



**TRI-CITY**  
APARTMENT ASSOCIATION

# *news*

*July 2010*



**Happy 4th of July**

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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](mailto:tcaal@verizon.net)

Website: [www.tcaonline.org](http://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.*

## Thank You



# MONTE CARLO NIGHT

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### Thank You Committee Chairs:

Jennifer Christy, Jeff Reynolds & Shawn Scheffsky  
You did a wonderful job organizing  
and putting together the prizes!

# How To Manage A Difficult Property Management Employee!

By Ernest F. Oriente, The Coach

Having to manage a difficult employee is never fun and can be the most challenging part of your responsibilities as a property management professional. While never easy, this article will address a step-by-step way to consistently and confidently handle the most challenging employee situations. In addition, how you handle a difficult employee will send a strong and powerful message to those who still work for your property management company.

## Addressing the Problem

When you first realize you are having a problem with one of the members of your property management team, bring this individual behind closed doors and discuss your specific concerns. The conversation should be brief and to the point, making certain your employee understands the concerns you have and the improvements you expect. Be specific with your comments and only address the business concerns you have, setting aside any personal issues. Of course, always look to support this member of your team in any way possible with the intention of a positive outcome.

## Tip From The Coach

As this is the first meeting you are having with your employee to discuss your concerns, take notes during this meeting, record the date on your notes, and place them into this person's employee file. This will serve as a reminder of the

problems you expressed during this meeting and will document the first time you asked this employee to specifically improve their performance. This first meeting is also the perfect time to review together this person's written job description as another way to clarify your expectations.

## Continuing Problems

If similar problems persist with this same employee, bring this individual again behind closed doors and present a written memo recaping your concerns. In this memo, list the day/date of your first meeting when you discussed your initial problems with this individual's performance and list the specific areas of improvement, which must happen. Remember, when you are requesting improved performance, the improvements must be measurable and must have a time frame or date when these improvements will be measured and reviewed again.

## Tip From The Coach

After you present your written memo outlining your concerns, have your employee sign and date this document which validates the points discussed during this meeting. In your memo, be certain to include the words, "failure to improve your performance, may lead to termination." This makes your intentions perfectly clear. Of course, always consult with your immediate supervisor, your human resource department and your legal counsel, prior to presenting your

memo, so everyone is in the loop.

## Terminating This Employee

If necessary, termination of this employee may be required. If so, make the termination, swiftly. This person's attitude can be detrimental to the morale of your property management team and their attitude might be affecting those around them. A termination meeting should be done at the end of the day so this person's departure will not disrupt others. Lastly, make certain this termination meeting is brief, state exactly why this person is being terminated and have all final paperwork ready for signature.

## Tip From The Coach

Sadly, the termination of an employee is not a pleasant part of being in property management. On a positive note, take the time to analyze what went wrong and look for possible solutions. Ask yourself, "was this person the perfect fit for the position, did we give this person proper training, could I have done anything to change the course of this situation?" In asking these questions, sometimes very positive improvements can be made. Employee terminations and the investment to hire a new person, is expensive and should not be taken lightly.

*Want to ask some additional questions about how to handle a difficult employee? Send an E-mail to [ernest@powerhour.com](mailto:ernest@powerhour.com).*

# National Lease Program Language Addresses Bedbugs

By Marc Rosenwasser, CAPS

2010 National Apartment Association Chairman of the Board, Meadow Wood Property Company

Litigation associated with bedbugs is increasing throughout the United States. The National Lease Program has added language to several addenda addressing the issue. The Inventory and Condition Form now requires residents to acknowledge upon move-in that the apartment is bedbug-free. Additional language in the Community Policies addendum requires residents to notify owners or management in the case of an infestation and to follow all instructions during the mitigation and extermination process.

No property owner can ensure against an infestation. Bedbugs are equal opportunity offenders, attacking class A and D properties alike. Owners will minimize legal exposure by having a system in place to handle complaints and treat pests when identified.

## **NAA Education Institute Announces Career Video Challenge Contest**

The NAA Education Institute (NAAEI) will once again celebrate National Apartment Careers Month in February, 2011. National Apartment Careers Month was created to bring awareness and promote the attractive and recession-resistant careers in the apartment industry.

New this year, NAAEI is calling

for submissions for its "Get Reel" Career Video Challenge on YouTube, where winners can be eligible to win a trip to the 2011 NAA Conference & Exposition in Las Vegas. For details and the entry rules, visit [www.naahq.org/education/naaei/campaigns](http://www.naahq.org/education/naaei/campaigns).

