



UPDATE

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

Volume 29, Issue 4 — May 2013

Always available at www.wa3hq.org

The Disney Way ... Coming to GLAStar — November 2013

Abolish the Commodity Mentality

By: Bill Capodagli



How many times have you thought, “We don’t have the time, money, or talent to be innovative?” Or, “Our product is just a commodity, so we have to make sure we can produce it at the lowest possible cost.”

Over the years, one of my most troublesome realizations is that so many business owners view themselves as commodities. Happily, I experienced a service provider that refused to fall into that trap. Last month, I had an hour layover in the Charlotte, North Carolina airport on my way to give a keynote to a group of executives. As I was walking to my gate, I noticed a shoe-shine stand and decided to have my shoes shined. But before I continue my story, let me give you a little background about my family.

I come from a long line of shoemakers. My great grandfather, my grandfather, and father were all shoemakers. I grew up in the shoe repair business (and, my mother owned a toy store; what a combination...I always had good shoes and good toys!). As you can imagine, at a very young age I was taught how to care for and shine my shoes.

I have had my shoes shined in many corners of the world, and if ever a product was pigeonholed in the category of “commodity,” shoe shining would fit. Most shoe shines begin with a thorough cleaning with a soapy brush. Some will apply some clear cream to soften the leather; apply two or three coats of paste polish with a damp rag; buff with a soft rag; and lastly apply liquid sole dressing. For 40 plus years, this has pretty much been my experience. Some workers are more personable than others, some may have a newspaper, some use a power buffer, but in the hundreds of times I’ve had

my shoes shined, there was little deviation from the norm.

But in Charlotte, it all changed. The first thing that caught my attention was the over-stuffed lounge chairs at the shoe shine stand. When I approached the gentleman, he asked me how much time I had, and when I said one hour, he said “good.” I sat down,

and he rolled up my pant legs several times and placed 3 hard plastic forms between my shoes and socks. I thought that this was to make sure he didn’t get polish on my socks. Next, as is customary in all good shines, he cleaned my shoes with a soapy brush. Before he applied the cream, he coated my shoes with a liquid polish to color

any scuff marks. Then he used cream and paste polish. But instead of two or three coats, he applied at least five, maybe six coats. Unbelievably, I saw him retrieve a butane torch and watched him in amazement as he melted the paste polish into the leather (the plastic inserts actually were used to keep my socks from burning), then buffed the shoes, and then applied another two coats of paste and buffed again. He finished with sole dressing.

Now the going rate for a typical airport shoe shine is between \$4 and \$8. Since I didn’t see a price posted, I wondered what this “exceptional” shine was going to cost. Delighted with what looked like brand new shoes, I jumped out that easy chair, and I was eager to pay and thank the gentleman. You can imagine my surprise when he told me to pay what I thought it was worth! I reached into my pocket and gave him a twenty.

What can we learn from this experience? I tell clients that all business is “show business”, so make the customer experience special. With most “commodity” products such as shoe shining, I used to think that the only way to wow a customer was through the experience such as engaging in pleasant conversation, providing a lounge chair, a newspaper, etc. However, in my Charlotte experience, they wowed me through product innovation.

Abolish the commodity mentality in your organization. Think of how to innovate and produce a “show” like no other. Walt Disney once said, “What ever you do, do it well. Do it so well that when people see you do it they will want to come back and see you do it again and they will want to bring others and show them how well you do what you do.” The next time I have to connect in the southeast, I will ask my travel agent to connect me through Charlotte just so I can get my shoes shined!

With over three decades of management consulting, corporate research, and keynote speaking expertise, Bill Capodagli co-authored The Disney Way: Harnessing the Management Secrets of Disney in Your Company. Fortune magazine cited The Disney Way as a “best business book” and “so useful, you may whistle while you work.” Bill’s latest book is the definitive account of Pixar’s creative culture – Innovate the Pixar Way: Business Lessons from the World’s Most Creative Corporate Playground; www.capojac.com; dreamovations@aol.com for Bill’s speaking availability



SCI
Floor Covering, Inc.

