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UPCOMING EVENTS

2018 REVERSE RAFFLE
benefitting the COMMUNITY
ASSISTANCE FOUNDATION
—SOLD OUT!

NOV 8 • 4:30 AM - 6:30 PM
Copious Notes
520 South High St.
Columbus, Ohio 43215

BUSINESS EXCHANGE
NOV 26 • 10:00 AM - 12:30 PM
J. Liu Worthington
6880 High St.,
Worthington, OH 43085

UPCOMING EDUCATION

MAINTENANCE AMBASSADORS

OCT 9 • 9:00 AM - 11:00 AM

*Instructed by Barry Himmel,
Signature Worldwide*
Most of your maintenance team's training is focused on technical skills – this course focuses on building relationships, understanding the importance of resident relationships, what to do and say (or not say) when a resident is upset, and the power of referrals.

YOU'RE DOING THE JOB NOW GO FURTHER! LEASING 201

OCT 10 • 9:00 AM – 4:30 PM

Instructed by Lisa Schmidjell-Justice, DEI Communities
Understanding your budget, market surveys, delinquency regarding evictions, debits and credits and escrow accounts and evictions, shopping competition and how it helps you, renewals, closing reports, leasing conversion ratios, lease audits, some advanced marketing for renewals and resident retention, inspections, staff meetings, noise complaints, reviewing the lease.

CAA Challenge Cup Golf Outing

The annual CAA Golf Outing held August 7 2018 revisited the Delaware Golf Club for the second year. Nearly 100 Golfers and dozens of sponsors gathered for a fun-filled day of scramble golf, games, food and networking.

Golfers were directed to their starting tee at 9:30 a.m. and made their way around the course throughout the day visiting with CAA Associate Members on their sponsored holes to play games, grab a snack or a drink and learn more about each product or service before teeing off. In keeping with tradition each sponsor made their hole stand out with various products, unique games and encouragement creating a light, jovial atmosphere for the golfers during the event.

At the Roto-Rooter sponsored hole, a Pro golfer allowed each team a chance at a better score while also raising \$145 for the CAA Community Assistance Foundation. The Mike Rodriguez Multifamily Advisor SVN Wilson Commercial sponsored water cart and Feazel, Inc. sponsored the Bloody Mary and Tiki Bars helped keep golfers filled with liquids during the event. HD Supply took to the course mid-day to deliver the sponsored boxed lunches. Mulligans were once again sponsored by FABCO and Ferguson Facilities Supply sponsored the scorecards. BRG Apartments sponsored the cart, Mohawk Industries sponsored the 19th Hole after party and Redwood Living the dinner reception. In addition, T&R Properties returned as this year's Tournament Sponsor.

After roughly five hours of golf, golfers and sponsors enjoyed drinks on the patio before adjourning to the ballroom for dinner and awards swapping stories about their rounds and anxiously awaiting which team would take home the winning trophies.

• **GOLF CONTINUED ON PAGE 2**

Special thanks to our hole sponsors

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Choice Property Resources
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DuraSeal
Environmental Management, Inc.
Ikos Holdings
Jetz
Joseph Tree Service
RentPath
Roto - Rooter
The Sherwin Williams Company
TNT Services
Wilmar



Golfers on the course at the CAA golf outing.

Elections, the Legislative Process and Multifamily Housing Highlight September General Meeting

On Thursday, September 13, 2018 nearly 100 members of the Columbus Apartment Association met at The Ohio State University 4-H Center for another quarterly General Membership Meeting. This meeting focused on the upcoming Mid-Term Elections and the process of legislation and featured Ohio Apartment Association Lobbyist, Leah Pappas-Porner.

Prior to turning the podium over to Pappas-Porner, Laura Swanson welcomed everyone and moved through a few noteworthy items including recognizing Alexandria Welch of Edward Rose & Sons on recently receiving her Certified Apartment Manager credential from the National Apartment Association.

Following Swanson's announcements Don Brunner, Vice President of Membership welcomed on first time members to the meeting. Those in attendance were Treplus Communities, Signworks, Stoneman Enterprises, Red Energy, Denizen Management, CBRE, Brothers Pressure Washing, DD Water Restoration, SVN Wilson Commercial Group, The Union Bank and Day Companies.

CAA President David Holzer finished introductory announcements and welcomed Pappas-Porner to the podium for the Election and Legislative Process Update. She began with a background about the advocacy her firm provides on behalf of the CAA and the OAA and thanked the members in attendance who have participated in legislative meetings with her.

Beginning with the Federal elections she outlined the forecast for Ohio's 16 US House of Representative seats. Particularly focusing on District 12, former

• **SEPTEMBER GM CONTINUED ON PAGE 2**

2018 EXECUTIVE COMMITTEE



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David Holzer,
Commercial One
Realtors



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Past President*
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Mike Lange,
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Carrie Sitterly, Sentinel Real Estate Corporation
Scott Solomon, Oxford Realty
Darrell Spegal, CAMT, CAPS, SHCM, Wallick Communities
Mark Wagenbrenner, Wagenbrenner Development
Brian Yeager, The Champion Companies

• GOLF CONTINUED FROM PAGE 1

CAA Executive Director, Laura Swanson opened the ceremony by thanking everyone for attending and had the privilege of announcing the winner of the 50/50 benefitting the CAA Community Assistance Foundation. Dana Moore of Oakwood Management Company took home the \$190 50/50 prize and an equal amount was donated to the CAA Community Assistance Foundation. Swanson then had the pleasure of announcing this year's winners.

There were four skins at the event with three different teams splitting the skins pot. The Sherwin Williams Company team won two, followed one each by the Fritsche Corporation and Environmental Pest Management teams. Additionally, proximity awards were given to respective winners: Longest Drive: men, Ryan Smith and women, Jennifer Foppe; Longest Putt: men, Gabe Agacio and women, Jennifer Foppe and Closest to the Pin: men, David Black and women, Dana Moore.

