



TRI-CITY
APARTMENT ASSOCIATION

news

January 2011

**THANK YOU
GOLD AWARD SPONSORS**



ValleyCrest
Landscape Maintenance

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FAA Offices:

341 N. Maitland Ave., #130, Maitland, FL 32751
407-647-8839

NAA Offices:

4300 Wilson Blvd., #400, Arlington, VA 22203
703-518-6141



23110 State Road 54, #243

Lutz, Florida 33549

Phone: 1-800-276-1927 or (813) 949-7533

Fax: (813) 315-6944

E-mail: tcaal@verizon.net

Website: www.tcaonline.org

TCAA accepts advertising in the monthly newsletter. Deadline for submitting an ad is the first Friday of the month prior to the month you wish to advertise. Please contact the TCAA office for more details.

New Members

Centre Court Apartments

4255 52nd Place West, Bradenton FL 34210

Phone: 941-752-2001, Fax: 941-752-0201

Email: sgatzke@mannausa.com

Contact: Sally Gatzke

Management Company: T. Mannausa & Company

Green Thumb Landscape Management, Inc.

12700 Upper Manatee River Rd, Bradenton FL 34212

Phone: 941-755-6461, Fax: 941-757-1018

Email: Ray@greenthumbflorida.com

Contact: Ray Ciemniecki

Type of Business: Landscape Maintenance

Landwise Horticultural

6503 19th Street East, Unit A, Sarasota FL 34243

Phone: 941-727-0000, Fax: 941-727-0008

Email: Steve@landwisehort.com

Contact: Steve Bonnell

Type of Business: Lawn Maintenance Contractor

Window Pane, Inc.

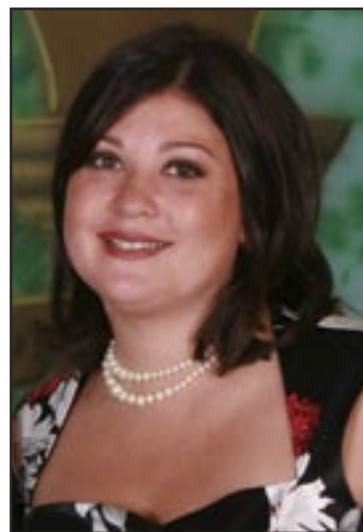
4115 Shady Oaks Court, Sarasota FL 34233

Phone: 941-465-7813, Fax: 941-342-1727

Email: [windowpanesinc@yahoo.com](mailto>windowpanesinc@yahoo.com)

Contact: Mark Smith

Type of Business: Window & sliding glass door repair



A BIG THANK YOU to Stacey Stuart for her 4 years of commitment and dedication to TCAA as President. Best of luck as FAA's 2011 Treasurer/Secretary. TCAA is very proud of you!



NANAK'S

LANDSCAPING

A Full Service, Statewide Landscape Management Company

Offering:

- A Complete Range of Services for Comprehensive & Integrated Landscaping Solutions
- Complete Landscape Design, Installation & Renovation Services
- Irrigation Design, Installation & Maintenance
- Expert Horticulture Services & Arbor Care
- Emergency Response & Repair Services
- Comprehensive Grounds Maintenance Programs
- Certified Pest Control Operators

Our commitment to detail, quality and service has made Nanak's Landscaping the supplier of choice for Real Estate Investment Trusts, Apartments & Multi-family, Industrial & Office Parks, Hotels & Resorts, and Community Associations. Call today for a free consultation.

*We
understand
Florida
landscapes.*

(813) 243-5399
www.nanaks.com

MEMBER



NAA Installs New Leadership

By Mike Gorman, CAPS, CPM, CCIM

2011 National Apartment Association Chairman of the Board, Rose Property Group



Indianapolis business executive Mike Gorman, CAPS, CPM, CCIM, of Rose Property Group LLC was sworn in as 2011 National Apartment Association (NAA) Chairman of the Board during a ceremony November 13 at the Indianapolis Marriott Downtown.

