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Participants from NEAHMA, ARS Restorations and the Institute for Real Estate Management (IREM) at the one-day training.

GILLETTE ONE DAY EXTENSIVE TRAINING A BIG SUCCESS

By Stephen Hopkins

This year's Gillette One Day Extensive Training for Maintenance and Property Managers, held on May 15th, was a complete success!

More than 450 New England -area property managers and maintenance staff showed up to Gillette Stadium for training, a fantastic lunch and fun networking. The event was sponsored by ARS Restoration Specialists.

New to this year's event was the Social Media Pavilion. The Pavilion is a mini-studio equipped with a 52" flat screen television displaying the hashtag for the event (#NEAHMA201), two HD video cameras, and the lights to make it a spectacular media experience.

ARS, NEAHMA and IREM sponsored the backdrop, where property managers were encouraged to get their picture taken and share via their social networks. After the speakers concluded their presentations, they were led to the Pavilion where New England Real Estate Journal (NEREJ) reporter Maxine Ramos interviewed them on the highlights of the talk, their experience at Gillette, and more.

The event highlight video is on the NEAHMA website. You can experience the Social Pavilion at the 25th Anniversary Conference and Trade Show in October, where we will be rolling out the red carpet for our members and guests.

Stephen Hopkins, Director of Social Media Business Development, NEREJ



See page 12 for more photos of the event.

Sponsors Needed for NEAHMA's
Annual Conference & Trade
Show in October!
Go to www.neahma.org.

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MESSAGE FROM THE PRESIDENT



On May 15, 2013, NEAHMA, in collaboration with IREM Boston Chapter #4, hosted an all-day training program at Gillette Stadium. No...it wasn't physical tryouts for the New England Patriots, Revolution or the cheerleaders, although the courses that were taught to Managers and Maintenance Professionals were just as exhilarating.

Before I go any further, I want to extend a heartfelt "thank you" to Rich Piltch and his team from ARS for sponsoring both NEAHMA and IREM for this event. Without them, this day would not have happened. ARS is a key supporter of both of these organizations, and we salute you!

As many of you will recall from my winter 2012 message, NEAHMA made 2013 The Year of the Maintenance Professional. As an organization, NEAHMA has always been at the forefront of providing top-quality education. In 2013, NEAHMA established a subcommittee within our Training and Education Committee to undertake this endeavor. The subcommittee was chaired by Rich Piltch.

We assembled a group of 10 vice presidents and directors of maintenance, facilities and training from some of our member companies to create this year's special curriculum. The goal is to get as many NEAHMA member company maintenance staff certified with one of the two prestigious NAHMA designations created exclusively for maintenance.

NAHMA has two professional designation programs specifically designed for maintenance professionals: the National Affordable Housing Maintenance Supervisor (NAHMS) and the National Affordable Housing Maintenance Technician (NAHMT). A third designation also exists with a focus on Green Property Management: the Credential for Green Property Management (CGPM). More information on these credentials can be found on both the NEAHMA and NAHMA websites.

Nearly 450 participants attended the May 15 event. The day consisted of 12 two-hour classes covering REAC, Lead Paint, Safety & Risk Management, Appliance Troubleshooting, Greenscaping & Curb Appeal, Preventive Maintenance and Energy & Mechanical Systems. We also offered classes in Team Building, Managing Diversity Communication and How Social Media Can Help Market Your Property. The day was a huge success!

Please see the pictures from this event on page 12 in this newsletter, as well as a list of our esteemed presenters. We'd also like to thank one of our newest associate members, "The New England Real Estate Journal," for helping us create a video clip from the event. You can find it at NEAHMA's website at www.neahma.org.

Remember, an educated workforce is truly a company's greatest asset! See you in October at our 25th Annual Conference and Trade Show. Have a happy and safe summer!

Scott F. Ployer, NAHP-e®, CPM®, is Director of Facilities Management for The Community Builders, Inc.

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INVITATION TO APPLY FOR 2013 NEAHMA AWARDS Three New Awards!

By Julie Kelliher, Executive Director of NEAHMA



NEAHMA's Annual Industry Awards Reception will be held on Tuesday, October 15, 2013 at The Four Points by Sheraton in Norwood, MA in conjunction with NEAHMA's 25th Annual Conference & Trade Show.