*Call us for all your
floor covering needs.*

Marc Nelson

248-359-3500, Ext. 213

Fax: 248-359-3722 • Cell: 248-417-0751
mnelson@scifloorcovering.com

John Farmer

248-359-3500, Ext. 216 • Cell: 248-770-4318
jfarmer@scifloorcovering.com

21440 Melrose Ave., Southfield, MI 48075-5631

President's Message: by Terri Neely

Hi Everyone!

The association made a great effort to get the directory out early this year, so if you haven't received yours, you soon will. Now our efforts are being spent reaching out to non member properties to help show them the benefit of membership. If you have any contacts in the industry that are not members, please reach out to them and tell them what the association does for you. If you are looking to get more out of our association, please contact me, Alice, or Amy Kahn and we would be happy to help you!

Fast approaching is our annual Tigers Game outing. This year we have teamed up with the DMAA and have the Pepsi Porch. This event is always a ton of fun and I hope to see many of you there. If you haven't signed up yet, please do so, we only have 50 tickets.

Have a great Spring, I hope to see you all soon!



New Industry Benefit



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
- 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

EO Message: by Alice Ehn



For years the Education Committee at WAAA has been working on HANDS ON Maintenance Training Classes. The Certified Apartment Maintenance Technician classes have finally evolved to a point that makes this an option for all rental housing providers. On page 7 you will see that we are now able to offer individual stand-alone classes that you can offer the maintenance staff for just the areas they need, and begin working on the CAMT program. Although the program is currently being offered in a 4 week time frame, it will be offered throughout the next year as well so if they cannot do it all in May, not to worry. If maintenance can only take one of the classes now the rest will be repeated over the fall and spring of 2014 to allow for the completion of this course. Or....never achieve the designation, but now we have quality education for all. Get signed up for this education early to ensure the appropriate books and supplies are available for all students.

Two bills have been introduced into the Michigan House this past month. HB 4025 is the money judgment bill that was in the legislature last year and HB 4613 is the deceased tenant bill that passed both the house and the senate last year and almost became law in the lamb duck session. Both bills have changes in the reintroduced versions that should help in their speedy passage through the legislature. Check out the changes at www.legislature.mi.gov.

Membership Directory Corrections

- ♦ The information for Fink and Valvo, PLLC was listed incorrectly in the Board of Directors page 3 and on page 50. Karen Valvo's email is Karen.Valvo@FinkValvoLaw.com and the office location is Suite 300, 320 N. Main St, Ann Arbor, MI 48104. The advertisement on the Business Partners (purple) Tab has all the correct information.
- ♦ The information on page 13 for Arbor Pointe Apartments reflects the wrong telephone number and email address. It should read 734.434.9800 and Email: leasing@myarborpointe.com.

Please make these changes to your copy of the membership directory for future reference.

Apologies to Karen, Jim and Diana from the proofing department.

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

Business Partner Spotlight: Lakeside Service

Carbon monoxide, or the "silent killer," is a colorless, tasteless, mostly odorless, and poisonous gas that results from the incomplete oxidation of oxygen in combustion, often due to insufficient supply of oxygen for burning. Improperly ventilated or leaking appliances that burn fuel can be sources of carbon monoxide gas, as can older or heavily used appliances that no longer burn fuel properly.

It's About Your Tenants Health and Safety. Millions of unsuspecting property owners are exposing tenants to low levels of CO... and don't even know it. Carbon monoxide, even in small quantities can contribute to and cause serious health problems, particularly in children, the elderly, and people with heart or respiratory conditions. Standard U.L. Listed CO alarms go off after 2 to 3½ hours exposure to carbon monoxide at 70 parts per million (ppm). Carbon monoxide inhalation can negatively affect coordination and heart conditions, as well as cause fatigue, headache, weakness, confusion, disorientation, shortness of breath, blurred vision, body aches, nausea, and dizziness. Exceptionally high levels of carbon monoxide can be fatal. The symptoms of carbon monoxide poisoning can resemble flu symptoms or

food poisoning, and some who suffer carbon monoxide poisoning can go undiagnosed even by their doctors. Moreover, most instances of carbon monoxide poisoning occur at night.

