

SHARING

Support Housing (Through) Achievements, Responsibilities, Ideas, News and Guidance

Robin Meyer – Creative Editor

Conference 2012

WESTMINSTER COMPANY'S ANNUAL CONFERENCE

By Peter O'Connell

Each year, the planning for our Annual Conference seems to take more and more time. The Conference Committee starts planning about 5 months before the event each year. And then, we get there and it seems to be over in a flash. Why is that? Could it be that when you're having fun and enjoying yourself, time flies???

Lots of post Annual Conference Surveys have been returned and, as in years past, everyone really enjoyed the free time, cash prizes, football tickets, Awards Banquet, Welcome Reception, \$100 Visa cards, networking and seeing friends, Trade Show, food, weather, and, of course, shopping.

This year, too, we also had many nice comments on the training sessions, Denise Ryan's keynote session (Don't be a vampire), and especially the team building session that included the boat building.

Many thanks go out to Leah, Christy, Jim, Ron, Jeff, Sharyn, Jane, Dean, Daniel, and Bert (remember him?) for putting the training sessions together and the enjoyable presentations at the Awards Banquet. Constructing these training sessions requires a lot of extra time and effort and they were both enjoyable and informative. The team building session that included building a boat by each team was thoroughly enjoyed by everyone. If we do that next year, the boats should be tested in the ocean, not the pool!

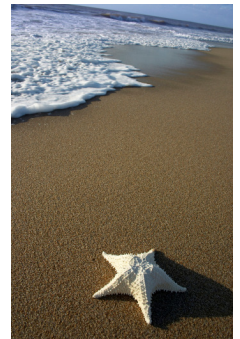
The Awards Banquet was attended by representatives from the respective Boards of each of the fee managed properties that we manage, some of our friends from the Boston office, and Gary Jennison, one of our owners. Also, the President of Westminster Company, Gary Jennison Jr. (G2) enjoyed himself at the banquet and the conference.

Our goal each year is to provide training sessions that will be helpful to you in what you do. We want you to leave our conference more informed and feeling good about what you do each day for Westminster Company. Just as important, we want all of you to have a great time. Our success as a company depends on all of you. We appreciate your efforts on our behalf.

I don't know how many hours Robin and Sonya work to make our conference enjoyable for everyone, but it's in the hundreds. Even at the conference, it seems like someone is calling either of them every five minutes to work out some detail. Many thanks to both. Also, thanks to Christy Flinchum for all of her help at the conference.

Thanks to Eddie Nunn for all of the great photos that are now posted on Photobucket.com for your enjoyment.

For those of you that like to plan early, our Annual Conference next year will be at the Kingston Plantation beginning on Sunday, May 19th. As always, we welcome any suggestions to make our conference more enjoyable. See you there!!!





2012 Annual Conference Award Winners

Make Ready Days – 4 Days or Less

Hillcrest	Thomas Harris
Holly Ridge	Keith Caldwell
Nance Forest	Eric Hunter
Parkway Village	John Bentley
Pine Ridge	Ronnie Nelson
Westview Valley	Todd Hankins
Woodstream	Ronnie Nelson

Make Ready Days – 3 Days or Less

Brentwood Crossing	Daniel Spivey
Brunswick Village	Vaughan Towers
Clancy Hills	Don Smith Rodney Timmerman
Comelius Village	Thomas Harris
Foxwood	Tommy Hodge
Gateway Village	Benny Jones
Grier Park	Harding Lewis
Harry C. White Manor	Kenneth Tucker
Irmo Village	Ron Fuoto
Lakeside	Donnie Wilson
Miller Oaks Village	Ricky Fowler
Newgate Gardens	Earlie Marion Thang Vo
Northland	James Morin
Rochelle Manor	Craig Capps Nick Foust
Rockwood Manor	Gary Vincent
Stanley Square	Harding Lewis
University Place	Charles Jackson
Woodridge	James Adkins

Turn Over Days – Less than 10 Days

Dartmouth Court	Cassandra Peterson
Granite Village	Tim Sapp
Greentree Village	Deloris Williams
Harry C. White Manor	Brenda Nease
Hillcrest	Wil McKee
Irmo Village	Shi Bush
Lakeside	Hurrell Wilson
Latta Arms	Linda Clark
Meadow Oaks	Elizabeth Miller
Nance Forest	Gena Ballou
Pine Ridge	Becky Fitzgerald
Plaza Manor	Karen Borsey Amanda Bongionni
Richland Village	Tammy DePace
Rochelle Manor	Angel Wade

