



## WHAT'S INSIDE?

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## UPCOMING EVENTS

### 2019 CAA CHALLENGE CUP GOLF OUTING

**AUG 5 • 8:00 AM - 6:00 PM**

New Albany Country Club  
One Club Lane  
New Albany, OH 43054

### KAYAK FOR A CAUSE:

#### CAA FAMILY PICNIC

**SEP 14 • 10:30 AM - 1:30 PM**

Adaptive Sports  
Connection Center  
6000 Harriot Rd.  
Powell, OH 43065

## UPCOMING EDUCATION

### HD SUPPLY: SAFETY ON SITE

**AUG 20 • 9:00 AM - 12:00 PM**

Instructed by Art Aros, HD Supply

- introduction to OSHA and their safety and health regulations
- MSDS/SDS sheets and chemical use and storage
- The need for and use of protective equipment

### HD SUPPLY: ELECTRICAL FUNDAMENTALS

**AUG 20 • 1:00-4:00 PM**

Instructed by Art Aros, HD Supply

- Introduction and overview to electricity and how it works
- Circuits, residential wiring, breakers, service box connections, grounding wires, cable color and insulation codes
- Safety - lock-out /tag-out procedures

### APPLIANCE TROUBLESHOOTING

**AUG 27 • 9:00 AM - 5:00 PM**

Instructed by Chadwell Supply

- Tips and ideas to work more efficiently
- Troubleshooting including assembly and electrical schematics
- How to read and understand error codes

## Celebrating Milestones, Competition Highlight Annual Expo

On Wednesday, April 17 the CAA hosted the 2019 Central Ohio Multifamily Exposition returning to the Ohio Expo Center and Kasich Hall. The large, open space provided over 100 exhibitors more room to promote their products and services while talking with the over 400 Primary member attendees. The added space also allowed maintenance technicians to showcase their skill during the popular Maintenance Mania competition right in the middle of the action.

This year's theme celebrating the CAA's 50th Anniversary gave exhibitors a 50 year span to use to showcase their products and services in a fun variety of ways. While some embraced the 70's others let their inner punk rocker fly going all out with an 80's theme.



Members check out the booths on the Expo floor

Others brought games, magicians, giveaways and much more. Each year the Expo puts CAA Associate members at the forefront and allows them to put their best product or services forward. Associate Members easily demonstrate why 'doing business with Associate Members is good business' in an atmosphere away from the office with some laid back fun and games.

• EXPO CONTINUED ON PAGE 2

## Fast Paced Networking Opens Door for Relationship Building

On Wednesday, May 22 over 60 CAA members excitedly met at 1400 Food Lab for the second CAA Business Exchange. This unusual networking event allows members to learn about each other in short four minute increments. Associate members move around the room explaining their products and services and Primary Members who listened and outlined their community needs.

CAA Executive Director, Laura Swanson thanked those in attendance and explained the event rules. Each vendor having the allotted four minutes to explain their company's products or services and discuss with the Primary Member representatives how they could work with them now or in the future. Following each round vendors were given one minute to move stations where the rapid-fire started over again.



Members and vendors converse during the Exchange

Following an hour and a half of networking and communicating, everyone adjourned from their assigned tables to enjoy a casual lunch and pick up on the short conversations that began earlier in the morning. The enthusiasm turned into lively conversation around lunch tables while everyone built on the energy of a new connection.

Members lingered after lunch unwilling to let the conversations and enjoyment die down for the day and eager to explore new acquaintances.

## Population Growth Driving Development in Columbus

On Thursday, May 9 CAA members met at Strongwater in Franklinton for the second General Membership meeting of the year with guest Speaker Stephen Patchan of the Mid-Ohio Regional Planning Commission (MORPC) to discuss Insight 2050 and what it means to multifamily housing in Central Ohio.

Before the headlining speaker CAA Executive Director Laura Swanson welcomed guests and took the opportunity to highlight a few milestones. First, she wished CAA President David Holzer of Commercial One Realtors a Happy Birthday, next she invited longtime CAA Bookkeeper, Kathi Wilson to the stage to mark her 34 years with the CAA. Kathi will be retiring in August and received a warm round of applause from the audience.

• MAY GM CONTINUED ON PAGE 2



Members listen to the presentation on Insight 2050



## 2019 EXECUTIVE COMMITTEE



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David Holzer,  
Commercial One  
Realtors



*Immediate  
Past President*  
Nate Fisher,  
Peak 10 Group



*Secretary/  
President-Elect*  
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Schottenstein Real  
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*Vice President of  
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Mike Lange,  
ABLE 444-Roof

## 2019 BOARD OF TRUSTEES

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Steve Hess, Kohr Royer Griffith, Inc.  
David Holzer, Commercial One Realtors  
Brett Kaufman, Kaufman Development  
Mike Landrum, Crawford Hoying  
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Andrew Showe, Showe Management Corporation  
Carrie Sitterley, Sentinel Real Estate Corporation  
Scott Solomon, Oxford Realty  
Mark Wagenbrenner, Wagenbrenner Development  
Brian Yeager, The Champion Companies

### • EXPO CONTINUED FROM PAGE 1

Once again, vendors had opportunities to take advantage of additional event sponsorships during the show to attract attendees to their booths. All attendees started by picking up their Fire & Ice Heating and Air Condition groovy bag and Able Roof's golden ticket lanyard and Platinum Record Crawl card. When the card was completed attendees could return for a \$5 Amazon gift card. From there, visitors traveled through the show floor playing games, posing for pictures and collecting their stamps. Once in the heart of the tradeshow attendees could stop at the Lounges for a snack or a drink. Others assembled near the Maintenance Mania competition area to await the excitement.

Prior to the start of the show some took the opportunity to further their careers with the CAA education offerings available. Beginning at 11:00 National Speaker Kate Good presented "The Price is Always Right" a blueprint for marketing the value of a property.