The most important step to take in preventing carbon monoxide poisoning is having your fuel-burning appliances inspected regularly by certified professionals. Lakeside Service is fully trained and certified to measure the safety and efficiency of all your combustion equipment and appliances. Call for service or more information on your heating and cooling system.

For your Heating and Cooling needs call Lakeside Service at 810-355-2695 or visit at www.lakesideservice.com



With more than 65 years experience, WASH is the most trusted multi-housing laundry provider in the country. Consider these impressive statistics...

- On average, customers have been partnering with WASH for 19 years.
- WASH's customer retention rate is a whopping 98%.
- Over two-million people use WASH laundry rooms every week.

Join the over 45,000 locations with facilities of all shapes and sizes who pick WASH as their preferred laundry vendor of choice.

Trust Your Laundry Room Operations to WASH

Learn more



800.421.6897 ext. 1600
www.washlaundry.com



CATCH THE WAVE OF SUCCESS

Come to San Diego for innovations, connections, and inspiration!

Don't miss out on:



Sir Richard Branson, Founder, Virgin Group, and one of the most successful businessmen of this generation who will share insights from his experiences.

More than 350 suppliers who will be demonstrating innovative gadgets, goods, and services on the market.

50 breakout sessions led by inspiring industry experts.

Exciting networking events where you'll connect with some of the 6,200 conference attendees.



NATIONAL APARTMENT ASSOCIATION
EDUCATION CONFERENCE & EXPOSITION

JUNE 19-22, 2013 | SAN DIEGO, CA

REGISTER TODAY AT
WWW.NAAHQ.ORG/ADUNITS

Don't Miss Your Last Chance to Save on Registration for the 2013 NAA Education Conference & Exposition

Register by June 6 to save up to \$150 on registration for the 2013 NAA Education Conference & Exposition, June 19-22 in San Diego.

The largest multifamily housing event of the year, the 2013 NAA Education Conference & Exposition promises inspiration, innovation and connection as you join more than 6,200 of your closest friends for insight from world-class speakers, including Virgin Group Chairman Sir Richard Branson, Life is good® co-founder Bert Jacobs and entrepreneur, author and artist extraordinaire Erik Wahl (to name just a few; visit <http://educonf.naahq.org/education> to preview these and other exciting speakers), to the latest and greatest from the multifamily supplier partners in an exhibit space equal to that of four football fields.

The benefits of attendance don't end there—awaiting you in San Diego are practical, take-home tactics from the more than 40 breakout sessions, as well as the opportunity to engage like-minded professionals during the plethora of networking events NAA has scheduled.

Catching this wave doesn't require a surfboard, but you will need to register. Visit the www.naahq.org/educonf and remember to consider group discounts: register five or more attendees and save your organization even more!

Participate in NAA's Play it Forward Campaign

A once-in-a-lifetime opportunity awaits attendees of the 2013 NAA Education Conference & Exposition, June 19-22 in San Diego, to both help children in need and win lunch with Bert Jacobs, Chief Executive optimist of Life is good®. Jacobs is returning this year by popular demand following his moving Thought Leader presentation during the 2012 NAA Education Conference & Exposition as the featured speaker during Saturday's Award's Breakfast Celebration. The chance to hear Jacobs speak is reason enough to stay for this special session, but it gets better: the chance to participate in NAA Play It Forward.