This is our second year announcing the application and nomination criteria for NEAHMA Awards in three categories:

1. NAHP, NAHP-e, NAHMT and NAHMS of the Year
2. Property Manager, Resident Service Professional, and Maintenance Tech of the Year
3. Communities of Quality® Awards

Applications and nominations should be submitted electronically only (via email) to NEAHMA. Our Nominating Committee reviews all submissions.

Nomination Deadline: September 24, 2013

To nominate someone for any of the following awards, please respond by email and let us know which award you are nominating the person for and why you think the person should be the award winner, including specific accomplishments supporting your recommendation. This section should be a minimum of 100 words up to a maximum of 1,500 words.

NAHP, NAHP-E, NAHMT AND NAHMS OF THE YEAR

Given annually, this competition recognizes an outstanding NAHP-Executive, outstanding NAHP-Professional, outstanding NAHMT (National Affordable Housing Maintenance Technician) and outstanding NAHMS (National Affordable Housing Maintenance Supervisor) for their contributions to the affordable housing industry.

THE AWARDS CRITERIA –You may nominate anyone from your staff or a coworker who currently has any of these certifications. You may also nominate someone for more than one category. If you are unsure the person you would like to nominate has one of these designations, you can confirm by checking the NAHMA Credential Directory at www.nahma.org. Detailed certification criteria can also be found there.

NEAHMA PROPERTY MANAGER, RESIDENT SERVICE PROFESSIONAL AND MAINTENANCE TECH OF THE YEAR AWARD

These are three new awards that will be given annually to NEAHMA members in recognition of their contributions to the affordable housing industry and to the difference they have made in their residents' lives.

THE AWARDS CRITERIA –You may nominate someone for one or both of these awards. This person should demonstrate the skills needed to operate a well-run property and the ability to work well with industry partners and the residents living at their property.

Nomination Deadline: August 28, 2013.

COMMUNITIES OF QUALITY® AWARDS

The Communities of Quality® Awards honor the achievements of affordable housing providers who make an unprecedented contribution to developing outstanding properties for families of modest means. The COQ awards recognize outstanding property-management companies that demonstrate the highest possible quality of safe, affordable housing for lower-income families at particular sites.

The awards competition includes five categories:

- Exemplary Family Development
- Exemplary Development for the Elderly
- Exemplary Development for Residents with Special Needs
- Exemplary Development for Single Room Occupancy Housing
- Outstanding Turnaround of a Troubled Property

THE AWARDS CRITERIA – To enter the 2013 NEAHMA regional Communities of Quality® Awards competition, your property must be a national recognized Community of Quality® property.

- The property must have scored a minimum of 325 points on its National Recognition application.
- Properties that competed in the previous COQ Awards program but did not win are invited to reapply for the 2013 awards program; previous award winners are not eligible to re-compete.
- Prepare an essay of 500 to 1,500 words, outlining the outstanding features and/or aspects of the property and why it should be selected by the judges as an award winner. For “Best Turnaround Property” entrants only, also submit at least four “before” pictures.
- All NEAHMA regional COQ winners will automatically be submitted to NAHMA for the National COQ Award competition in November 2013.

For tips on how to write an essay, you can go to www.neahma.org/programs-and-events/coq-awards/.

Application Deadline: August 28, 2013

We look forward to receiving your nominations and applications in the coming months!

New Format for NEAHMA State Meetings

WELCOME NEW MEMBERS

REGULAR

East Hartford Housing Authority,
East Hartford, CT

ASSOCIATE

Consumer Energy Options, LLC,
Stow, MA

Medford Housing Authority,
Medford, MA

Gencorp Insurance Group,
East Greenwich, RI

REAC Property Consultants, LLC,
Bedford, NH

Rosado and Sons, Inc.,
Westboro, MA

IN MEMORIAM



DiSAIA, JEAN M. (FINNE)
71, of Coventry, passed away peacefully on Saturday, June 29, 2013 at her home, surrounded by her loving family. Born in Warwick, she was the daughter of the late Joseph and Gunda (Johnson) Finne. Jean had worked as a residential manager for New England Realty for 32 years, until she became ill. She leaves her four children, David E. DiSaia, of Hope Valley, Candice L. DiSaia, of Cranston, Wendy L. Martin and Jaymie L. DiSaia, both of Coventry. Jean also leaves her five grandchildren and two great grandchildren. Memorial contributions in her memory can be made to the American Cancer Society, 931 Jefferson Blvd, Suite 3004, Warwick, Rhode Island 02886.