Gorman has nearly 30 years' experience as an apartment management industry professional and currently is President of Rose Property Group, a division of Edward Rose Building Enterprise in Indianapolis.

Also sworn in to serve on the 2011 NAA Board of Directors were Jerry Wilkinson, CCIM, of The Wilkinson Group Inc., Atlanta, Chairman-Elect; Alexandra Jackiw, CAPS, CPM, of Buckingham Management LLC, Indianapolis, Vice Chairman; Brad Williams, CPM, of Lincoln Property Company, Dallas, Treasurer; and Tom Beaton, CPM, of The Dolben Co., Boston, Secretary.

NAA Government Affairs Unveils New State & Local Website

In January, NAA Government Affairs is rolling out a new comprehensive section of its website dedicated exclusively to state and local issues. The goal is to make the site highly user-friendly so that members can quickly and easily find what they need. The site is a central repository for issue background, model documents, legislative track-

ing information, reports, white papers, and other research projects conducted by NAA Government Affairs.

New features of the site include a sleeker layout, maps of pending legislation for each issue, as well as charts and spreadsheets covering the varied laws on selected topics. Documents were contributed by NAA affiliates from around the nation who are eager to share their successful strategies.

Student Housing Conference

Early Registration Ends January 18 Time is running out to register for the 2011 NAA Student Housing Conference, February 21-23, at Caesars Palace in Las Vegas. Registration fees increase by \$150 after January 18, 2011.

The two-day NAA Student Housing Conference includes more than 12 education sessions presented by experts in this growing niche market. The conference's opening general session features a student housing panel discussing current topics and trends in student housing management. A dynamic trade show floor will have more than 100 student housing suppliers. Visit www.naahq.org/shc/ to register, book your hotel room, and view the trade show floor and a complete schedule of events.

Win a Free Buddy Registration to the NAA Education Conference

Make yourself a star user of the NAA Community Site & Online Resource Center for a chance to win a free buddy registration to the 2011 NAA Education Conference & Exposition. Users who become

a Bronze (or higher) Most Valuable Member by January 3, 2011, at noon EST will be automatically entered to win. Only one free Buddy Registration will be awarded. Every action you take on the NAA Community Site & Online Resource Center has a point value attached to it; adding a photo to your profile, viewing blogs, using the Online Resource Center and adding contacts can boost your chances to win. Visit <http://community.naahq.org>.

NALP Online Program Earns Stellar Reviews

NALP Online has only been available since October and already three people have completed the course and passed the exam.

Kerry Dixon, Assistant Manager with Wyndham Apartments in Lubbock, Texas, recently completed the NALP Online program. Dixon, a third-year industry professional, did not have the time to leave her property to take the classroom-delivered NALP course offered by her apartment association, so she responded quickly when she learned that NALP would be offered online. Dixon reports that NALP Online provided her with new closing, leasing demonstration and traffic management strategies that she was able to put to work immediately. Now that Dixon sees those new strategies helping to improve her closing ration, she wishes she took NALP three years ago. NALP Online is offered at \$299 for the entire course, including the online exam, or by the module (eight modules) at \$39 per module. Visit www.naahq.org/nalponline.



House of Floors has been a family operated business since 1989. Over the past 22 years we have become a premier provider in the multi-family housing industry. House of Floors climb to market leadership is the result of our persistent focus on delivering service and honesty upon which we have built our company's reputation. We understand that in this challenging economy, you need a flooring company who you can trust to provide excellent quality, prompt service, and the most competitive and consistent pricing. We understand your needs and we can deliver!

How May We Help You? At House of Floors we believe "We are better because we care!" Unlike our competitors, House of Floors is one of the only flooring companies that can service the entire state of Florida. Our success can be directly attributed to the way we do business. We offer much more in the way of Service, Coverage Area and Turnaround Time, Quality, Peace of Mind, Competitive Consistent Pricing, and Environmental Responsibility.



