

Quarterly Connection

Westminster
Company

CHANGE

By: Leah Lyerly

Change refers to a significant difference than what was before. Positive change brings positive results.....real change should be satisfying and fun! However, change is often resisted since most people are creatures of habit. It's human nature. Some people think "I can wait this out for a while, and soon everything will be back to normal." The world changes continuously and we (Westminster Company) must change with it. It's not really that we don't like change, we just don't want to be changed.

We've all worked in the Affordable Housing/HUD world for a long time. The longer you've worked in this field, the more changes you've seen. In our world, the changes are titled. HUD 4350.3, Rev. 1, Change 4. Changes are outlined and enforced, so let's be honest, we will never be finished with change. Be excited! You'll never be bored again!

By far, the biggest recent change for Westminster Company was the retirement of our faithful leader, Peter O'Connell. To steal words from a congratulatory retirement letter to Peter from the J. T. Hairston Memorial Apartments Board of Directors, "Retire knowing you have made a positive difference." Peter can certainly rest easy in this knowledge.

This transition has brought our management team together to restructure, realign and review our processes. We want to take the best from the past and make improvements that will lead us to a positive future. This may mean doing things a new way, following new paths, adopting new technology or implementing new procedures. Even though we crave stability, our organization must make some changes. The current management team is on board and is defining our organization's desired outcomes. We encourage your feedback as we tweak our systems. We must take small steps and prioritize to ensure we all remain enthusiastic!

Be an effective "Change Manager".....train, observe, practice new policy and techniques and be open to the changes. Again, REAL change should be satisfying and fun! Let's make 2017 GREAT!



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Employee Spotlight: Kim Hope

Kim Hope is the Site Property Manager at JT Hairston Memorial Apartments in Greensboro, NC and has been an asset to Westminster since 1999. She started as an Assistant Resident Services Coordinator between Newgate Gardens and Brentwood Crossing before moving to Brentwood Crossing full time. In 2010 she transferred to her new position at JT Hairston.

Kim is very close with her family and enjoys traveling with her mom. She has one daughter who lives in Charlotte and is in love with her grand puppy named Furby.

Did You Know:

Attends Triad Christian Center in High Point where she sings tenor on the praise team

Makes the best hotdog chili according to the family of Gwendolyn Dean

Is a sports fanatic and enjoys cheering on the UNC Tar Heels and the Washington Redskins

Loves to buy and collect new perfume

Makes an annual beach trip with friends from a local birthday club (April birthdays), however Kim's birthday is in October.



Drug Free Is The Way To Be



Poster Winners

Jasona Henderson (left)

Crestwood Forest

Jermiah Ware (right)

Gateway Village



Grier Park

In January, Grier Park Apartments was chosen as 1 out of 2 "Area 1" recipients from Zeta Phi Beta Sorority Incorporated. The Area 1 recipients are chosen groups and organizations, who strive to improve the lives of not only their clients but the local community as well. As a recipient we received two baskets of donated items that Zeta Phi Beta Sorority Incorporated thought would assist with Grier Park Apartments community efforts of improving. Our baskets included school supplies, hygiene products, feminine hygiene products, vitamins, medicine, baby supplies, and books. The other recipient was The Salvation Army Center of Hope Homeless Shelter.

-Tijua Robinson [Resident Services Coordinator]



Hoarding

Hoarding is now a recognized disability and because it is, Hoarders are a protected class under the Federal Fair Housing Act. If you think you have a potential hoarder on your site you must ensure that you are following the company policy and procedure to handle these situations. The first step to handling a hoarding situation is to make sure that you are following through with lease violations at inspections just as you would with any other resident. However, if you suspect the resident is a potential hoarder then you must submit a Help Ticket notifying us of the unit number and issue. As with any other unit inspection, you should have pictures of the deficiencies in the unit and upload them with the Help Ticket. Once we have notification through the Help Desk of the potential hoarder, we will schedule another inspection of the unit to determine what additional steps we need to take with the resident. During this process, you should still follow through with the re-inspections and lease violations as you would with any other unit. If it is determined that a hoarding situation is present, at that time we will move forward with company policy to assist them in remedying the situation. If at any time you have questions about hoarding that is not covered in our written policy, please contact us via the help desk.