Next, the 2018 CAA Challenge Cup champions were announced. The top three teams were awarded gift certificates and trophies.

The third place team was Overmyer Hall and Associates scoring a 62 in a score card tiebreaker. The second place team was Fritsche Corporation with a score of 61 and finally, this year's winners for the second year in a row the team from Environmental Pest Management with a score of 55.

The CAA would like to thank everyone who participated in the 2018 CAA Golf Outing. We look forward to seeing you at a future CAA event.

• SEPTEMBER GM CONTINUED FROM PAGE 1

Representative Pat Tiberi's seat which recently held a Special Election to fill the seat in a tight contest between Danny O'Connor (D) and Troy Balderson (R). With Balderson winning the Special Election they will have a rematch again with the General Election in November. Pappas-Porner outlined how the growth of Columbus to the north into southern Delaware County is changing the scope of elections.

"There is this very competitive political environment between urban centers and rural environments. As you get closer to the urban center, that inner ring suburb around major metropolitan cities have a very dynamic Republican versus Democrat atmosphere," she said. "For those of us that live in Columbus we're at the epicenter of this national discussion. This race is being nationally looked at and analyzed."

Her second Congressional focus was on the First District near Cincinnati where incumbent Steve Chabot is facing an up and coming Democrat Aftab Pureval. Noting like the earlier race is within the margin of error and is also being watched nationally.

Moving her focus from the US House races to the US Senate seat she discussed the importance of raising campaign funds stating that Senator Brown, the incumbent, has raised \$23 Million to challenger Jim Renacci who has raised \$6.2 Million. She did state that polls indicate Brown has a lead over Renacci, however, polling is a science.

"I give you that number to show you just how much money it costs to run for the United States Senate and the magnitude of those races," she stated. "The US Senate races and the Governor's races are usually the most expensive campaigns."

From the Federal races she moved to the state level outlining the dynamics of the Ohio House of Representatives and the Ohio Senate. Noting that 20 seats are term-limited in the House and that in the next General Assembly there will be 31 freshmen members in the Ohio House, most having no experience in the legislature. In the Senate she explained that 10 of the 17 open seats will lose their incumbent due to term limits.

Continuing with Ohio races she moved to the statewide candidates, detailing the candidates for Governor first. Pappas-Porner played a campaign video from Republican candidate Mike DeWine and Democrat Richard Cordray.

"Both of these candidates will be very well funded. Both of these candidates are doing extremely well in fundraising. Why do I bring up fundraising? Because it's the business side of an election," Pappas-Porner said. "They have both enjoyed the endorsements of many politically active interest groups. They are competitive. This race, if you look at the polls that have proven to be annually accurate, most pundits take them within the margin of error. The margin of error in Ohio is four points."

Pappas-Porner outlined how the environment in politics is changing. There is no longer a guarantee of success if the top of the ticket, i.e. President or Governor Candidate is successful. Individuals are a more informed voter and will vote for candidates instead of a straight ticket.

Moving from the gubernatorial race through the state races of Attorney General, Auditor and Supreme Court Pappas-Porner provided

COLUMBUS APARTMENT ASSOCIATION STAFF

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IOM
Executive Director



Audra Garrison,
IOM
Associate Director



Emily Cunningham,
Membership &
Events Director



Kathi Wilson
Accounting Director



Kayak for a Cause

Thank you to those who participated and contributed to the CAA Community Assistance Foundation. Congratulations to the Yeti winner, F&W Properties.



• SEPTEMBER GM CONTINUED FROM PAGE 2

background on each candidate. With Republicans holding the majority in the Ohio House and Senate and every statewide office and the Supreme Court Pappas-Porner feels this is an important year for Democrats. Rounding out her election update she brought the room up to speed on the Franklin County Auditor's race between Clarence Mingo and Michael Stinziano. However, noting that 2019 will be a key year on the local level with Mayor Ginther's term up and city council members running for re-election or other offices.

After running through the election the focus turned to the legislative process.

"If you don't understand the legislative process, you can't manipulate it," Pappas-Porner said. "And, I'm using the word manipulate. Why? Because it's the people's house and you're the people. You have a right to be there, you have a right to have your voice heard, you have a right to have your business interests heard and you are the experts in your business."

Beginning with a bill, which is an idea of a person for consideration then presenting a table of the number of bills introduced versus the number passed, generally under 20% for the past six General Assemblies. A General Assembly is two-years and is made up of legislatures who come from a multitude of different backgrounds.

She noted that engagement in the process is crucial. Each House district comprises 115,000 people and each Senate is comprised of 350,000. It is important to be heard, the association is focused on representing a larger number of people allowing for better engagement. That advocacy can lead to legislation being drafted on a grassroots level.

Outlining the process of legislation following introduction a bill is sent to a committee for hearing. It is typically given three hearings before a vote in committee. If it's passed out of committee it is sent to that body's floor

for a vote. If passed there, it goes to the other house for the same process. The bill must pass both houses before being sent to the Governor for a signature. Or, in Ohio the Governor can veto a bill.

Pappas-Porner again emphasized the need for relationships as 90% of the changes happen in the committee process. Showing the need or necessity through those relationships and educating members on a business they're unfamiliar with.

"It's like a business, the more you relationship build with your customer the more successful your business enterprise will be," she said. "It's the same thing with elected officials. Meet with your legislator, education them on what's important to you. Tell them how you lose money, what costs your business money. Legislators need to know at the local and state level. You're the expert, act like it. Talk about what you know. Stay involved in your association, your voice is stronger united. Go to meetings and participate in legislative activities when the association asks. And, donate to your PAC."

Following her presentation Pappas-Porner answered questions from the audience including a question about how many of the bills introduced impact the industry. Estimating it's approximately 50 - 60 bills that have a housing or related business issue. But, that it's important to also keep track of amendments in committees that may make a bill relevant to the industry.