A HUGE SUCCESS!

By Julie Kelliher

Thanks to the hard work and support of Nancy Hogan, First Realty Management, and Lynne Sales, Peabody Properties, Inc., NEAHMA pulled together a very informative afternoon session on “Smoke Free Housing and Legalized Marijuana” at the MA Housing Industry Annual Agency State Meeting and Workshop in June. This discussion consisted of a panel of HUD’s Healthy Homes staff, management experience, available resources and legal counsel.



Our goal was to provide our members with information on all the aspects to consider when implementing a smoke free policy at their site. Having an opportunity to listen to managers who have actually gone through the process of transitioning their properties to a smoke-free program is insightful and can give people the confidence they need to take on this initiative.

This new afternoon panel discussion, combined with the morning presentation from our partners at HUD and state housing staff, was packed with informative information and updates that our members could bring back with them to their sites.

Special thanks to HUD, MassHousing, Rhode Island Housing, Connecticut Housing Finance Authority, Navigate Affordable Housing Partners, Vermont Housing Finance Agency, New Hampshire Housing and Maine Housing. We would also like to thank the presenters who volunteered their time and expertise on our smoke-free housing panels in each state:

RI – MARCH 20

Martin Nee, Community Builder, Homes & Communities, Boston HUB; Melissa Sanzaro, Special Projects Director, Providence Housing Authority; Benvinda Santos, Tobacco Control Community Coordinator, RIDH, (Rhode Island Department of Health); John W. Dineen, Esq.

TRI-STATE – APRIL 24

Dr. Peter Ashley, HUD Dept. of Healthy Homes; Barbara Soloway, Regional Manager, VESTA; Tina Pettingill, MPH, (Maine Public Health Association); Chris Banthin, JD, Public Health Advocacy Institute.

CT – APRIL 25

Suzanne Piacentini, Acting Field Office Director/Multifamily Program Center, HUD; Anthony J. Vasiliou, Executive Director, Milford Housing Authority; Chris Banthin, JD, Public Health Advocacy Institute.

MA – JUNE 12

Claribel Shavers, Supervisory Project Manager, HUD; Lynne Sales, MSW, LCSW, Peabody Properties, Inc.; Davida Andelman, Health Resources in Action; Ken Krems, Esq., Shaevel & Krems; Chris Banthin, Esq., Public Health Advocacy Institute; Nancy Hogan, Moderator, First Realty Management.

NEAHMA CONGRATULATES VANGUARD AWARD WINNER

The National Affordable Housing Management Association (NAHMA) recently announced the winners of its fourth annual Affordable Housing Vanguard Awards. These awards were created to recognize newly developed or significantly rehabbed affordable multifamily housing communities that showcase quality design and financing.

The Vanguard Award for Major Rehabilitation of a Non-Housing Structure was awarded to:

- **Union Crossing of Lawrence, MA**
- **Management Company: First Realty Management, Inc., Boston**
- **Owner: Lawrence Community Works, Lawrence, MA**

Lawrence Community Works transformed a complex of former textile mills along the Merrimack River in Lawrence, Mass., into the thriving, mixed-use neighborhood of Union Crossing. The project includes a mix of residential and commercial spaces, as well as substantial infrastructure upgrades in the surrounding area.

Located on a 5.5 acre riverfront site within walking distance of both the commuter rail station and downtown



A resident enjoys the view from her apartment at Union Crossing.

Lawrence, the redevelopment includes 60 new units of affordable, energy-efficient family housing, 33,000 sq. ft. of renovated commercial space, a new riverfront playground and community gardens, a new bridge for the North Canal, and improved streetscape amenities.

The Union Crossing Project was the most ambitious effort undertaken by the City of Lawrence Community Development Department in over a decade and is truly a model public/private partnership.

In keeping with the project goals, some 125-175 temporary jobs, and up to 225 permanent jobs, are being generated.

Financing came in the form of an assessment grant from the City of Lawrence of \$47,000, Mass Development

Cleanup Funding of \$826,870, a Community Development Action Grant of \$2 million, a More Jobs Grant of \$1,463,000, Mass. Department of Energy Resources' funds of \$550,000, City of Lawrence (HOME and EDI) funds of \$1,313,000, the Commonwealth of Mass. funds of \$6.3 million, the U.S. Small Business Administration for \$200,000, and private partners who invested \$31 million. Construction was completed on schedule and the first residential units were ready for occupancy in October 2011.

