



Westminster Company

Quarterly Connection

Fair Housing Tip

What you put in writing is subject to Fair Housing Laws

Apartment rules are necessary for the safety of our residents and staff. It is absolutely acceptable for a landlord to have a set of “house rules” for all residents to live by. The house rules should be basic and non-discriminatory. Rules should be written so they are applicable to **all residents** and not just specific groups of residents. Rules stating “Children shall not roughhouse in the hallway” may be discrimi-

natory. Using general terms such as “Residents or guests” should keep the rule unbiased, fair and applicable to all residents. A rule saying “no children under 4 in an area” is discriminatory, while a rule saying “children under 12 must be supervised by an adult over 18” is likely not discriminatory. As always, landlords should consult you for specific state or local laws on these issues as well. Remember when .

you post notices on your property or in your newsletters that you should not reference children but rather address all notices to all residents and guests. When you plan to use the word Children, substitute the words Residents and Guests and you should be compliant in Fair Housing



Summer To Do List:



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Leah Lyerly

Senior VP

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Jeff Gagnon

Vice President

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HERstory (History)

With the basketball season officially over, it is with great pleasure to announce that we have officially started and developed the very 1st Grier Heights Girls Basketball Team! Since 2013, I have been the head coach and assistant coach for both the 12 and Under & 15 and Under boys basketball teams. Throughout my time of coaching, I was asked several times by many of the youth girl residents why we didn't have a basketball team for them. Therefore, this year I took a chance and decided to take on two teams and finally created/developed a girls basketball team.

The team was composed of 12 middle and high school girls (8 high school & 4 middle school). Not only was our team the youngest in the 18 and Under bracket, but they were also the most inexperienced. With the exception of 2 girls, none of the girls had ever played basketball. With the help of an amazing assistant coach and the girls eagerness to learn, we developed true first round athletes! The girls practiced once a week for an hour and played every Saturday. Nevertheless, off the basketball court these young ladies were also held to a standard. Failing

grades, suspensions, or any other school/home violations prompted to not being eligible to play or limited playing time on Saturday's. With both community and family support, the girls ALWAYS had a huge fan club at every game! The girls had a fantastic first season. They advanced to the playoffs, but were knocked out the first round by 2 points with 15 seconds left on the clock (the game went down to the final seconds). Moving forward, I have made the decision to have summer workouts and scrimmages in preparation for next season. -Tijua Robinson



Miller Oaks SAHMA poster winner



Total SC Posters submitted from Westminster Sites: **108**

South Carolina State Winner

Anita Calchary

NC SAHMA

NC State Winners

K-1st	Nayeli Jones	Rockwood Manor
2nd-3rd	Kendall Hunt	Rockwood Manor
4th-6h	Kylion Godwin	Clancy Hills
10th-12th	Aya Al-Rufaye	Dartmouth Court
Elderly/Disabled	Ida Lane	Dartmouth Court

Total NC Posters Submitted from Westminster sites– 128

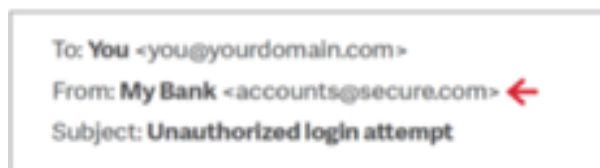


Aya Al-Rufaye

10 Tips on How to Identify a Phishing Email- Kent Bighinatti

A critical piece of your email security strategy must be education. Here are our top ten tips for identifying a phishing email—we encourage you to share them with your employees and your customers.

Tip 1: Don't trust the display name: A favorite phishing tactic among cybercriminals is to spoof the display name of an email. Here's how it works: If a fraudster wanted to impersonate the hypothetical brand "My Bank," the email may look something like:



Since My Bank doesn't own the domain "secure.com," email authentication defenses will not block this email on My Bank's behalf.

Once delivered, the email *appears* legitimate because most user inboxes and mobile phones will only present the display name. Always check the email address in the header from—if looks suspicious, flag the email.

Tip 2: Look but don't click

Cybercriminals love to embed malicious links in legitimate-sounding copy. Hover your mouse over any links you find embedded in the body of your email. If the link address looks weird, don't click on it. If you have any reservations about the link, send the email directly to your security team.