The final question was regarding the bills that aren't introduced that are the real victories, stating that is a true success. Legislators tend to come to the General Assembly with passions and often tenant rights is a passion. Finding the balance and the compromise is often the greatest accomplishment.

Swanson concluded by thanking everyone for coming and reminding them about the upcoming Reverse Raffle and Business Exchange events.



THURSDAY, NOVEMBER 8, 2018

10:00 am - 12:30 pm

J. Liu Worthington

6880 High St., Worthington, OH 43085

What is a Business Exchange?

The CAA Business Exchange builds better business relationships between owners/management and vendors. Property management companies receive key information about Vendors to help them make well-informed decisions as they prepare their budgets. The Business Exchange is a great opportunity for them to network with executive-level industry peers. The Business Exchange provides industry leaders the opportunity to increase their knowledge of qualified vendor partners and gain new insight on cutting edge products and services.

Exclusive Benefits Of This Event:

- Four-minute, one-on-one meetings with high-level property owner/management company decision makers
- Exclusive event with ONLY 18 associate members and 18 primary members participating – up to two company representative registrations per associate permitted and up to four for primary members

Primary Members: FREE, remaining spots available.

Benefits include: Up to 4 company representatives at the “decision maker” level (Operations, Maintenance, Marketing or Owner); company name, contact and profile in event program with the following information: company history, property names and unit count, type of property, company contact information; advertise current/upcoming needs under the company profile; free admission to a 2019 General Meeting of your choice; and includes four lunches.

Please download and fill out the Primary Member Registration Form and return to Emily Cunningham at ecunningham@caahq.com.

Associate Member Registration is SOLD OUT!

Special Thank You to our Event Sponsors:
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2019 EXPO BOOTH LOTTERY

**11:30 AM at
the CAA**

Save the date!

OCTOBER

30

2018

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A SUPPLIER
who can help solve
MY TOUGHEST
PROBLEMS.”**

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2018 CAA

REVERSE RAFFLE

BENEFITTING THE COMMUNITY ASSISTANCE FOUNDATION

SOLD OUT!

Thursday, November 1, 2017

4:30-6:30 pm

Copious Notes
520 South High St.
Columbus, Ohio 43215

SPONSORSHIPS AVAILABLE!

Appetizer Sponsor

3 available at \$250. Benefits include: logo in pre-event marketing, signage, 1 ticket admitting 2 people.

SOLD OUT!

Event Sponsor

Limited available at \$100. Benefits include: logo in pre-event marketing, signage, 1 ticket admitting 2 people.

SOLD OUT!

Door Prize Sponsor

Unlimited available at \$25. Benefits include: company name in pre-event marketing, signage at event.

Contact Emily Cunningham at 614-481-6945
or ecunningham@caahq.com for more information.

Please note: there is a no refund cancellation policy on all sponsorships and tickets.

Falling into the Future

It's finally autumn, one of my favorite seasons of the year. There's so much to love about it, I just can't get enough. But, it's also the time of year when we go full bore into planning the next. This year is no exception. However, I can tell you I'm more excited than usually when it comes to planning for the CAA.

Hopefully, by now you've heard that next year is the 50th Anniversary of the CAA. The workgroup has been hard at work for over a year planning an epic salute to the organization, industry and history. Trust me, you will not want to miss you. You can find a save the date in this issue, but, I'm sure you'll start to notice the marketing soon as it will be an overarching theme to 2019.

We have other exciting and new things happening beginning this year with the Business Exchange on November 8th. The buzz about this event is unlike anything I've seen in a while. Primary and Associate members will have a "speed dating" session as it's affectionately referred to when trying to describe it. Where vendors will have four minutes to tell Primaries all about their products and services.

Carrying through to 2019 we're bringing back Maintenance Mania. This won't be like the Maintenance Mania you remember. It's going to be smack dab in the middle of the 2019 Expo! The afternoon will feature a "maintenance Olympics" of sorts as they put their expertise to the test trying to be the fastest and potentially winning a trip to Denver for the National Championship.

We're going to spend the year highlighting everything that makes the CAA the special organization that it is, mostly our members. As I mentioned, the workgroup is hard at work creating content and special features for all of our events, newsletters, General Meetings and much more to recognize those who have built the CAA and all of those who have been leaders in the multifamily industry throughout the course of the 50 years. Keep an eye out for how you can get involved!

The CAA Education Committee is also working on creating beneficial education content that you've come to expect in advancing industry talent. As always, we'll have our core leasing and legal classes. We've continue to incorporate our President's Series for owners and upper level leaders, we'll offer sessions that are timely and relevant such as Crisis Response, Developing Teams and Leaders and hands on maintenance topics. We're also going to work to bring the education to you. We'll explore Webinars and online content that will maximize efficiency and time.

Not only am I excited by what is in store for next year, I'm humbled and excited by what the next 50 years will hold. I know the passionate individuals who are so motivated by this industry will continue to bring their ideas and leadership and drive the CAA into 2069.



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The CAA Celebrates its 50th Anniversary in 2019!

**Look for Exciting Events
and Celebrations
Coming Your Way**



CAA EDUCATION

Maintenance Ambassadors

Oct 9 • 9:00 am - 11:00 am • \$99

Instructed by Barry Himmel, Signature Worldwide

Few people in your organization have as much interaction with your customers as your maintenance team. They become your ambassadors and can be the most trusted and visible employee at your property. However, most of their training is focused on technical skills – little time is spent on building relationships, understanding the value and importance of resident relationships, specific skills related to developing a loyal resident, what to do and say (or not say) when a resident is upset, and the power of referrals. While it is critical that the service is completed properly, it is also important to recognize each resident interaction as an opportunity to strengthen the relationship.

