Words of Wisdom

Courage doesn’t always roar. Sometimes courage is the quiet voice at the end of the day saying, “I will try again tomorrow.”

- Mary Anne Radmacher -

President’s Pen

Happy New Year!

Happy New Year to everyone! 2013 is in the books, and hopefully, we are proud of our efforts. We have tried to produce a beefier PPM Connection for you, and would welcome your ideas for future articles.

Are we ready for another challenging year?

I love Westerns and Western actors, particularly James Arness, Clint Eastwood, and John Wayne. Ok, the Bonanza Guys, and The Rifleman, Chuck Connors, too. One of my favorite John Wayne scenes is when his character has a run in with a couple of business men. Of course, a scuffle breaks out, and the larger more aggressive businessman is punched out by Wayne. The other guy is just standing there, and The Duke grabs him by the collar and raises his fist. The unfortunate tall skinny man exclaims, “I didn’t do nothing,” and John Wayne says, “Well, you should have,” and punches his lights out.

2014 is going to try it’s best to challenge us, and punch us, and defeat us. But we are tough, and our team is ready for the challenges ahead. If we have to take our licks, let’s make sure that we are not standing around with our hands in our pockets and “doing nothing.” Let’s focus on success, stand tall in the saddle, and fight to achieve our goals.

Working together as a team, and meeting our challenges head on, we should be able to give our residents a nice place to live in 2014, and ride off into the sunset of 2014 successfully.

Happy Trails.

Mike Holoman,
President
Congratulations To Winners!

Greensboro, NC Regional Meeting

President’s Choice Award
Hilda Stevenson manages two properties in Elkin, NC, Woodrun and Collinswood Apartments. She currently has a 4.5 out of 5 compliance rating, averages 100% collections, and has worked for over 17 years as a Site Manager.

Karen Gould has been employed at River Place Apartments in Buckhannon, WV since 1998. She is hard working, conscientious and is very attentive to her residents. Karen’s willingness to step up and handle maintenance duties during the absence of a Maintenance Caretaker speaks volumes about her abilities and loyalty.

Director’s Choice Award
Freddie Higgins has been at Woodbridge Apartments in Reidsville, NC since 2011 and helped oversee a property wide rehab in 2012. He always goes the extra mile and always takes the best care of his residents possible. Because of his level of performance, he is highly regarded by tenants, PPM staff, owners and regulatory staff as well.

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Greensboro, NC Regional Meeting

Services Awards
Vicki and Diane care for the quality of life for their residents. They plan thoughtful activities on a monthly basis with a focus on Health, Education, Recreational and Social. Thank you, Vicki and Diane! Way to go!

Compliance Award
Gil Howard came to work at Woodbridge Apartments in Reidsville in 2012. He helped oversee the conversion of the property from an RD site to a layered RD/Tax Credit site which involved additional rules and guidelines. His communication skills are outstanding both with residents and PPM staff. He also received the RD Area IV Manager of the Year award in 2013.

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Congratulations To Winners!

Greensboro, NC Regional Meeting Continued

Robyn Terry Territory Award Winners:
Troy Triplett, MC ~ Skyland Apts., Lenoir, NC
Wayne Franklin, MC ~ Blue Ridge Apts., Valdese, NC
Robyn Terry, Associate Property Manager
Linda Schroeder, SM ~ Pinewood Plaza, Granite Falls, NC
Chuck Caushy, SM ~ Blue Ridge Apts., Valdese, NC

Will Lane Territory Award Winners:
Lamtree Lanthier, MC ~ Falling Creek Apts., Rockingham, NC
Tim Hunt, MC ~ Baldwin Place and Brookside Apts., Maxton, NC
Will Lane, Associate Property Manager
Vickie Sanford, SM ~ Woodcreek Village, Raeford, NC
Rozetta Gulledge, SM ~ Scottish Winds and Pinewood Park Apts., Laurinburg, NC

Lisa Smith Territory Award Winners:
David Billerman, MC ~ Hillside and Riverside Apts., Lincolnton, NC
Lisa Smith, Regional Property Manager
Diane Billerman, SM ~ Hillside and Riverside Apts., Lincolnton, NC
Debbie Waterson, SM ~ Cedar Glen, Conover, NC

Susan Elliott Territory Award Winners:
Willie Fitzgerald, MC ~ Guildfield Heights, Chatham, VA
Montie Brown, MC ~ Crestview Apts., Christiansburg, VA
Susan Elliott, Senior Regional Property Manager
Rosa Brimmer, SM ~ Martins Landing II, Martinsville, VA
Polly Testerman, SM ~ Westview Terrace Apts., West Jefferson, NC

Suzanne Turner Territory Award Winners:
Karl Stevenson, MC ~ Woodrun and Collinwood Apts., Elkin, NC
Tim Koeller, MC ~ Bluestone and Pepperidge Apts., Princeton, WV
Suzanne Turner, Senior Regional Property Manager
Rhonda Rollyson, SM ~ Longview and Longview Village Apts., Wytheville, VA
Polly Testerman, SM ~ Westview Terrace Apts., West Jefferson, NC

Site Manager Corner

10 Tips to Help You Be Successful as a Site Manager
Submitted by: Susan Elliott

1 Success for your site is renting and collecting in a timely manner.
2 Organization at all times. You never know when you may have an emergency and someone may have to come in to pick up and complete items.
3 Excellent communication with Property Manager and Maintenance Caretaker.
4 Professionalism at all times.
5 Office and grounds appearance to meet PPM standards as first appearances stick with a person.
6 Don’t be afraid to ask for help or ask questions.
7 Be fast to respond to any issue that may occur.
8 Read all information that is sent to you. Don’t put off doing it until later. Later never comes for some people.
9 Treat all as you would want to be treated. What you do for one you must be willing to do for all.
10 DON’T GET YOURSELF BACKED IN A CORNER YOU CANNOT GET OUT OF!!!
Congratulations To Winners!