Customer Service

Does the company you are currently with, offer online, fax, phone and email ordering? Does your flooring company offer you online reporting capabilities that allow you to manage all of your ordering history?

House of Floors appreciates how important your time is; therefore we strive to make every interaction with us as seamless as possible. We give every customer the ability to order in the way that is most convenient to them. 24/7 Online, over the phone, via email, or via fax, we will take your order accurately and professionally no matter the modality you choose. Do you ever come across a situation where a renter didn't care for their flooring and it did not last its entire lifespan? Have you ever had to determine what the prorated amount would be? Do you ever just need information about what was done and when? We have you covered! With a few simple clicks, you can access your Order History, Invoice History, and even Pro-Rate the cost of the carpet to charge back the resident who damaged it.

Coverage Area and Turnaround Time

Do you have multiple properties in the state of Florida? Are you serviced without additional trip charges or fees?

With 8 locations across the state of Florida, we cover from the panhandle, to sunny Miami and every area in-between with absolutely no trip charges. No matter the time constraints you are faced with, we will provide our excellent service every time!

Can the company you are currently using offer you same day and next day service?

House of Floors provides "Same day", "Next day", "Emergency" and "Saturday" services to meet all of your flooring needs for the same low price. We'll even install on Sunday if you need us too.

Does the company you use have a fully stocked warehouse to meet ALL of your flooring needs?

If you need something done now or 6 months, we are ready and waiting with a fully stocked warehouse and showroom to provide you with the best in quality and service according to your schedule and always at the same low rate. Don't worry, if something needs to be special ordered, we can handle that too!



Quality

Does your carpet company provide you with licensed, insured, uniformed installers?

Each one of our 350 installation crews are prompt, efficient and highly skilled in flooring installations. From the moment a House of Floors uniformed installer arrives on your property, you can be assured that they will conduct themselves professionally and with as little disruption as possible to your property's residents and to your staff. Best of all, you can rely on the quality of our work. Our installers are fully licensed and bonded. Do you know if the company that you currently use can promise that?

Do they have a quality assurance program, to ensure consistent quality work, every time?

House of Floors has a quality assurance program to ensure we meet or exceed quality assurance standards. Our installers are consistently evaluated on every aspect of their work, from their appearance, to timeliness and quality of installation. If you choose House of Floors, you can rely on the quality of our work to be done right the first time... every time.

Environmental Responsibility

Is your current company environmentally responsible? Are you aware of their environmental impact?

It is up to all of us to ensure we minimize our environmental impact as much as possible so that future generations have the opportunity to enjoy it as we have. We are doing our part with an industry changing initiative to provide "cradle to cradle" solutions for your flooring needs. By partnering with Shaw Industries we can not only provide materials that are environmentally friendly and will never find their way into a landfill, but we will also make sure that the carpet from your property will also be recycled back into carpet.

Our "Eco" line of carpet provides your company with a way to control environmental impact, while still garnering competitive pricing and uncompromised service. To learn more about our "cradle to cradle" philosophy look us up at www.houseoffloors.com.



We can appreciate competition in our industry, and understand that you have a choice in which company you decide to use, so whether you are looking for the best Customer Service, Coverage Area and Turnaround Time, Quality, or the most Environmentally Responsible company, you will find everything you are looking for when you do business with House of Floors! For further information, contact us today or look us up online at:

www.houseoffloors.com

TRI-CITY APARTMENT ASSOCIATION



THANK YOU SPONSORS

GOLD

Ameriscape Services
House of Floors
Law Offices of Heist Weisse & Davis PA
Southwest Apartment Guide/FRMS
ValleyCrest Landscape Maintenance

SILVER

Absolutely Amazing Refinishing, Inc.
Capstone Credit & Collections, LLC
Chadwell Supply
Sawyer Realty Holdings, LLC
Sherwin Williams