You're Doing the Job Now Go Further! Leasing 201

Oct 10 • 9:00 am – 4:30 pm • \$99 • 7 CEUs Available

Instructed by Lisa Schmidjell-Justice, DEI Communities

Understanding your budget, Market surveys and what they really mean, Delinquency regarding evictions, debits and credits and escrow accounts and evictions, shopping competition and how it helps you, renewals, closing reports, leasing conversion ratios, lease audits, some advanced marketing for renewals and resident retention, inspections, staff meetings, noise complaints, reviewing the lease.

What Every 21st Century Manager Needs to Know

Oct 11 • 9:00 am – 12:00 pm • \$109

National Speaker, Amy Kosnikowski Dilisio

Hampton Inn University 3160 Olentangy River Rd.

what are the top skills and characteristics that today's manager need to successfully lead? Modern managers have to adapt in order to succeed in the ever involving industry landscape and to meet the needs of our teams. In a more complex workplace, leaders now utilize high tech gadgets, tap into technology to communicate and market, create a multi-generationally harmony and uniquely motivate employees. Discover the best practices to efficiently and effectively support, challenge and inspire your team to achieve a higher performance.

Everything You Wanted to Know About Assistance Animals, but Were Afraid to Ask

Oct 16 • 9:00 am – 4:30 pm • \$49; \$69 before Oct 2

Instructed by Bill Willis, Willis Law Firm

Overview of rules and regulations regarding assistance animals on multifamily properties.

Evictions

Oct 18 • 9:00 am - 1:00 pm • \$79; \$99 after Oct 4 • 4 CEUs Available

Instructed by Bill Willis, Willis Law Firm

This interactive course answers all of your legal questions about evictions, as well as handling other challenges.

HD Supply: Kitchen Appliances

Nov 6 • 9:00 am - 12:00 pm • Free

Instructed by Art Aros, HD Supply

Overview of the refrigerator, dishwasher, and range (gas or electric) and their most common service requests along with their solutions.

Instructor will discuss: safety when making repairs; troubleshooting the refrigerator, dishwasher, and range (gas or electric); and repair versus replacement of appliance.

HD Supply: Heating - Gas & Electric

Nov 6 • 1:00 pm - 4:00 pm • Free

Instructed by Art Aros, HD Supply

Teaches technicians the hows and whys of Heating System (electric and gas) controls and how they work on air handler type systems. Controls on other types of systems can be discussed at the student's request. At the completion of this course the student can: install a lock out-tag out as necessary; follow safe working practices to perform common heating repairs; describe the operation of the standard electric and gas heating systems; identify and describe the operation of standard components of heating systems; understand problems associated with natural gas; describe the movement and use of electricity to control and run heating systems; understand the importance of preventative maintenance; describe and identify dangers associated with carbon monoxide.

You Got the Job! Now What? Leasing 101

Nov 14 • 9:00 am - 4:30 pm • \$99 ; \$79 before Oct 31 •

7 CEUs Available • *Instructed by Lisa Schmidjell-Justice, DEI Communities*

Apartments 101 is a crash course for the apartment industry, teaching you all you need to know as on on-site leasing team member to stand out and make things happen.

Core Law

Nov 15 • 9:00 am – 4:30 pm • \$99; \$79 before Nov 1 • 3 CEUs Available

Instructed by Bill Willis, Willis Law Firm

Core Law focuses on recent changes to state and federal real estate license law, highlighting both law and rules.

Fair Housing

Nov 27 • 9:00 am - 12:00 pm • \$99; \$79 before Nov 13 • 3 CEUs Available

Instructed by Bill Willis, Willis Law Firm

Fair Housing is a great overview of fair housing laws and compliance regulations for the on-site and management level staff.

You're Doing the Job Now Go Further! Leasing 201

Dec 11 • 9:00 am – 4:30 pm • \$99; \$79 before Nov 27 • 7 CEUs Available

Instructed by Lisa Schmidjell-Justice, DEI Communities

Understanding your budget, Market surveys and what they really mean, Delinquency regarding evictions, debits and credits and escrow accounts and evictions, shopping competition and how it helps you, renewals, closing reports, leasing conversion ratios, lease audits, some advanced marketing for renewals and resident retention, inspections, staff meetings, noise complaints, reviewing the lease.

Telephone Techniques

Dec 13 • 9:00 am – 12:00 pm • \$99; \$79 before Nov 29

This basic telephone training will review how to turn calls into prospects - getting them to your community, telephone do's and don'ts and show you how to stand out from your competition on the telephone and why the phone is so important.

Contact the CAA at 614-488-2115 or caa@caahq.com to register!

Registration policy: Seating is limited. Cancellations are required five days in advance. Substitutions are accepted. No shows will be billed.

New Online Learning Platform Available!

NAA recently launched a new online learning platform, VISTO. Through Visto you can earn industry designations such as CAM, NALP and much more.

You can brush up on topics such as Business Etiquette and Dealing with Difficult People. In addition, if you miss the annual NAA Education Conference you can access materials online. Visit the site today to learn more.

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FROM THE PRESIDENT

Pay it Forward

by David Holzer, CAA President

“You can never really give back, you can only pay it forward.” That’s a popular quote by a beloved OSU Coach, Woody Hayes. It’s one that should be an inspiration to everyone as we all work together for the greater good. You’ll learn a lot in this issue of the Age about the CAA Community Assistance Foundation. You’ll find a list of the charities that are being supported and learn more about their cause. There’s information about the Reverse Raffle which is the biggest fundraiser of the year for the Community Assistance Foundation and you’ll see some photos of CAA members and their families enjoying themselves at this year’s Kayak for a Cause event.



Each year the CAA Community Assistance Foundation Board is tasked with finding the best way to distribute funds that will assist charities directly involved in multifamily housing or its residents. Each May organizations submit proposals for our consideration and we get to work finding the way we can help most. We work within the funds we have raised for that calendar year, but, I can assure you, we always wish there was more to give. Every organization can always use a little bit more to provide a little bit more.