**President’s Choice Award**

President and CEO, Mike Holoman (L), congratulates Darrell Brown (R) for winning the coveted President’s Choice Award. Darrell is the Maintenance Caretaker for The Elms Apartments in Elm City, NC and Brookway Village in Nashville, NC. The Elms is a 33 unit Family property and Brookway Village is a 36 unit Senior property. Darrell can be found at his assigned locations and frequently other properties in the surrounding areas working diligently to ensure that company standards are upheld. Darrell is a resource to his Property Manager Keshia Hutchinson as well as other PPM staff in the surrounding area. Darrell is always ready to lend a helping hand. His residents and teammates enjoy his positive can do attitude about his responsibilities as a Maintenance Caretaker. Darrell lives in Wilson, NC and began working for Partnership Property Management in 2008.

**Director’s Choice Awards**

Annette and Larry work at British Woods and Colony Woods Apartments in Roanoke Rapids, NC. Both sites are senior properties. British Woods has 26 units and Colony Woods has 34 Units. Annette is able to effectively manage one property with USDA RD funding and the other with USDA RD and LIHC funding. Her paperwork is detailed and accurate. She also has required Supportive Services at Colony Woods and has successfully incorporated the Services program into the management of British Woods. Her residents are happy to have her. She spoils them.

Larry successfully maintains both properties ensuring that the residents maintenance needs are met on a timely basis each day. He also ensures that his properties receive the preventative maintenance required to keep the properties looking brand new. Both employees embody the word teamwork by working together to serve their residents and to support their Property Manager, Michelle Meeks, and Director. Larry has been with Partnership Property Management since 2005 and Annette was hired in 2006.

**Compliance Award**

Ann Burris, Site Manager for Rocky Knoll Apartments and Wesleyan Homes I both located in Troy, NC displays her Compliance Award with Terri Hill, Compliance Director. Rocky Knoll is a 40 unit Family property with USDA RD and HUD funding. Wesleyan Homes I is a 40 unit senior property with HUD funding. Ann was selected as the recipient for this award for her ability to ensure that her paperwork is detailed and accurate prior to submitting it to the Corporate Compliance Department. Ann also frequently assists her Property Manager, Jeff Holoman, with training new site staff.

**Services Award**

Sondra Click, Supportive Services Specialist, selected Linda Sedberry for the Supportive Services award for 2013 for the Region. Linda is the Services Coordinator for Wesleyan Homes I located in Troy, NC. Wesleyan Homes I is a senior HUD property with 40 units. Linda is responsible for planning events and coordinating services that enrich the lives of the residents at the property. Linda began working for Partnership Property Management in 2011. She is doing a phenomenal job!
Congratulations To Winners!

Rocky Mount, NC Regional Meeting Continued

Keshia Hutchinson Territory Award Winners: L to R
Curtis Harris, MC ~ Oakdale, Middlesex, NC
Glenda Peebles, SM ~ Hawthorne Village and Scotland Arms, Scotland Neck, NC and Richland, Rich Square, NC
Keshia Hutchinson, Associate Property Manager
Eddie Buffaloe, MC ~ Richland, Rich Square, NC
Kelly Michael, SM ~ Louisburg and River Ridge, Louisburg, NC

Jeff Holoman Territory Award Winners: L to R
Stan Foland, MC ~ Rama Woods and River Pointe, Randleman, NC
Marie Sheppard, SM ~ Westwood, Troy, NC
Jeff Holoman, Regional Property Manager
Ann Burris, SM ~ Rocky Knoll and Wesleyan Homes I, Troy, NC
Gene Britt, MC ~ Uwharrie Ridge, Troy, NC

Maria Choueri Territory Award Winners: L to R
David McArn, Maintenance Helper ~ Greenmont, Southern Pines, NC
Diana Storck, Leasing Agent ~ Beacon Pointe, Wilson, NC
Maria Choueri, Regional Property Manager
Phyllis Louthen, SM ~ Fieldale, Smithfield, NC
Mike Dupree, MC ~ The Highlands, Southern Pines, NC

Michelle Meeks Territory Award Winners: L to R
Joe McGee, MC ~ Cedar Grove, Seaboard, NC
Vivian Barnes, SM ~ Cedar Grove, Seaboard, NC
Michelle Meeks, Regional Property Manager
Judy Poteat, SM ~ Rosewood Village and Warren Place, Norlina, NC
Wilson Poteat, MC ~ Rosewood Village and Warren Place, Norlina, NC