NAA is holding a fundraising contest to encourage attendees to raise money for the Life is good® Playmakers charity, a 501(c)(3) public charity that helps kids overcome violence, poverty and illness. Teams and individuals can decide when, how and where to fundraise using the Life is good® fundraising site, <https://lifeisgood.fundraise.com/play-it-forward-fundraiser>.

NAA will match 20 percent of the total raised by all teams up to \$5,000, and the winning team (the team raising the most funds) will be invited to choose up to 10 people to share a lunch with Jacobs on Saturday, June 22. Hear

from Jacobs about this exciting opportunity at bit.ly/ZQ3HFh.

NAA Offers \$1 Million Prize for Best Education Conference & Exposition Marketing Plan

A prize of \$1 million will be awarded to the marketing firm or individual whose marketing proposal is adopted by the National Apartment Association (NAA) and doubles the paid registered attendance at the 2015 NAA Education Conference & Exposition.

The award is part of NAA's new "Grow the Show" competition, designed to increase paid attendee registration at the 2015 conference by 100 percent or more over the 2013 NAA Education Conference & Exposition final paid attendee registration numbers.

Interested contestants are invited to submit proposals designed to accomplish this surge in conference attendance. All proposals will be submitted to a judging panel that will choose one proposal.

The successful group will have two years to implement its project from the conclusion of the 2013 NAA Education Conference & Exposition until the conclusion of the 2015 NAA Education Conference & Exposition in Las Vegas. More details at bit.ly/EduConfMarketing.

Is Your Company Military-Friendly And Have Job Openings Across the United States?

Registration is now open for the 2013 NAA Education Institute Military Career Fair, featuring up to 1,000 veterans, military spouses and transitioning servicemembers, held in conjunction with the 2013 NAA Education Conference & Exposition, June 19-22 in San Diego.

Military veterans constitute one of the most employable segments of society, with a laundry list of qualifications unique to their service. They are team players who are prepared to accomplish company goals; quick learners who have technical skills gained through extensive training; are experienced global travelers who understand and respect other cultures; and are tested leaders responsible for lives, budgets and multi-million-dollar equipment.

Visit www.apartmentcareers.com/careerfair-employer to reserve your space today.

Industry-wide PR Campaign in Full Swing

On May 6, NAA and NMHC will launch a direct mail campaign to news media and policy groups as part of our major outreach campaign targeting policymakers. Under the tagline, "Apartments. We Live Here," the ads will run in Washington, D.C., print and online political journalism publications. In addition, two 60-second ads will air on a D.C.-based all-news radio station. The ads will be available to affiliates and members to customize with your logos in your localities. Learn more at bit.ly/NAAGovtAffairs or contact NAA's Carole Roper at carole@naahq.org.

Sponsorship Opportunities 2013

After Hour Mixer Sponsorships — 2nd Thursday evening of May (sponsored by [Jarvis Property Restoration](#)), June (Thank you [Solar Contract Carpet](#)), July (available), and August (available).

Cost: \$50 or hosting the event at a community
The Program Committee is putting together After Hour Mixers either at local pubs or at local apartment communities.

Nova Awards Sponsorships: September

\$400 to display information about company products and name in all publications.

4 exclusive sponsorships available

Sponsorships Available for ALL General Membership Meetings

Cost only- \$150 per meeting ... *you will receive:*

- 5 minutes to speak
- Ability to put your company information on all tables
- Chance to pass out table numbers to members as they enter the room
- Company name in all publications
- Your company logo on table number tent cards
- Your company name on table skirt of registration table

Sponsorship sales for next year General Membership Meetings available. Current year sponsorships have been sold to.....April (Thank you to [CORT](#)), October (Thank you [Ferguson](#)) and November Annual meeting (Thank you [Belfor](#)).

Ad Pricing for Update

Advertise your Products and Services
in the UPDATE

Published 9 times per year or more

Digital Version now allows for direct links to your website



Make that sales call each month by marketing your products and/or services to all members of the WAAA — It's easy to do!
Different rates and sizes are listed below.