Of course, we can’t help without your donations. Everyone who donated to the Foundation to be entered into the Yeti contest, everyone who came to the Charity Bowling Luncheon, everyone who has already purchased a Reverse Raffle ticket, everyone who answers the call in response to my letter and everyone who attended Kayak for a Cause.

As you’ve read before, it’s an event that is near and dear to my heart. I love the opportunity to share the Adaptive Sports Facility with CAA Members and their families. This year was no exception. While the early rain might have frightened some away, those in attendance capitalized on a wonderful day. The water was teeming with wildlife from a variety of birds and fowl to turtles and beavers. Rousing games of soccer were played pitting young against old and disc golf, archery and horseshoes brought out the competitive side in people that I couldn’t imagine would exist. ABLE Roof stepped up to provide the food and grill it for us this year. I assure you, no one left hungry and everyone went back for seconds, maybe even some thirds!

To those who did come out and supported this wonderful event, I cannot thank you enough. Again, this is a cause that my family and I have served for several years and we’re happy to be able to share it with others who might be new to the mission. And, to provide an opportunity to raise funds and awareness for the CAA Community Assistance Foundation.

If you’re looking to contribute, you can donate in response to my letter, or, purchase one of the few remaining Reverse Raffle tickets. I hear they’re selling fast and it’s always a favorite event each year. TO those who have already donated, thank you. I promise we don’t take the donations for granted and are grateful for the opportunity to Pay it Forward.

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CAA BUSINESS PARTNERS

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The Business Partners program was developed to increase income for member companies. Selected products such as paint, sundries, maintenance supplies and advertising.

HD Supply 513-478-8896
CareWorks Consultants 614-526-7264
The Sherwin-Williams Company 614-230-4512

NEW MEMBERS

Primary

Treplus Communities, LLC
Geoffrey Arthur
garthur@trepluscommunities.com

Stanford Glenn Property Consultants, LLC
Tom White
twhite@stanfordglenn.com

Associate

Brothers Pressure Washing & Window Cleaning
Jason Oyer
Bpwcolumbus@gmail.com

Red Energy
Taylor Jarvis
tjarvis@red-energy.net

Allshred Services
Wayne Goodwin
wgoodwin@allshredservices.com

Maintenance Supply Headquarters
PROJECT SUPPORT

Let us turn your vision into a reality.

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Quote:

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Product Forecasting:

With your item selections and monthly projections we will forecast your product needs for a smooth-running project.

Shipping and Delivery:

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CAA Community Assistance Foundation Announces 2018 Recipients

The philanthropic arm of the Columbus Apartment Association, the CAA Community Assistance Foundation will donate to four charities in 2018. Patches of Light, Red Cross of Greater Columbus, Community Properties of Ohio Scholar House, and COMPASS.

The Community Assistance Foundation provides financial assistance and materials to charitable organizations in Central Ohio who have missions that support multifamily housing and its residents. The Community Assistance Foundation is funded by donations from CAA members that allow the Foundation to provide much needed assistance to many charities and individuals throughout the Central Ohio community.

Patches of Light

Each year thousands of children are diagnosed with life-threatening, life-changing, and often-times fatal illnesses. Many families with critically and terminally ill children are being inundated with the high costs of dealing with these illnesses. Many of the families referred to Patches of Light have one or more parent on an unpaid leave and they find they are unable to pay for even the basic necessities of everyday life. The mission of Patches of Light is to assist families with critically and terminally ill children so they can remain together during their hospitalizations and treatments. Funding is used to pay for past due mortgages, rent and utilities. Patches of Light provides phone, gas and grocery cards and parking vouchers. In addition, Patches of Light assists with emergencies such as auto repairs, housing for long distance care, airline tickets, Ronald McDonald House fees and much more.

Red Cross of Greater Columbus

The American Red Cross of Greater Columbus is a humanitarian service organization dedicated to helping make families and communities safer at home and around the world. The Red Cross responds to more than 300 local disasters each year and mobilizes volunteers when needed nationwide. The Red Cross assists in education more than 20,000 residents in how to prepare for disaster. Recently, the Red Cross was vital in assisting families who were without power for an extended period of time during extremely high heat. The Red Cross is ever present during a time of displacement and need on multifamily properties.

Community Properties of Ohio Scholar House

Columbus Scholar House brings together education and housing services for at-risk student parents, who otherwise face barriers in completing their degree. Qualified participants attend an accredited college or university full-time while residing at the newly constructed Charles Building in Columbus's Near East Side. The student parents receive supportive services through the OSU ACCESS Collaborative program to help them stay in school and maintain their grades while also providing for the needs of their children. Services are focused on issues such as:

- Academic performance
- Financial management
- Navigating the higher education system
- Goal-setting & problem-solving
- Accessing reliable & affordable childcare
- Parenting skills
- Transitioning from school to work

COMPASS

Since 1982, COMPASS, Congregational Outreach Ministries Program of Assistance & Social Service has been a partnership with over 20 area churches and other groups.

COMPASS provides services to prevent homelessness and stall evictions, allowing families to remain in their homes. Clients are assisted with partial rental assistance or utility assistance. COMPASS also refers clients to other agencies in the community. COMPASS also provides Benefit Bank counseling from Franklin County. That includes: ODJFS Applications, and Food Stamp Registration.

All of these organizations fill a vital need. Each year the Foundation Board hears from many charities seeking assistance and are tasked with the difficult job of narrowing down how the funds are spent. The Foundation dollars are limited and the Board seeks to put them to the best use and benefit the as many individuals as possible.

There are many avenues for you to donate to the Community Assistance Foundation. The CAA has events throughout the year that benefit the Foundation including the upcoming Reverse Raffle which you can read more about throughout this issue. All of the proceeds from the event benefit the CAA Community Assistance Foundation.

The CAA Community Assistance Foundation is recognized as a 501 (c)(3) not-for-profit organization. Your donations are tax deductible. Contact the CAA today to make your donation or to get more information about the charities the Foundation benefits.



