

# QUARTERLY CONNECTION

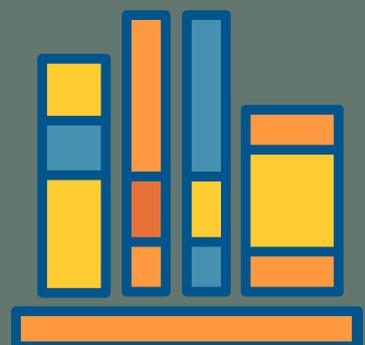
## NAHMA Scholarships

by Leah Lyerly

NAHMA Education – A legacy supporting resident academic achievement for the betterment of communities across the country.

For the 4<sup>th</sup> year in a row, Westminster Company has recipients of the NAHMA education foundation scholarship. This year 130 students in total were recipients. Each scholarship is worth \$2500. 2017 was a record breaking year for this program. 51 more scholarships were awarded than the previous year for a total of \$325,000. We all participate at the SAHMA state meetings to raise money for this foundation, so thanks to all who participate. This foundation is only possible through these generous donations. Let's congratulate our two winners, Kaleshia Ford, Royal Lane Apartments and Justin Jones, Bailey Lane Apartments and commend them for their outstanding academic performance.

Westminster Company wishes you luck in the upcoming semester.





# JUSTIN JONES

## Bailey Lane

My name is Justin Jones. I dropped out of high school as a Junior in 1996 and received my GED from Carteret Community College in 1997. I did not return to school until age 32 when I enrolled at Craven Community College in 2011. I completed my Associates in Arts degree from Craven CC in 2014 and began attending ECU as a Jr. in the fall of 2015 with a Major in Criminal Justice and a minor in Sociology. I completed the requirements for my Sociology minor last Spring and I am currently taking my last semester of classes before my final semester Internship for a local defense attorney next Spring. I have made Dean's List for every semester at ECU thus far. After graduating with my BS in Criminal Justice, I plan on pursuing paralegal work while I contemplate whether or not I want to attend graduate and/or Law School.





# KALESHIA FORD

## Royal Lane

Let me introduce myself, my name is Kaleshia Ford. My major goals in life are to leave a sufficient mark on someones life through counseling them back to their best. My major is

Psychology. I plan to graduate May of 2018 with my bachelor's degree. With that degree, I want to pursue a career as a Qualified Paraprofessional. Of course, my goals don't end there, I plan to further my career by going back to school and obtaining my masters and PH.D. I want to hopefully own a business for individual, married, and family counseling. With my PH. D, I want to be able to teach students the essentials of Psychology and how it impacts your life more than people think. Again, I want to thank everyone that made the decision to bless me with the NAHMA scholarship.



# Happy Fall Y'all!

September 22nd, marks the first day of fall. Here are some links to the festivals in NC, SC & VA- Feel free to share with your residents!



<https://www.visitnc.com/events>

<https://www.fairsandfestivals.net/states/SC/>

<https://www.virginia.org/fallfestivals>



# Get Ready With Words

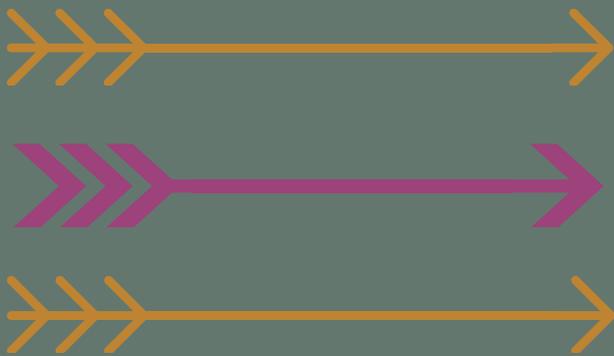
In collaboration with Charlotte Mecklenburg Library, The Discovery Place, and The Center of Community of the Arts, the early literacy program "Get Ready with Words" was developed. The program focuses on early literacy development for youth ages 1-6; however, the summer sessions was open to all youth members of the household. This summer the program held two sessions (one week for the month of June and one week for the month of July). During the sessions, youth residents were given the task of learning two words each day. In addition to learning the words, the participants were also given the opportunity to participate with hands on science and art activities that were relevant to the words of the day (which they truly enjoyed). The sessions were closed with music and story time (which of course pertained to the words of the day), and each participant was given a book to take home for their personal home libraries. On average we had 9-18 participants.