Tip 3: Check for spelling mistakes

Brands are pretty serious about email. Legitimate messages usually do not have major spelling mistakes or poor grammar. Read your emails carefully and report anything that seems suspicious.

Tip 4: Analyze the salutation

Is the email addressed to a vague "Valued Customer?" If so, watch out—legitimate businesses will often use a personal salutation with your first and last name.

Tip 5: Don't give up personal or company confidential information

Most companies will *never* ask for personal credentials via email—especially banks. Likewise most companies will have policies in place preventing external communications of business IP. Stop yourself before revealing any confidential information over email.

Tip 6: Beware of urgent or threatening language in the subject line

Invoking a sense of urgency or fear is a common phishing tactic. Beware of subject lines that claim your "account has been suspended" or ask you to action an "urgent payment request."

Tip 7: Review the signature

Lack of details about the signer or how you can contact a company strongly suggests a phish. Legitimate businesses always provide contact details. Check for them!

Tip 8: Don't click on attachments

Including malicious attachments that contain viruses and malware is a common phishing tactic. Malware can damage files on your computer, steal your passwords or spy on you without your knowledge. Don't open any email attachments you weren't expecting.

Tip 9: Don't trust the header from email address

Fraudsters not only spoof brands in the display name, but also spoof brands in the header from email address, including the domain name. Keep in mind that just because the sender's email address looks legitimate (e.g sendername@yourcompany.com), it may not be. A familiar name in your inbox isn't always who you think it is!

Tip 10: Don't believe everything you see

Phishers are extremely good at what they do. Many malicious emails include convincing brand logos, language, and a seemingly valid email address. Be skeptical when it comes to your email messages—if it looks even remotely suspicious, do not open it.

Just Another Day At The Office





“It helps us as a management company
if we do good things for people”

Most sites have or have had a resident with mental challenges. Did you know that one in five people has a mental health diagnosis? Independent living is very important to these residents. Yet, working with these families to enforce policies and protect the property is tough for everyone. Often their extended family is out of the picture and getting agencies involved is difficult. People with mental illness are three times more likely to be a victim of a crime, due to their poor social skills. They are often taken advantage of. Lisa Jensen is the executive director of Texas NAMI (National Alliance on Mental Illness). She suggests that property managers read the book *“I Am Not Sick And I Don’t Need Help: How to help Someone with Mental Illness Accept Treatment”*. She describes “De-Escalation” as when a mentally challenged resident gets upset, it requires a lot of listening, asking questions, and empathy. A common mistake made is not recognizing there may be a mental disability under eccentric behavior. We all see the red flags when a resident makes claims that can’t possibly be true; such as neighbors coming in their apartment and “bugging” the unit or staff is “stealing” from them. It is important to know about the mental health resources available in your community and to acquaint yourself with someone on your local police force who has been trained in crisis intervention as they can be helpful when no other resources are available. When these residents show signs of possible violence, rather than trying to evict them, we should seek resources to work with them to avoid possible episodes of violence. We must be careful in how we handle these situations to avoid a fair housing liability. We must try to accommodate the resident before they can be evicted. Social Service Agencies can be very helpful but they are also not able to make the resident get the required help. So when dealing with these situations and agencies document all conversations and meetings; times and dates. Keeping a paper trail of our efforts will help protect us from a fair housing complaint. Another challenge is the resident with Dementia. Again some have families that will help, but not always. These residents often present a safety hazard such as leaving the stove on, unattended. You might be inclined to let such behaviors slide since the resident may have lived in the unit a long time and have become like family on your property, but this is a mistake. If this resident won’t address the problem it may be necessary to ask them to leave. Unfortunately, agencies aren’t really able to help these residents until they are facing eviction. In summary; make contact with agencies in your area, know the local police who are trained in crisis management, contact your Regional Property Manager anytime you need assistance, and attend any relevant training at your state SAHMA meeting. Anyone who would like a chance to receive a copy of the book mentioned above, email me and tell me why you should win a free copy. (Information taken from IREM/JPM/MAR.APR 2017)

Leah Lyerly

What's Been Happening?

Kids Bingo at Bailey



SAHMA



Gateway Village Apartments Young Creative Minds



Tailah Neil- Tooth Fairy



Jayvion Smith-Predator



ABOUT the product

Strawbees is an award-winning prototyping toy for makers of all ages. It is a kit based on simple units called Strawbees that lets you connect straws to each other and build little to huge mechanical objects from just straws and cardboard, and which stimulates the imagination and encourages storytelling endlessly.