Sandygate Village	Craig Capps Donna Ives Robbie Wozunk
Westview Valley	Leiona Allen Cassandra Peterson
Wilshire	Deloris Williams
Winnfield West	Emily McC Carson
Woodridge	Sabrina Kellis
Woodstream	Tammy Allison
Woodview	Jennifer Timmons

Turn Over Days – Less than 5 Days

Brentwood Crossing	Stephanie Ridge Janet Hurd
Brunswick Village	Vaughan Towers
Clancy Hills	Bonnie Whitley Vicky Phillips
Elmhurst	Senora Powell
Foxwood	Pam Hunter
Grier Park	Jacqueline Montgomery
Holly Ridge	Patricia Bryant
Northland	Dean Graves
Parkway Village	David Van Etten Kathleen Piper
Rockwood Manor	Gwen Dean
Stanley Square	Jacqueline Montgomery
Tera Gardens	Sherry Simonson Logan Melvin
University Place	Dianna Sherrick Cassie Hrenko

Delinquency – Less than 5%

Brandywood Acres	Kaye Rouse
Briarcliff Manor	Becca Marlar
Brookside Hills	Doris Wilson
Brunswick Village	Vaughan Towers
Cambridge	Jennifer Timmons
Cherry Manor	Dollie Williamson
Cherry Valley	Dollie Williamson
Clearwater Village	Sonya Kindt
Dartmouth Court	Cassandra Peterson
Elmhurst	Senora Powell
Foxwood	Pam Hunter
Gateway Village	Gayle Seals
Greentree Village	Deloris Williams
Harry C. White Manor	Brenda Nease
Holly Ridge	Patricia Bryant
Irmo Village	Shi Bush
Lakeside	Hurrell Wilson

Latta Arms	Linda Clark
Mayfield Memorial	Veronica Dews
Meadow Oaks	Elizabeth Miller
Miller Oaks Village	Donna Kirby
Montclair	Veronica Dews
Mt. Vernon Place	Martha Poore
Nance Forest	Gena Ballou
Oakland Place	Paulette Gamer
Parkway Village	David Van Etten Kathleen Piper
Pine Ridge	Becky Fitzgerald
Plaza Manor	Karen Borse Amanda Bongionni
Prescott Manor	Shantae Harrison
Rochelle Manor	Angel Wilson Craig Capps
Rockwood Manor	Gwen Dean
Sandygate Village	Donna Ives Robbie Wozunk
Stanley Square	Jacqueline Montgomery
Tera Gardens	Sherry Simonson Logan Melvin
University Place	Dianna Sherrick Cassie Hrenko
West Hill	Tiffany Walker
Westowne	Dollie Williamson
Westview Valley	Leiona Allen Cassandra Peterson
Wilshire	Deloris Williams
Winnfield West	Emily McCarson
Woodridge	Sabrina Kellis
Woodstream	Tammy Allison
Woodview	Jennifer Timmons

Above Average Regulatory Agency Inspection

Brandywood Acres	Kaye Rouse Reginald McKinley
Clearwater Village	Sonya Kindt Ralph Burleson
Dartmouth Court	Cassandra Peterson Tim Sapp
Forest Hills Manor	Natasha Thomas Michael O'Neal
Granite Village	Tim Sapp
Holly Ridge	Patricia Bryant Keith Caldwell
Meadow Oaks	Elizabeth Miller Alan Brinson
Plaza Manor	Karen Borse Amanda Bongionni Joey Williams
The Oaks	Becca Marlar
Woodridge	Sabrina Kellis James Adkins