BRONZE

Landwise Horticultural Services
Turnbury Park
Yacht Club

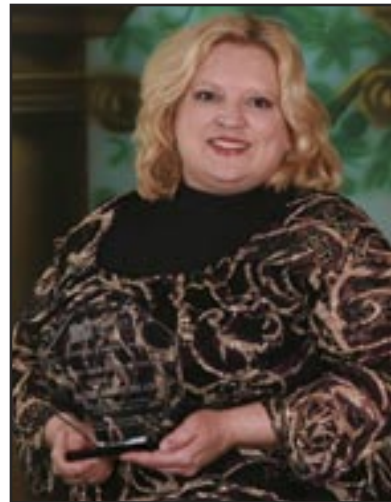
BANNER

Cornerstone Signs & Graphics

THANK YOU

Chairperson Jennifer Mayforth and everyone
that participated on the awards committee.
It was again a fabulous event!

CONGRATULATIONS WINNERS!



Special Honoree:

JODI MOREHEAD

Law Offices Of Heist Weisse & Davis PA
Calling Volunteer of the Year



Associate Representative of the Year - Gold

DOUG MILLS

Ameriscape Services

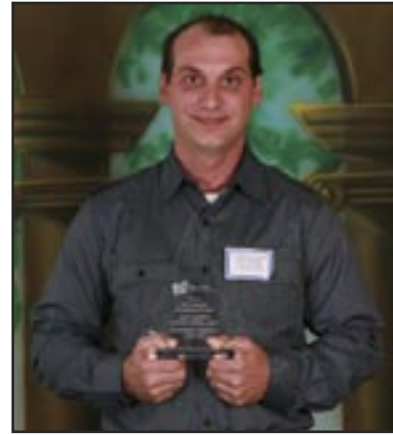


**Associate
Representative
of the Year - Silver**
BETH MARTIN

Sherwin Williams



Associate Company of the Year - Gold
SOUTHWEST APARTMENT GUIDE/FRMS



Maintenance Supervisor of the Year - Gold
JAY GUIDO
Sawyer Heron's Run

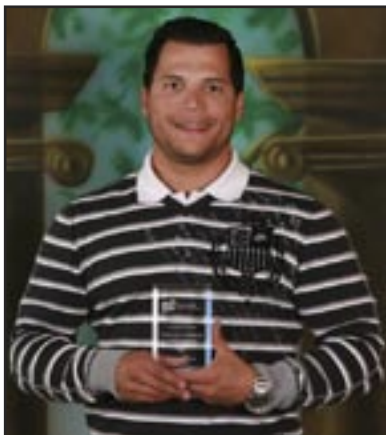


Associate Company of the Year - Silver
HOUSE OF FLOORS



Maintenance Supervisor of the Year - Silver
JOSH GRAHAM
Huntington Place

Maintenance Tech of the Year - Gold
JACOB CIVEROLO
Turnbury Park



Maintenance Tech of the Year - Silver
CARLOS CASTILLO
Sawyer McIntosh



Leasing Professional of the Year - Gold
MAYRA OQUENDO
Sawyer Heron's Run



**Leasing Professional
of the Year - Silver**
PAM BRZEZINSKI
Huntington Place



**Regional (Multi-site)
Manager of the Year - Gold**
ELIZABETH KIRSCHNER
JMG Realty



**Assistant Manager
of the Year - Gold**
BETSY FROST
Sawyer McIntosh

(Not pictured)
Assistant Manager of the Year - Silver
VICKY IGLESIAS
Turnbury Park