Jasahahez Smith-Spiderman

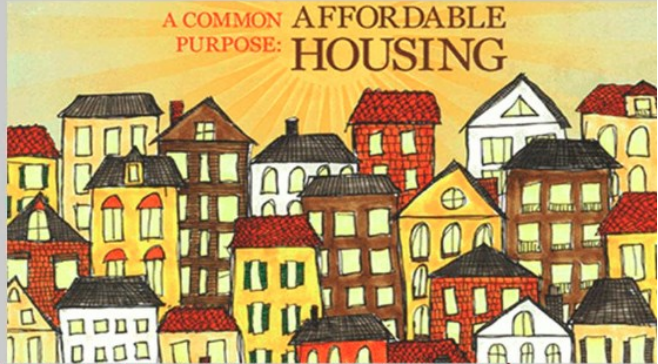


J'alaiya Smith-Collector

What's Been Happening? Continued

"What Home Means to Me" **Poster Contest** National Association of Housing and Redevelopment Officials • Housing America Campaign

2017



GATEWAY VILLAGE APARTMENTS



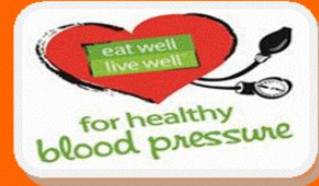
After School Tutoring: Bailey Lane



Blood Pressure Screening



Meg Gilmartin, Executive America Heart Association and Brenda Abernethy, friend of a resident from Crestwood Forest Apartments shared a heartfelt moment during Blood Pressure Screening. Brenda lost her mother from heart disease several years ago. Brenda stated when her mother was alive she attended several classes and learned how sodium affected the body. Brenda changed her life around by eating healthy and she is very proud of herself not being on any medications at the age 47. She gives GOD all the glory!



Category	Systolic		Diastolic
Normal	<120	AND	< 80
Pre- Hypertension	121-139	OR	80-89
Hypertension Stage I	140-159	OR	90-99
Hypertension Stage II	>160	OR	>100

1. Drink Green Smoothies
2. Eat Ruby Grapefruit
3. Drink 2 litres of water per day
4. Exercise 1 hour each day
5. Eats lots of fruit and vegetables
6. Maintain a healthy weight
7. Manage stress
8. Increase potassium rich foods, such as bananas, tomatoes and zucchini
9. Replace iodise salt with Himalayan salt
10. Take up yoga & meditation

Jasona Henderson has been recognized as an award winner for the 22nd Annual Palmetto Affordable Housing Forum held April 18-19 2017 in Columbia, South Carolina. Joseph Kass with SC State Housing Finance and Development Authority Came to Crestwood Forest Apartments to "CONGRATULATE " her for winning 3rd Place.



Incident Reports-Daniel Spivey

The lack of reporting an incident could cause the insurance company to deny a claim based on late reporting. If an event such as a water leak was never sent in as an incident report, and for some reason it was not repaired properly and led to major damage, or a mold claim, the insurance company has the right to deny the claim. A simple service request will not suffice.

Most claims have a 2-5 year statute of limitations. There can be many changes at a property in five years. Details can easily be forgotten, staff can leave, and police reports or fire investigations can become very hard to acquire after a period of time. When lawsuits are filed it is almost impossible to answer all of the questions asked because we simply do not have anything on file.

What may seem like nothing major at the time can turn into a huge ordeal in the future. In one instance a resident had her door kicked in. We all know that this happens occasionally on our properties. The door was repaired, and the resident billed, as is our procedure. No report was submitted. We received a letter of representation from her attorney three months later. We had security cameras on the property, but due to the length of time between the incident and the filing of the lawsuit, the cameras were useless. All footage of the incident had been deleted. The only information we had was a service request for door repair. The resident is now saying that she was attacked and is suffering mental trauma. We, as a company, do not have much of a defense in court.

Incident reports are also a great way for us to spot trends on the property or multiple properties. If we see the same people, units or problems on a regular basis, it makes it much easier to find a solution to the issues.

When submitting an incident report, always ask yourself the 5 W's:

Who

What

When

Where

Why

Never include opinions in the report, just the facts. You should also always take pictures if applicable.