Other Vanguard Award winners were in Portland, OR; Erie, PA; Marlton, NJ; and Tucson, AZ.

For additional details on the NAHMA Vanguard Award program, see: www.nahma.org/content/vanguard2013.html.

NEAHMA MEMBERS ARE FINALISTS FOR READERS' CHOICE AWARDS

Four NEAHMA members are among the finalists in "Affordable Housing Finance" magazine's ninth annual Readers' Choice Awards for the nation's best developments of 2012-2013.

Our member finalists for Preservation include:

- Boston Cape Cod Hudson Portfolio in Massachusetts, developed by Preservation of Affordable Housing, and
- Phoenix Apartments in Providence, R.I., developed by Omni Development Corp. and WinnDevelopment.

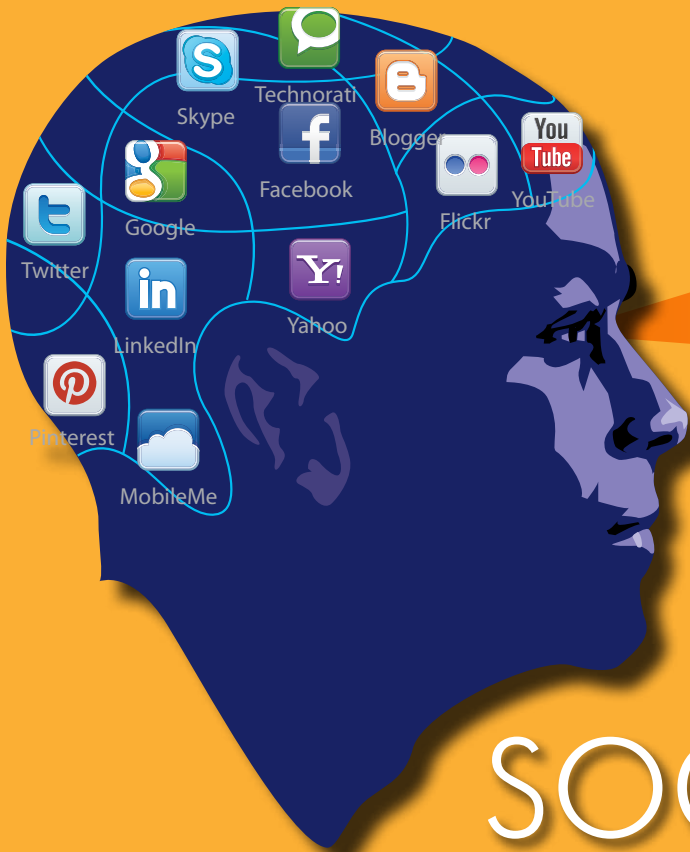
Our member finalists for Rural Development include:

- Park Street School in Kennebunk, Maine, developed by Avesta Housing, and

- Province Landing in Provincetown, Mass., developed by The Community Builders

The finalists will be featured in the July/August issue of "Affordable Housing Finance" and online at www.housingfinance.com, and then the winners of each category as well as one overall winner will be selected by the subscribers of the magazine and its e-newsletter during online voting between July 17 and Aug. 16. Voters must be valid subscribers as of July 1.

Let's support our fellow members! If you aren't already a subscriber, consider becoming one and voting for the finalists in this prestigious national competition. Best of luck to all!



TAKE THE LEAP INTO SOCIAL MEDIA

By Nicole Fowler

Deciding to start using social media for your company is a little like jumping out of a plane. It's a little scary, really exciting and you know there's only so long you can wait to take that leap.

Before you start, manage expectations; know that it takes time to find the winning combination for you and your company. In the meantime, know that you aren't the only one taking that leap.

Here are four tips to get you started in creating your social media strategy:

- **Choose one form of social media to start.** Twitter excels at helping you push out articles or single images. Facebook works best if you need to share a longer message, have a conversation or share an album of photos. LinkedIn centers around you endorsing skills, sharing industry articles and engaging in smaller groups.
- **Be a follower.** This is one time where it's encouraged to follow the crowd. Find the companies and individuals in your industry or target market and follow them. If they're sharing good information, pass it along.
- **Find your voice.** Determine who your target audience is and write for them. Some companies find it better to keep their messaging very matter-of-fact, while others thrive on having that individual voice, especially if more than one person is posting for the company.
- **Engage.** No matter what form of social media you use, if a person or company reaches out to you, they want a response quickly. The more you engage with your followers, the more likely they are to keep coming back for more information or interaction with you.