RENTING FURNITURE MAKES SENSE IN SEVERAL DIFFERENT INSTANCES, SUCH AS:

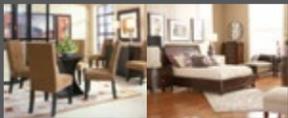
- You need a furnished residence.
- You have permanent furniture at another location that has not yet arrived.
- You are on a temporary assignment and need a furnished apartment for a short or long term period of time.
- You have suffered a loss due to flood or fire, and are in a temporary rental until repairs are made.

WHO RENTS FURNITURE?

- Temporary Job Assignments
- Military
- Traveling Nurses
- Change of Marital Status
- Company Expansions
- Professional Athletes
- Relocating Executives
- Home Stagers
- Owners of Rental Properties
- Students – International/US
- Short-Term Medical Care
- Fire/Flood Victims

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WHAT'S THE SCOOP?

Certified Apartment Manager Certificate

Alexandria Welch, Property Manager for The Avenue at Polaris with Edward Rose & Sons was presented with her certificate for Certified Apartment Manager (CAM) designation from the National Apartment Association. This presentation took place at our September CAA General Meeting on Thursday September 13, 2018. Congratulations Alexandria!



Robert Weiler Company Honored for 80th Anniversary

Columbus City Council recognized The Robert Weiler Company's "80th year of commitment to the details that get a job done right and support for organizations and business owners with big dreams for a vibrant community." The Robert Weiler Company "has been essential in shaping Central Ohio beginning with the development of retail centers and single-family subdivisions in the 1930s to current developments such as Polaris Centers of Commerce."



TNT Services Takes Off Across Midwest, Thanks to Funding Guaranteed by the SBA

Since 1989, Columbus-based small business TNT Services has developed from a local cleaning service into a fleet and commercial property power washing company with multiple Midwest locations. In 2004, the current president, Seth Bromberg, took over the company. Although initially challenged by the financial crisis in 2011, which hurt his business valuations, Bromberg utilized funding programs guaranteed by the to expand from Columbus to Cincinnati and Indianapolis.

"As a growing small business, cash flow is always an issue," Bromberg said. "The SBA loan program has helped us purchase needed equipment without a large capital investment at very good interest rates."

Under Bromberg, the company added services including semi-truck detailing, body shops and drive-thru wash bays to its repertoire. By the end of 2017, TNT Services revenue was estimated at \$14 million. The company currently employs 176 workers as opposed to the less than 10 workers when the company began.

"If it wasn't for the SBA programs, TNT services wouldn't have grown as quickly," Bromberg said. "The SBA Loan program allowed us to own our own properties and buildings with less capital investment and without any help from outside investors."

In addition to expanding labor and sales, Bromberg has also added executive-level positions for finance and operations.

"Thanks to our success, we've been able to raise wages, which is beneficial in recruiting talented people who can help grow our business," he said.

The company plans to continue accessing capital via SBA-guaranteed loans and will open a fourth location in Louisville, Kentucky, in 2018. Bromberg would like to expand the business to eight locations over the next three years and believes the SBA will help him to achieve that goal.

Apartment Guide Offers \$2,500 College Scholarship Contest

In a move to help students and parents struggling to meet the spiraling cost of higher education, Apartment Guide is announcing its first-ever College Scholarship Contest. The contest will have two winners, both of whom will receive \$2,500. This prize money can be spent on anything education-related, including tuition, housing, books, tutors or even study abroad. See all the details and entry form here:

<https://www.apartmentguide.com/students/scholarship/>

To qualify for entry, students must be at least 17 years old; be a U.S. citizen or otherwise legally residing in one of the 50 United States or the District of Columbia; be enrolled in or accepted as a full-time student at an accredited college or university for the Spring 2019 semester; be pursuing an undergraduate education; have a minimum 2.5 GPA.

Each application must include a 500 word essay on the theme of "What makes a home a home." Finalists will be asked to submit a short video as a companion to their essay, for the public voting portion of the project.

IMPORTANT DATES

- September 1 - October 31** Application process open
- November 19** Ten finalists announced
- December 1 - December 31** Public voting on the essay/ video finalist entries
- January 9** Winners announced



SHRED IT DAY



Thursday, October 25, 2018

11am - 1pm

CAA Office
1225 Dublin Rd.,
Columbus OH 43215



Fire Safety 101

The most common disasters the American Red Cross responds to are home fires. By installing and maintaining smoke alarms; making and practicing an emergency escape plan; and taking a few simple safety steps, you can prevent these disasters from harming you and your family.

Smoke Alarms

Have you recently checked your home smoke alarms? Do they work properly? Do you know how hazardous it can be if your home smoke alarms don't work?

A smoke alarm is vital in keeping you and your family safe. Like all other devices, they must be tested and replaced from time to time. Test smoke alarms every month and change the batteries if they are not working. In any case, change batteries at least once a year. Replace smoke alarms every ten years.

If you need a smoke alarm, call the American Red Cross at 1-844-

207-4509 right away. Red Cross volunteers and partner organizations install free smoke alarms, replace batteries and provide fire safety education.

Safety Measures

- Did you know that you have no more than two minutes to escape your apartment in case of a fire? It's very important to plan the path that everyone in the household will use to escape. Everyone should know two ways to escape from each room in your home. Practice your escape plan at least twice a year to make sure you can get out in less than two minutes.
- Learn the fire safety features of the building, including fire alarms, sprinklers and evacuation plans.
- Make sure all exits are clearly marked and not blocked.
- Know the locations of all available exit stairwells on the floor, because one or more of the exits might be blocked by fire.
- Those with disabilities, access or functional needs, should learn where the closest area of safe refuge is.
- Identify a meeting place outside and away from the building.
- If smoke or fire enters your unit

and you cannot immediately evacuate, call 9-1-1 to report your location. Open a window slightly and wave a bright cloth or a light at night to identify your location. If smoke enters the unit, stay low to the floor to breathe the best air.