Tijua Robinson  
Resident Services Coordinator  
Grier Park & Stanley Square Apartments



# EMPLOYEE OF THE QUARTER [2ND]

Phyllis Kirksey:  
Oakland SPM



Westminster Company is pleased to announce that Phyllis Kirksey has been selected as Employee of the 2nd Quarter. Phyllis is the Site Property Manager for Oakland Place Apartments and has worked for Westminster Company since 2009. Oakland Place is a beautiful 80 unit property located in Greer, SC. In the past year, Phyllis has remodeled the Office/Community Center Building, installed shutters and gutters, and installed a new mailbox station, along with many other upgrades to the exterior and interior. Great curb appeal at this site! Most of the work remodeling the office building was done in house, and Phyllis did not hesitate to jump in and help out with painting and decorating and anywhere needed to get this done. Phyllis is always willing to help out at other sites, and no matter what is going on, Phyllis always has a great attitude and professional demeanor. When Phyllis clocks in, she hits the ground running, and she gets the job done! Phyllis recently had an In House Audit (during her vacation week) and scored a 100/98, outstanding! Phyllis' dedication to her job, her great personality, and her willingness to go above and beyond for everyone, is why she is being recognized as Employee of the Quarter.



# EMPLOYEE OF THE QUARTER [3RD]

Christy Flinchum:  
Corporate



Please join me in congratulating Christy Flinchum as our Employee of the 3rd Quarter!

As a valued member of the Human Resources/Payroll Department, Christy has shown that she can continue to grow in this position. Starting this year, Christy has taken on additional responsibilities that include the setup, monitoring and tracking of the advertising of open positions within the

Company. As this is a major undertaking, Christy stepped up and took this project on and it has been very successful in Westminster Company's progress of attaining outstanding employees to join our team. Christy has also shown that she doesn't back down from a challenge. In

August, Westminster Company changed the provider that processes our payroll. Even though there is always a hurdle or two, Christy didn't let that stop her from diving in and learning this new software so that she could assist in getting all site employees logged in to view their upcoming paycheck. Although I could go on with a list of her accomplishments, let me be the first to say that I appreciate all she does for the Human Resources/Payroll Department and Westminster Company. Congratulations Christy!

# Top 5 common errors

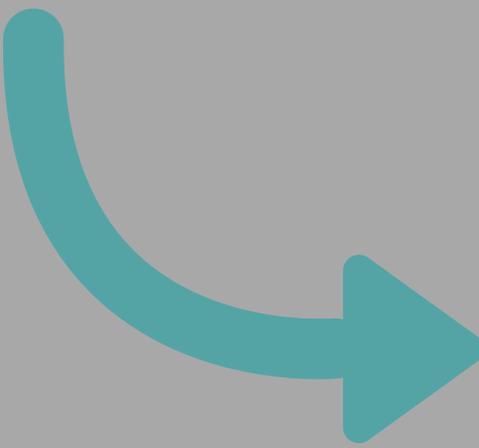
## Terri Hill: Compliance Director



When attending the SAHMA Regional Conference last week I learned what the 5 most common findings are based on HUD Management and Occupancy Reviews conducted so far this year. Keep these items in mind when working your files and preparing for an upcoming Management and Occupancy Review for your property.

1. EIV – missing reports; no documentation on reports; income discrepancies not resolved
2. Calculation error
3. Failure to give the \$400 deduction
4. VAWA noncompliance – failure to give VAWA notices at move in, at the time an applicant is rejected, at lease termination, and no Emergency Transfer Plan in place.
5. REAC items not corrected – no work orders showing REAC repairs were made.

TIP: Don't forget to proofread your files when you have finished a move in or recertification. It is best to put the file away until the following day to make your final review of the file. You will be more likely to see an error if you do not proofread immediately.



# So Long, Summer!

We had a wonderful Summer all around, here is a look back at what went on at various sites. Although I would love to include everything in our newsletter, there just aren't enough pages to show all the awesome things you do. I encourage each of you to visit our company Facebook page to always stay up to date on what's happening.