Sign up for 9 months and if any additional issues are published, they are FREE

You can email your high resolution jpeg ad to info@wa3hq.org.
Call 734-663-1200 for questions

SIZES and RATES:	1-3 MONTHS		6 MONTHS		9 MONTHS	
	M	NM	M	NM	M	NM
Full Page - 7 1/2" w by 9 3/4" h	\$365	\$440	\$345	\$415	\$330	\$345
Half Page - 7 1/2" w by 4 3/4" h	\$215	\$260	\$200	\$240	\$185	\$225
Or 3 5/8" w by 9 3/4" h						
Quarter Page - 3 5/8" w x 4 3/4" h	\$145	\$175	\$130	\$160	\$115	\$140
Eighth Page - 3 5/8" w x 2 1/4" h	\$90	\$110	\$75	\$90	\$60	\$75

All pricing is at a per month rate - the longer commitment the less you will pay per month.

Deadline: 15th of the month for next months publication

Electronic Files: Please send as JPEG files. info@wa3hq.org

DISCOVER A SIMPLER WAY TO MANAGE UTILITY SERVICES AT YOUR RENTAL PROPERTIES!

DTE Energy's **Landlord Utility Manager** is a FREE web - based service designed to help you manage your electric and natural gas accounts.

If you own or manage properties that are leased or rented to others, visit dteenergy.com/landlord or call 800.482.8720.



DTE Energy
Know Your Own Power™



Upcoming Events Update



Detroit Tiger Outing — May 23

Tigers vs. Twins

**Bus leaves 5:30 Briarwood
Sears**

**Cost: \$60 - includes Pepsi
Porch seating, 1 hour hot dog
bar at the game, bus transpor-
tation, and drinks on the bus**

WA3 Golf Outing

Friday, June 7, 2013 - Fox Hills Golf and Banquet Center

8768 North Territorial Rd, Plymouth, MI 48170

Cost --- \$100 per person — 8:30 Modified Shotgun start

**Includes: 18 holes scramble, cart, donuts and coffee
breakfast, hot dog, soft drink and chips on the turn,
dinner, 3 hour beer, wine and pop bar service
after the game and one raffle ticket**



Hawaiian Theme.....Prize for Best Hawaiian Outfit

Sponsorship Opportunities still available

- **Hole Sponsorships**
 - \$150 per hole (includes new sign)-
\$180 NM
 - \$130 per hole (if we have a sign)-
\$160 NM
 - \$240 for 2 hole sponsorship - \$300
NM
 - (1 on front 9 and 1 on back 9)
- **Game Sponsors -- make up a game
and provide the prize. You can run
the game on a hole to meet all golfers
as they round the course**
- **Closest to the Pin - Prize donation for
both Men and Women - Limit 2**
- **Closest to the Line Sponsors - Prize
donation of your choice for both Men
and Women - Limit 2**
- **Breakfast Sponsor --\$150**
- **Dinner Sponsor: \$175**
- **Beverage Sponsors - \$175 limited to 2
-- *First sponsor Statewide Disaster
Restoration***
- **Raffle Prize Donations**
- **Bag Prizes for approx. 100 golfers**
- **Hole in One sponsorship for \$10,000
cash prize - limit 1- \$175 - *Sold to Paul
Davis Restoration***

**2012 GOLF OUTING FUN
PICTURES
GET SIGNED UP NOW
FOR 2013**



IT IS NOT TOO LATE TO SIGN UP FOR MAY MAINTENANCE CLASSES

LEARN HOW (NOW) WITH SPECIALIZED HANDS-ON TRAINING!!