**Regional (Multi-site)
Manager of the Year - Silver**
MICHAEL CECALA
NDC Real Estate Management



**Property Manager
of the Year - Gold**
STACEY STUART
Sawyer McIntosh/ Heron's Run



**Property Manager
of the Year -Silver**
LEE VILLARREAL
Citation Club At Palm Aire



**Curb Appeal - Silver and Community of the Year I - Gold
CENTRE COURT**



**Community of the Year II - Gold
SAWYER McINTOSH**



**Curb Appeal - Gold
SARATOGA PLACE**



**Community of the Year II - Silver
HUNTINGTON PLACE**



**Community of the Year III - Gold
TURNBURY PARK**



**Community of the Year III - Silver
YACHT CLUB**



**Property Management Company of the Year - Gold
NDC REAL ESTATE MANAGEMENT**



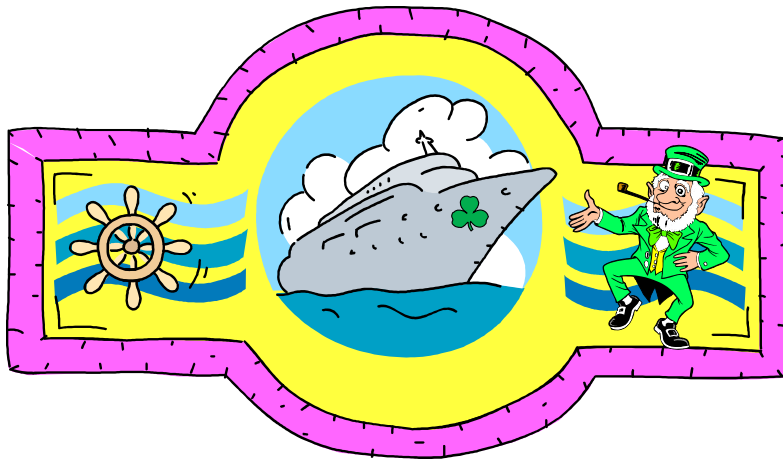
**Property Management Company
of the Year - Silver
FOREST PROPERTIES**



**FAA Volunteer of the Year
STACEY STUART
and
FAA Associate Volunteer of the Year
DOUG MILLS**



St. Patty's Day Spring Fling Cruise



It's that time of year again, to join the TCAA membership aboard this fantastic cruise to kick off spring and celebrate St. Patty's Day! There will be great food, fun, entertainment and networking. You are invited to bring your spouse, friends, clients, or anyone you wish to help you enjoy this night of cruise excitement. The ship is reserved exclusively for TCAA!

Sponsorships are available, call TCAA today.

TCAA Reservation Form • Spring Cruise • March 15, 2011

COMPANY/COMMUNITYNAME _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE _____ FAX _____

E-MAIL _____

ATTENDEES _____

I have special needs (includes dietary needs), please call me.

date

**Tuesday,
March 15, 2011**

time

**6:30 pm
Registration & Boarding
7:00 pm: Departure
9:00 pm: Return**

cost

**\$35 Per Person
Cash Bar. No checks or
credit cards accepted.**

place

**LaBarge Tropical Cruises
Marina Jacks
#2 Marina Plaza in Sarasota**

rsvp

**Fill out the form and
return by March 11th**

**Please return to:
Tri-City Apartment Association
23110 State Road 54, #243
Lutz, Florida 33559
Fax: (813) 315-6944
Phone: 1-800-276-1927 or
(813) 949-7533**

*Reservation and cancellation
deadline is 3/11/11.
No-shows and non-cancelled
reservations will be invoiced.*



Maintenance Mania

Tuesday, February 15, 2011

5:00 - 9:00 p.m.



Presenting Sponsor:



National Manufacturer Sponsors:



Local sponsorships are available, call the TCAA office at 1-800-276-1927 for details.

What is Maintenance Mania?

A competition in which apartment pros like you from around the country face maintenance-focused challenges that test their skills and knowledge to earn the title of Maintenance Mania® National Champion.

8 Challenges Await You:

- Armor Concepts Door Jam Installation
- Fluidmaster Toilet Repair
- GE Appliance Repair
- Kidde Smoke and Carbon Monoxide Safety Installation
- Kwikset SmartKey Key Control Deadbolt Test
- Pfirst Series by Price Pfister Faucet Repair
- Seasons Ceiling Fan Installation
- Philips Race Car Competition

Are you the fastest? Here's your chance to prove it!