Superior Regulatory Agency Inspection

Brentwood Crossing	Stephanie Ridge Janet Hurd Daniel Spivey
Brookside Hills	Doris Wilson
Brunswick Village	Vaughan Towers
Cambridge	Jennifer Timmons Tim Hudson
Cherry Manor	Dollie Williamson James Lagroon Robert Harper
Cherry Valley	Dollie Williamson James Lagroon Robert Harper
Cornelius Village	Wil McKee Thomas Harris
Creekwood Village	Lori Marsengill Roger Camp
Crestwood Forest	Lottie Pope Jamie Lowe Jerry Hall
Elmhurst	Senora Powell Jackie St. Romain
Foxwood	Pam Hunter Tommy Hodge
Gateway Village	Gayle Seals Benny Jones
Greentree Village	Deloris Williams Oscar Telfaire
Grier Park	Jacqueline Montgomery Harding Lewis
Harry C. White Manor	Brenda Nease Kenneth Tucker
Irmo Village	Shi Bush Ron Fuoto
Kensington Manor	Candie Soper Rhonda Jolly Mitchell Frye Tommy Moss
Lakeside	Hurrell Wilson Donnie Wilson
Mayfield Memorial	Veronica Dews Duke Short
Miller Oaks Village	Donna Kirby Ricky Fowler
Montclair	Veronica Dews Duke Short
Mt. Vernon Place	Martha Poore Dale Bushika David Lewis
Nance Forest	Gena Ballou Eric Hunter
Newgate Gardens	Becky Hankins Earlie Marion Thang Vo
Northland	Dean Graves James Morin
Oakland Place	Paulette Gamer James Boling

Parkway Village	David Van Etten Kathleen Piper John Bentley
Pine Ridge	Becky Fitzgerald Ronnie Nelson
Prescott Manor	Shantae Harrison Eddie Fogle
Richland Village	Tammy DePace Malcolm Johnson
Rockwood Manor	Gwen Dean Gary Vincent
Sandygate Village	Donna Ives Robbie Wozunk Richard Ware Russell Baker
Stanley Square	Jacqueline Montgomery Harding Lewis
Tera Gardens	Sherry Simonson Logan Melvin Phil Rhoden Charles Mitchell
Westowne	Dollie Williamson James Lagroon Robert Harper
Westview Valley	Leiona Allen Cassandra Peterson Todd Hankins
Wilshire	Deloris Williams Oscar Telfaire
Winnfield West	Emily McCarson Steve Brown
Woodstream	Tammy Allison Ronnie Nelson
Woodview	Jennifer Timmons Tim Hudson

REAC Inspection – 90 to 94 Points

Clancy Hills	Bonnie Whitley Vicky Phillips Don Smith Rodney Timmerman
Colony Manor	Mike Sapp
Grier Park	Jacqueline Montgomery Harding Lewis
Stanley Square	Jacqueline Montgomery Harding Lewis
Winnfield West	Emily McCarson Steve Brown

REAC Inspection – 95 to 98 Points

Dartmouth Court	Cassandra Peterson Tim Sapp
Newgate Gardens	Becky Hankins Earlie Marion Thang Vo
Northland	Dean Graves James Morin

REAC Inspection – 99 to 100 Points

Brentwood Crossing	Stephanie Ridge Janet Hurd Daniel Spivey
Harry C. White Manor	Brenda Nease Kenneth Tucker
Montclair	Veronica Dews Duke Short

Best Newsletter Winners

Foxwood	Pam Hunter
Holly Ridge	Patricia Bryant
Miller Oaks Village/Oakland Place	Jade Turner
Northland	Dean Graves
Woodstream	Mary Jean Johnson

Corporate Employee of the Year

Gloria Harrison

Maintenance Technician of the Year

Latta Arms Wendell Hayes

Site Property Manager of the Year

Brentwood Crossing Stephanie Ridge

Woodstream Tammy Allison

Life Improvement Award

Newgate Gardens/Westview Valley Maria Chadmon



We also said goodbye to Site Property Manager Shiela (Shi) Bush at the awards banquet. Shi retired after a long and lustrous career in property management and will be missed!

Employee of the Quarter

By Dean Graves, Regional Property Manager

Harding (Lew) Lewis, Maintenance Technician for Grier Park and Stanley Square Apartments has gone above and beyond his duties and responsibilities this past quarter.

Lou has always been an above average Maintenance Tech.

Responsible for the physical condition of two properties over 30 miles apart, Lew has managed his time and effort to ensure that the residents' needs at both locations are taken care of. His work orders are always completed in a timely manner and he addresses maintenance issues immediately.



This past quarter, Lew has been a key player in fielding the newly purchased Bed Bug machine by the company. Lew was aggressive in learning about the equipment, and provided excellent feedback. Not only is he a team player in my portfolio, by assisting and teaching in the employment of the new equipment, but he has helped two other properties in SC with the new machine.

