



September 21, 2018



HAPPY BIRTHDAY SEPTEMBER BABIES!

- Employee Birthday's
- Liz Quintanilla
 - Julie Follis
 - Melanie Bolte
 - Jeff Riley
 - Dustin Scudder
 - Jesse Flynn
 - Greg Bruzas
 - Carl Kuzdal
 - Randy Escue
 - John Ripperger
 - Linda Williams
 - Tina Sanders
 - Derrick Lewis



Congratulations!

These properties have achieved 100% occupancy!

(Weeks 8/27/18-9/17/18)

- Heather Heights I
- Heather Heights II
- Heather Heights III
- Austin Village
- Meadowlands
- Parkview I
- Parkview II
- Country Place*
- Stonecrest
- Stafford Pointe II
- Water Dance II
- Emerson Industrial Park I
- Emerson Industrial Park II

*first time on the list!

Honorable Mention!

Somerset Place (99.1%)

fundraising

The last day for FUNDRAISING will be **Friday, November 16, 2018**. There is still ample time to raise monies and have your functions!

If your property has a great idea, please share it with us! We will forward on what is working for you to other properties who may be struggling.

Remember, WE ARE IN THIS TOGETHER, and WE CAN DO THIS!!!!



Country Place Apartments!!

RECENT ACQUISITION!



After closing on this property and adding it to the Dominion portfolio earlier this year, there have been many changes and challenges along the way!

Donna Huff, Property Manager, **Dustin Scudder**, Maintenance Supervisor, along with their Regional Director, **John SanFilippo**, have worked tirelessly at Country Place Apartments. They have worked hard with contractors to renovate the interior and exterior of the buildings and apartments, processed many applications to assist with filling vacant units, remodeled the laundry room area, and changed the teeny tiny office into a nice clubroom, complete with computer work stations, and coffee bar.

The residents at Country Place are sure to love these changes and new amenities!

Congratulations are in order for achieving 100% occupancy as well!



Kudos Donna, Dustin, & John!

9/21/18

504



This may not be relevant for much longer this season; however, recently the Section 504 Committee received a request for “priority of A/C repair.”

The Committee decided, at this time, a 504 request is not necessary for this type of request. This will be treated as a *property courtesy* for ALL residents who provide documentation from a medical professional needing emergency A/C.

In summary, if a resident provides a statement from a medical professional stating they must have A/C, they will be added to a priority A/C list. Maintenance must respond, even if it is after hours.

If you have any questions, please contact your Regional Director.

Keep it clean!

It has been brought to our attention some of our properties (who don't have housekeeping staff or outside cleaners) are continuing to overlook housekeeping in the offices and common space as required. Bathrooms are unkempt, trash is overflowing, kitchen sinks have dirty dishes left in them, etc. Come on folks! YOU set the first impression to applicants who want to live at your property. Would you want to walk into a dirty office with overflowing trash and dirty bathrooms? We know you are all proud of your properties! Give them a little TLC and clean it up!

You will be amazed at the difference!

Set aside 1 hour per day to clean up, empty trash, clean the bathrooms, etc. It will become easier every day!

Please reach out to your Regional Director if you have any questions!



LOOK!

FAS

Final Account Statement (FAS) REVISIONS

Effective October 1, 2018, any revisions to the Final Account Statement, **must be \$25.00 or more** before a FAS can be revised. For example, if we forget to add a charge of \$10.00 for cleaning the stove, or utilities of \$8.00, etc., these “missed” charges WILL NOT be added to the FAS and resubmitted. These charges will be written off.

However, as with anything, there are a couple of exceptions. If the resident requests a revision, or if this is HUD related (Affordable properties) the FAS will be revised regardless of the amount. For example, if the resident is charged for drip pans, access keys, mailbox keys, etc. and they return them, a FAS revision will be required.

Affordable properties, when your residents move out after they have received their Utility Reimbursement checks, please be mindful of this. Most of the time, a portion of the reimbursement must be charged back to the former resident. This should ALWAYS occur on the original FAS, but sometimes it does not. Please pay close attention to this as many times these changes will be under \$25.00, but a FAS revision must be done. *Please ensure these prorates are charged accordingly so a FAS revision will not have to occur!*

If you have any questions, please contact your Regional Director.

Affordable Properties:

As a reminder, anytime a resident disputes information in EIV (vs. award letter), we must complete the **EIV SSA Documentation (EIV 122)**. #2 indicates the resident disputes the information, etc. Please reach out with any questions.





The following employees are celebrating an anniversary with Dominion Realty in September 2018!

- Peggy Garland
Valerie Cline
Carl Kuzdal
Tianne Reed
Stephen Jones
Dwight Ware
Heath Brown
Dustin Scudder
Stephen Wills
Dale Cantrell**

CONGRATULATIONS!!!

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!

All Properties:

FAIR HOUSING Training is due by 9/30/18. Don't delay!

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