All you have to do is build a racecar from maintenance products ahead of the event to race it down a 32' long track. And if you just want to have a good time, then come and try your hand at one or all of the games.

Event Schedule:

- Car check-in opens: 5:00 p.m.
- Registration for Guests: 5:45 p.m.
- Practice time: 5:30 - 6:00 p.m. Check out all the games!
- Competition begins: 6:15 p.m.
- Buffet 7:30 p.m.
- Awards Presentation 8:00 p.m.

Cost: \$35 Per Person

Where: Polo Grill Ballroom, 10670 Boardwalk Loop, Lakewood Ranch, FL

TCAA MAINTENANCE MANIA RESERVATION FORM

COMPANY/COMMUNITY _____

ADDRESS _____

CITY/STATE/ZIP _____

PHONE _____ E-MAIL _____

ATTENDEE(S): _____

I have special needs, please call me at the number above.

MAIL OR FAX COMPLETED FORM TO:
TCAA • 23110 STATE ROAD 54, #243 • LUTZ, FLORIDA 33549
FAX: (813) 315-6944
FOR MORE INFORMATION, PLEASE CALL TCAA AT
1-800-276-1927 OR (813) 949-7533



Networking & Membership Mixer

Date: January 25, 2011

Time: Registration starts at 6:00 p.m.

*Location: Sarasota Vineyards
1528 Mainstreet in Downtown Sarasota*

*Cost: \$35.00 Per Person
RSVP: Fill out the form below
and return by 1/21/11
Beer is also available for purchase.*

*Anyone who brings in a PAID NEW MEMBER will
receive a free dinner at an association meeting.*



**TCAA RESERVATION FORM
NETWORKING & MEMBERSHIP MIXER • JANUARY 25, 2011**

Company/Community _____

Address _____ City/State/Zip _____

Phone _____ Fax _____ E-mail _____

Attendees _____

**MAIL OR FAX NO LATER THAN JANUARY 21, 2011 TO:
TRI-CITY APARTMENT ASSOCIATION
23110 STATE ROAD 54, #243 • LUTZ, FLORIDA 33549 • FAX: (813) 315-6944
FOR MORE INFORMATION, PLEASE CALL TCAA AT 1-800-276-1927 OR (813) 949-7533
Cancellation/reservation deadline is 48 hours prior to event.
No-shows and non-cancelled reservations will be billed.**

Meetings

JANUARY 25

Networking & Member Mixer

6:00 p.m.
Sarasota Vineyards
1528 Mainstreet in Downtown Sarasota
\$35.00 Per Person

See page 13 for more details.



FEBRUARY 15

Maintenance Mania

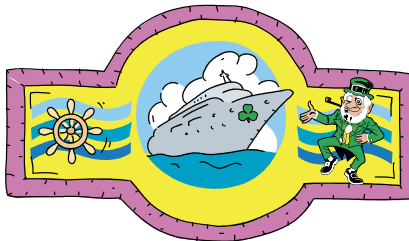
5:00 - 9:00 p.m.
Polo Grill Ballroom
Lakewood Ranch
\$35 Per Person

See page 12 for more details.

MARCH 15

St. Patty's Day Spring Cruise

LaBarge Tropical Cruises
Marina Jacks in Sarasota
See page 11 for more details.



TCAA – Sign Me Up!

To make a reservation for any of the events above,
fill out this form and fax to TCAA at (813) 315-6944.

Name and Date of Event _____

Company/Community _____

Address _____

City/State/Zip _____

Phone _____ Fax _____ E-mail _____

Attendees _____

FOR MORE INFO CALL 1-800-276-1927

Cancellation/reservation deadline is 48 hours prior to event.

No-shows and non-cancelled reservations will be billed.