In preparation for this event, NAAEI has developed several career tools for hiring managers, apartment management companies and NAA affiliates and associations. To download materials, visit [www.naahq.org/education/naaei/campaigns](http://www.naahq.org/education/naaei/campaigns). NAAEI's award-winning career materials, including the maintenance, leasing and management brochures and the DVD, "Careers in Apartment Management," also are available. Contact NAA's Julie Barden at 703/797-0691 or [juliebarden@naahq.org](mailto:juliebarden@naahq.org).

## **NAA's Maintenance Mania® Sweeping the Nation!**

Chances are your local apartment association is planning to host a Maintenance Mania® competition soon. More than 25 affiliates have already scheduled their events for the upcoming fifth season, and more are signing up each day. This program provides a unique opportunity to recognize not only the importance of maintenance profes-

sionals to the apartment industry, but also the vital role they serve in the eyes of community residents. Additionally, Maintenance Mania® provides a platform for NAA and local affiliates to increase maintenance management and tech involvement in the associations while promoting the Certificate for Apartment Maintenance Technicians (CAMT) training program offered by the NAA Education Institute. Contact your local affiliate to find out how you or your company can participate in the Maintenance Mania. Visit [www.naahq.org](http://www.naahq.org).

## **NAA Members and Affiliates Defeat Rent Freeze**

The Los Angeles City Council on May 21 ended five weeks of panic among owners and managers of the 636,000 apartments subject to the city's rent control ordinance by striking down a proposed moratorium on their ability to increase rent. The Apartment Association of Greater Los Angeles, the Apartment Association - California Southern Cities and the National Apartment Association banded to rally members against the proposal, implementing an all-out grassroots effort that included e-mail action alerts, phone banking and the targeted mailing of 20,000 post cards to owners and managers of properties

subject to the city's rent control law. The effort prompted members of each association to flood the offices of city council members with hundreds of calls, faxes and e-mails in opposition to the moratorium; at least 300 rental property owners and managers were present in the council chamber for the May 21 vote.

**Did you know?**

NAA's annual Survey of Income & Expenses includes an executive summary, detailed data, reports and charts about rental communities. The executive summary will appear in the August 2010 issue of units magazine and full results will be made available on a CD for purchase in late fall 2010.

Members of TCAA are also members of NAA and entitled to the following NAA benefits:

- Government Issues, Advocacy and NAA Political Action Committee (NAAPAC), Apartment Industry Mobilization Services (AIMS), HotSheet Newsletters and more...
- UNITS Magazine and Other Publications
- Education and Designation Programs
- Industry Resources
- Meetings and Expositions
- Discounted Services

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

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# MONTE CARLO NIGHT PHOTOS





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# Installer Compliance

It's the Law.

By Shawn Maciewicz

In the past 12 months several large Management Companies and National REITS have adopted some form of verification for using contractor and trades for either construction projects, simple property upgrades, or everyday supplier services. "Compliance Depot" and "RMIS – Registry Monitoring Insurance Services, Inc." are two companies that provide a verification service to ensure that every

contractor on your properties meets or exceeds all of your Corporate Requirements for Insurance and Trade Guidelines. Some Management companies have enforced background checking as one more step to ensure that everyone on the property has been regulated and cannot pose any liability to either the property or the Corporate Office.

We at House of Floors believe that these services, despite the fees which are charged to both the Supplier and the Management company, are genuinely a "good thing". We feel that by mandating compliance among contractors, it both levels the playing field for competition, and also ensures that every supplier plays by the same rules. There are however some problems with the compliance checking that is done when it comes to floorcovering. The compliance provider, such as "Compliance Depot" or "RMIS", mandates that the Contractor whom is providing floorcovering installations also provide specific Certificates of Insurance and Workers Compensation documents; and perhaps even a record of any criminal activity.

The problem is that the state of Florida mandates that the Contractor whom is providing you the service use licensed subcontractors to provide the installation. When "Compliance Depot" provides verification that the Contractor has met or exceeded all of the regulation for Insurance and Workers Compensation – they never verified all of the subcontractors being used by the Contractor; this means that you may have un-insured, non-licensed sub-

contractors on your property without your knowledge and without the knowledge of your corporate office.

You may find yourselves asking why does all this really matter to me? It is a good question, and one that we think you need to understand.

If an un-insured, or non-licensed subcontractor is on your property and either damages your property or the property of one of your residents, you will most likely be the one whom is held responsible. It is also not unrealistic to think that the subcontractor could be involved in a traffic accident on your property, perhaps with a residents vehicle.