Before you know it, you've created a new habit and gotten the social media exposure that you need to help your organization grow.

Nicole Fowler is Social Media Manager for the "New England Real Estate Journal."

ARS Restorations Specialists Give Back

By Angela Blackledge

ARS Restorations Specialists is constantly striving for excellence. We are very proud of the accomplishments of our company and employees and are pleased to share them with the team at NEAHMA.

Since we are all closely involved in the business of affordable housing, we learn to appreciate what we have and give back to those in need every chance we can.

Seven years ago we became involved with the Gloria Gemma Breast Cancer Resource Foundation. Their mission is to raise breast cancer awareness, increase breast health education and generate funding for critical breast health programs.

ARS partnered with Team NEAHMA in the past to help raise funds and awareness for the fight against breast cancer, celebrate survivorship and honor those who have lost their battle with the disease. Thanks to all at NEAHMA who supported our team and helped us raise close to one million dollars in the last seven years. Eighty-eight percent of the funding went directly to those in need.

The Elizabeth Stone House (ESH) was introduced to us by NEAHMA. Our very own Bonnie Silvia, Sales & Marketing Manager, has spearheaded the ESH initiative for the last five years and is a member of the board. ESH serves individuals and families who are facing homelessness, domestic violence, substance abuse, and mental illness. ARS Restoration Specialists have contributed by donating gift cards for the women and children at Christmas and have also taken the children and their mothers to Red Sox and Patriots games. At Thanksgiving Bonnie recruits our children to help serve at the Elizabeth Stone House family dinner.

Angela Blackledge is Social Media Coordinator for ARS.



Each year we host several fundraisers for The Gloria Gemma Foundation, attended by employees, friends and clients, and we welcome your continued support. The events include the following:

GOLF OUTING

Join us on August 13th, 2013 at the Marlborough Country Club.

FOOTBALL POOL

For more information, call Meagan at 617-618-0831.

CASINO NIGHT

Join us on March 29, 2014 at the Gillette Stadium.



ABOVE: ARS employees in front of the bus used by The Gloria Gemma Breast Cancer Resource Foundation at the ARS's annual fundraiser held at the Gillette Stadium in December 2012.

LEFT: Bonnie Silvia, sales and marketing manager at ARS, and her family serve the holiday dinner at the Elizabeth Stone House, a homeless shelter for women and their children. ARS sponsors outings for these families to events that include Red Sox games.



K-1 GRADE

- 1st Place: Olivia Cataldo, Age 6
- 2nd Place: Woodlynne St. Felix, Age 6
- 3rd Place: Jina Morales, Age 6



2-3 GRADE

- 1st Place: Jasmine Vasquez, Age 9
- 2nd Place: Mariangely Colon, Age 8
- 3rd Place: Elaine DeJesus, Age 9



ELDERLY/DISABLED CATEGORY

- 1st Place: Winifred Camire, Age 79
- 2nd Place: Sister Martha Walsh, Age 75



SPECIAL NEEDS CATEGORY

- 1st Place: Denise Julian, Age 51
- 2nd Place: Mary Louise Wolfe, Age 51
- 3rd Place: Brittany Remick, Age 19
- Honorable Mention: Tiffany Remick, Age 21