2011 CALENDAR OF EVENTS

JANUARY 25

Networking & Member Mixer
Meeting at Sarasota Vineyard

FEBRUARY 15

Maintenance Appreciation
Maintenance Mania

MARCH 15

“St. Patty’s Day” Spring Cruise
Le Barge Tropical Cruises

APRIL 19

Annual Trade Show
City of Sarasota Municipal
Auditorium

MAY 17

Monte Carlo Night

JUNE

Educational Event
NO DINNER MEETING

JULY 19

Annual Auction

AUGUST 16 or 23

“Sales/Leasing Mania”

SEPTEMBER 23 (Friday)

Annual Golf Tournament
Heritage Oaks Golf &
Country Club

OCTOBER 18

Annual “Boo’s” Cruise
Le Barge Tropical Cruises

NOVEMBER 15

To be announced

DECEMBER 13

Industry Excellence Awards &
Holiday Program

**All dates are tentative until confirmed.
Location for the meetings will be Polo Grill
and Marina Jacks - unless otherwise noted
or location will be announced.*

Commercial Revitalization Specialists & Land Care Service

Excellent service to our clients sets Ameriscape Services apart from other land care companies in the Tampa Bay Area.

Our Management Team is committed to exceeding your expectations for the development and maintenance of beautiful commercial properties.

We have the people, experience and commitment to provide cost-effective solutions to your landscaping needs. With staff team training and quality controls built into our business, we focus on communication with our Clients. Our principle owners are active in every area of Ameriscape Services. We look forward to an opportunity to serve you!



Maintenance | Landscaping | Horticulture | Irrigation | Landscape Lighting



Pictured left to right - Gary Pearson, Myriam Martinez, Bernie Zentor, Marie Moseley, Stephanie Bryant, and Lonnie Kelley.

Property of the Month

The JMG Community Bermuda Estates, announced as winner for Property of The Month. Bermuda Estates is very active in their community. They are involved with monthly community services and events for the property. By doing this they have increased their occupancy & renewals from 45% to 70%. They are very active in the Tri-City Apartment Association. Their Service Manager Lonnie Kelley placed 3rd in the Maintenance Mania competition and is now going to compete at FAA in Orlando for the state Maintenance Mania competition. We have Stephanie Bryant the Community Manager and her staff at Bermuda Estates to thank for the continued participation and partnership with Ameriscape Services.

Are you interested in being property of the month? Call Doug Mills at 813-789-3554 for details.

We provide services to Office Parks, Homeowners Associations, Condo Associations and Apartment Communities

Proud Member Of The Following Associations

- Professional Landcare Network
- Bay Area Apartment Association
- City of Tampa Mayor's Beautification Program
- Florida Turfgrass Association
- Florida Irrigation Society
- Florida Nursery Growers and Landscape Association
- Tri-City Apartment Association
- BOMA
- IFMA
- Planet



Call us at: (813) 948-3938 or visit our website: www.ameriscapeusa.com





23110 State Road 54, #243
Lutz, Florida 33549

Address Service Requested

TENANT EVICTIONS PROPERTY MANAGEMENT LAW

LAW OFFICES OF HEIST, WEISSE & DAVIS, P.A.

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FREE 7-DAY NOTICE PREPARATION SERVICE
IN-HOUSE CUSTOMIZED LEGAL TRAINING
FAST 24-hour eviction filing in most cases
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FREE Notices and Forms at **EVICT.COM**
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1.800.253.8428
FAX 1.800.367.9038
EVICT.COM

HWD
ATTORNEYS AT LAW

Serving the Property Management Professional

"The hiring of a lawyer is an important decision that should not be based solely on advertising. Before you decide, ask us to send you free written information about our qualifications and experience."
Office locations: 2753 SR 580, Ste. 101, Clearwater, FL 33761 • 37 N. Orange Avenue, Ste. 500, Orlando, FL 32801 • 17264 San Carlos Blvd., Ste. 308, Fort Myers Beach, FL 33931 - Principal Office.