We are trying to make it easier for you to submit reports. There is now one form for all incidents (except Worker's Comp). The completed Incident Report, (PM-092), is submitted to an email address just for incident reporting so there is no guessing who to send it to (insuranceclaims@westminstercompany.com). If you have something, anything, happen on your property and are not sure if you need to send a report send one anyway! It is better to have too much information than not enough! And as always, if you have any questions, PLEASE ask!

Piedmont Triad Apartments Association's 2017 Regional Manager of the Year



**Congratulations to Duke Short
Maintenance Technician
at Farm Lane Apartments in
Charlotte, NC on his
Engagement to Angela!**



SAVE *the* DATE

*Angela
&
Alexander
July 29 2017*





HAPPY BIRTHDAY

Thomas Kasprzak— June 1—Sandygate

Terri Hill— June 2—Corporate

Tim Hudson— June 5—Cambridge

Don Heath— June 6—Westwood

Lori Marsengill— June 13—Gateway

Tripp Hankins— June 14—Corporate

Akia Melford— June 14—Woodstream

Pam Hunter— June 17—Foxwood

Phil Rhoden— June 19—Tera Gardens

Benny Jones— June 20—Gateway

Crystal Davis— June 25—Cornelius

Debbie Harris— July 3—Corporate

Keith Caldwell— July 6—Holly Ridge

Donna Fowler— July 6—Miller Oaks

Dean Graves— July 10—Corporate

Jackie Brown— July 12—Nance

Vicky Richer— July 13—Clancy Hills

Joseph Williams—July 15— Meadow Oaks

Natasha Thomas—July 15—The Oaks

Marsha Jordan—July 22—Brunswick

Ron Deltoro— July 27—Parkway

Fredrick Odigie—July 27— Richland

Gary Vincent—July 28—Rockwood

Kent Bighinatti—July 30—Corporate

Patti Capps—August 1—Woodridge

George Correia—August 1—Corporate

Diana Sherrick—August 5— University

Craig Capps—August 10—Rochelle

Sherry Simonson—August 11—Tera Gardens

Don Jones—August 11—Rochelle

Debbie Nunn—August 16—Corporate

Gloria Harrison—August 18—Corporate

Howard Darden—August 18—Westview

Jason Gray—August 19—Prescott

Logan Longie—August 19— Forest Hills

Jackie June—August 21—Sandygate

James Adkins—August 24—Woodridge

Doris Wilson—August 25— Brookside

Marcie Conrad—August 26— Plaza Manor

**Thank You for your years with
Westminster Company!**

Sonya Kindt 25 Years Clearwater

Thang Vo 15 Years Newgate

Shelby Marlin 5 Years Clancy Hills



THiNK About It.

As we grow older and wiser, we slowly realize that:
Whether we wear a \$300 or \$30 watch - - - they both tell the same time.

Whether we carry a \$300 or \$30 wallet/handbag - - - the amount of
money inside is the same.

Whether we drink a bottle of \$300 or \$30 or \$3 wine - - - the hangover is the
same.

Whether the house we live in is 300 or 3,000 or 30,000 sq. ft. - - -
the loneliness is the same.

And we realize our true inner happiness does not come from the
material things of this world.

Whether we fly first or economy class, if the plane goes down - - - we go down
with it..If the plane reaches its
destination - - - everyone arrives at the same time.

***We should realize that when we have mates, buddies and old friends,
brothers and sisters, with whom we can chat, laugh, sing, talk
about north- south-east-west or heaven and earth -- that is true
happiness.***

1st Quarter Top Shop Winner



Jimmy Lee Crowe
Mt. Vernon Place



Have a Fun & Safe 4th of July!

Learning Management System (LMS)

Everyone should have used the new Learning Management System (LMS) that was rolled out in May.

LMS is a great tool for training and making certain our company stays in compliance. The system is easy to use and you can take courses on your time schedule without traveling to training. The classes provide instant feedback in the way of quiz questions to see how much you learned, and courses are not lengthy so they are easy to fit into your day. You have unlimited access to courses that enable you to go

back and review information as well.

We are currently working on our own LMS courses that will be assigned to you soon. LMS will be used going forward to keep all employees up to date with regulation and procedure changes.

If you have not spent a lot of time using the LMS I encourage you to do so.

Stay tuned for more to come.....

Terri Hill