Week 1:

5/14 Interior and Exterior Maintenance and Repair

\$89 member rate for 1 day class

5/15 Plumbing Maintenance and Repair Day 1

5/16 Plumbing Maintenance and Repair Day 2

\$159 member rate for 2 day class

Week 2

5/21 Electrical Maintenance and Repair Day 1

5/22 Electrical Maintenance and Repair Day 2

5/23 Electrical Maintenance and Repair Day 3

\$209 member rate for 3 day class

Week 3

5/28 HVAC Maintenance and Repair Day 1

5/29 HVAC Maintenance and Repair Day 2

5/30 HVAC Maintenance and Repair Day 3

\$229 member rate for 3 day class

Week 4

6/4 Appliance Maintenance and Repair Day 1

6/5 Appliance Maintenance and Repair Day 2

\$159 member rate for 2 day class

The rates attached to each class are to take the individual classes without the designation. All 5 modules plus a comprehensive exam and two online classes of 2.5 hours each need to be taken for the CAMT designation to be completed. Cost for the entire course including a comprehensive book is \$650 per member. 1 year of active maintenance work is a requirement before the designation certificate is issued. All classes include hands on instruction, and practice and books.

Sign up for one class or sign up for the entire designation. Minimum for each class is 6 students



SOLAR CONTRACT CARPET

FOR MORE THAN 40 YEARS,
SOLAR CONTRACT CARPET HAS BEEN A
SUCCESSFUL VENDOR TO THE MULTIFAMILY
HOUSING INDUSTRY BY BUILDING STRONG
CUSTOMER RELATIONSHIPS, FURNISHING
QUALITY PRODUCTS AND PROVIDING
OUTSTANDING SERVICES.

WE TAKE PRIDE IN BEING RELIABLE,
COST EFFECTIVE AND QUALITY ORIENTED
-- THE KIND OF COMPANY WITH WHICH
CUSTOMERS WANT TO DO BUSINESS.

- INSTALLATION NEXT DAY
- QUALITY CONTROL FIELD INSPECTORS
- PERSONALIZED CUSTOMER SERVICE
- EMERGENCY, SAME DAY SERVICE
- EXPECT MORE FROM OUR INSTALLERS

(248) 352-4400 (734) 971-4400

WWW.SOLARCONTRACTCARPET.COM



*It takes the biggest
laundry service
company to make
the littlest residents
happy.*

When it comes to
laundry services it's
the littlest residents
that demand the

most. And when it comes to business, it's always the little things that make a big difference. That's how Coinmach, the nation's leading provider of quality laundry services, delivers the most effective solutions for every property's needs.

Discover how life can be more *profitable* for your properties and more *pleasurable* for your residents. Call Staci Andrade at (800).852.9274.



Coinmach's Quality Services help
residents clean over 1,000,000
loads of laundry each and every day.
www.Coinmach.com



NEW MEMBERS TO WELCOME

Business Partner Members: Brooms and Mops Janitorial

Classic Painting
Terry Hession
5403 Palmer Highway, Britton,
MI 49229
Phone: 517-673-0338
Email: terryhession@msn.com

Signal 88 Security

Travis Howell
9580 Bergin Rd, Howell, MI
48843
Phone: 734-794-3999
Email: annarbor@signal88.com
Sponsored by Terri Neely

Melissa Szymanski
49251 S. I94 Service Dr, Apt 25,
Belleville, MI 48111
Phone: 734-430-2415
Email: contactus@
broomsandmopsjanitorial.com
Sponsored by Amy Khan and
Sarah Bauer, CMB Management

Renewing MEMBERS TO THINK OF FIRST

Property Professional Members:

Oxford Property Management 734-995-9200

Business Partner Members:

CRG Residential 317-575-9400
James Asphalt..... 248-821-4678
Midstate Security..... 616-257-1100
MOVE 800-978-7368
Sherwin Williams..... 313-806-7957

Members Support Members

Dropped Members:

Property Solutions Nick Contaxes
Barrett Paving Materials

Maintenance Mania Promotional Pricing starts NOW and runs till June 7. Use WAAA code **VC7** for all your purchases to support the HD Supply Education Contribution Program.
20 page brochure coming in the mail soon.