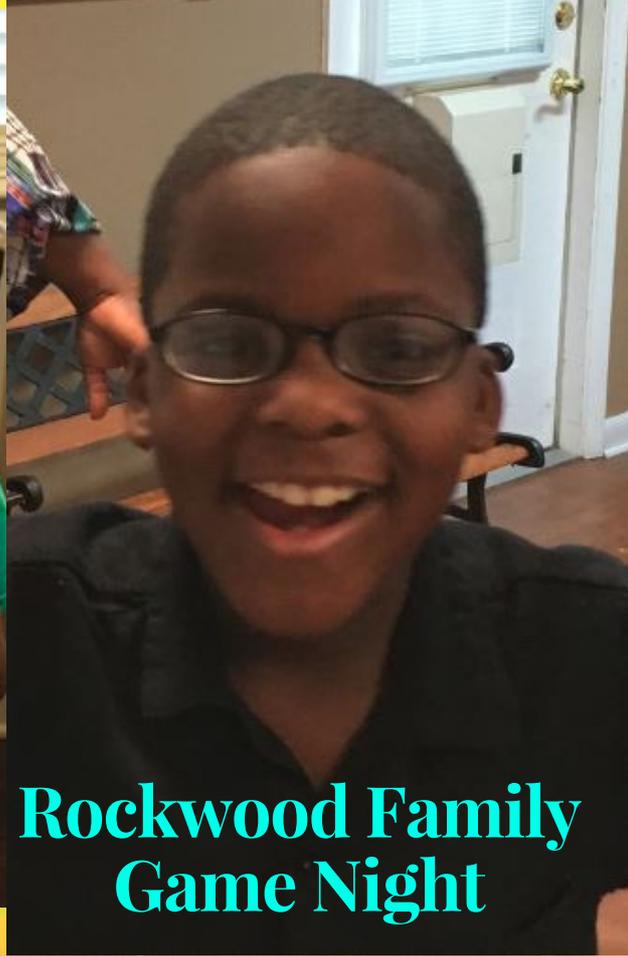


Summer Church @  
Dartmouth



Crestwood Mini  
Summer Camp

**Winnfield Free Book Fair**



**Rockwood Family Game Night**

**Plaza back to School Bash**



**Gateway Eclipse**



**Happy 4th of July from Plaza**



# Happy

# BIRTHDAY

## September

- 1- Furman Davenport
- 3- Kendolyn Able
- 3-Sadiah Graves
- 4- Barbara Riser
- 8-Tijua Robinson
- 11- Ray Bullock
- 11-Preston King
- 13-Shelby Marlin
- 15-Jim Laboe
- 22-Jacquetta Elias
- 24- James Morin
- 25- Gayle Seals
- 25- Jane Henderson
- 25- Kathy Nail
- 28- Eddie Banuche
- 29- Cathy Hiller
- 30- John Bently
- 30- Ron Cagno

## October

- 1- Thang Vo
- 1- Andre' Stoddard
- 2- Kenneth Mills
- 4- Kenny Jackson
- 6- Sarah Miller
- 8- David Clingman
- 9- Michael Pace
- 12- Elizabeth Lenig
- 16- Kim hope
- 18- Diana McClellan
- 18- Beverly Harris
- 19- Leiona Allen
- 22- Twana Chavis
- 23- Tawanna Knighton
- 25- Tommy Hodge
- 28- Aaron Rivera
- 29- Delia Ford
- 31- TJ Tretola
- 31- Darren Boling

## November

- 1- Obed Cabrera
- 5- William Certain
- 6- Meredith Sapp
- 7- James Lagroon
- 9- Reggie McKinley
- 16- Robert Harper, Jr.
- 17- Joseph Brown
- 20- Pam Broome
- 20- Ashley Huggins
- 21- Tammy Allison
- 25- John Feder
- 27- Elijah Hozey
- 27- Diana Moseley
- 28- Charlie Jefferson
- 28- Jimmylee Crowe

YOU ARE SIMPLY THE  
**BEST**

**Years of Service with Westminster**

September-November

**Diana Moseley- Royal Lane- 5**

**Carl Thompson-Lakeside- 5**

**Benny Jones- Gateway- 10**

**Michelle Jackson- College Hill- 10**

**John Bentley- Parkway- 10**

**Thomas Harris-Grier Park- 15**

**Jim Laboe- Corporate- 20**

**James Lagroon- McCormick- 20**

**Judy Thomas- Hunters Glen- 30**

**Debbie Harris- Corporate- 35**

**Debbie Nunn- Corporate- 40**

OTTERLY  
AMAZING



# Water Heater Safety

Daniel Spivey

## Water Heater Pans

Does the water heater have a pan installed under it? If it has a pan, is that pan free from debris and trash? Is the pan connected to an outside drain? If the water heater does not have a pan under it, make sure that when it is replaced you install a pan. This is a great way to avoid water damage in the future.

## Wiring Connectors

On electric water heaters ensure that the wiring runs through a “romex” connector. The purpose of a romex connector is to prevent the wire from moving and to protect it from shorting out against the sharp edges of the knock-out.