At 2:30 Maintenance Technicians took center stage to show off their skills in HD Supply's Maintenance Mania competition. Through loud cheering, fat heads, signs and more, they raced from one game to the other competing to be the fastest. At the end of the day Jason Philips with The Champion Companies took third place overall with a time of 2:29.76; Brandon Bradley with Homestead America took second with a overall time of 2:25.85; our Maintenance Mania first place overall winner went to Nick Smith with The Champion Companies with a time of 2:27.47. Jeff Quincel with BRG Apartments took first in the SmartBurner Heating Element Installation with a time of 19.23. Branden Bradley with Homestead America took first in the Smart Comfort Air Conditioner Repair with a time of 12.86. Randal Spence with BRG Apartments took first in the Race Car Competition with a time of 4.917. Nick Smith with The Champion Companies took first in the AO Smith Water Heater Installation with a time of 17.97. Brandon Bradly with Homestead America took first in the Fluidmaster Toilet Repair with a time of 29.215. Brandon Thompson with The Champion Companies took first in the Frigidaire Icemaker Installation with a time of 11.741. Brian Davis with The Champion Companies took first in the Kidde Fire & Carbon Monoxide Safety Installation with a time of 12.996. Joe Stiltner with The Champion Companies took first in the Kwikset Key Control Deadbolt Test with a time of 19.409.

The Expo provides site staff through owners a day of fun away from the office and, maybe, win a prize or two all while conducting a bit of business. And, thank you to all of our vendors and sponsors who made the day a resounding success. If you couldn't attend this year's expo visit the CAA Facebook page to see pictures of what you missed, then, be sure to look for information soon announcing the 2019 date!



Setting the stage for Maintenance Mania

## COLUMBUS APARTMENT ASSOCIATION STAFF

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Events Director



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Accounting Director



Blast from the Past: Kathi Wilson in the old CAA office

# All Good Things Come to an End

by Laura Swanson, CAA Executive Director

As the CAA celebrates its 50th Anniversary this year, we all say goodbye to a stalwart member of the CAA staff. Long-time CAA Bookkeeper, Kathi Wilson has announced her last day will be this August as she intends to enjoy a much deserved retirement.

Kathi joined the CAA in 1985 and has been a wealth of knowledge and a historical reference ever since. She has been a fixture in the office, on the phone and at CAA events for over 34 years. It will be hard to imagine coming into the office every day and not see Kathi or hearing her voice. She's often regaled us with stories of the past, generations that I can say I didn't have the pleasure of knowing and wish I had after hearing her telling them with a wit and sense of humor.

She has seen an office move and updates, she's watched three decades of CAA Presidents, Executive Directors and staff. She's sent thousands, if not hundreds of thousands of invoices, processed an equal amount of checks and credit card charges. She's works over 30 expos, many Golf Outings, Reverse Raffles and other CAA events that have come and gone throughout the years.

I think I can speak for everyone involved with the CAA when I say, Kathi, you will truly be missed and it has been a pleasure to work with you. I wish you all the best in your retirement.



Join us for a family friendly day outside! Enjoy kayaking, bocce, disc golf and a cookout to benefit the Community Assistance Foundation

**Saturday, September 14, 2019**

10:30 am-1:30 pm

Adaptive Sports Connection Center  
6000 Harriot Rd., Powell, OH 43065

To register visit [www.caaoh.com](http://www.caaoh.com)



# CAA Plants Flowers at City Hall

Thanks to everyone who participated in the City Hall Flower Planting in May. Each year the CAA and our members help beautify the City by planting flowers around Columbus City Hall. CAA member Lowe's Home Center generously provided the flowers and planting supplies.





#### • MAY GM CONTINUED FROM PAGE 1

Swanson congratulated 444-ABLE Roof on once again winning best in show at this year's CAA Expo giving them first choice of booth at the 2020 tradeshow. She quickly moved through other business items including reminding attendees of the upcoming Business Exchange on May 22 and the CAA 50th Anniversary party on October 17th before welcoming CAA Membership Vice President Don Brunner to the podium to introduce the new members in attendance.

With all business aside, Holzer took the podium to introduce the keynote speaker. Patchan gave a quick overview of MORPC, their purpose and their coverage area before doing a deep dive into what the future of Columbus holds relative to population growth.

Stating the MORPC works a lot with data and making a narrative that explains what the data is saying to map out the future. Noting that in 2013 they realized that by 2050 the Columbus area population will increase by as many as one million people with conservative estimates being just over 622,000.

"We have two million people right now. We could potentially be around three million people and growing," Patchan said. "We are the only city and region in Ohio that's growing and one of the fastest growing cities and regions in the Midwest. We're doing a lot of things right, we're telling the story of Central Ohio right and its showing."

Patchan stated that what sets Columbus apart from other cities that have experienced growth is that Columbus is taking a pro-active approach to growth as opposed to a reactive approach which leads to a scenario similar to what San Francisco is experience with little housing and high rents.

With the population growth will come a demographic change. Initially, the city will become extremes, much younger and much older, but, by 2030 the demographic will shift and the city will become much younger.

"What does that lead to? What kind of housing do we need and where should that housing be built?" Patchan asked. "We can't look at just housing alone. Housing, transportation, environmental impacts, air quality, economics, there's a huge variety of factors. Looking at the urban and suburban areas they're going to continue to develop and change. What will they look like 10 to 15 years out?"

Focusing specifically on transportation for a bit, Patchan outlined what the future holds for autonomous vehicles and how that will impact travel in Central Ohio, however, he emphasized that even with autonomous vehicles there will still be vehicles on the road, there will still be an environmental impact.

"All of these really shiny toys aren't going to matter if you're still stuck in traffic. Your time is money. If you can do some work while you're stuck in traffic, it's still time away from your family," he said. "If we grow by one million people traffic is going to be an issue. How do we mitigate it, if we can mitigate it how can we develop strategies to make sure that our time is still a priority?"