What is potentially the most dangerous, and poses the heaviest liability, is when an un-insured subcontractor on your property hurts himself, or your resident. If a subcontractor hurts himself or one of your residents, on your property and is desperate to pay for his/her medical bills, he or she may try and recoup this money by administering a lawsuit against your property or the Management Company. The lengths of the lawsuit will be comensurate with the extent of the injury, however with the current economy, "Slip and Fall" claims are abundant. Because compliance service companies like "Compliance Depot" or "RMIS" have only verified the Contractors Requirements, the subcontractor falls through the loophole and poses as an enormous liability.

So how do we ensure that you have compliant subcontractors on your property?

For the past 12 years we have had our own internal Subcontractor Payroll Compliance Department. We constantly monitor every one of our 350 statewide subcontractors to make sure that they not only meet your vendor requirements, but also our extremely stringent requirements within the guidelines of Florida Law. Each of our subcontractors must have and possess at all times a valid Florida Drivers License, General Liability Insurance in excess of



\$500,000 with a Waiver of Subrogation. They also must have an "Active" company registered with the state of Florida Division of Corporations, a Valid Workers Compensation policy, and a county Occupational license. We also mandate US Citizenship documents if not a legal resident.

**Why do we do this?**

We do this because it is our reputation at stake, and we not only want to protect ourselves, but also your property. Our internal compliance department is one of the reasons why we are not always the lowest cost. We always provide the most competitive pricing available and we will never lose a customer due to price, however being compliant and having the proper legal documentation in place does have a cost.

As companies try to sustain at lower profit margins, and the competition heats up, some suppliers look to lower costs – first and foremost LABOR. It is the Contractors job to provide legal, licenced, subcontractors on your property, and if they do not – you are at serious risk. If you have questions or feel as though you may not have compliant installers servicing your account, ask the subcontractors on your property for documentation. If they do not supply it to you, contact either the Florida Division of Corporations, Workers Compensation, or US Department of Immigration and Natural Citizenship. This will ensure that you will not be subject to either illegal workforce or un-insured subcontractors.

We understand that this may seem like a daunting task, and your intention of getting into the property management industry was not to become a police officer, however education is key in this business. The workforce in property management is constantly being further educated and there is no reason to think that technicians, employees, and subcontractors on your property should be held to any less of a standard than you.

We have been servicing the Multi-Family property management industry exclusively for the past 20 years statewide with offices in Orlando, Tampa, Jacksonville, Palm Beach, Miami, Sarasota, Ft Myers, and Melbourne. If you are interested in having a Managers Educational Conference pertaining to Flooring Standards and Product Knowledge, please contact me directly at 888-620-6999 Ext 110, and we will be happy to host and sponsor an event at our training facility for your Management Company.

## Did You Know?

Did you know that each and every one of our 350 installers statewide meets or exceeds Florida state law for contractor certification.

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- ✓



Valid Florida Drivers License
- ✓

Valid Florida Articles of Incorporation
- ✓

Valid Florida Workers Compensation
- ✓

Valid General Liability Insurance Policy with limits exceeding \$500,000 / \$1,000,000
- ✓

Valid County Occupational License



Happy  
4th of  
July!

**HOUSE OF FLOORS**  
*Better Because We Care.*  
[www.houseoffloors.com](http://www.houseoffloors.com)  
**(800) 497-6676**

# Fun Ways to Cool Off This Summer

Are you looking for fun and creative ways to stay cool this summer? Here's a list that's sure to be cool.

1. Swimming is the first and most obvious choice. If you don't have a pool, how about joining a community pool. There are also temporary pools that you can buy inexpensively for a season.

2. Tubing can be fun if you have a lake or river near by. One place, Bucks County River Country offers you a tube to rent. You choose a three or four hour long excursion and a bus brings both you and your tubes to the drop off site. You lazily float back to where your car is parked. This is a family favorite.

3. Go rafting or boating on a lake or river; white water rafting if you dare!

4. Paddleboats and canoes can be found at state and county parks and are usually available for a small fee.



5. Water Parks, both indoor and outdoor varieties are popping up all over the country. Great Wolf Lodge offers properties in over nine locations through out the United States. Great Wolf Lodge offers an indoor water park so you can go year round. Water parks can be found tied to amusement parks, be stand alone or can even be found at ski resorts during the summer seasons. Waterslides are a favorite of many kids.