COLLEGE TOUR: TIJUA ROBINSON

In February I had the privileged/opportunity to take four youth residents from Grier Park to Johnson C. Smith University. The four youth residents, (Raven McKoy, Joe'Asha Williams, Denejja McManus, and Adesia Martin), participated in a variety of events. First, they participated in the "Toyota Green Initiative Project". The service project was held by Johnson C. Smith University in an effort to revitalize the campus sustainability village garden for the upcoming harvest season. The girls along with myself assisted with the planting and bagging of 2000 trees. The girls also received certificates for their participation with the project. After the service project, the youth residents were taken on a college tour of Johnson C. Smith University, where they learned the history of the university, student requirements, and an overview of student life at the campus. Though the beginning of the afternoon consisted of service and learning, I pulled a few favors to get the girls access to play a friendly game of two on two in the gymnasium of the university (they were so excited to play on that court!). Following the friendly basketball game, the youth residents participated in a "CIAA Kick Off" social sponsored by the Junior class of the university. This gave the youth residents an insight on the social side of being a student in college. Students of the Junior class were very interactive with the girls, and provided them with answers to questions about being students. The overall purpose of the trip was to expose and inform them of what possibilities await them after completing high school. Nevertheless, the girls had an amazing time!



Going Red for Heart Awareness



5 E-mail Management Tips

Kent Bighinatti

Step 1: Create Folders

When you use your in-box as default storage, it quickly becomes a digital filing cabinet, which makes finding what you need tricky. We can manually sort messages into folders, but did you realize you can set up filters that automatically route messages to their folder homes? Once all e-mails of one type are grouped in their own folder, you can delete them with one click. The number of folders that you work with and how you name them should depend on your needs.

Step 2: Aim for Only 25 Items in Your In-box

Twenty Five e-mails means that you can see your whole in-box without scrolling. As soon as you deal with a message, file or delete it. Only messages from the past week that you've yet to respond to belong in your in-box.

Step 3: Stick to a Schedule

Look at your job, you may find that it is doable to designate reading time every 30-60 minutes. Set alerts on your calendar until you're in a routine. "If you skim e-mails on your phone, mark those you need to follow up on as unread so that you don't forget to respond later.

Step 4: Organize Before You Read

At each scheduled e-mail session, sort by sender to spot messages from important people (supervisors, vendors or corporate), then scan subject lines and delete obvious junk.

Step 5: Respond Strategically

Can you write back in two minutes or less? Do so immediately, if an e-mail requires more time, flag it so it can be handled during a scheduled window later that day or the next morning. If an email requires long response that will lead to a drawn-out e-mail chain maybe need to follow it with a phone call.

