

The Partnership Property Management **CONNECTION**

Summer 2023 Edition



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The right
PARTNERSHIP
can make it happen.



The CEO's Pen

A Note from Mike Holoman, EO/Partner

Exciting News to Share!



I hope that everyone is having a great year so far. Our company is continuing to grow, and we are excited about our extraordinarily talented team of Site Managers, Maintenance Caretakers, and Corporate Staff on board to handle the many challenges we all face each day. With growth, as well as the passing of time, there is always a need to consider transitions of leadership and responsibilities. Some transitions take years, and some are instant. We have several transitional decisions to share that have been months and even years in the making. Please note the following promotions and or title changes, effective July 1, 2023.

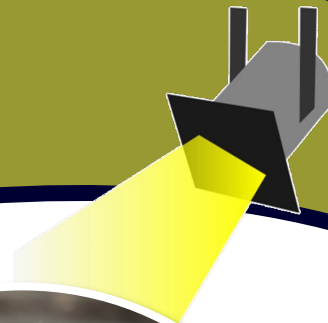
- Mike Holoman, Partner, formerly CEO, now an Executive Officer
- Rob Vocci, Partner, formerly CFO & Vice President, now an Executive Officer
- Rick Allen, Partner, formerly President, now our company's CEO
- Jeff Holoman, Partner, formerly COO & Vice President, now our company's President
- Hona Moore, formerly Vice President of Finance, now our company's CFO & Vice President

Nothing has changed regarding our company's ownership and partner interest. We are particularly proud of Rick, Jeff, and Hona, and look forward to their new roles within the company. We anticipate very few responsibility changes for them through the end of 2023. Rob and I will continue to be actively involved in company operations. If you have any questions, please reach out to us. We appreciate and value our relationship with each of you.

Mike

Employee Spotlight

Michelle Meeks, Vice President of Compliance



Meet Michelle Meeks

Michelle Meeks is the Vice President of Compliance for Partnership Property Management. Many of you may have met Michelle over the years, but few know just how much she and her team do to keep our company in tip top shape when it comes to compliance.

Michelle started her career in property management in June of 1990 at a small company in Eden, NC. She worked there for 19 years before accepting a position at Partnership in June of 2009 as a Property Manager. You can ask staff that worked with Michelle back then about her and they will tell you just how much they loved working with her. Michelle and her husband took an opportunity to move to the west coast in December of 2013, but she remained in touch over the next few years.

In June 2016, Michelle returned to NC and was welcomed back to Partnership as a Director of Property Management. She transitioned over to the Compliance Director position in 2017 and was promoted to Vice President of Compliance in 2022.

Michelle has a multitude of duties that fall under her supervision. Her team has worked hand in hand with our IT department over the last few years as we've transitioned software programs all while maintaining a high level of care and attentiveness to the files, residents, and site staff.

There are currently 11 Compliance Specialists, 2 Data Entry Specialists, 1 Tax Credit Specialist, 1 File Room Administrator, 1 Administrative Assistant and 2 Assistant Compliance Directors in our Compliance Department.

Michelle and her husband have been married for 36 years. They have two sons and four wonderful granddaughters. We love having Michelle on the Partnership team. Her guidance, knowledge, and work ethic are exceptional!



Asset Management

Development Corner



WESTVIEW TERRACE



RIVERSTONE CROSSING



MINERAL SPRINGS

We are excited that Weaver-Kirkland Development's 70-unit senior property in Hudson, NC, Kirkwood Grove was 100% qualified as of January 31, 2023. South Creek Development's Westview Terrace, a 48-unit family property in Spartanburg, SC has begun leasing units. This year we also anticipate completion of more properties currently under construction across North Carolina. Wesley Community Development's 73-unit senior property in Charlotte, Mineral Springs, will open this fall. Wallick Companies' 72-unit senior property in Siler City, Oak View Apartments, will also open in early fall. South Creek Development also has two new developments that will open in the fall: Rock Quarry, a 188-unit family site in Raleigh and Albemarle Landing, a 128-unit family site in Charlotte. Carolina Statewide Development is well underway with the construction of Crestfield Point Apartments, a 72-unit family apartment community in Jacksonville, which will open late fall.



OAK VIEW



WESLEYAN HOMES

Asset Management

Development Corner



Additionally, our property owners have started construction on the following:

- Weaver-Kirkland Development - The Havens at Oxford, a 60-unit senior property in Oxford, NC.
- Halcon Development - Riverstone Crossing at The Neuse, a 64-unit family property in Kinston, NC.
- Third Wave Housing - The Retreat at Selma, an 84-unit family site in Selma, NC and The Flats at Statesville, an 84-unit family site in Statesville, NC.
- South Creek Development - Woodfield Landing, a 64-unit family site in Havelock, NC and Pegram Landing II, a 60-unit family site in Lewisville, NC.

The residents at Wesleyan Homes in Troy, NC, a 40-unit senior site, are happy renovations are now underway! They look forward to the addition of washer dryer hook-ups in their units along with many other upgrades. Renovations at Springfield Apartments, a 72-unit family site in Darlington, SC, are nearly complete and include the addition of a community/site office building.