6. Sprinklers were fun when we were kids! Your kids can enjoy a sprinkler just as much as you did as a child. It's a great inexpensive way to cool off.



7. See a movie during the dog days of summer. A dark room with air conditioning is a surefire way to keep cool.

8. Go to a mall and shop around. Malls are air conditioned and offer stores and food courts with something for everyone in mind.

9. Use a water mister fan and spray yourself! These can be found for just a few dollars at your local dollar store or Walmart.

10. Water guns are another fun toy. Have fun spraying your friends. You can help each other stay cool!

11. Find some shade and have a picnic or read a book.

12. Go to an indoor ice skating rink. Some ice skating rinks are open year round and are always kept at a cool temperature.

13. Have a sweet cold treat; try frozen grapes, ice cream or water ice.





## Heritage Oaks Golf & Country Club

4800 Chase Oaks Drive  
Sarasota FL 34241  
941-926-7602

**Friday, September 24, 2010**

7:30 a.m. - Registration  
8:00 a.m. - Shotgun Start

### SPONSORSHIP FORM TCAA GOLF TOURNAMENT • 9/24/10

Sponsorships include:  
Signage, publicity in printed materials the day  
of the tournament and in the newsletter.

**I would like to sponsor:**

- |                                             |       |                                          |       |
|---------------------------------------------|-------|------------------------------------------|-------|
| <input type="checkbox"/> Hole Sponsor       | \$100 | <input type="checkbox"/> Longest Drive   | \$250 |
| <input type="checkbox"/> Closest to the Pin | \$250 | <input type="checkbox"/> Putting Contest | \$300 |
| <input type="checkbox"/> Beverage Cart      | \$500 | <input type="checkbox"/> Golf Balls      | \$500 |
| <input type="checkbox"/> Snack Bags         | \$250 | <input type="checkbox"/> Door Prize      | \$ 50 |
| <input type="checkbox"/> Door Prize         | \$ 25 |                                          |       |

- I wish to donate the following prize: \_\_\_\_\_
- I wish to donate the following for the golfer's goodie bags  
(100 items needed): \_\_\_\_\_

- Corporate Sponsor \$1000  
*Includes sponsor banner and promotion on all printed material  
relating to the golf tournament, foursome of golf, hole sponsor-  
ship with set-up at the hole for give-a-ways and company  
promotion. Call the TCAA office for more details.*

Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Contact Name \_\_\_\_\_

**RETURN FORMS TO:**  
**TRI-CITY APARTMENT ASSOCIATION**  
**23110 STATE ROAD 54, #243, LUTZ, FL 33549**  
**OR FAX TO: (813) 315-6944**  
**INFO: (813) 949-7533 or 1-800-276-1927**  
**SPONSORSHIP DEADLINE IS 9/17/10**

**PROPER ATTIRE PLEASE**  
**NO JEANS OR TANK TOPS.**

### PLAYER REGISTRATION FORM

TCAA GOLF TOURNAMENT • 9/24/10

\$75.00 per player TCAA members

\$85.00 per player non-members

Includes: Green fees, cart, range balls,  
beverages and 19th Hole Dinner

\$25.00 19th Hole Dinner only

1. Primary Golfer's Name: \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

e-mail \_\_\_\_\_

**Other players in your foursome:**

2. Name \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

3. Name \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

4. Name \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Please check the following that apply:

- Primary Golfer/Company will be paying for  
total foursome
- Foursome will be paid for separately by  
individual golfers
- Super Packages are available for \$20 Per Player,  
includes: 2 Mulligans, 6 Raffle Tickets & Putting Contest
- I have special needs, please contact me at the  
number above.

**ALL PLAYER'S NAMES MUST BE IN BY 9/21/10.**

Cancellations after 9/22/09 will be charged a  
\$25 cancellation fee per player. Non-cancelled  
reservations and no-shows will be billed.



## Leasing Seminar

# Feung Sale

(The Art of Leasing Agent Psychology)

with Shad Bookout, CORT

July 20, 2010

Registration - 8:30 a.m.  
Seminar - 9:00 a.m. to 1:00 p.m.

Marina Jacks  
#2 Marina Plaza  
Sarasota, FL

**\$25.00 per person**

*Includes breakfast, workbooks and fun prizes for all!*

100 days and 100 interviews of research in the making, Feung Sale is ready to motivate your sales team. Does your team know how to deal with guarded posture from a prospect? Have they noticed the difference between a 40 year old and a 20 year old twirling their hair? Do they know why 87% of people open the cabinets in the kitchen?