Insight 2050 is a collaboration that will work to develop over the coming year focusing on scenarios, strategies and priorities. Patchan said that part of the discussion is making sure there are choices, housing choices and transportation choices that will assist in the population growth. He then outlined how the city needs to respond to the growth, crosswalks, aesthetic investment, private investment, an increase in foot traffic will lead to best case scenario development. One example was the building everyone was in, Strongwater in Franklinton, it was a prime illustration of improvement and development.

Spending the last few minutes describing the development trends of multifamily and single family homes stating that the trend has been nearly double the demand and starts for multifamily versus single family housing since 2010. The trend is expected to continue. It's a choice for individuals, the market is demanding that portfolios diversify. The market is saying that single family housing is falling out of favor trending toward multifamily housing. Renters grew 37% in 2017 versus 4% growth for multifamily homes over the same period. Demand is higher than production currently, more housing will be needed for the projected growth. Comparable cities are increasing their housing by 15,000 units per year where Columbus is increasing by 5,000 units.

Focusing at the end on the exciting things coming for Columbus Patchan fielded questions from the audience including how to bring the suburbs into the development fold and what will drive the change in the age of the population.

Swanson thanked everyone for coming and invited them to participate in an upcoming CAA event.

## March General Meeting, Industry Forecast

On Thursday, March 14, 2019 nearly 100 CAA members met at the Lincoln Theatre for the first General Membership meeting of the year. In keeping with tradition, CAA Executive Director Laura Swanson welcomed those in attendance and opened with recognition of the CAA's 50th Anniversary celebration which will be carried through the year.

Swanson then congratulated the individual with the highest score from the CAA Bowling for Charity luncheon, Columbus Newsome on his achievement. She next recognized the team from Commercial One on achieving the highest team total. The acknowledgement continued as Swanson congratulated and each new CAPS designee in attendance. CAA President, David Holzer presented each their certificate in turn. Next, CAA Associate Council Chair, Mike Lange, came to the podium to encourage everyone in attendance to visit this year's CAA Expo on April 17th at Kasich Hall. He spoke to event highlights including National Speaker Kate Good and the new addition of Maintenance Mania.

Holzer returned to the podium to introduce the day's keynote speaker, Rob Vogt of Vogt Strategic Insights who would provide his annual Industry Forecast which he aptly named "Groundhog Day."

Vogt stated that the name was indicative of the trend of the industry having remained relatively the same for the past few year and that was good news for everyone. He began with a recap of 2018 and then predicted what he thought would happen in 2019 and the future.

"I think the good news here is that there isn't a lot on the horizon that I see that is going to affect our industry over the next several years, unlike the early 2000's," Vogt started. "Average rents increased higher than expected which is good news. In fact, rents increased 5.1% in 2018 compared to a 4.4% in 2017. Good news for B and C quality properties,

they continue to perform extremely well. They had a growth rate of 3.8% compared to 2.2%."

Referencing media reports that stated rents had increased 8% - 10% Vogt felt that was overstated and that the 5.1% was more in line with what was actually happening. He noted that the pipeline in Central Ohio continues to grow with new projects being announced almost weekly.

"Some of the factors that are impacting this recent success trend we've had, renters aren't moving as much. They seem to be staying put," Vogt said. "Part of the problem is that renters don't have any place to move to. When you're talking about vacancy rates below three and four percent there simply aren't places for them to move to. Another reason is that we've seen a tremendous increase in older, adult renters."

Citing RentCafe, the number of older renters has grown 43% in the last decade. A remarkable figure that Vogt expects to continue into the future as Baby Boomers continue to look at their options stating that renting allow more flexibility and options that commitments to ownership does not provide.

Speaking to rent growth change, the amount of stock really didn't move the needle. Indicating that the performance of stock in the Central Ohio market has done remarkably well during the recent run. 2400 units were released into the market in 2018 with a moderate rent increase and a low vacancy rate.

Vogt noted that studio efficiency units have had the greatest rent growth over the last five years at 5.7%. It is suspected that it is due the higher

• MARCH GM CONTINUED ON PAGE 5

• MARCH GM CONTINUED FROM PAGE 4

turnover rate among those units suggesting that most people move from those to units with more space.

When comparing Columbus to the United States and the Midwest, Vogt pointed out that Columbus rents are still below comparative cities. He felt there was still room to grow for Columbus rents and still provide quality value over other cities. When factoring in the job stability, it was surprising Columbus rent growth did not increase at a higher rate.

Of vacancy rates, class A was slightly higher than the other classes, however, it should be considered that a number of those are currently in lease-up. The same could be true with the higher vacancy rate of 5.3% factoring in units just coming online. In class B and C, there has been a higher rent growth than has been seen in the past 11 years, emphasizing the high demand for rental properties with overall lower vacancy rates.

As he has in the past, Vogt broke down vacancy rates, proposed properties, properties coming online and properties under construction in each area of Central Ohio.

“None of the submarkets are experiencing a vacancy rate which I would be cautionary, at this point,” he said. “It appears we have a tremendous number of units in the planning process that aren’t getting to the completion stage. If we ever completed 16,000 units in Central Ohio it may be an issue we’d have to deal with for excess product short term. Overall, I don’t see all of these units coming to fruition.”

Vogt spent the latter half of his presentation discussing the prediction that Columbus will see one million new residents by the time we reach 2050 and what that will mean to the market.

“We took the data we had for the last few years and wondered what the correlation was between building permits and job creation. This, to me, is probably the most incredible part of the report. We took the number of building permits issued in the 10 county Columbus Metropolitan Service Area between 1991 and 2017 and we had 276,000 permits,” Vogt said. “We also looked at the number of jobs created in that same time

period and it was 276,000 jobs. Believe me, we looked at this several times to make sure this information was accurate.”

After consulting with national figures, the ratio was representative of the housing versus the jobs created. Projecting that out into 2050 factoring in past job creation and moving it into the future Vogt suggests there’s a tremendous need for housing over the next 30 years. In fact, Vogt believes it could be over 460,000 new units over that 30 year timeframe. Of those units, it’s estimated that 233,000 of them will need to be multifamily units. Broken down further, that’s a need of 14,000 units per year. Columbus currently has 8,000 units coming on line each year.