**HAPPY RESIDENTS
AND QUICK
FIXES GO
HAND-IN-HAND.**

Our goal is helping you maintain satisfied residents. That's why you can order online anytime and get free, next-day delivery* on our inventory of over 27,000 products. You can even depend on us for your product installations† and to help manage your property improvement projects.

Delivered by professionals.
For professionals. **FREE.**

Shop online for more than
5,000 new safety products!

hdsupplysolutions.com | 1-888-431-3009

HD SUPPLY
MULTIFAMILY SOLUTIONS

ADV-13-7179

*On most orders to most areas. †Installation services are available in select markets. Please call for details.
© 2013 HDS IP Holding, LLC. All Rights Reserved.

EXPERIENCE THE GREAT LAKES
DIFFERENCE.

SUPERIOR PRODUCTS. SUPERIOR SERVICE.



WHAT'S INSIDE MATTERS



SAVE UP TO
60%
ON ENERGY COSTS
CALL TODAY!

Industry Leading Energy-Efficient
Equipment for Your Laundry Room.

ASK ABOUT USED EQUIPMENT

**GREAT LAKES
LAUNDRY**

COMMERCIAL SALES, INC.
SALES • LEASING • SERVICE • PARTS



Find us on
facebook.
www.facebook.com/greatlakeslaundry

1.888.492.0181

www.greatlakeslaundry.com

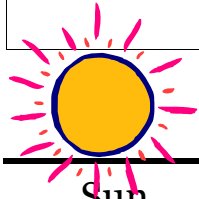
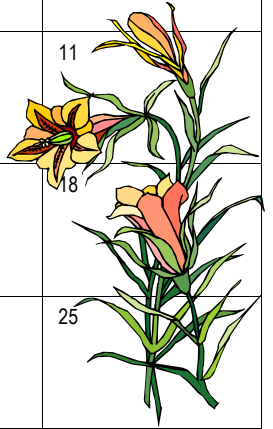


The Washtenaw Area Apartment Association disclaims any liability for information or legal advice contained in this Newsletter. Members who may have questions regarding issues contained in the newsletter should contact their own accountants, attorneys, or other professional advisors before relying upon any information conveyed herein. This newsletter is provided as a service by the Washtenaw Area Apartment Association and is intended for the exclusive use of its members. None of the articles or other information contained in this newsletter may be reproduced without the express written permission of the Washtenaw Area Apartment Association.

Events and Education Calendar

May 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 Legislative Com. 4pm	7	8	9 Board Meeting 3:30 After Hour Mixer	10	11
12 Mother's Day	13	14 CAMT Interior Exterior	15 CAMT Plumbing Membership Com 12:30 Education Com 3:30	16 CAMT Plumbing Program Com 3:30 pm	17 Marketing Com 3:30	18
19	20	21 CAMT - Electrical	22 CAMT Electrical	23 CAMT Electrical Tiger Ball Game at Comerica Park—5:30 at Sears Briarwood	24	25
26	27 Memorial Day - Office Closed	28 CAMT HVAC PMAM meeting	29 CAMT HVAC	30 CAMT HVAC	31	



June 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Available any time. Self-study online EPA Universal testing at your office for \$85.00.						1
2	3 Legislative Com 4:00	4 CAMT Appliance	5 CAMT Appliance	6	7 Golf Outing at Fox Hills Golf Course	8
9	10	11	12 Legal Wednesday	13 After Hours Mixer at Windemere Park Board Meeting 3:30	14	15
16 Father's Day	17	18 NAA June Education Conf Program Com 3:30	19 NAA June Education Conf Membership Com 12:30 Education Com 3:30	20 NAA June Education Conf	21 NAA June Education Conf —San Diego	22 NAA June Education Conf — San Diego
23	24	25 PMAM Meeting	26	27	28	29
30						



July Preview:

- 4th Independence Day—Office closed
- 11th After Hours Mixer - Sponsorship Available