Feung Sale teaches these answers and the answers to many more questions and educates how to use psychological tactics to close more leases and even how to use the Jedi Mind Trick.

**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 7/16/10.*

*No-shows and non-cancelled  
reservations will be invoiced.*

**TCAA Reservation Form • Leasing Seminar • July 20, 2010**

COMPANY/COMMUNITYNAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

E-MAIL \_\_\_\_\_

ATTENDEES \_\_\_\_\_

\_\_\_\_\_

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

# Dinner Meeting

## Leasing Appreciation Night

# Guerilla Marketing

## The End of Concessions

*Shad Bookout, CORT*



Leasing agents have forgotten how to successfully provide outreach marketing. Many managers continue to just instruct flyer drops at neighboring businesses. These communities are not seeing a successful return from their marketing budget so they increase concessions. These concessions are destroying our industry and it needs to stop.

The information you learn in Guerilla Marketing can earn a lease tomorrow and put an end to concessions the day after that.

Join us for this great dinner meeting. There will be prizes for leasing professional and great info for everyone from leasing professionals to assistant managers, community managers and associates as well. Make your reservations now!



*Tuesday,  
July 20, 2010*

*Time:  
6:00 p.m.  
Registration & Social Hour*

*7:00 pm  
Dinner & Program*

*Cost:  
\$30 Members  
\$35 Non-members*

*Place:  
Marina Jacks  
#2 Marina Plaza  
Sarasota, FL*

*RSVP:  
Fill out the form and  
return by July 16th.*

*Sponsorships available,  
please call the TCAA office  
at 1-800- 276-1927.*

### **TCAA Reservation Form • Leasing Appreciation Night • July 20, 2010**

COMPANY/COMMUNITYNAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

E-MAIL \_\_\_\_\_

ATTENDEES \_\_\_\_\_

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

**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 7/16/10.  
No-shows and non-cancelled  
reservations will be invoiced.*

# Meetings

**JULY 20**  
**Leasing Seminar & Leasing Appreciation Night Dinner Meeting**



## CALENDAR OF EVENTS

**JULY 20**

Leasing Seminar & Leasing Appreciation Dinner Meeting

**AUGUST 10**

Legal & Fair Housing Seminar with Nadeen Green and Harry Heist at Marina Jacks

**SEPTEMBER**

No Dinner meeting

**SEPTEMBER 24**  
**(Friday)**

Annual Golf Tournament Heritage Oaks Golf & Country Club

**OCTOBER 26**

Annual "BOO'S" Cruise - Le Barge

**NOVEMBER 16**

Annual Auction

**DECEMBER 14**

Industry Excellence Awards & Holiday Program

*All dates are tentative until confirmed.*



**AUGUST 10**  
**Legal & Fair Housing Seminar with Nadeen Green and Harry Heist**

### **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.*

# 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**

## Property Of The Month

Ram Partners Community "Tranquility Lakes" announced as winner for Property of The Month! Tranquility Lakes is very active in their community. They are involved with the American Heart Association Walk, Cancer Awareness Day and are very passionate about The Veteran Aid to support our Military Heroes and have raised \$500.00 for The Liberty Manor for Veterans. Tranquility Lakes are very excited about having the highest leasing conversion ratio in the company for the 1st quarter of 2010, and were also nominated for lease-up of the year. They are very active in the Bay Area Apartment Association. We have the Community Manager Marcia Harrison and her staff at Tranquility Lakes to thank for the continued participation and partnership with Ameriscape Services.

If you are interested in being Property Of The Month call Doug Mills at 813-789-3554.



L to R: Raquel Brevard, Shelton Odom, Robert Taylor, Maintenance Supervisor, Anthony Paulino, Asst. Prop Manager, Marcia Harrison, Prop Manager, Alan Martinez and Rycce Chin-Quee

**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
- Planet
- Tri-City Apartment Association



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





23110 State Road 54, #243  
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*Address Service Requested*

# TENANT EVICTIONS PROPERTY MANAGEMENT LAW

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

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**FAST** 24-hour eviction filing in most cases  
**ACCURATE EVICTION STATUS REPORTS**  
**FREE** Notices and Forms at **EVICT.COM**  
**NO CHARGE** for phone/email/office advice



**CALL US TODAY FOR A COMPLETE MANAGER'S PACKET**

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**FAX 1.800.367.9038**  
**EVICT.COM**

*Serving the Property Management Professional*

**HWD**  
**ATTORNEYS AT LAW**

"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."  
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