Victoria Nesbitt Territory Award Winners: L to R
Christy Carpenter, SM ~ Mallard Creek, Aurora, NC
Dot Sellers, SM ~ Baronside Village, Hookerton, NC and Park Place, Snow Hill, NC
Victoria Nesbitt, Regional Property Manager
Buddy Womble, MC ~ Roanoke, Williamston, NC
Mike Edge, MC ~ Park Place, Snow Hill, NC

Travis Walters Territory Award Winners: L to R
George Tyner, MC ~ Brookhollow and Westridge, Sanford, NC
Travis Walters, Associate Property Manager
Amy Ellis, SM ~ Forest Ridge, Summerfield, and Applegate, Sanford, NC
Doug Williams, MC ~ Summerfield and Applegate, Sanford, NC
(Not Pictured: Jean Moore, SM ~ Brookhollow, Sanford, NC)
Congratulations To Winners!

Asheville, NC Regional Meeting

President’s Choice Awards
Mike is the kind of Caretaker everyone would like to have. He is dedicated to his job and residents, loyal to his supervisor and company and responsive to the needs of the site. He never says “no” when asked to perform a task and always has the best interest of the residents at heart.

Mike Roland, MC ~ Westfield Apts. Liberty, SC
Mike Holoman, President and CEO

Compliance Award
To check the paperwork of Darlene is no job at all. It is merely a formality. She always submits paperwork that is neat, accurate and well-done. She has few errors, rarely has anything on lease log and takes pride in doing a great job. She is involved with her residents on a daily basis and always has time to spend a few minutes chatting with them.

Terry Hill, Compliance Director
Darlene Greene, SM ~ Charles Place Apts., Shelby, NC

Director’s Choice Awards
Jerry Mullinax is a Site Manager with a heart of gold. He is never too busy to answer a question or help a resident. His winning smile and true concern for the residents is evident on a daily basis. He loves his job, loves his residents and loves the company he works for.

Viewmont is so lucky to have Jackie as the Maintenance Caretaker. He is thrifty, smart and creative at a site with limited funds and many needs. However, the site always looks good and the residents are happy. Jackie works closely with the Site Manager to insure that Viewmont is the best that it can possibly be.

Jerry Mullinax, SM ~ Mary Leigh’s Cottage & Battle Forest, Kings Mountain, NC
Becky Stevens, Executive Director
Jackie Kelley, MC ~ Viewmont Apts., Newport, TN

Services Awards
The Supportive Services program at River Glen is very successful for children and adults alike. Adrienne keeps the calendar full of events that are both fun and informative. She maintains a computer lab for after-school activities and homework help as well as other activities that keep families involved.

B-I-N-G-O, pot luck meals, blood pressure checks, holiday parties and many other things are constant at Mountain Villa Apts. Linda takes great pride in working with her residents to see that they remain involved and active. She has a great supportive services program with great participation due in no small part to her desire to keep seniors active.

Family site ~ Adrienne Anders ~ River Glen Apts., Arden, NC
Melissa Harris, Supportive Services Specialist
Elderly site ~ Linda Osborne ~ Mountain Villa Apts., Greeneville, TN

Jim Volrner Territory Award Winners:
Jim Volrner, Regional Property Manager
Randy Geiser, MC ~ Valley Place and Indian Trail, Burnsville, NC
Trudy Wisdom, SM ~ Viewmont, Newport, TN
Kay Milton, SM ~ Winningham Village, Marion, NC and Village Creek, Morganton, NC
Freddie Sutton, MC ~ River Park, Sylva, NC

Lisa Oglasby Territory Award Winners:
Lisa Oglasby, Senior Regional Property Manager
Frank DeBenedetti, MC ~ Valley View Apts., Fountain Inn, SC
Sandra Hawkins, SM ~ Summertree Apts., Duncan, SC
Delos Blanton, MC ~ Westwind Village I and II, Gaffney, SC
Pat Quinn, SM ~ Piedmont Pointe Apts., Piedmont, SC
Congratulations To Winners!

Asheville, NC Regional Meeting Continued

Blanca Sanchez Territory Award Winners:
Sharon Perrin, SM ~ Hillside Commons and King Creek Cottages, Hendersonville, NC
Blanca Sanchez, Associate Property Manager
Meda McQueen, SM ~ Laurel Village, Brevard, NC
(Not Pictured: Jody Thellen, MC ~ Hillside Commons and King Creek Cottages, Hendersonville, NC)

Pat Shelton Territory Award Winners:
Bill Murphy, Jr., MC ~ Crowell Park, Asheville, NC
Angie Gwalney, SM ~ Northpoint Commons, Asheville, NC
Pat Shelton, Senior Regional Property Manager
Dustin Sawyer, MC ~ Glen Rock, Asheville, NC
(Not Pictured: Nadya Drok, SM ~ Wind Ridge Apts., Asheville, NC)

Patti Brittain Territory Award Winners:
Samson Rhodes, MC ~ Academy Heights, Rutherfordton, NC, and Creekside Crossing Apts., Spindale, NC
Margaret Lino, SM ~ Cottages at Crestview, Rutherfordton, NC
Patti Brittain, Senior Regional Property Manager
Darrell Howell, MC ~ Charles Place, Shelby, NC

Special Features: Carpet Versus Tile

Submitted by: Pat Shelton

In 2003 Mountain Housing Opportunities began construction on Northpoint Commons Apartments in Asheville, North Carolina. Beginning with this project, apartment units developed by MHO would be taking on a new look. Carpet would no longer be included in the finishing cosmetics. Instead, each unit would consist of beautiful decorative tile floors.

