholding the "Chronic Late Payment" clause as a viable defense for eviction. The case he opined on has been appealed and the association paid for a supporting amicus brief that would require all courts to allow the "Chronic Late Payment" as an appropriate lease clause.

Early Lease Signing Ordinance Survey:

The University of Michigan Grad Students government has agreed to produce and distribute to all University of Michigan students a survey about what they (the students) think of the Early Lease Signing Ordinance. We are participating with them to ensure a (mostly) unbiased survey goes out. We will keep you posted on the results.

Alpha House Initiative:

Alpha Housing and multiple social agencies are reaching out to the rental housing community to find housing for hard to house individuals. They have grant money that will fund **housing and full time services** for individuals. What they don't have is a stream of rental housing options at their disposal. If you missed the free landlord breakfast on November 12th, you will have another opportunity to learn about their initiative over the next few months. They will be speaking at our one of our upcoming meetings.

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CONGRATULATIONS!!!!

**Amy Khan successfully achieved
her lyceum designation from NAA
at the Assembly of Delegates conference in November.**

**A new NAA lyceum class starts
March 2014 in Washington DC.**



PMAM Leadership Lyceum Program

Two-Day Training Session

December 9 & 10, 8:30 to 5:00

Cost: Association Endorsed Candidates — \$299

General Enrollment — \$599

To Enroll call: 616.531.5243 or email Kvallie@aol.com

Hampton Inn & Suites — East Lansing/Okemos

Room Reservations 517-349-6100

***New February 2014 Roundtable
Event at All About Furniture***

Vendor cost to present: \$100 plus \$50 value gift
Categories for vendor tables:

- Restoration: [Paul Davis Restoration](#)
- Insurance
- Technology
- Screening/Credit Check
- Advertising: [Uproar Communications](#)
- Paint
- Landscaping

Sponsorships for General Membership Meetings

January — [Guardian Water & Power](#) plus an additional Sponsorship Available

March — Open

October — Open

November — Open

Cost: \$150 per meeting. Get 5 minute presentation, name in all publications and links in newsletter, logo tent cards on all tables, and exclusive rights to dispense literature.

***Holiday Party Beer Sponsorships
Now Available***

\$250 to sponsor one of 8 different flavors of beer for the beer tasting event. Can bring signs to event, will have name on tasting tables and name in all publications. Includes two tickets to the event.

Now Selling Sponsorships for Mixers for 2014

March — Open

May — Open

June — Solar Contract Carpet

July — Open

August — Open

Cost: \$100 or hosting the event at a community.

The Program Committee has put together After Hours Mixers either at local pubs or at local apartment communities.

Other Events coming up

- April Education Expo and Maintenance Mania - \$250 per booth and \$200 per MM Game
- May Mud Hens Game
- June Golf Outing at Ann Arbor Country Club
- September Build a Board Euchre Tournament

Holiday Award Event — December 5, 2013, 5:30 pm

Cost: \$35.00 per person

***Arbor Brewing Company,
114 East Washington,
Downtown Ann Arbor***

**This years event will feature beer tasting of 8 ABC's micro-brews
(as well as heavy hors d'oeuvres and other stuff to drink)**

BRASSERIE BLOND SPONSOR — [FITNESS AMENITY - USA](#)


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Call the office to sponsor one of eight (8) beer flavors.

December 2014

Monday	Tuesday	Wednesday	Thursday	Friday
2 Legislative Committee Meeting: 4:00 at the Office	3 Board of Directors Meeting: 9:00 at the Office	4	5	6
9 PMAM Lyceum Training in Lansing Cost: \$299 with Association Endorsement	10	11 Membership Committee Meeting 12:30 at Association Office	12 Director's Retreat at Holiday Inn on Plymouth Rd for 2014 Committee Members, all past presidents, current 2013 Board Members and 2014 board Members. Time: 11:30 to 4:00	13
16	17	18	19	20
23	24	25	26	27
30	31 	Jan Preview:		

General Membership Lunch January 16

Speaker.....Marcus Ray was a star player for the University of Michigan (1995-1998) and played for the Oakland Raiders in 1999. He has since gone on to become an inspirational speaker and author, as well as coaching high school and college.



Sponsored by: [Guardian Water & Power](#)

Property Management Association of Michigan Leadership Training Day January 28 — 10 to 3

Purpose: To exchange idea, experiences and methods across the four (4) affiliates that make up the PMAM and to learn crucial skills to assure success as an association volunteer leader.



Guest Speaker: Doug Culkin, President & CEO of the National Apartment Association.

A MUST FOR ALL LEADERS

Volunteer Your Skills!

There are hundreds of ways to help out. When volunteering to serve on a committee, it's easy to find a rewarding way to strengthen the association and make a difference in your own career. The committees are forming now for 2014 and below is a very brief description of each committee. The association is hoping to add technology to the meetings this year to make it easier for members to attend and keep up to date on what is happening.

LEGISLATIVE---Monitors all legislative activity locally and evaluates WA3's position on state legislative initiatives. Is encouraged to participate in the Capitol Day for PMAM. Meets every month on the 1st Monday at 4:00 at the association office.

PROGRAM---Plans all General Membership Meetings, obtains speakers, plans NOVA awards, Golf Outing, Tiger Outing and the Holiday Party. Meets every month on the 3rd Tuesday at 3:30 at Guy Hollerin's on Plymouth Rd.

NEWSLETTER---Insure publication of newsletter monthly and obtains advertising for the annual directory and newsletter. Secures the articles and permission for the articles usage, obtains Association Spotlights, and other content information for the newsletter. Independent study committee that requires a number of divided tasks. Meets occasionally as determined.

EDUCATION--- Plan all in person education classes for the following year, selects all online classes to be offered, researches speakers for Education portion of the Trade Show and maintains progress of the current year class schedule. Meets every month on the 3rd Wednesday at 3:30 at the association office

MEMBERSHIP AND MEMBERSHIP SERVICES

Responsible for promoting and gaining new membership and increasing services to members. Meets every month on the 2nd Wednesday at 11:30, location TBD.

PMAM LEGISLATIVE---Helps track legislation at the State Level. Meets once per month in Lansing on the 4th Tuesday of every month at 8:00 am at KMG offices in Lansing.

PMAM GLASTAR---Willing to meet in Lansing to plan GLASTAR education day and awards banquet. Meets at 10:00 am at KMG offices in Lansing.

REMEMBER!!!!!!

The success of your Association is dependent on strong committee involvement.

We need your contribution!!!!!!

2014 CAMT Dates and Member Rates

Electrical: March 18, 19, 20 — \$229
HVAC: April 15, 16, 17 — \$249
Appliance: May 13, 14 — \$179
Int/Ext Maintenance: May 28 — \$129
Plumbing: June 17, 18 — \$179
Full CAMT Designation amount: \$689

New Industry Benefit for Members and NON-members

As members of the Washtenaw Area Apartment Association, you should have received two email letters over the past couple of months that give you the sign on information to this new market survey benefit. Your information as a member has been pre-loaded to make your registration seamless. If you did not receive an email or cannot find it, contact support@myrentcomps.com to get signed up today. Best of all this is free to you and your competitors and could save all apartment providers up to \$3500 per year.

Benefits Include:

- Save Time and Money - No more calling around to get comps or waiting for call backs
- Simple registration
- Pick any comps you choose - like facebook friends and invite them right from the website to join you.
- Open to nonmembers with limited information so you can not only see member comps but your true competitors
- Comprehensive reports available to members



SIGN UP NOW AND GET STARTED
CLICK ON WA3HQ.ORG

Your Competition is now online, if they are still calling you send them a request to participate right from the participation screen.