“I don’t expect that to change over time. There’s going to be a significant housing crunch for the next several years in Ohio to 2050,” Vogt said. “I really want to keep an eye over the next couple of years to see how many planned units come into our inventory.”

Despite what seems like a lot of over construction Vogt cautioned that there is not overbuilding in Central Ohio. In fact, the market is underbuilding for what is necessary to support the Central Ohio economy. With the prime renter groups remaining in rental housing. It will be challenging to build the kind of single family housing that will lure Millennials out of rental housing. Vogt believes it will be the preferred housing type for a long time to come.

Vogt fielded various questions from members before thanking everyone for their time and awaiting how his predictions might fare prior to next year’s presentation.



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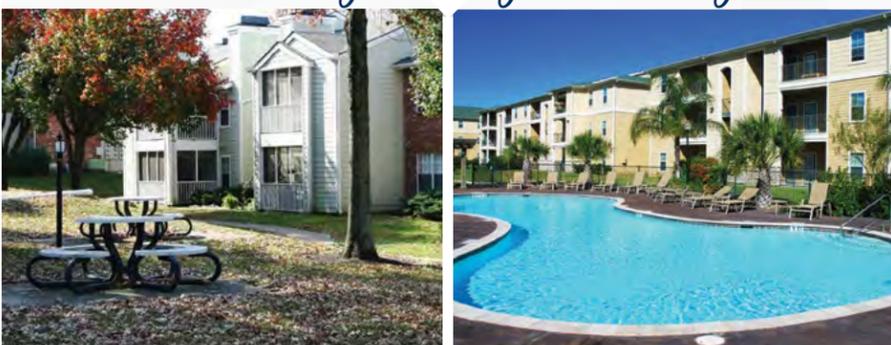
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## FROM THE PRESIDENT

# Good News Abounds for Columbus and Multifamily

by David Holzer, CAA President

If you attended our March or May General Meetings you probably saw one consistent thread from both speakers. Columbus needs more multifamily housing and we need it soon. The population is expected to grow by leaps and bounds over the next 10 – 30 years and we need to build to keep up.



Columbus has a lot going for it, we have jobs, we're affordable, even our weather has been a selling point lately, I know, I'm as shocked as you are! Frommer's has called Columbus the hippest Midwest City, CNN suggested people come spend their Memorial Day weekend in our city, another said we were a top summer travel destination, the New York Times listed Columbus as one of the 52 places you should visit in 2019, in the world! Yes, that's right, the whole world!

The population of Columbus proper is no larger than that of San Francisco proper bringing us to the 14th largest city in the country and the fastest growing Midwest city. For all of these reasons and so many more that those of us fortunate enough to live here realize, Columbus is the place to be. And, it appears it will remain so for the foreseeable future. But, we have to have places for all of the people coming here to live. This is great news for our industry, for sure.

The Columbus Dispatch had an article in May outlining what Columbus needs. While 15,000 new apartments have been added in the past five years many more are necessary to keep up. Columbus has added over 139,000 jobs in that time and it's suggested that we could increase that production by 1,000 units to keep up with demand. Without a proactive approach, Columbus runs the risk of mirroring the crisis in San Francisco where they didn't build to keep up with potential demand and now see people renting closets for an obscene amount of money.

This summer the city will host the annual American Society of Association Executives conference in August, easily one of the largest conferences to land here. And, last Spring Columbus hosted what many called the best Women's Final Four ever. There's more hotel space being added downtown in hopes to continue to secure these world class events into the future. I know as I run into people visiting for the first time so many are just surprised by Columbus and all we have to offer. We, as much of the Midwest does, has the reputation of a fly over state, Columbus is a Cow Town. But, all of that is changing and changing rapidly.

Personally, I think we're fortunate to be in an industry that is so vital to the growth and success of Columbus. I have a sense of pride knowing that what we build will help foster the future of our great city and allow it to bloom into its potential. It's an exciting time for us no doubt about it and I'm thrilled we can help put our stamp on the foundation of what's to come.

**Tickets go on sale July 17 • caahq.com**

**1969 2019**

**50th Anniversary**

**CAA**

**October 17, 2019**  
**3:30 - 6:00 PM**  
**Shadowbox Live**

## Help the CAA Celebrate 50 Years!

On October 17th, 2019 the CAA will host a 50th Anniversary party at Shadowbox. To help us celebrate, we need your help! Please send us any old photos or videos from the past so we can highlight them and incorporate them into events and announcements throughout the year.

Do you have old equipment collecting dust? We may want that too. Let us know what you have and we might use it to help walk down memory lane on October 17th.

Interested in contributing – contact Audra Garrison at [asowash@caahq.com](mailto:asowash@caahq.com) or 614-488-2115



# Legislative Day Builds Personal Industry Relationships

Earlier this year I told you how with the beginning of each new Legislature we start building relationships all over and introducing ourselves, our industry and our issues. These meetings are just one way we work to communicate about multifamily housing and what it means to Ohio.

Recently, the Ohio Apartment Association held a Legislative Date at the Ohio Statehouse. I cannot express enough how appreciative I am to those CAA members who attended. You see, it's one thing for me, or Steve Gladman our Senior Policy Analyst or our lobbyists from Calfee Halter Griswold to meet with legislators to speak about our issues and address bills or potential bills. But, it's entirely different for them to hear it straight from the horse's mouth so to speak. No one can convey the passion for our industry the way our members can.

The morning began with a panel attended by Senators Yuko and Eklund and Representative Adam Miller. Each spoke a bit about their history, what lead them to the legislature, issues that are important to them and answered questions from members of the Ohio Apartment Association representing all areas of the state.

Following the panel groups broke out to meet with over a dozen legislators handing out talking points about some of the biggest issues



Laura's  
BLOG

and a white paper that outlines some important facts and statistics about what the impact of multifamily housing in Ohio. The day ended with a luncheon attended by over 100 legislators and staff.

