



## **Awards for Excellent Apartments, Outstanding Management!**

Nominated by both residents and industry peers as the best apartments and best property management staffs in the area, the winners of the Apartment Association's seventh annual Awards of Excellence were announced on October 26th.

Apartment homes honored were selected for outstanding maintenance and property management, architecture, landscaping & amenities; while professional property managers, owners and maintenance technicians were recognized for their outstanding customer service and top notch property management practices.

**2011 Best Apartment Properties**, recognized by residents and industry peers for outstanding maintenance and management, were awarded to:

### **Property of the Year, 1-48 units Williamstown Bay East, Oakbrook Corporation**



**The Williamstown Bay East Apartments** are a fun & friendly environment for senior living.

Residents enjoy a variety of weekly activities, monthly catered dinners, boat rides, cookouts, bake sales, bingo events, movie nights, winter dance, visiting musicians & informative speakers. It is the perfect apartment community for seniors to feel at home and stay involved & active.

### **Property of the Year, 49-100 units Woodland Village Apartments, Steve Brown Apartments**



**Woodland Village** has experienced wonderful turn around.

The property has been consistently full for the past few years.

The grounds, common areas & units have experienced an infusion of capital improvements and the staff has really made Woodland a great place to call home.

**Property of the Year, 101-200 units, Honorable Mention  
Rimrock Hills Apartments, Axiom Properties**



"We took over **Rimrock Hills** in April with about a 50% occupancy rate and a very bad reputation.

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As I write this nomination the occupancy is 98.57%, with only 1 available unit over the next 120 days. Many improvements have been made including a brand new WIFI lounge, business center, & fitness center soon to come."

**Property of the Year, 101-200 units  
The Madison Apartments, Fiduciary Real Estate Development**



**The Madison Apts** boasts spectacular amenities include gourmet kitchens, designer interiors, private balcony or patios, underground parking, personal washer and dryers, fireplaces, walk-in closets, spacious floor plans and attached garage parking in select units. Also the 6000 sq ft club house includes virtual golf, movie theatre, fitness center, sparkling pool with sundeck and spa, resident garden plots, picnic pavilions with BBQ grills, coffee café and computer lounge. Residents are also provided with free continental breakfast from 6-9 am M-F. -Steve Gibson, Fiduciary Regional Property Manager

**Property of the Year, 201+ units, Honorable Mention  
Park Village Apartments, Axiom Properties**



"From the immediate response to maintenance requests, to the recognition (often by name) and greeting whenever I walk into the office, to the beauty of the grounds and attractiveness of the apts, **Park Village** has been a wholly satisfactory place to live for the last 7 years. Not only that, but they've made a number of improvements to make life a little more pleasant-like installing new carpeting and lighting in the building hallways and adding a lounge, business center with free internet, and fitness center. And dare I say...the price is right too!"

-Park Village Resident

**Property of the Year, 201+ units, Honorable Mention  
New Fountains, Mandel Group**



One of the largest projects was a sprinkler retrofit in all apt homes. The team worked to oversee tons of other capital improvements, including a major office renovation, tennis court work, pool remediation, landscaping upgrades, hallway carpet replacement and painting, apt upgrades and many other smaller projects. The leasing team does an incredible job..Net Operating Income is up 17.5% this year from 2010 results and I s up a whopping 27% from 2009!

**Property of the Year, 201+ units  
LUCKY, Steve Brown Apts**



"I chose to nominate **Lucky** as property of the year for the exceptional customer service that is offered to residents on a daily basis. The extra services that they provide to residents makes living here like living in a hotel with full 24 hour services and amenities. I continually am impressed with Lucky's day to day business operations and the relationships built between the staff and residents."  
*-Becky Gilbertson, resident*

**Property of the Year, 201+ units  
Arbor Lakes Apartments, Fiduciary Real Estate Development**



"**Arbor Lakes** is located in Middleton, spread out over 40+acres with a beautiful pond set at it's center. Arbor Lakes has 2 sparkling pools, a fitness center, tennis, volleyball and basketball courts. The property offers a number of different floor plans and options, from studio to two bdrms. The Arbor Lakes is having it's best year ever with NOI increased by 9%.  
*-Steve Gibson, Fiduciary Real Estate Regional Property Manager*

**2011 Outstanding Management**, recognized by residents and industry peers for outstanding leasing, maintenance, management and team, were awarded to:

**Leasing Representative of the Year, Honorable Mention  
Candice Briski, Sauk Creek Apartment Homes, Orosz-Fagen Properties**



"Candice was extremely helpful when it came to helping me find my current apartment. She was very knowledgeable about Sauk Creek Apts and made my leasing process a breeze!"  
*-Melissa Marineau, Resident*

**Leasing Representative of the Year  
Chad Gehin, Springtree Apartments, Axiom Properties**



"On many occasions I have seen Chad off the clock on his personal time, still striving to organize community events and improve the property."  
*-Matthew Koopman, Sgt, USMC-Retired, Resident*