There were mixed emotions and varying opinions, from Mountain Housing staff as well as PPM staff, on this new concept. How would the new floors be accepted by the applicants and would it negatively impact rentals? Surprisingly, no one anticipated the response that came from the applicants. Everyone gave a positive reaction to the beautiful work of art.

Tile, when compared to carpet, is overwhelmingly the more durable product to use. With today’s air quality, tile is also better for many residents’ health. It can easily be cleaned and maintained, while holding its beauty for years.

The cost of installing tile, however, will exceed the cost of installing carpet. A two bedroom unit, with all tile, cost approximately $2,300.00 compared to approximately $1,800.00 for carpet in the same unit. But, let us look at the advantages of tile flooring.

1. Longer lasting beauty
2. No fading from sun
3. Easily cleaned and maintained
4. Durable for many years

Durable for years? Northpoint Commons was leased in the spring of 2005. In eight years, two floors have been replaced. This was not because of damage, but, the result of an error during construction.

Comparing tile to carpet, I wonder how many carpets would have required replacement in eight years? Through experience with other sites, I estimate the number could have been as high as ten replacements.

Since 2003, Mountain Housing has constructed six communities, with 336 units. DO THE MATH. Imagine the savings. WHAT COULD YOU DO WITH THIS AMOUNT OF MONEY???
Congratulations To Winners!

Florence, SC Regional Meeting

President’s Choice Award
Alex has been a loyal, dependable employee for over 16 years. He will go above and beyond to help when needed at any time or at any site. Alex always strives to complete his work in a timely & cost efficient manner. It is a pleasure working with such a dedicated employee.

Mike Holoman, President and CEO
Alex Miller, Jr., MC ~ Greenfield Manor and Little Pee Dee Manor, Mullins, SC

Compliance Award
Karan has many outstanding characteristics. She is organized, her work is timely, and always well documented. Karen is conscientious and strives for and has achieved excellence in compliance.

Terri Hill, Compliance Director
Karan Bullock, SM ~ Woodfield & Woodfield II, Fairmont, NC

Director’s Choice Awards
Kenny works hard every day to maintain Kings Crossings to the highest standards regarding maintenance needs and curb appeal. He has constantly shown his loyalty and dedication to Partnership Property Management for over 14 years by always being willing to help out whenever and wherever needed.

Kenny McCants, MC ~ Kings Crossing, Kingstree, SC
Linda Phillips, Executive Director
Karan Bullock, SM ~ Woodfield & Woodfield II, Fairmont, NC

Services Awards
Jessica works very hard to provide Supportive Services events for Camden Cove residents that they will enjoy and appreciate. She has shown that she will go above and beyond to see that her residents have a nice, quality place to call home. Jessica has been with the company for approximately a year. We look forward to having her on board for many years to come.

Sherri shows her dedication to Pireway Place and Partnership Property Management by always striving to provide the best environment for her residents with Supportive Services that they can enjoy and learn from. She has consistently proven she is a valued employee with her enthusiasm and desire to carry out her duties in a professional and caring manner.

Jessica Jay, SM ~ Camden Cove, Camden, SC
Melissa Harris, Supportive Services Specialist
Sherri Worley, SM ~ Pireway Place, Tabor City, NC

Debra McCants Territory Award Winners:
Franklin Coard, MC ~ Hope Harbor, Greeleyville, SC and Kings Court, Kingstree, SC
Coretha Thompson, SM ~ Kings Court, Kingstree, SC
Debra McCants, Senior Regional Property Manager
Wilbur Thomas, MC ~ Pinebridge, Hartsville, SC
Chenise McGill, SM ~ Hope Harbor, Greeleyville, SC

Christal King Territory Award Winners:
Michael Herndon, MC ~ Edisto Terrace, Walterboro, SC
Lola Blanchard, SM ~ Allendale Manor and The Dale, Allendale, SC
Christal King, Associate Property Manager
Jessica Jay, SM ~ Camden Cove, Camden, SC
Roger Wooten, MC ~ Churchwood, Lexington, SC

Emily DeMasters Territory Award Winners:
Charles Barton, MC ~ Pireway Place, Tabor City, NC
Emily DeMasters, Associate Property Manager
Robert Connors, III, MC ~ Gate Bay I & II, Conway, SC
Lisa Smith, SM ~ Gate Bay I & II, Conway, SC
(Not Pictured: Wood Ellis, SM ~ Greenfield Manor, Mullins, SC)

Gloria Denning Territory Award Winners:
Horace Grooms, SM ~ West Forest, Cheraw, SC
Teresa Lawson, SM ~ Berry Court, Chadbourne, NC
Gloria Denning, Associate Property Manager
Henry Hunt, MC ~ Fairwoods & Woodfield II, Fairmont, NC
I hope everyone enjoyed the recent annual meetings. I know I sure did. It was great to see everyone in such a pleasant environment. We used to have a very large company meeting in Greensboro over a two day period. I think our last meeting had over 400 people in attendance. Some staff arrived on Friday night and did not leave until Sunday afternoon. They were fun meetings but exhausting. Eventually, we decided to change that when it became too large to manage and too costly to produce. I think most everyone now prefers to stay close to home and have these shorter and smaller meetings. I used to have people telling me they missed those big meetings. Now, I never hear that. Most people would say that changing the meeting format was probably a good thing.