As previously noted it is important to be there from the beginning, but, it is so important to continue to foster and build those relationships and Legislative Day was another way we can do that as a community as a whole. While the legislature is currently focused on passing the Budget Bill, everyone is preparing for what legislation will come next. Several old issues from past legislatures are expected to arise again if they haven't already including; submetering, property taxes, AirBNB legislation, smoke detector regulations and many more have faced the multifamily housing industry.

All of these are topics that we have worked hard to educate legislators on and we will continue to do so. It is a process that is lengthy and ongoing. However, without staying in front of issues we run the risk of not being a valuable resource. And, the building of relationships with our members and legislators is event more valuable.

CAA Primary Members often tell is that one of the biggest reasons they join the CAA is because of the importance of advocacy. Being at the forefront provides great advantages regardless of what position is necessary. That established relationship means we're one of the first they call to weigh in. If you're interested in being more active, let staff know and we'll be sure to get you all of the opportunities that are available.

Save the  
date!

## Join CAA for the 2019 Challenge Cup Golf Outing

The CAA Golf Outing is a local fundraiser; tournament proceeds will help CAA continue to provide outstanding events and education in our local market!

Showcase your company as an industry leader and sign up today to play and/or sponsor in the CAA's most sought after event!

Registration is  
Open Now!

**August 5, 2019**

8:00am – 6:00pm  
New Albany Country Club  
One Club Lane  
New Albany, Ohio

**Register Today To Play!**

Don't have enough for a foursome?  
Don't worry we will get one for you!

Individuals - \$200    Twosomes - \$400    Foursome - \$725

Tournament Sponsor



**Beverage Hole Sponsors**

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Choice Property Resources  
Environmental Management, Inc.  
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Maintenance Supply Headquarters

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## LEGISLATIVE AND NATIONAL SCENE

by Steven Gladman,  
 Senior Policy Analyst

### Local

On May 7, 2019 voters in Columbus approved a \$50 million bond issue designated for affordable housing. Exactly how those funds will be spent is yet to be determined.

The City of Columbus in conjunction with the Mid-Ohio Regional Planning Commission are retaining a consulting firm to do a regional study to determine how best to direct public dollars to create or preserve housing that is affordable. Housing affordability is defined as spending no more than 30% of a family's gross income for housing (utilities are included in the 30% of gross calculation).

The intent of the study is to make recommendations for regional solutions for housing that is affordable. The target date for the study results to be released is by December 2019.

### Refuse Collection

Last year Columbus City Council discussed the idea of charging a collection fee for refuse collection for all newly constructed multifamily properties (both rental and for sale). Council did not proceed with an ordinance to make this change because the entire refuse collection system is under a management review.

At recent public meetings the refuse division manager proposed consideration of a mandatory recycling requirement for all multifamily properties and the property would be charged for the recycling service.

Mandatory recycling, charging for pickups and refuse left curbside after an eviction set out and charging all multifamily properties for refuse pick up are all likely to be discussed by Council later this year.

### CAA Recognition by NAA

The National Apartment Association has contacted CAA twice in the last month to obtain background on CAA effort to assist with eviction prevention and affordable housing. NAA has recognized CAA for best practices in public policy for CAAs work on eviction prevention and affordable housing efforts.

### State

House Bill 166 is the State Budget Bill that must be passed by June 30, 2019. The Two year budget is the major focus for the General Assembly. Often bills that have been introduced will be merged into the budget to expedite passage. CAA and OAA are carefully tracking the budget process to protect the interest of CAA members.

The Budget currently contains a provision that would increase for some pass through entities state income taxes. The House passed version reduces from \$250,000 to \$100,000 the business income deduction and taxes the amount over \$100,000 at a higher rate than the current 3%. OAA has joined other business organization in opposing the tax increase.

### Other bills of interest/concern

House Bill 129 – to prohibit discrimination in rental housing based on lawful income. This bill would make source of income as a protected class. If this bill

became law all properties would be required to accept section 8 vouchers.

This bill is strongly opposed by CAA. The bill has not had any hearings.

Senate Bill 86 – Utility Services Resellers. This bill is an iteration of bills introduced over the past five years that would regulate submetering. CAA is opposed to this bill. The bill has not had any hearings.

### National

#### [More Boomers, Gen Xers Do Not Anticipate Buying a Home](#)

New research released in April by Freddie Mac Multifamily finds growing segments of the population—Baby Boomers and Generation Xers in particular—are showing less interest in owning a home. The latest “Profile of Today’s

Renter” reveals that despite growing economic confidence among renters, affordability remains dominant in driving renter behavior.

#### [How Not to Lose a Resident in the First 10 Days](#)

What causes a new resident to become frustrated with their home? Watch-out for these common complaints voiced by new residents in online reviews.

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- |                               |                           |                               |
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| ■ Relocating Executives       | ■ Home Stagers            | ■ Owners of Rental Properties |
| ■ Students – International/US | ■ Short-Term Medical Care | ■ Fire/Flood Victims          |

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## Prepare for Summertime Severe Weather



Before you do anything else to prepare for severe spring and summer weather, click to download the American Red Cross Emergency App or text GETEMERGENCY to 90999. Then follow these tips, some of which are supplied by the Federal Emergency Management Agency and the National Weather Service. You can get more information by clicking on the link.

As a landlord, you have a crucial role in keeping your tenants and your property safe during the upcoming severe weather this summer. You probably already take many of these steps without realizing how important they are to tenant safety.

You keep your property tidy: bushes trimmed, dead trees, tree limbs, and debris removed. Downspouts and gutters are clear. These measures add to curb appeal; they also help ensure tenant safety.

You, better than anyone, know the fastest way to the basement of your building. How can you communicate that information to tenants? How can you make sure the basement or other below-ground area is suitable for tenants to use during a weather emergency?

Do you have a battery-operated or hand-crank radio? A NOAA weather radio is ideal for keeping yourself and your tenants informed about impending severe weather.

Is there a river, stream, or other body of water that could flood? Keep informed about weather conditions that could lead to flooding.

