



Weekly



July 31, 2018

All Properties

Re-Rent Reference form

Recently the Home Office received several Final Account Statements (FAS) with balances due and no Re-Rent Reference Form. Please note, the form must accompany the FAS whenever a balance is due management. Additionally, the names listed on the forms MUST match the FAS (including middle initial). This form is the only way we know who needs to be added to the Bad Risk Tenant List.

Don't forget to notify us if someone needs to be removed from the Bad Risk Tenant list. We are not consistently receiving requests for removal from the list after former residents have paid their past balances.

100%

Congratulations!

These properties have achieved 100% occupancy!

(Weeks 7/23/18-7/30/18)

- Heather Heights I**
- Heather Heights II**
- Meadowlands**
- Parkview I**
- Parkview II**
- Clear Creek**
- Meadows**

- Emerson Industrial Park I**
- Emerson Industrial Park II**

The banquet will be held on Saturday, December 8, 2018 at Dallara IndyCar Factory in Speedway!

Start working on those Ugly Christmas sweaters! (Hint, Hint)



ANNUAL BANQUET!



All Properties:

If you, or someone on your staff, is struggling with a policy or procedure, or need further help with understanding something, please let us know! We are here to help you! Please send us those questions... and remember, "*the only dumb question is the one which goes unasked!*" Let us know where we can help you!

TRAINING

As a reminder, if you would like to attend a training seminar or conference, (IAA, AHAIN, INQ, etc.) you must receive Regional Director approval prior to registering for the class/course. Please contact your Regional Director if you have questions.

EMAIL ETIQUETTE!

Email etiquette is a critically important skill to master. Email incorrectly and you are likely to alienate your partners, clients, co-workers... possibly even your boss. Here are the top 9 keys to proper email etiquette.

- 1. Reply -- No matter what.** Acknowledge promptly you received a message. If no particular response is required, just say "thanks." If you own an "action item" but can't get to it for a while, let the sender know you saw the message and estimate when you expect to reply. But don't let mail pile up in your inbox without acknowledging its receipt.
- 2. If you're on the CC line, don't reply.** There are exceptions to the rule, of course, but you're on the CC line for a reason -- and that reason is "for information only." Let the folks on the "to" line do their job, unless someone specifically invites you into the conversation.
- 3. Don't forget the attachments.** Sure, everyone makes mistakes, but you shouldn't be "that guy or gal" who always forgets to include attachments, fails to spell-check the email, or omits the subject line. Indeed, you might want to use a tool which makes sure your emails always have subject lines and attachments when you write something like "attachment enclosed."
- 4. Answer all questions.** A favorite email trick is to cherry-pick a long email and only respond to the easy questions, or the issues you want to deal with, as if the sender will somehow forget that there are other questions left unresolved. Deal with each question or issue, even if it means acknowledging you don't know the answer. But don't make people re-ask the same questions over and over because you choose to ignore half the email.
- 5. Bottom line up front.** I have mentioned the BLUF method many times, and it bears repeating -- don't waste your recipient's time. Be direct and clear about the point of the email right away, then give additional context. Don't make people wade through 300 words of back-story before they reach the action item or primary request.
- 6. Keep the subject line current.** If an email's subject diverges over the course of a long thread from the original topic, it's okay to change the subject line. Indeed, the other recipients will silently thank you for your thoughtfulness.
- 7. Be careful about your tone.** It's hard to read tone in an email, which is why emoticons were invented. Be careful not to inject attitude or sarcasm into your replies, and give emails that you think have "an attitude" the benefit of the doubt. Also be really careful when trying to be funny -- it's easy to misinterpret humor in email. Bottom line: No matter how you feel about the people you're communicating with or the contents of the message, go out of your way to always be upbeat and polite.

(etiquette cont.)

8. **Lose the emoticons.** Most business emails should not have little smileys in them. Depending on the recipient, it could make you look goofy and unprofessional.

9. **Know the specific cultural mores at our company.** Everything suggested here has exceptions. Learn the specific etiquette of the company -- ask your boss or a co-worker if you're new and/or just not sure. Some businesses want to minimize email and frown on one-line "thanks!" emails, for example. Others like a lighter tone and encourage emoticons. There's no one-size fits all guidance for how to communicate in email.



LOOK!



Additional Fundraising Ideas!!

How is your fundraising going? Not too well? Well, here are a few more fun ideas!

Balloon Raffle

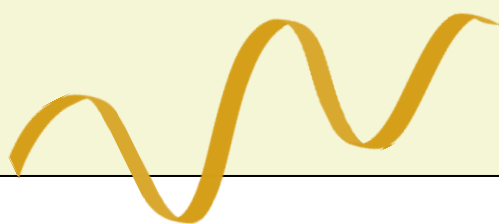
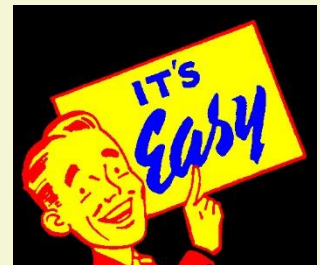
Balloon raffles aren't usually a stand-alone event; they are often paired with other fundraisers like carnivals, field days, and family fun days. They're so easy that you'll be able to raise money in no time! The only cost to you is a bag of balloons and some raffle tickets. Place the tickets inside the balloons and sell them to children and adults for a dollar each. Whoever has the winning ticket gets a small prize at the end of the raffle. Depending on how many people come to your event, you could make quite a bit of money.

Sell Doughnuts or Other Snacks

Many clubs and organizations sell doughnuts or other sweet snacks to raise extra money. There's a reason for that: it works! Pick a food item that the members of your community won't be able to resist. You can also pick seasonal treats that correspond with the time of year. No one can say no to sweets so your fundraiser is sure to be a success! Pick a date and time to sell your sweet treats. Make sure that you explain why you're raising money when you're selling the snacks to people.

Host a 50/50 Raffle

A 50/50 raffle is an easy fundraiser for any individual looking to raise money for a specific cause, project, or event. They are usually paired with other types of events. During a 50/50 raffle, individuals will buy a certain number of raffle tickets. For a normal raffle, the person with the winning number will receive some sort of a prize, but with a 50/50 raffle, the prize is half of the money raised from the raffle ticket sales. The more tickets people buy, the more they might win!





We have certainly come a long way! This is an excerpt from the Fall Newsletter of 1992. Last year's donation of **\$24,758** to the Alzheimer's Association far surpassed the donation of **\$1,577.53** to Muscular Dystrophy! Let's get cooking and hit **\$30,000!!** You can do it!

1992, Oh My!

The other eight properties raised various amounts ranging from \$14 to \$113 . The total check mailed to Muscular Dystrophy from these ten properties was \$1,577.53! Since happiness is a byproduct of an effort to help others, the employees and residents of all ten properties most assuredly achieved a little happiness as a result of their efforts.



fundraising



Any questions regarding the Dominion Weekly should be directed to Jay Fleming at jfleming@dominionrealty.com unless otherwise stated.