This brings me to my topic. By looking at the above artwork, you would think my topic is about working hard or using the right tools for the job. However, it is actually about “change” or “That was then, this is now.”

The most frequent thing I hear at these annual meetings is “please don’t change anything else.” I wish I could make that promise, but I can’t. I know it seems like we make a lot of changes just for the sake of change, but that is just not true. We make changes because we have to in order to make things better, replace a form or procedure that’s broken, or a government agency or owner makes us change to comply with the new laws or preferences. Most of our changes evolve around new forms and that often gets frustrating to keep up with. Believe it or not we have resisted many more requests to change forms and procedures than we have approved.

We all know what change is; it is simply making something different. Most of us don’t want things to be different. Why, I don’t know. Maybe we are comfortable with our routine, we are tired of learning, we have too much to do, we don’t want to take the time to learn something else, we’re afraid of failure or we know it’s just going to change again, so let’s wait and wait until it stops changing…..which will be never.

On the other hand some embrace change and adapt well to, “making something different.” Why, I don’t know. Maybe in their lives they have seen trends, tools, and technology change so fast they are used to it. Also, maybe they are quicker to agree that most changes have been for the better each time. That new cell phone or Xbox sure is better than the last one for them, but the old one is fine for the rest of us.

I thought I would look back at a few of the “That was then, this is now” events in Partnership Property Management history. (See Figure 1-1)

They say that change is one loss after the next. I like losing pay phones for cell phones. But I sure would like my quiet inaccessible time on the road back. I can promise you one thing, and that is we will not make any changes unless we are certain it is for the best for your residents, for you, and for our company’s future. It’s important that we all stay as efficient and profitable as possible and most changes will keep us in the game. The one thing we can always count on is things will change.

I’ll leave you with these tips regarding change and adapting to them:

1. Remember that nothing is permanent. Things will change. Accept it.
2. Set priorities. Is it really that important to hold onto the old?
3. Most changes are worth it and there is a good reason for the change.
4. Chances are the old way is not coming back. So, don’t cry over it.
5. You might just find out you like the new way better.
6. Don’t shoot the messenger. They rarely act alone.

![Figure 1-1](image-url)
Employee Portal
I hope everyone is taking advantage of our new Employee Portal website at http://portal.partnershippm.com to access all of our systems. It has all of our PPM and other frequently used links in one place. On this website, you will find the following links:

PPM Webmail – Use this link to access your email.
PPM Sharepoint Field – Use this link to access forms on Sharepoint.
PPM Sharepoint Corporate – corporate office employees use this link to access Sharepoint.
PPM Academy – Use this link to access online training courses.
PPM Office – Use this link to access MultiSite.
CoreLogic – Use this link to do criminal/credit checks.
PPM Website – Use this link to access our Partnership Property Management website.
Log Me In – Use this link when the IT staff asks to connect to your computer.
PPM IT Helpdesk – Use this link to request help from the IT staff.
PayLease – Use this link to help residents register for electronic payments or CashPay.
OneSite – Use this link to access OneSite (HUD sites only).
EIV – Use this link to access EIV on HUD’s Online Systems (HUD sites only).

Login Help (bottom right) – Use this link to look at examples of the correct format to use to login to each system.
Homepage button (top right) – Use this link to set this website as your Internet Explorer browser homepage.

If you have any questions or need help accessing this website, please let me know.
Happy Computing!

Thanks,
Tammy Caudle
IT Director
Most careers you can sum up in a few words or a couple of sentences at most. A doctor helps his patients when they’re sick, a firefighter puts out fires, a pilot flies planes and a chef prepares food. Often times I’m asked what I do and it’s not easy to sum up in a few short words or sentences. Recently I was asked an even tougher question by a friend while talking about our careers, “What is a normal day like for you Travis?” I was completely caught off guard… I stood there in silence and didn’t have a clue where to begin.

Since being hired at Partnership Property Management I’m still waiting to have two days turn out to be identical. I could write a book on a normal day for a Site Manager or Property Manager. Each manager knows you just can’t expect any day or week to go as planned. One minute I’m preparing notes to train a new Site Manager and the next minute I have a resident on the phone notifying me her apartment was just broken into. Unfortunately, according to the FBI home invasions aren’t uncommon. They say that a home gets broken into every 15 minutes. So I was not too surprised to eventually get a call like this.

But the circumstances of her story were quiet surprising.

What I’m about to tell you next still makes me shake my head from side to side and grin to this day.