ART CONTEST WINNERS



4-6 GRADE

1st Place: Bianca Harrop, Age 11

2nd Place: Wendy Chen, Age 10

3rd Place: Jessica Lauzon, Age 9



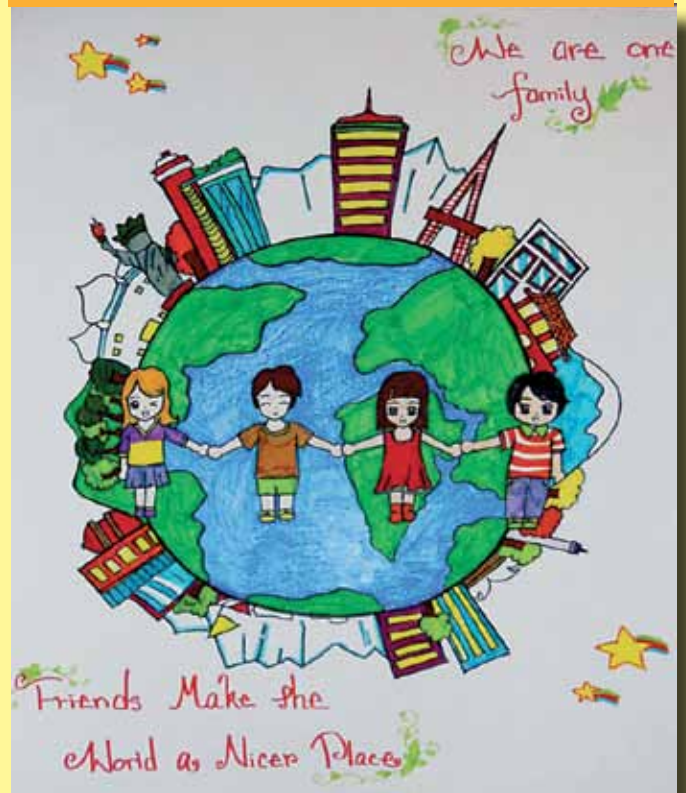
10-12 GRADE

1st Place: Christian Vera, Age 16

2nd Place: Claudemyre Benoit, Age 18

3rd Place: Sheryl Torres, Age 17

T-SHIRT WINNER! • Winnie Mei, Age 13



7-9 GRADE

1st Place: Winnie Mei, Age 13

2nd Place: Jennifer Lauzon, Age 13

3rd Place: Jaaziel Diaz, Age 15

All images shown are the first place winners in each category.

MAKE THE WORLD A NICER PLACE.™

Charity CORNER

*Team NEAHMA at a
Susan G. Komen Race for the Cure*



By Sarah Kaufmann

The Port 305 event—our first charity event held in a restaurant—on April 24, 2013 raised \$350 for Team NEAHMA charities.

During the month of May, Team NEAHMA held a Summer Toy Drive to benefit the children at Elizabeth Stone House.



Summer Toy Drive for Elizabeth Stone House

The biggest collection day so far this year, for Team NEAHMA Charities was at the One Day Extensive Training on May 15 at Gillette Stadium. We were able to collect over 200 toys, a bucket full of keys, and canned goods.

We started the Walking Tour this year at the Susan G. Komen Race for the Cures throughout New England. On May 11, in Portsmouth, NH, Nancy Reno from Housing Management Resources led the first team of the year with seven walkers. Nancy and her team attended the Hartford Race on June 1. We will be

at the Race on September 29 in Boston, MA. Please check the NEAHMA website to register.

Throughout the month of July please LIKE and SHARE our Facebook page. The whole month is our Annual Click for Hunger Drive. Each LIKE will result in a canned good donated for Crossroads, RI.

Thank you to everyone for your continued support of Team NEAHMA!

Sarah Kaufmann is the Office Manager at NEAHMA.

ATLANTIC COMPLETES MAJOR RENOVATION TO BLACKSTONE TERRACE

Atlantic Development, LLC recently completed a major, \$4.5 million renovation of Blackstone Terrace in Woonsocket to preserve 122 existing affordable apartments. Atlantic Development is a for-profit housing real estate development and investment company based in Kittery, Maine.

"Blackstone Terrace has a whole new look and feel," says Mary Betz, Blackstone's property manager. "Our vision is to provide residents with a fully renovated community with great service at an affordable price." Blackstone Terrace has been managed by Housing Management Resources, based in Quincy, Massachusetts, since November 2011.

The renovation encompasses new apartment interiors, renovation of the leasing center, and new landscaping and signage packages,



plus new mechanical systems. The work completed includes siding, roofing, windows, doors, laundry room upgrades, a camera security system and extensive site work, including parking lots, fencing and drainage improvements.

Interior work includes mechanical upgrades, fire protection improvements, kitchen and bathroom renovations for all apartments and upgrades to meet ADA requirements for six apartments. Improvements were made to insulation, and air



conditionings sleeves were installed. The heating and domestic hot water system was replaced with a modern, energy-efficient system to ensure long-term viability.