- Get out and stay out. Never go back inside for people, pets or things.
- Remember: First get to safety with your family and then call 9-1-1.
- Plan the path for escape from your apartment and practice a two-minute drill with your family. You can use the worksheet to plan your two-minute drill.

Preventive Measures to Avoid a Home Fire:

Tips to avoid cooking fires

- Keep an eye on what you fry. Stay in the kitchen when frying, grilling or using an open flame.
- Keep young children and pets at least three feet away from the stove.
- Move items that can burn, such as dish towels, bags and boxes, at least three feet away from the stove.
- Clean the stove area before turning on the heat.
- Turn pot handles to the back of the stove to avoid spills.

If a cooking fire occurs:

- If a pan catches fire, don't move it. Slide a lid on top of the pan to put out the fire. Turn off the heat. Keep the lid on the pan until it cools. Never try to stop a grease or oil fire with water; it will fuel the fire.
- If an oven catches fire, keep the oven door closed. Call 9-1-1.
- If the kitchen catches fire, make sure everyone gets out and call 9-1-1 when outside. Once outside, stay out. Never go back inside a burning building.

Electrical and Appliance Safety:

Large and small appliances should be plugged directly into wall outlets.

Fireplaces, Space Heaters,

Baseboards: Three feet from the heat: Furniture, curtains, dish towels and anything that could catch fire must be at least three feet from any type of heat source.

Smoking Safety: Never smoke in bed.

Children Playing: Keep the matches and lighters locked away out of children's reach.

Prepare today for a safer tomorrow!

Home Fire Escape Plan



Use the graph to draw your home's floor plan, and plot your home fire escape routes.

Tips for creating and practicing your escape plan:

- Everyone in your household should know *two* ways to escape from each room in your home.
- Decide where to meet once you get outside.
- If a fire starts, you may have just **two minutes** to get to safety. So time your fire drills and find out: what's your escape time?

- Smoke is dangerous. Practice low crawling.
- Teach household members what to do if their clothes catch fire: stop, drop and roll.

If a fire starts in your home, get out to safety, then dial 911.

Or call your fire department's emergency phone number:

My address is:

LEGISLATIVE AND NATIONAL SCENE

Local

City of Columbus

Only one County wide seat is up for election. Current Auditor Clarence Mingo is being opposed by current Columbus City Council member Michael Stinziano. This appears to be a competitive race. If Stinziano does not win he will remain on Columbus City Council.

Jaiza Page currently a Columbus City Council member is running for Common Pleas Court Judge. Ms. Page is favored to win that election which would create a vacancy on City Council that would be filled by an appointment.

Columbus City Council will be considering an ordinance that ties certain City tax incentives for residential development to the set aside of affordable housing units in each development receiving tax incentives.

Columbus City Council has been examining ways to assist families facing evictions, including creating a rental registration and charging a registration fee. CA is strongly opposed to the registration and is working with Council to explore other options.

State

This year all State wide offices are on the ballot and the primary focus by both political parties has been on the State wide offices with less emphasis on the State General Assembly seats, and County and local municipal races.

If the Republicans maintain the majority in the Ohio House of Representatives the next Speaker of the House will be determined by the new republican members the current speaker Ryan Smith could be unseated by former Speaker Larry Householder if enough of the newly elected members were backed by Mr Householder in the general election.

Because of the General Election very little is happening in the General Assembly and the period from the election to the end of the year, the lame duck session, will be very unpredictable. Often there is a flurry of bills moved forward in the lame duck, but this year that might not be the case.

Federal

Brady Introduces Tax Reform 2.0; Tax Credit Provisions Absent

On Monday, Sept. 10, House Ways & Means Committee Chair Kevin Brady (R-TX) introduced a three bill follow-up to the Tax Cuts and Jobs Act. These bills constitute Republicans' Tax Reform 2.0 package and primarily lock in individual and small business tax cuts made in the legislation passed in December 2017, and reform savings- and education-related tax provisions. The measures as introduced

do not make any enhancements or changes to the LIHTC, Historic Rehabilitation Tax Credit or New Markets Tax Credit.

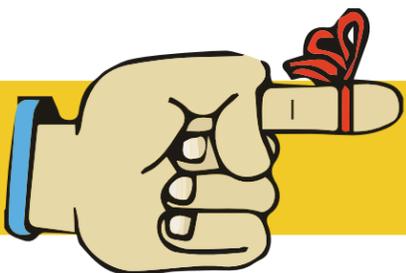
House Members Introduce Bipartisan GSE Reform Measure

On September 6, the tenth anniversary of the federal government's takeover of Fannie Mae and Freddie Mac, retiring House Financial Services Committee chair Jim Hensarling (R-TX) released a discussion draft for the [Bipartisan Housing Finance Reform Act](#). The measure is co-sponsored by Reps. John Delaney (D-MD) and Jim Himes (D-NY) and would eliminate Fannie Mae and Freddie Mac, moving most of their functions into Ginnie Mae. Billed as a "grand bargain" the measure would codify an explicit government Mortgage Backed Securities (MBS) guarantee into law, coupled with an affordability program in exchange for placing the taxpayer in a catastrophic loss position only diffusing the credit risk beyond two GSEs, and creating market competition.

House Committee Reviews Effect of Regulation on Affordable Multifamily Housing

On September 6, the housing and Insurance Subcommittee of the House Financial Services Committee held a hearing to examine how the costs of regulation are forming a barrier that prevents more affordable housing development. "The lack of development is especially concerning," said subcommittee chair Sean Duffy (R-WI), "because while we continue to enjoy some of the lowest rates of unemployment in our history, people are having trouble finding affordable housing in areas they are being offered jobs." Key takeaways from the session, as released in the subcommittee's report, were:

- Housing trends in the United States will dramatically change over the next 25 years as more individuals opt to rent housing rather than become homeowners.
 - Multifamily housing development can be subject to a significant array of regulatory costs, including a broad range of fees, standards and other requirements imposed at different stages of the development and construction process.
 - When regulatory costs become too expensive, it can hinder development, reduce housing supply, and further exasperate housing affordability problems.
- "...[m]andates at all levels of government have expanded beyond basic safety and soundness considerations and morphed into complicated compliance regimes, expensive code changes, energy efficiency mandates and/or restrictive land use policies. The compliance costs and fees associated with such policies are exacerbating the difficulty of providing safe, decent, and affordable rental housing," said panelist Steven E. Lawson, Chairman, The Lawson Companies, on behalf of the National Association of Home Builders.