Despite taking him away from his normal responsibilities, Lew still managed to maintain his two properties. Lew never complains nor expects anything in return for his efforts. He remains motivated and energetic, regardless what tasks are asked of him.

For all of these reasons and more, Lew Lewis is Westminster Company's choice for Employee of the Quarter – Second Quarter 2012. Lew will receive a plaque, \$100 and an extra day off! Congratulations Lew!

In House Bed Bug Treatments – Tips and Tricks Maintenance Training

All sites should have received an email regarding upcoming training for maintenance technicians on In House Bed Bug Treatments. Dates for the training sessions are below:

- Wednesday, August 29 - Raleigh, NC (Marriott Crabtree)
- Thursday, September 6 – Mauldin, SC (Miller Oaks Village)

All Maintenance Technicians should make plans to attend ONE of the above training sessions. Please call or email Robin Meyer in the Greensboro office with any questions (336-375-1552 x 216 or rmeyer@westminstercompany.com).

Annual Westminster Company Benefits Meetings

Dates for the annual company benefits meetings have also been set. The meetings will all be 2 days this year, as additional training will take place while everyone is together. Dates and locations for the meetings are below. More information on these meetings will be coming to you soon!

- **Thursday, Sept. 27 and Friday, Sept. 28** – Woodstream Apartments, Greenville, SC
- **Thursday, Oct. 4 and Friday, Oct. 5** – Meadow Oaks Apartments, Jacksonville, NC
- **Thursday, Oct. 10 and Friday, Oct. 11** – Brentwood Crossing Apartments, High Point, NC



Compulsive Hoarding

By Leah Lyerly, Senior Vice President

Definition by Mayo Clinic staff

Hoarding is the excessive collection of items, along with the inability to discard them. Hoarding often creates such cramped living conditions that homes may be filled to capacity, with only narrow pathways winding through stacks of clutter. Some people also collect animals, keeping dozens or hundreds of pets often in unsanitary conditions. Hoarding, also called compulsive hoarding and compulsive hoarding syndrome, may be a symptom of obsessive-compulsive disorder (OCD). But many people who hoard don't have other OCD-related symptoms. People who hoard often don't see it as a problem, making treatment challenging. But intensive treatment can help people who hoard understand their compulsions and live safer, more enjoyable lives.

As Property Managers, we should watch for signs of hoarding as we perform regular inspections. Hoarders are often in denial and they may need intervention. They think of themselves as savers not wasters and their possessions are valuable, important, sentimental, and not junk. Hoarding is easier to deal with in the early stages before it gets out of control. It becomes a health and safety issue that may affect other residents or the property. Hoarding can result in pests, fire, bedbugs, odors, mold, and the clean-up is costly. Cleanliness is very subjective so we must focus on the property damage and health and safety of the resident(s), and code violations. Such as Sanitation, Volume, Blockage, Mold, Fuel/fire danger.



Sanitation: Resident must have access to sinks, tubs, toilets. A hoarder may not request repairs as needed in fear of eviction.

Volume: The weight of items on floors and ceilings could be an issue. Boxes of books for example are very heavy. Boxes or items stacked

high may also result in a trip or crush hazard if they fell on someone.

Blockage: Residents must have ingress and egress. EMT must be able to get in for emergencies.

Mold: Unaddressed leaks or old food will create mold issues.

Fuel/fire danger: If the stove is covered with items or items are stored inside the oven this could create a fire danger. Combustibles near or on the furnace or heaters.

Often hoarders are discovered because a neighbor complains of odors or pests, EMT can't get in the unit, or the resident refuses to entrance for inspection or repairs. If you discover a hoarder you should inform your Regional Property Manager and immediately call the fire department for a "welfare inspection".

Plan of Action:

Assess the situation and work with the resident and develop a written agreement of specifics to become in compliance. Be able to measure the compliance. Example: Remove 10 boxes of books. Ask the resident how they would get out in a fire, our goal is to help the resident and keep them safe. You have to get the resident to "buy in" to the plan. Identify dangerous issues, discuss harm reduction, and give them adequate time to accomplish.

If legal aid becomes involved your first question when they call should be, "Have you seen their apartment?" Tell them you will discuss when they call you from the apartment. Your written agreement mentioned above should provide time, support, and measurable achievements. You should see slow and steady reduction. This agreement can and should have a clause that they move if they don't comply and lease provisions should be sited in the agreement.