It was a sunny October day in the Greensboro office. The office was busy; the papers were stacked high and 504 projects were abundant with no end in sight. I had just finished gathering some training material for a new site manager when my office phone rang.

**Travis:** Hello, this is Travis. How may I help you?

**Resident:** Hi Travis. I’m a resident of yours in Sanford, NC and I wanted to make you aware that my apartment was just broken into.

**Travis:** Oh my goodness I’m so sorry to hear that. Have you notified the Sanford Police Department yet? Are you alright?

**Resident:** Oh the Sanford Police Department is WELLLL aware of the situation. They are here now. Luckily I was at school when it happened. My neighbor heard all the commotion and called the police.

**Travis:** Oh that is great to hear. I’m glad no one was home while this incident took place. Do you know how your home was broken into?

**Resident:** Yes, the back window is busted out.

**Travis:** Alright well I will get the Maintenance Caretaker right over to secure your window. In the meantime can you give me any information you have on what happened or who might have done this?

**Resident:** Yes, my neighbor heard a loud commotion and witnessed a man climbing in my back window so she called the police. When the police arrived they walked around to the back of my unit just as the intruder was exiting my apartment with my frozen chicken, yea, MY WHOLE FROZEN CHICKEN. Next thing the officers knew the man threw the entire frozen chicken at one of the responding officers and bolted off into the woods.

**Travis:** (Trying to keep my composure and remain professional) Wait, wait, waitttt….What happened!? The man threw what at the officers?!

**Resident:** He threw a whole frozen chicken at the officers and dashed into the woods. The officers immediately began chasing him but he got away. Luckily when they got back to my apartment my chicken was still in one piece so the officers placed it back into my freezer.

**Travis:** Wow, that’s amazing they were able to recover your chicken. (Still trying to remain professional)

**Resident:** Yeaa, I’m upset about my apartment being broken into but I’m happy to have my chicken back.

**Travis:** Well, I’m sorry to hear that this happened but the Maintenance Caretaker will be there shortly to secure your window. I hope you have a better rest of the afternoon.

This is a good example of what goes on day in and day out in the property management industry. A manual and one on one training from a peer cannot prepare you for some of the situations you will face in this industry. It takes a special person to work in this field and overcome the obstacles that arise each day. Remember one day you may be sitting at your desk and the next minute you have a police officer being assaulted on your property by a flying frozen chicken.

**New Property Feature**

**Opening Soon!**

The newest addition to the Partnership Property Management portfolio is The Residences at Glen Rock Hotel. Located in the heart of Asheville, the Glen Rock Hotel was built in 1930 and welcomed travelers getting off the train at the depot across the street until the late 1950s. The hotel had been vacant for many years when Mountain Housing Opportunities purchased it in 2006. The 2nd and 3rd floors have been completely renovated, providing 22 one bedroom units. There are approved applications for all units and folks will be moving in once final inspections are completed. The first floor will provide around 12,000 square feet of commercial space. Prospects for that space include a community grocery store and perhaps a restaurant. Mountain Housing Opportunities has many distinctive properties in the Asheville area and we are proud to manage this property.

Submitted by: Sandy Lucas
Curb Appeal Corner

Landscaping

Submitted by: Debra McCants

Landscaping is everything to a property; it’s the very first impression. The curb appeal of the property is what draws you in and should have that WOW factor. When considering your landscaping needs, here are a few helpful hints to keep in mind:

1. Use a variety of color, texture and height for a layered look and accent beds along curbing to enhance landscaping.

2. Evergreen Giant Liriope is an inexpensive and hardy plant to use around trees, bushes and islands by themselves.

3. Palm trees create stunning curb appeal when used in the proper climate.

4. Screening with white vinyl fencing to create a bed can be used to conceal unsightly items such as clotheslines, HVAC units and dumpsters.

Work with your landscaper; but you should know what plants and accents your property needs. Knowing what, when, why and how is essential to your property. Now, go out and make your property POP!

The Good, The Bad and The Ugly in Fencing

Partnership Property Management prides itself on enhancing the curb appeal of all the properties it serves. We want to ensure that each and every resident has the very best affordable housing and can feel pride in the community they live in.

Fencing has been the focus of many discussions. We had predominantly wooden split rail fencing, but could never keep the rails from falling down. Two rail white vinyl is a great looking accent fence.

The Good: The key is to keep the vinyl fencing clean and plant landscaping around for maximum curb appeal enhancement.

The Bad: Putting up a fence that does not meet our criteria on keeping all properties uniform. If the two-rail fence had been used along with the right landscaping, this area would have enhanced the beauty of the surrounding area and been a pleasure for the resident’s coming out of their apartments.

The Ugly: The wooden split-rail fence does nothing to enhance the surrounding area and the attached wire is not a good landscaping material.

Submitted by: Pattie Brittain
**Welcome Adam!**

Adam Brown joined the Partnership team in early November as a Financial Analyst in the Corporate Office in Greensboro. He will focus on asset management issues along with property taxes and insurance.

Adam is a CPA and worked previously for Dixon Hughes Goodman, a public accounting firm. He received his undergraduate degree in Accounting from Appalachian State and his Masters in Accounting from UNC Greensboro.