## Water Heater Venting

Look at the venting on the gas water heaters to ensure that the vent lines up with the flue on the water heater. Also look to make sure that the vent pipe has not come loose toward the ceiling. Misaligned gas vents can cause dangerous levels of carbon monoxide to enter the unit.

## Temperature-Pressure Relief Valves

These are often referred to as “pop-off” valves. The purpose of these is to ensure the temperature and pressure inside the water heater does not reach dangerous levels. If the valve does not open, the water heater could explode. When inspecting open the valve briefly to make sure that it is not stuck and water will flow from it.

## Overflow Pipes

Overflow pipes attach to the pop-off valve. This allows the water from the valve to be directed toward the floor or to a drain. These are one of the most noted findings on REAC and maintenance audit inspections. Always check to make sure that these are installed on the water heaters.

# Save Paper!

## Kent Bighinatti

### How much paper does an office worker use each year?

The typical U.S. office worker uses more than 10,000 sheets of paper per year, which is about 2 cases of paper per employee. With an average price of \$40 for a case of standard copy paper, this is an \$80 annual cost per employee.

### More than half of all pages printed are never used!

We estimate that over 50% of pages printed are never looked at. Consider how many times an almost completely blank "page 2 of 2" comes out of your printer when printing emails and documents. Every day, people hit the print button without really considering why. Often it's because we're used to seeing things on paper but so often this spontaneous compulsion to print is unnecessary.

The question is how we can help reduce the number of pieces of paper that are printed in our jobs.

- Can I read it on screen?
- Can I store it in my email or computer electronically to read later?
- Can I save the report that I see on my screen to my computer?
- Am I printing and then scanning to electronic file, then throwing the paper away?
- Can I print just the 1 page out of the 10 that I need?
- Can I make comments on report/PDF or add to existing report/PDF, then save to computer to store?

### How do you save a document as a PDF?

- Open the report that you want to publish as PDF.
- Click file, Save As, and then click PDF
- Type name, select location, click save

### How do you save document that is a PDF already?

- Open the report or run the report
- Click file, Save As
- Type name, select location, click save

### How do you combine or add to a PDF?

- Open the PDF document
- Click tools then organize pages
- Add or delete pages (files must a PDF already)
- Type name, select location, click save

### How do you comment on a PDF?

- Open the PDF document
- Click tools then comment
- Add comments needed
- Type name, select location, click save



# A/P

# CORNER

**Remember to correct any rejected invoices prior to entering new invoices into One Site. You should receive an email letting you know you have a rejected invoice and what needs to be corrected.**



# *A Farewell to Tijua Robinson*

Dean Graves

What is the recipe for a successful Resident Services Coordinator? The answer would be commitment, passion and loyalty. These qualities are just a few that describe Tijua Robinson. She joined the Westminster Team on August 31, 2010 as the RSC for Grier Park and Stanley Square Apartments. With a Bachelor of Arts Degree in Criminology and a Master's Degree in Criminal Justice she could have easily obtained a position elsewhere. However, she chose employment with Westminster. During her tenure as a RSC she's achieved numerous accomplishments, had a positive impact on countless lives, and spent many hours making a difference.

Tijua attended parent/teacher conferences, educated residents on advancing in their careers and encouraged many to further their education. Tijua was a role model for the young and the old. Her daily involvement in the community made her an asset and an essential part of the community in which she served. Her networking skills with outside organizations and her positions on different committees for the Grier Heights Community enabled her to obtain a multitude of resources to make the community a better place to live.

Tijua was the recipient of the very first Peter O'Connell Award, formerly known as the Life Improvement Award which she received on multiple occasions. She was also a recipient of the Ed Scisson Award presented by the Southeastern Affordable Housing Management Association (SAHMA) in 2014.

We bid farewell to Tijua, who has taken a similar position, on a larger scale, with the Grier Heights Community in Charlotte. She will be overseeing all the youth programs and activities. We wish Tijua the best of luck on her future endeavors and we want to thank you for all that you have done for Stanley Square Apartments, Grier Park Apartments and Westminster Company.



# Benefits Meeting

OCTOBER 17

**JACKSONVILLE**

OCTOBER 18

**BURLINGTON**

OCTOBER 19

**COLUMBIA**

OCTOBER 20

**GREENVILLE**



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**TRIPP HANKINS**

Vice President

**JEFF GAGNON**

Vice President

**JIM LABOE**

Vice President