UPCOMING HOLIDAYS

&

EVENTS



Memorial Day

May 29

SMOKE ALARMS

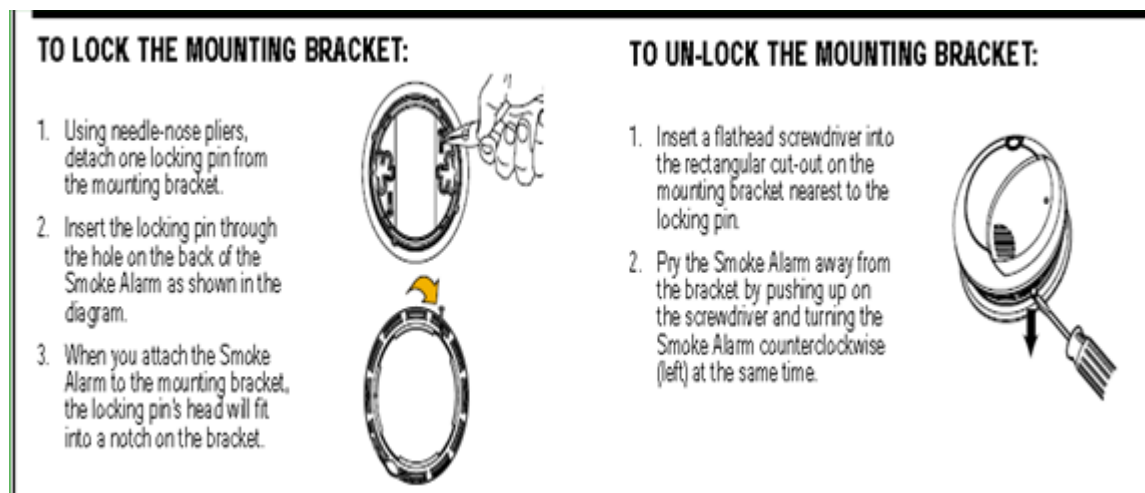
DANIEL SPIVEY

One of our most important safety features are the smoke alarms inside of the units. However, during recent REACs and in house inspections we are continuing to see alarms not working, old, or damaged by residents. Here are a few things that maintenance and the managers need to be aware of:

- Smoke alarms should be hard-wired, with a battery backup. All of our sites have at least one alarm that is hard wired. If your site does not have a hard-wired alarm, please let me know.
- If it a battery only alarm it should have a lithium ion battery. If it is a hard wired it only has to be a regular 9-volt battery.
- **All** smoke alarms should be made tamper resistant. This can be accomplished on most alarms by taking the plastic pin and inserting it into the proper place. (see picture below for an example) By doing this, it should reduce the number of missing batteries. Remember if a battery is missing or the alarm damaged the resident should be charged, and a lease violation issued. Westminster Company's apartment rules and regulations state:

*"Residents must immediately report any malfunctioning smoke alarms, fire extinguishers, and/or CO detectors. Residents must not disconnect or remove any safety device including, but not limited to smoke alarms, fire extinguishers and/or CO detectors. **Any resident or guest that tampers with or disables a safety device will be issued a lease violation and billed for the cost to replace, recharge or repair the device and/or its casing.**"*

- Make sure that you are checking all of the smoke alarms when doing interim inspections. Being proactive will reduce findings on REACs and in house inspections.
- Ensure that all alarms are up to date. Smoke alarms expire after 10 years, and have a date on the bottom of them. Carbon monoxide alarms typically have a 7-year life span, and an end of life warning.



YARD OF THE MONTH FEBRUARY, 2017

*Shiloh Randolph Manor
125 West Bartlette Street
Sumter, South Carolina*

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CITY OF SUMTER
SUMTER GREEN



Happy Birthday

March

1- Donna Ives
6- Angel Wilson
7- Joseph Washington
10- Jennifer Timmons
11- Tammy Clements
12- Antonio Charles
12- Ashley Kindt
14- Edna Samuel
16- Tim Hipp
18- Stephanie Owens
20- Sonya Spivey
23- Patricia Bryant
25- Anastasia Kirksey
27- Bridges Valdez
28- Mary Jean Johnson

April

2-Michael Williams
17-Corey Gossett
17-Tony Frith
17-Charles Jackson
23-Leroy McClinton
24-Phyllis Kirksey
26-Cassandra Peterson

May

6-Michael O'Neal
7-Steve Brown
7-Kathy Cooke
19-Rhonda Ackerman
22-Ashley Anderson
23-Kelly Blatchley
26- Eliza Mosley
28- Karen Borsey
28-Michelle Jackson
29-Pam McFall
29-Tracy Thompson
31-Sonya Kindt

**Westminster Company would like to congratulate and thank the following employees
for their years of service!**

Kathy Piper of Parkway Village, 25 Years

Lisa Ore of Corporate, 30 Years

Leah Lyerly of Corporate, 30 Years

Tim Hudson of Cambridge, 10 Years

Tammy Depace of Irmo, 10 Years

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Executive Vice President

Leah Lyerly

Senior Vice President

Ron Cagno

Vice President

Jeff Gagnon

Vice President

Jim Laboe

Get Involved

Please submit any thoughts/ideas, We would love to hear from you!

Christy Flinchum

Cflinchum@westminstercompany.com

4th Quarter Top Shop

Westview Valley has been awarded the top shop for the 4th quarter of 2016.

James, Ray and Scott worked very hard to sort through all of the supplies and tools so that they would have easy access and a shop that anyone would be proud to have and work out of.

Great Job guys!