Adam is engaged to be married next June, but he and his fiancée, Emma, have a big hurdle to overcome. Adam is a life-long Duke basketball fan and Emma is a former cheerleader at UNC Chapel Hill. Talk about a “house divided.”

**Payroll Reminders**

Getting you paid promptly is very important to all of us. To help avoid any delays, we’ve listed some few Helpful Hints for hourly employees on how to complete and send in your Time Cards:

- Site Manager work goes on a green time card and maintenance work goes on a yellow time card.
- Complete your time card in ink. Do not use pencil.
- Print your name and your Regional Property Manager’s name at the top of the time card in the appropriate boxes.
- For the week ending dates, refer to the Biweekly Payroll Schedule. Our weeks always end on Fridays.
- Please put your site’s job number on your time card. If you do not know your site’s job number, ask your Regional Property Manager or contact Jamie in the Greensboro Office.
- If you work at more than one site, please separate your hours and use different lines on the time card. There are five lines on one time card so one time card could hold hours for up to 5 sites. If you work at more than five sites, use more than one time card.
- Clearly write the number of hours you work each day in the block for that day on the time card. Each day should just show the number of hours worked. Please round your time worked to the nearest one quarter of an hour. For example, if I work 2 hours and 13 minutes, I will put 2.25 hours on my time card for that day. Total each week separately and then put the two-week grand total in the last column on the time card.
- Mail your time card in time for it to be received by Jamie in the Greensboro Office by the due date on the Biweekly Payroll Schedule. These are usually Mondays, but due to holidays, these could change. Please pay close attention to time card due dates! When mailing your time card, it is very important that you mail it separately from other items coming to the Greensboro Office and put, ‘Attention: Jamie Brown’ on the front of the envelope. Always mail your time card to the Post Office Box address in Greensboro (PO Box 26405, Greensboro, NC 27404). If your time card is mailed to our street address, it won’t arrive until late in the day.

Submitted by: Rob Voci

**Compliance Corner**

**PPM Academy**

It was great to see everyone at the Annual Regional Meetings this year! I talked with many of you who were excited about beginning the training program through PPM Academy to become a Certified Site Manager. Our Site Manager I, Site Manager II, and Certified Site Manager courses will:

- give you the opportunity to increase your knowledge and skills;
- give you recognition for your accomplishments; and
- show others that you are an expert in your field.

Training is important to ensure that we follow proper procedures and keep up with current requirements thus maintaining our high standards in compliance.

Compliance begins with each one of us. Producing an excellent product and providing excellent services to our residents will ensure Partnership Property Management continues to be a leader in the Affordable Housing Industry.

I wish everyone much success in 2014 and look forward to many of you becoming a Certified Site Manager.

Terri Hill/Compliance Director
Partnership Property Management is committed to giving you, the Maintenance Caretaker every available tool to become a successful PPM Caretaker. Your duties are varied and important to the apartment site for which you are responsible, as well as to Partnership Property Management. We want you to take pride in the company you represent. You should also take pride in a job that is done well. Below you will find 10 tips to assist you in becoming a successful PPM Maintenance Caretaker.

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<td><strong>1.</strong> Daily checking of the maintenance request box – All non-emergency requests should receive attention within 24 hours.</td>
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<td><strong>2.</strong> Policing and maintaining of the grounds – Pick up litter daily and note any areas that need to be brought to the attention of your landscaper.</td>
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<td><strong>3.</strong> Handle all maintenance repairs and replacements in a timely, cost efficient and quality manner. If it needs to be fixed…..FIX IT!!!</td>
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<td><strong>4.</strong> Service all vacant units within five (5) days or less, leaving them in a crisp like new condition.</td>
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<td><strong>5.</strong> Handle day-to-day duties – processing forms, logs and documents in a timely manner.</td>
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<td><strong>6.</strong> Maintain great communication with your Site Manager, co-workers, contractors, Property Managers and residents.</td>
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<td><strong>7.</strong> Monitor and work toward budget income and expense goals and controlling site deficits.</td>
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<td><strong>8.</strong> Reduce or prevent injuries caused by safety hazards by using common sense.</td>
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<td><strong>9.</strong> Maintain a neat, organized maintenance shed at all times – The PPM Maintenance Organizational System (MOS) is applicable to all sheds!</td>
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<td><strong>10.</strong> Keep residents happy with quality, courteous maintenance service!</td>
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Following this list in addition to occasionally referring back to your Maintenance & Safety manuals to review all PPM policies and procedures will assist you in becoming a successful more productive Partnership Property Management Maintenance Caretaker!
More than ever before, thanks to our dedicated, on-site staff, there were many wonderful opportunities planned and implemented for our residents. We truly enhanced the lives of many residents who took advantage of our helpful activities and the local agencies we introduced to them. Listed below are just a few of our exciting programs. Thank you to every staff member who plans and implements Supportive Services for your dedication to your residents and to our goal of linking residents to Health, Educational, Recreational, and Social Activities.

Hearing aids were provided to residents in need through the N.C. and S.C. Divisions of Services for the Deaf and the Hard of Hearing. Two of our Site Managers who implemented these programs through Supportive Services Activities are Karan Bullock at Woodfield II in Fairmont, NC and Maxine McLaughlin at Valley Place in Burnsville, NC. If this is an activity you would like to provide for your residents, go to the website: www.ncdhhs.gov/dsdhh to see what equipment is offered and what local agency you will need to contact to set-up a speaker for your site.