**Leasing Representative of the Year  
Matt Howarth, Valley View Apartments, Fiduciary Real Estate Development**



"Personally, Matt responded to 227 prospect email inquiries, handled 175 prospect phone calls and performed 192 apartment tours with prospects. Wow!"  
"Matt leased 97 apartments so far this year and maintains a 50.5% closing ratio."  
*-Jane Singer, Fiduciary Regional Property Supervisor*

**Maintenance Technician of the Year, Honorable Mention  
Jeff Bloch, Barrington Place Apartments, Fiduciary Real Estate Development**



Jeff is an amazing asset to Barrington Place. He always takes my concerns seriously & treats them with a sense of urgency no matter how big or small.  
*-Karen Heizman, Resident*

**Maintenance Technician of the Year, Honorable Mention  
Travis Youngs, Park Village Apartments, Axiom Properties**



"The entire maintenance staff receives my compliments. They are efficient, polite and considerate. Travis is the epitome of all that."  
*-Calvin, Resident*

**Maintenance Technician of the Year, Honorable Mention  
Kevin Gardner, Maple Grove Apartments**



"Kevin Works harder than anyone I have ever know. His attitude is outstanding and he gets along well with residents. He knows the apartments and can fix anything. Very knowledgeable, very skillful."  
*-Terri Buechner, Resident*

**Maintenance Technician of the Year  
Doug Anderson, The Kennedy Manor**



"I have lived at the Kennedy Manor for over 11 years, Doug has been the most reliable, consistent and helpful person I've ever met and I am in my 50's. He has a wonderfully positive attitude and always greets you with a smile. His professional knowledge is staggering; I am nominating him for Maintenance Technician of the Decade." "Thank You!"  
*-Resident*

**Property Manager of the Year, Honorable Mention  
Holy Kutz, Wesley Apartments, Oakbrook Corporation**



"I have lived here for over 17 years and have had some nice managers, but none have done what Holly has. She has thought of so many nice things for us to do. We are like family here. She is special."  
*-Beatrice Hanson, Resident*

**Property Manager of the Year, Honorable Mention  
Beatriz Valencia Heinowski, Junction Ridge Apartments, Rouse Management**



"Beatriz has been the best. She takes interest in the residents & is always there to solve any problem that arises... I love living here."  
-Kathy Knight, Resident

**Property Manager of the Year,  
Marge Serna, Pine Cove Apartments, Gallina Management**



"I received a nice card from Marge the day after the tour"  
"Marge shows great pride & knowledge in her product and has great people skills...she takes control of the conversation, listens to objectives and works through them."  
-Secret Shopper

**Property Manager of the Year,  
Asta Podhora, Park Village Apartments, Axiom Properties**



"She is always willing to take the time to talk with people & help when & where she can. Not only a good person but a very professional and needed park of Park Village Apts staff...Good leader & role model for the rest of the staff."  
-Kimberly Resident

**Property Management Team of the Year, Honorable Mention  
Rochelle Dennis, Mimoza Zeka, Edmond Zeka, Betim Kugo, Shasime Selimi, Ledi Zeka,  
Resimi Zeka & Nafti Zeka  
Sun Valley Apartments, Fiduciary Real Estate Development**



"During the week, this team meets together every morning to communicate the priorities of the day and week and look forward to the end of the month turns and status. By working together the team continues to maintain 99% occupancy year to date and are exceeding budgeted NOI by 7% year to date."  
-Jane Singer, Fiduciary Regional Supervisor

**Property Management Team of the Year**

**Chris Hand, Jacob Gunderson, Aric Nowicki, Evan Norgard, Darcy Moncrief, Jim Sorenson, Ken Spatola, Hans Korb, Gary Prucha, Doug Smith, Don Blom, Dennis Hendrickson, Dan Peterson, Bob McFarlane, Angel Pilona, Jerry Hall, Mike Percy, Mitchell Van Mill, Todd Evans, Todd Femrite, Jay Hammond, Steve Baggs, Tom Nier & J.R. Zamora**  
**Maintenance Team-Madison, Wisconsin Management Co.**



"This group of people work together and communicate above and beyond what is required of them. They are liked by co-workers and tenants. Tenants return positive feedback constantly by phone, email and comment cards.  
-Stacy Sumwalt, WI Mgmt Co.

**Property Management Team of the Year**

**Susie Bredeson, Nick Nelson, Megan Urban, John Koltes, Ty Schmitt, Terry Utter & Van Nolen**  
**Deer Creek Apartments, Gallina Management, Inc.**



"I have been a resident of Deer Creek for over 7 years and my living experience here has been wonderful...the majority of apartment complexes have similar amenities such as a pool, washers and dryers, and convenience to shopping, but what sets Deer Creek far and above the competition is it's people"  
-Erik Gigstad, Resident

**Congratulations to the winners of 2011 Awards of Excellence!**

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