You are also an important source of safety information for the people who rent from you. You can use signs, flyers, and resident emails and newsletters to encourage them to download the Red Emergency App and to give them severe weather safety tips.

You and your tenants should make and practice an evacuation plan for all members of the household, including those with disabilities. Everyone should also have a plan for getting pets out and know where boarding for them is available if it's needed.

In addition to having an evacuation plan, your tenants should also have a stocked emergency kit ready to go at a moment's notice. The kit should include:

- water: one gallon per person, per day (3-day supply for evacuation, 2-week supply at home)
- food: nonperishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply at home)
- flashlight
- battery-powered or hand-crank radio
- extra batteries
- first aid kit
- medications (7-day supply) and medical items
- multi-purpose tool
- sanitation and personal hygiene items
- copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- cell phone with chargers
- family and emergency contact information
- extra cash
- emergency blanket
- map(s) of the area

Consider the needs of all family members and add supplies to your kit:

- medical supplies (hearing aids with extra batteries, glasses, contact lenses, syringes, etc.)
- baby supplies (bottles, formula, baby food, diapers)
- games and activities for children
- pet supplies (collar, leash, ID, food, carrier, bowl)
- two-way radios
- extra set of car keys and house keys
- manual can opener

Contact your Red Cross with any questions or for help following disasters such as tornadoes or fires: 1-800-REDCROSS or go to [www.redcross.org](http://www.redcross.org). You can also text GETEMERGENCY to 90999.

# WHAT'S THE SCOOP?

## CASTO to Host Annual Charity Golf Outing

This year CASTO will host its 21st annual charity golf outing on Friday, July 19th at Royal American Links. Each year CASTO selects one charity as beneficiary. This year's outing will benefit the American Heart Association.

## Champion Cares Golf Outing Returns in August

The Champion Cares Golf Invitational (CCGI) will be held on Friday, August 9, at Northstar Golf Club in Sunbury. The tournament's partner, the Champion Cares Foundation is the philanthropic initiative of The Champion Companies in Westerville.



The 2019 CCGI will donate all proceeds to Boys & Girls Clubs of Columbus and the YWCA Family Center. Champion is proud to support these two organizations to further their missions of providing emergency shelter and critical services to those in need, and empowering young people to reach their full potential as productive, caring and responsible citizens. To learn more, donate, or register to play, visit [championcaresgolf.com](http://championcaresgolf.com).

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# DIG THROUGH YOUR OLD CLOSET AND HELP THE CAA CELEBRATE!

On October 17th, 2019 the CAA will host a 50th Anniversary party at Shadowbox. To help us celebrate, we need your help! Please send us any old photos or videos from the past so we can highlight them and incorporate them into events and announcements throughout the year.

Do you have old equipment or relics collecting dust? We may want those too! Let us know what you have and we might use it to help walk down memory lane on October 17th.

Please contact Audra Garrison at [asowash@caahq.com](mailto:asowash@caahq.com) or 614-488-2115 to share or for more information.





# CAA EDUCATION

## HD Supply: Safety on Site

Aug 20 • 9:00 am - 12:00 pm • Free

Instructed by Art Aros, HD Supply

- introduction to OSHA and their safety and health regulations
- MSDS/SDS sheets and chemical use and storage
- The need for and use of protective equipment

## HD Supply: Electrical Fundamentals

Aug 20 • 1:00 - 4:00 pm • Free

Instructed by Art Aros, HD Supply

- Introduction and overview to electricity and how it works
- Circuits, residential wiring, breakers, service box connections, grounding wires, cable color and insulation codes
- Safety – lock-out /tag-out procedures

## Appliance Troubleshooting

Aug 27 • 9:00 - 5:00 pm • \$69; \$89 after Aug 12

Instructed by Chadwell Supply

- Tips and ideas to work more efficiently
- Troubleshooting including assembly and electrical schematics
- How to read and understand error codes

## EPA Certification

Sep 10 • 12:00 - 5:00 pm • \$119; \$139 after Aug 26

Instructed by Smart Apartment Solutions

EPA Refrigerant Technician Certification Testing is required by all individuals who open a system or container holding a controlled refrigerant. Persons who work on stationary equipment or use refrigerants designed for these systems can become certified by passing the Section 608 EPA Refrigerant Technician Certification Exam. The first half of the class is dedicated to learning and studying the material presented. The second half of the class is used to take the exam.

## Reputation Management

Sep 11 • 9:00 am - 12:00 pm • \$79; \$99 after Aug 27

Instructed by Smart Apartment Solutions

- Understand the difference between having and earning a favorable reputation
- Learn about tools available to earn a sterling reputation and tap into a powerful marketing venue
- Utilizing apartmentratings.com

## You Got the Job! Now What? Leasing 101

Sep 24 • 9:00 am - 4:30 pm • \$79; \$99 after Sep 9 • 7 CEUs Available

Instructed by Lisa Schmidjell-Justice, Haley Residential

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.

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

Oct 6 • 9:00 am - 4:30 pm • \$99 after Oct 1 • 7 CEUs Available

Instructed by Lisa Schmidjell-Justice, Haley Residential

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.

## Evictions

Oct 15 • 9:00 am - 1:00 pm • \$79; \$99 after Sep 30 • 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.

## Best Practices: Flag Display

Oct 22 • 11:30 am - 1:00 pm • \$15; \$25 after Oct 7

Instructed by Andy Leavitt

- Review local regulations
- Details about flags, halyards, flagpoles, safety and security
- Best attention products for rental properties



## Certificate for Apartment Maintenance Technician (CAMT)

- Processing work orders efficiently and to residents' satisfaction
- Electrical, plumbing, HVAC, mechanical, appliance, construction, and lock and key services and repairs
- Painting services
- Customer service
- Following company policy and procedures
- Minimizing personal and property damage
- Maintenance safety
- Fair housing regulatory compliance
- Environmental responsibility and regulatory compliance
- Documenting and reporting maintenance activities in compliance with company policy and regulation
- Curb appeal, property inspection, and daily maintenance
- Maintaining recreational facilities and common areas
- Implementing a preventive maintenance schedule
- Product repair and replacement decisions
- Professional behavior, communication skills, and personal appearance

Sep 17-20 and Oct 8-11 • \$800

## Fair Housing

Nov 12 • 9:00 am - 12:00 pm • \$79; \$99 after Oct 28 • 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 Got the Job! Now What? Leasing 101

Nov 13 • 9:00 am - 4:30 pm • \$79; \$99 after Oct 29 • 7 CEUs Available

Instructed by Lisa Schmidjell-Justice, Haley Residential

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.