DON'T FORGET! 2019 EXPO BOOTH LOTTERY
October 30th at 11:30 am • CAA Office



Mark your calendar now for

MAINTENANCE MANIA

at the CAA Expo April 17, 2019!

ASSOCIATE ANGLE

CAA Introduces Fast Paced New Event

By Trisha Hendrickson, Chadwell Supply

Have you heard? The CAA is introducing a new event this fall. The Business Exchange. Some of you may know it by another name, Reverse Trade Show, but, whatever you call it, it's a new, fast-paced opportunity for you to meet with Primary Members and key contacts from 18 different CAA companies. It's happening on November 8 at J. Liu in Worthington from 10 – 12:30.

If you're not familiar with how it works, picture 18 tables set in a room, one side will feature up to four decision makers from Primary Member companies. The other side will feature up to two vendor members who are ready to take advantage of their four minutes explain their companies and products or services. After four minutes chimes will ring and the vendors have one minute to move to the next table. If you've never attended one in the past I cannot emphasize enough how advantageous this opportunity is.

It's that one-on-one (so to speak) time that we, as vendors crave. It has the potential to allow you to get in front of a company that you've been reaching out to for a while and haven't found a way to break in. This is it!

Let me just provide a few highlights that make this a special event:

- Primary Members are encouraged to bring four decision makers. Maybe you need the head of maintenance, or to talk with someone in marketing. They're being encouraged to attend.
- There are only 18 opportunities for Associate and Primary Members, which means you'll get a chance to talk with everyone in the room.

- There will be extensive information available to help you learn about each other. A program will include information on the vendor products and services while vendors will also be provided relevant information about the Primary company to help the get the most out of their four minutes.

- Lunch is provided! Following the Business Exchange those in attendance will have an additional opportunity to continue any conversation that needed four minutes during a lunch period.

I know this is just the first Business Exchange for the Columbus Apartment Association, but, I have no doubt it will lead to a long tradition going forward. As you noticed, space is limited. If you have not registered you should do so as soon as possible as this event is expected to sell out quickly!

2018 Associate Council

Chair - <i>Mike Lange</i> ABLE 444-Roof	<i>Christina Mollenhoff</i> Ferguson Facilities Supply
Co-Chair - <i>Megan Batty</i> The Sherwin-Williams Company	<i>Dan Overmyer</i> Overmyer Hall Associates
<i>Jackie Davis</i> CSC ServiceWorks	<i>Linda Richer</i> AmRent, Inc.
<i>James Glass</i> Terminix	<i>Travis Smith</i> Valet Living
<i>Trisha Hendrickson</i> Chadwell Supply	<i>Tracey Thrush</i> RentPath
<i>Tammy Hunter</i> Choice Property Resources, Inc.	<i>Sara Volker</i> Golf Car Company
<i>Nick Jasper</i> FABCO	<i>Leah White</i> CORT
<i>Scott Lloyd</i> The Waterworks	

Community Shelter Board Seeks Landlord Partners to Reduce Family Homelessness

Community Shelter Board (CSB) and our partner agencies are urgently seeking landlords willing to prioritize available rental units for homeless families. Due to tightening housing market conditions, the family emergency shelter system is experiencing an all-time high number of families in shelter and an all-time high length of stay in shelter. The result is a shelter system that is operating well over maximum capacity, with families staying in overflow shelter accommodations that will soon be needed for single men and women during winter weather conditions.

CSB specifically seeks landlords with available 2+ bedroom units at or below fair market rent that can be prioritized for families for October 1st lease up.

Incentive payments are available for landlords responding to this request, including \$750 for every family in shelter who signs a lease with a start date of 10/1 or sooner, and \$500 for every lease with start date between 10/2-10/15. An additional bonus of \$750 will be offered for every 5 executed leases by 10/15. CSB will assist families with initial move-in and stabilization costs, as well as access

to a new Loss Mitigation Fund in lieu of additional security deposit and/or last month rent payments. For further information, please contact Erin Maus, CSB System Manager, at emaus@csb.org.

The CSB is implementing a new landlord partnership initiative, with a focus on more quickly identifying available rental units for families and individuals in need while

providing incentive and support for landlord partners. We're just working out the details of this, in collaboration with Jeff Beihl (Preventing Family Homelessness Collaborative) and Shelly Beiting (Columbus Women's Commission), so will have more soon. In the meantime, we're encouraging interested landlords to contact Erin as we develop a partner registry.

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YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



Roto Rooter Sponsored Pro Golfer Rika Batibasaga has fun while raising money for the Community Assistance Foundation



Golfers await their turn to tee off



Hole Sponsor America's Floor Source watches as golfers tee off



Swinging away at the Joseph Tree sponsored hole

CAA Golf Outing



Choice Property Services staff have fun at their hole



Members on the course



Golfers and sponsors enjoy dinner while waiting on the awards presentation



The winners pose with their trophies following the outing

YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



Members listen attentively to the 2018 election update



Members learn why being active in elections is important

September General Meeting



Laura Swanson welcomes members



Leah Pappas-Porner outlines the legislative process



Nate and Blake Fisher enjoy time on the water



Attendees were treated to a wide variety of wildlife

Kayak for a Cause



Alex Sizemore dominates a game of hide and seek



The archery challenge was both popular and difficult