

# SHARING

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

**Robin Meyer – Creative Editor**

**March 2012**



## 2012 Annual Conference

The 2012 Annual Conference will be held once again at the fantastic Kingston Plantation, Myrtle Beach, SC. Information on the Kingston, including directions, is available on their website at [www.kingstonplantation.com](http://www.kingstonplantation.com).

Check in will be held on Sunday, May 20, with a Welcome Reception later that evening, and sessions being held Monday, May 21 and Tuesday, May 22. Wednesday, May 23 will be our travel day. Make sure that you register at the Convention Desk between 2:00 pm and 4:00 pm on Sunday. Those not registered will not be eligible for prizes given out during the conference, and we have a bunch!! Hotel check-in begins at 4:00 pm. Also on Sunday, the Second Annual Westminster Company Conference 5K Walk/Run, beginning at 4:00 pm. Sign up on Sharepoints website if interested.

Your Westminster Company Employee ID Cards will be required at the conference, so be prepared. If you need a new ID card, please notify Christy Long in the Greensboro Corporate Office as soon as possible.

Classes will begin promptly at 8:30 am on Monday and Tuesday. A breakfast buffet will be served in the restaurant prior to classes on Monday AND Tuesday. Be sure to start your day off right with a good breakfast!

For training sessions, take note of your "Track Number" when you receive your agenda at registration. Dress for classes on both days is business casual. The Tuesday night Awards Banquet will be dress to impress!

We strive to make our Annual Conference an enjoyable time for everybody. Although it often seems like a vacation, please keep in mind that your trip to this conference is a business trip. Attendance at all sessions is mandatory for all Westminster Company employees. Any guests that attend the conference should have been previously approved by your Regional Manager and registered with Robin. Guests are welcome to attend the Welcome Reception on Sunday night, as well as breakfast each morning, but class sessions, lunches and the Awards Banquet are for employees only.

Please carpool, when possible, with other Westminster employees heading to the conference. Please keep other expenses to a minimum. Most meals are being provided at the hotel or training sessions this year. Receipts will be reimbursed for lunch on travel days (Sunday, May 20 and Wednesday, May 23 and dinner on Monday night, May 21.

Alcohol purchases will not be reimbursed. Receipts for these three meals combined should not exceed \$50 total for each employee.

Please call Robin if you have any questions about the conference at (336)375-1552, ext. 216. We'll see you there!

## 5 Steps to 5K!

By Bert Wray

Back by popular demand – It's time to get ready for the beach!! January 20<sup>th</sup>, we kicked off our 4 month training program that will culminate with your successful completion of the 2<sup>nd</sup> annual Westminster Company 5K. The good news is that this program requires only 5 steps to complete the 5K. However, they obviously have to be BIG steps! No worries though, I am confident that everyone is capable of making those steps.

The program included a calendar that outlines the plan that can take you from zero to 5K in 18 weeks. All you need to start is the desire to improve, the will to see your goals through to the end. Hopefully everyone is increasing speed and frequency of their walks.



Remember Step 1 - Recognize! Recognize the need for change and find the courage to act now! This program is simply an avenue to pursue personal improvement and achievement. Achievement at any level is a powerful motivator to help you overcome obstacles and embrace challenges.

Step 2 began on February 2. Invest in Yourself! Invest 3 weeks into a new you and build new habits. Before you know it, you'll be crossing the finish line at Myrtle Beach with a chorus of cheers and applause from all of us who, like you, weren't afraid to improve!!

Please feel free to email me with questions about the program at [bwray@westminstercompany.com](mailto:bwray@westminstercompany.com). I encourage everyone to get involved and push your coworkers and colleagues. Push the power of positive peer pressure!! Starting is easy...finishing will be the challenge!

## How to REAC during Inspections

By Daniel Spivey

When doing interim inspections, focus not just on housekeeping and major repairs but on the “big picture” to prepare for a REAC.

Smaller things like cracked plate covers are often forgotten until preparing for REAC. Other items, such as bedroom and bathroom doors that do not lock or latch properly are often overlooked, as well as exterior doors that have missing or worn weather-stripping.

Be sure to inspect the water heaters for rust,



exposed wires or pop-off valves not piped to the floor. This will cause large point deductions from your overall score. Electrical panel boxes should not have missing

blanks or spaces.

Interim Inspections are also a good time to note blocked egresses and check that all windows open and close properly.

When doing inspections, don't forget about the exterior of the property. Walk around each building checking electrical boxes to make sure they are secured. Also check for settling cracks in brick, condition of window screens and trip hazards in walk-ways. Lastly check the gutters and downspouts.

By treating interim inspections as REAC inspections, it reduces your amount of work when it comes time for the actual REAC inspection. This will leave more time to focus on the smaller details that make your property score a perfect 100!

Being more REACtive with each interim inspection will pay off!

## Employee of the Quarter - 1<sup>st</sup> Quarter 2012

Submitted by Jane Henderson

Congratulations to Tammy Allison, Site Property Manager at Woodstream Apartments in Greenville, SC, for being named Westminster Company's "Employee of the Quarter: for the period ending March 31, 2012.



Tammy began her employment with Westminster Company in May, 2006 at Woodstream Apartments. Since then, she's received FANTASTIC scores on all In House Audits, "Superior" on all MORs, and scores in the 90s on 2 REACs. In addition to performing her duties at Woodstream, Tammy is also a valuable member of the Mentoring Team, the In House Audit Team, and the Forms Committee. She is always willing to assist at other properties when needed. Westminster Company appreciates her going above and beyond and giving more than 100%. Congratulations!!

Tammy will receive a plaque, \$100 and a day off!!



### Incident Reports: Why such a big deal?

Info from Assisted Housing Management Insider; February 2012

Lawsuits! That is why Incident Reports are such a big deal. Is the incident exaggerated or even false by the resident or visitor to your site? Not always but sometimes yes. We may even begin to doubt ourselves, did we take all the precautions to keep the accident from happening or could we have managed things more carefully. Could management have prevented the incident, is the question the lawyer will be asking.

Documentation and reports are the best source of information if a lawsuit is initiated. It is important to get all the information as quickly as possible after the incident. Key items that need to be documented on the incident report (PM-092) are:

- Where and when did it happen? – List specific location or address and the date and time
- What were the weather or lighting conditions; Be specific to the detail of the # of lights with wattage detail and/or the inches of snow or rain
- Were there witnesses?- Get contact information
- Take pictures & attach to the report – this is very effective way to quash false claims
- Did EMS respond or was other medical assistance provided – get copies of police or EMS reports
- What was the extent of the injuries or the value of the property lost – victims tend to tell the truth at the time of the event
- Note any remarks made by the victim at the time of the event

- Note any other information that may be pertinent to the event/claim
- If possible have the victim sign the incident report

It's amazing how quickly we forget details that we think we will never forget. But with all the numbers, names, appointments, to do lists, and everything else on your mind it becomes necessary to write it all down to remember it.

Why is this documentation important? Because in most injury cases the victim will often exaggerate and many times will change their story to make you look bad. A thorough report can make inaccuracies and distortions in the story stand out.

It is important to submit Incident reports timely as well. You should scan these to Robin Meyer immediately and she will submit them to our insurance company. Depending on the incident, an investigator may come out to interview the staff and the victim. Investigation – that's why the big deal!