Free meals and help with electric services were provided to many of our residents through local area agencies. Each county is unique, so contact your local county services online for a list of what is provided and when to apply for the services. Vivian Barnes at Cedar Grove in Seaboard, NC provides monthly Northampton County Food Distributions on-site. She also stays on top of deadlines for her residents to receive help with their power bill through Northampton County. Lois Mitchell at Farm Ridge in Farmville, VA provides meals for her residents through Piedmont Senior Resource, Inc.

Many of our on-site staff plan and implement lifesaving health activities such as blood pressures checks through local home health care agencies. Amy Ellis from Summerfield in Sanford, NC links her residents to Breast Cancer Screenings at a local Enrichment Center and she sponsors a local flu shot clinic in her community room.

There are so many other wonderful activities you’ve planned at your sites: Socials, Games, Crafts, and Bible Studies…the list goes on and on. I can’t possibly speak about all of them in this short article. I do have space, however, to say that I am incredibly proud of each and every one of you who are so dedicated to Supportive Services! Make your program the best it can be for our residents in 2014! WE DO MAKE A DIFFERENCE!

Submitted by: Sondra Click, Supportive Services Specialist, Professional Services Coordinator Designation

Community Outreach

Partnership Property Management Cares

Partnership Property Management supports and initiates community service through corporate donations and by making available to employees the opportunity to contribute time and gifts to help non-profit organizations. Throughout the year the company and employees have made cash donations to organizations such as the United Way, the American Red Cross, Urban Ministries and Ronald McDonald House. Food donations have also been given to Urban Ministries Food Banks and school supplies as well as food was collected for the Back Pack Club. Nearly two dozen blankets were made and given to Project Linus. Volunteers helped with projects and events at Aldersgate and helped stock shelves at Urban Ministries Food Bank. Most recently we donated Christmas gifts through the Salvation Army Angel Tree program to help brighten Christmas for underprivileged children.

Our current project is the Partnership Property Management cookbook. This book is full of delicious recipes contributed by corporate and field employees alike. The cookbooks are available now for $10.00 each. They make great gifts for all occasions and the best part is - all proceeds will go to support area food banks.

As you can see, it is important to Partnership Property Management to give back to our community. We encourage everyone to reach out and help make their own community a better place to live.

Submitted by: Arlene Holoman
Community Service Coordinator
Partnership Property Management is committed to the letter and spirit of the Fair Housing Act. In order to maintain this commitment every employee must weigh each decision consciously, always being mindful of fair housing laws and requirements. Closely following Company policies and treating everyone with courtesy and respect will go a long way in preventing fair housing complaints.

The Fair Housing Act prohibits discrimination on the basis of 7 protected classes including, Race, Color, Religion, National Origin, Sex, Familial Status, and Disability. In recent years an increased focus on reasonable accommodation requests has stemmed in part from an ever-aging baby boomer generation, coupled with a lack of understanding of the law. Numerous fair housing complaints have changed the way management companies view and react to accommodation requests.

**What you need to know about Reasonable Accommodation Requests:**

1. **Reasonable Accommodation** is a change in a standard rule, policy, or procedure. An example would be providing a reserved parking space for a disabled resident at a property where the rule is first come first serve parking.

2. **Reasonable Modification** is an alteration to the building or site structure. An example would be providing a ramp for a disabled resident who uses a wheelchair for mobility.

3. Consistent application of screening criteria, rules, and policies is a must for housing providers. The only time it is acceptable to alter these standard practices is when providing a reasonable accommodation.

4. In order to qualify for a reasonable accommodation a tenant or applicant must have a disability as defined by the Fair Housing Act. The Fair Housing Act defines a disability as: “with respect to a person—a physical or mental impairment which substantially limits one or more of such person’s major life activities, a record of having such an impairment, or being regarded as having such an impairment, but such term does not include current, illegal use of or addiction to a controlled substance.”

5. In addition to having a disability, the tenant or applicant must also provide verification of a nexus, which is a direct correlation between the disability and the requested accommodation. Any healthcare provider who has knowledge of the resident/applicant’s disability can provide the needed verification. If the disability and nexus are readily apparent and obvious, then no additional verification is needed.

6. Our policy requests that tenants or applicants submit accommodation requests in writing. If a tenant or applicant notifies you that they are in need of an accommodation, the clock starts ticking at that point, even if they fail to complete the accommodation paperwork.

7. Time is of the essence with all accommodation requests. Even if our intention is to provide an accommodation, allowing excessive time to pass could be deemed “undue delay” and could be construed as a fair housing violation.

Let’s work together to ensure PPM stays compliant with all regulations and laws by adhering to company policies and procedures and treating each resident professionally, politely, and courteously thus showing them the respect they deserve.

*Words Matter. Wars have started over words. Civilizations have collapsed because of them. And, it appears spoken words can have the effect of discrimination even if not the intent.*

Author Unknown

Submitted by Jason Buffkin, Director of Fair Housing