In addition, defined outdoor patio spaces and additional security measures have been added to enhance the quality of life for the families who reside at Blackstone Terrace. Collaboration with the police and community partners has improved security for the entire community.

Peabody Properties Makes Best Workplaces List



The Boston Business Journal has named Peabody Properties one of the Best Places to Work in Massachusetts in its 11th annual regional awards program. The honor

recognizes Peabody Properties' achievements in creating a positive work environment that attracts and retains employees through a combination of employee satisfaction, working conditions and company culture.

Peabody Properties was one of more than 400 companies to qualify for consideration based on a two-stage nomination process and the results of employee-satisfaction surveys taken throughout March and April. This is the first time the Braintree-based, full-service real estate firm has been recognized as one of the "Best Places to Work" by the Boston Business Journal.

According to Peabody Properties Principal and Chief Operating Officer Melissa Fish-Crane, the firm has always made employee satisfaction a top priority. "We are extremely

pleased to receive this prestigious honor. Given our corporate culture, being recognized as one of the region's 'Best Places to Work' by the BBJ is especially meaningful," said Fish-Crane. "This honor underscores the hard work, engagement and commitment of our employees – the real honorees – who embody PPI's core values: fun, integrity, stability and humility," added firm Principal and Chief Executive Officer Karen Fish-Will.

"Our Best Places to Work event will again recognize the importance of cultivating a great workplace culture as a competitive advantage," said Chris McIntosh, publisher of the Boston Business Journal. "Companies on our list can be justifiably proud of creating a high level of workplace satisfaction during an economy where traditional rewards like big raises and bonuses aren't as easy to give.

"In good times and in bad, our results validate how the creation of the right corporate culture can create powerful business advantages. Employees are proud to work for companies that are about more than just business."

GILLETTE ...A BIG SUCCESS

Continued from page 1

LIST OF GILLETTE PRESENTERS:

Richard Shepeck, Wilmar

Michael Ferguson, Peabody Properties, Inc.

Michael Worrick, WinnResidential

Michael Clark

Gary Kellner - Harvard Environmental

Richard Restuccia,

ValleyCrest Landscaping Companies

Mike Mello, TruGreen

Phil Fogelman, Director,

A World of Difference Institute,

ADL New England Region

Stephen Hopkins, NEREJ

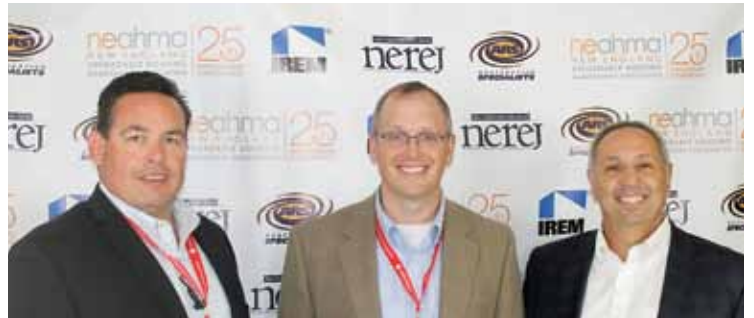
Eric P. Wilson, NEREJ

Brian Calabro, Berkshire Property Advisors

Guy Sapirstein, PhD, Resilience Consulting, LLC

GEM Plumbing & Atlantic Water Treatment

Lisa Hartman, Albert Risk Management



Tweeting and tagging pictures from the Social Media Pavilion at Gillette Stadium Seminar were (top) Beacon Communities Employees, (Center) Maxine Ramos of NEREJ interviewing Guy Sapirstein; Lisa Hartman; and Nancy Reno; (bottom) ValleyCrest Landscaping Companies.

DATES TO REMEMBER

JULY

24 NEAHMA and IREM Summer Meeting, RI

AUGUST

21 Hands On Maintenance Training, Newton, MA

28 COQ Submissions Due to NEAHMA

SEPTEMBER

24 NEAHMA Awards due to NEAHMA

OCTOBER

15 & 16 NEAHMA Annual Conference



Top Left: Preventative Maintenance and Work-Place Safety with Eric Churchill, President, Chuck Huntley, Scherneck Property Services; Mark Vanderhoof, Instructor, HD Supply, Top Right: REAC/Physical Inspections with Michael Ferguson, Peabody Properties, Inc. & Michael Worrick, WinnResidential, and Bottom is Appliance Repair with ARS.



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