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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.



[www.gowithvisto.org](http://www.gowithvisto.org)

**Contact the CAA at 614-488-2115 or [caa@caahq.com](mailto: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.



# BWC UPDATES

## BWC True-Up Begins July 1

The payroll True-up period for private employers begins July 1, 2019. Payroll true-up reports are due to BWC no later than Aug. 15, 2019.

At the end of each private employer policy period (July), it is necessary to reconcile estimated payroll with actual payroll. This is called the True-up. This report can be completed online at: <http://ow.ly/4mWUlm> or over the phone by calling 1-800-644-6292.

This payroll True-up process is part of prospective billing, and as a result, Ohio businesses are required to reconcile their actual payroll annually for the prior policy year and also reconcile any differences in premium paid. According to BWC, the True-up allows more accurate premium calculation. Even if actual payroll for the year matches the original BWC estimate or a business had zero payroll, the True-up report must be completed.

The quickest and easiest way to True-up is online with a BWC e-account. If you do not have a BWC e-account you can create one by signing on to: <https://www.bwc.ohio.gov/SelfSvcAccountAdmin/newacc.asp>.

You can also complete the True-up through the BWC call center however wait times may be extremely high, as a result BWC encourages the use of their online reporting system.

**IMPORTANT NOTE:** Again, August 15, 2019 is the due date for your True-up report to be completed with BWC. This is a critical deadline, as the BWC has indicated that if a business does not complete the True-up timely, they may not be eligible for current, and future alternative rating and premium discount programs such as Group Rating and Group Retrospective Rating. Once more, reports must be submitted either online at (<http://ow.ly/4mWUlm>) or by phone at 800.644.6292.

Below are a couple of youtube video links that you may find helpful in the process: <https://youtu.be/dmYEtUGLEnQ>  
<https://youtu.be/YMaslG0eq-M>

## BWC Proposing 88% Rebate of 2017 Policy Year Premiums Back to Ohio Employers

Ohio Governor DeWine and BWC Administrator McCloud have proposed rebating \$1.5 billion dollars back to Ohio employers on their 2017 Policy Year premiums following strong returns on the agency's investments. This will be the sixth premium rebate from the BWC since 2013. Administrator McCloud will present the proposal to the Ohio BWC's Board of Directors and a vote will be determined on June 28th.

## Do you have an IC Hearing coming up? Navigating the Industrial Commission Process

The Workers' Compensation system can feel frustrating at times, especially when a claim is contested and going through the Industrial Commission adjudication process. Many employers wonder how they fit into the hearing role and what they can do to facilitate a successful hearing outcome. As your third party administrator, we can help! Did you know that CareWorks Comp has sixteen Hearing Reps on staff who attend hearings at the twelve Industrial Commission offices located throughout the State? On average, our team assists Ohio employers with over 12,000 hearings annually.

When a hearing is scheduled by the Industrial Commission, it is important to understand the issue that is being addressed. Most hearings are no more than fifteen (15) minutes in length and Hearing Officers are scheduled for four hearings each hour of their docket. The docket is set approximately 21 days prior to the hearing date. This gives all parties time to submit their information to the claim file so that the Hearing Officer can review the documents prior to the hearing date.

One of the most common questions we receive from our clients is "do I need to attend this hearing?" The answer is, unfortunately, not a simple

yes or no decision. It really comes down to the issue being heard on that particular date and what information and/or testimony you feel you can offer. The most common hearing, where we find employer attendance beneficial, is an initial allowance hearing. The reason for this is because the information considered for an initial allowance hearing can and should include any red flags that an employer discovered during the injury investigation, the employer's knowledge of the job duties performed by the injured worker and any other pertinent details.

Once claim allowance has been determined, the majority of hearings that take place are related to medical facts and therefore do not require employer attendance. We always welcome an employer to any hearing they wish to attend and if you do plan on attending a scheduled hearing, please be sure to let your Claims Examiner know so that the assigned Hearing Rep can meet with you before the hearing starts. The CareWorks Comp Hearing Services team looks forward to assisting you with all of your hearing and Industrial Commission needs.

## New Policy Year Starts July 1, 2019

By now you should have received your Ohio BWC Premium Estimation Notice explaining what your estimated payroll and premium will be for the Policy Year 7/1/2019 to 6/30/2020. CareWorks Comp highly suggests that you review this notice in detail and confirm if the estimated payroll numbers the BWC is projecting match what you are projecting for your company. If you are expecting your payroll to change significantly for the 2019 Policy Year (either up or down) we suggest you contact the Ohio BWC to adjust those numbers accordingly. This will ensure a more manageable True Up in the summer of 2020.

## Employee Termination – Concerns Beyond an Unemployment Claim

In sticky situations, one of an employer's biggest fears when letting an employee go is whether the employee will file (and win) a lawsuit against them. Our unemployment experts are very sensitive to this fear and we do our best to protect our clients' interests. Many times, a former employee will "test the waters" by filing an unemployment insurance claim. Successfully fighting and winning such a claim can put your company or organization in a better position to negotiate or to squash a lawsuit. Take advantage of our knowledge and experience in handling a wide range of unemployment issues. To learn more about ways CareWorks Comp can assist you please contact our Unemployment Manager, Kammy Staton at 614.526.716 or [kammy.staton@careworkscomp.com](mailto:kammy.staton@careworkscomp.com).

*Save the date!*

### COLUMBUS APARTMENT ASSOCIATION INSTALLATION DINNER

—  —  
*Thursday, November 21, 2019*

The Athletic Club of Columbus  
136 East Broad Street  
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*A portion of the proceeds will benefit the  
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# ASSOCIATE ANGLE

## CAA Golf Outing a Great Way to Spend a Day with a Primary Member

by Dan Overmyer, Overmyer Hall & Associates

The CAA Golf Outing is a wonderful way to experience a relaxing, fun-filled day of golf at a beautiful new location, New Albany Country Club on Monday, August 5, 2019. Prior to a shot-gun scramble be sure to arrive early to enjoy breakfast and a Bloody Mary in the clubhouse, and get practice in by hitting the the driving range and putting green.

If you've been to a CAA Golf Outing you know you will be entertained with games and competitions while enjoying complimentary beverages and snacks from the vendors greeting you at each hole and, even at the turn. You also know that when you've finished your final hole, you can head to the "19th Hole" for a social hour and cocktails followed by dinner and the highly anticipated awards ceremony. Whether you are a serious golfer or new to the game, there are several ways to enjoy the day.

One of my favorite elements of the day is getting to spend a few hours out of the office with my clients. It's a laid back day with no pressure and one everyone can enjoy. If you are an Associate Member who has not

participated, or you have and you haven't brought a client or potential client, I cannot encourage you enough to do so. You'd be surprised at how much you can get to know someone over a few hours chasing a small white ball from tee to green. You share laughs and stories and even learn a bit about each other's businesses. It's probably my favorite CAA event of the year for this reason.

This year, the outing is moving to New Albany Country Club and new exciting opportunities will be available for all attendees from technology to new awards enhancements.

The CAA Golf Outing hosts up to 40 foursomes with a variety of vendors in attendance, and is a great opportunity to entertain clients, meet new people or treat your staff to a day on the course. Be part of this CAA tradition that provides opportunities to ignite and strengthen relationships within the Columbus Multi-Family market. We hope to see you at the course!



### 2019 Associate Council

Chair - <i>Mike Lange</i> ABLE 444-Roof	<i>Brooke Large</i> RedEnergy
Co-Chair - <i>Megan Batty</i> The Sherwin-Williams Company	<i>Scott Lloyd</i> The Waterworks
<i>Damien Cassell</i> Tidwell Group	<i>Christina Mollenhoff</i> Ferguson Facilities Supply
<i>James Glass</i> Terminix	<i>Dan Overmyer</i> Overmyer Hall Associates
<i>Trisha Hendrickson</i> Chadwell Supply	<i>Linda Richer</i> AmRent, Inc.
<i>Matt Huggins</i> FABCO	<i>Kelly Snider</i> CORT
<i>Tammy Hunter</i> Choice Property Resources, Inc.	<i>Tracey Thrush</i> RentPath

## NEW MEMBERS

### Primary

Brookview Apartments  
Contact: Antoinette Seals  
aseals@incoreresidential.com

MGI Communities  
Contact: Dan Mathews  
dmathews@mgicommunities.com

Independent Owner  
Contact: Brandon Webster  
Brandon.webster@me.com

Panavar/Gateway Lofts  
Contact: Rebecca Finch  
rfinch@panavar.com

Peak Campus/Eventide  
Contact: Liz McGraw  
emcgraw@peakcampus.com

The Commons on Kinnear  
Contact: Evan Morrissey  
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MI Rentals  
Contact: Vernon Morrison  
VernonMorrison@gmail.com

Avenue at Polaris/Edward Rose and Sons  
Contact: Alexandria Welch  
avnu\_manager@edwardrose.com

### Associate

Flat Roof Pros  
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Donnellon McCarthy Enterprises  
Contact: Jay Wolf  
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Hylant  
Contact: Mike McVey  
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HappyCo  
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123 Wellness Inc.  
Contact: Jeremy Purcell  
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Associates Insurance Services LLC  
Contact: Ryan Elk  
relk@allinsurance4u.com

The Flying Locksmiths  
Contact: George Greco  
george.greco@flyinglocksmiths.com

Fitness Machine Technicians – Mid Ohio  
Contact: Gregory Dove  
gdove@fitnessmachinetechinc.com

Green Collar Pest Control  
Contact: Stan Braxton  
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Dynegy  
Contact: Lance Dooley  
lance.dooley@txu.com

Fortegra  
Contact: Kent Winger  
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Rhove  
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jslem@rhove.com

M+A Architects  
Contact: Jason Jordan  
jasonj@ma-architects.com

Zumper  
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nicholas.dipaolo@zumper.com

First Choices Coffee Services  
Contact: Randy Reitler  
r.reitler@firstchoiceservices.com

# YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



*Attendees visit during the Business Exchange*



*Attendees learn about products, services and needs*

## Business Exchange



*Laura Swanson welcomes everyone to the Business Exchange*



*Members await the chimes to start the next round*



*Members mingle before the May General Meeting*



*Members listen during the keynote*

## May General Meeting



*Members chat before the keynote speaker*



*Don Brunner welcomes new members to the meeting*

May General Meeting Attendees

- Brandon Webster
- Roberto Alvarez
- Hall Bentley
- Danny Fickel
- Mike Lange
- Mary Jo Deardorff
- Linda Richer
- Nick Miller
- Ryan Elk
- ABLE 444
- ABLE 444
- ABLE 444
- ABLE 444
- Am Res
- Assoc
- Assoc



# YOUR ASSOCIATION, YOUR EVENTS, YOUR PHOTOS



*Far Out! Exhibitors embrace the Expo theme*



*One small step for man one giant leap for ABLE Roofing*



*30 Lines associates discuss strategy*



*Ted Bloom visits with Exhibitors*

## CAA Expo



*Maintenance Mania cars await their turn on the track*



*The Homestead America team cheers on Maintenance Mania Competitors*



*Competitors ready their cars on the track*



*Maintenance Mania sponsors pose with winners*