Partnership on the Move

Conferences, Outings, & Community Service

Carolina Council for Affordable Housing



CAHEC Conference



Cheering on the Greensboro Grass Hoppers



IREM Golf Tournament



Accounting Team Building



Partnership on the Move

Conferences, Outings, & Community Service

Blues & BBQ



Supporting Guilford County's
Interactive Resource Center

Elm Street Run



Spring Game Day



2023 Step Challenge



1st Place



2nd Place



3rd Place



The Toolbox

Submitted by Ryan Bixler, Regional PM

Safety First

We all should be safety-minded in everything that we do. Safety starts with you! Here are a few tips to help keep yourself, residents, and others safe:

1. Always be aware of your surroundings so that you can identify, report, and correct any safety hazards and risks as soon as possible.
2. Know the emergency action plan, evacuation routes, and location of extinguishers and first aid kits.
3. Only use chemicals on the approved chemicals list, and use proper PPE (personal protective equipment) when doing so.
4. Dress appropriately for the duties you are performing and keep the weather/temperature in mind.
5. In the case of an emergency, notify the proper authorities and your supervisor immediately.

Teamwork

I am sure we have all heard the saying “Teamwork makes the dream work”. There is a lot of truth to this. Work amongst your team to help each other out as needed, but also do not hesitate to ask for help. We can all learn something from those around us and can use that knowledge to become stronger and more effective in our roles.



Company Awards



ResMania

ResMan announced the winners of the 2023 ResMania Awards, honoring property management companies for their growth, innovation and commitment to foster a sense of community within their properties and provide a place for their residents to call home. The award winners were announced at the Official ResMania Party where nearly 500 ResMan customers, partners, industry thought leaders and commu-



nity members were present. Partnership Property Management was presented the Runs on ResMan Award. This award represents the deepest adoption of products across the ResMan platform over the last year. Pictured accepting the award are Hona Moore, CFO, Rick Allen, CEO, Tammy Caudle, Vice President, and Jeff Stone, IT Director.

Development of the Year

East Haven Apartments in Swannanoa, NC, was recently acknowledged by CAHEC, a nonprofit tax credit syndicator that helps develop and foster healthy neighborhoods by raising equity capital and investing in affordable rental housing a community revitalization. CAHEC awarded East Haven the "Development of the Year" award during their annual conference in early June. East Haven is a 95-unit family site owned by Mountain Housing Opportunities.

Congratulations to the East Haven Team!



Company Promotions



Rick Allen
CEO



Hona Moore
CFO



Jeff Holoman
President



Ginger Morris
Controller



Jessica Worsham
Senior Regional
Property Manager



Andrea Coon
Associate
Property Manager



Abi Austin
Associate
Property Manager



Teresa Lawson
Associate
Property Manager



Jennifer Hatcher
Associate
Property Manager



Savannah Stewart
Associate
Property Manager



We would like to welcome all new field and corporate employees to the Partnership Team!

Our corporate staff typically work with multiple sites, so to help put a face with the new name we thought we'd include a quick photo for each of them.

The corporate employees below were hired since our last edition of The Connection.

New Employees



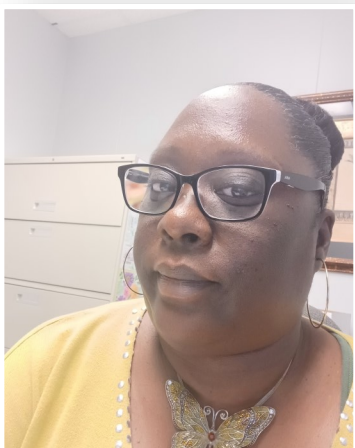
Belle Dallape
Filing Clerk



Crystal Bailey
Compliance Specialist



Amber Tallent
Filing Clerk



Avril Staley
Compliance Specialist



Fair Housing Corner

Equal Housing Opportunity (“EHO”)

Partnership Property Management is committed to the letter and spirit of the Fair Housing Act. In order to maintain this commitment every employee must weigh each decision consciously, always being mindful of fair housing laws and requirements. Closely following company policies and treating everyone with courtesy and respect will go a long way in providing great customer service and preventing fair housing complaints.

The Fair Housing Act prohibits discrimination on the basis of 7 protected classes including, Race, Color, Religion, National Origin, Sex, Familial Status, and Disability. Consistently enforcing rules unilaterally is essential to fair housing compliance. Deviations from rules, policies, procedures, common business practices, etc. can be requested. A request for these deviations is what is referred to as a “Reasonable Accommodation.”

What you need to know about Reasonable Accommodation Requests:

1. **A Reasonable Accommodation** is a change in a standard rule, policy, or procedure. An example would be providing a reserved parking space for a disabled resident at a property where the rule is first-come-first-serve parking.
2. **A Reasonable Modification** is an alteration to the building or site structure. An example would be providing a ramp for a disabled resident who uses a wheelchair for mobility.
3. Consistent application of screening criteria, rules, and policies is a must for housing providers. The only time it is acceptable to alter these standard practices is when providing a reasonable accommodation.
4. To qualify for a reasonable accommodation a tenant or applicant must have a disability as defined by the Fair Housing Act. The Fair Housing Act defines a **disability** as: “with respect to a person—a physical or mental impairment which substantially limits one or more of such person’s major life activities, a record of having such an impairment, or being regarded as having such an impairment, but such term does not include current, illegal use of, or addiction to a controlled substance.”
5. In addition to having a disability, the tenant or applicant must also provide verification of a **nexus**, which is a direct correlation between the disability and the requested accommodation. Any healthcare provider who has knowledge of the resident/applicant’s disability can provide the needed verification. If the disability and nexus are readily apparent and obvious, then no additional verification is needed.
6. Our policy requests that tenants or applicants submit accommodation requests in writing. If a tenant or applicant notifies you that they are in need of an accommodation, the clock starts ticking at that point even if they fail to complete the accommodation paperwork.
7. Time is of the essence with all accommodation requests. Even if our intention is to provide an accommodation, allowing excessive time to pass could be deemed “**undue delay**” and could be construed as a fair housing violation.

Let’s work together to ensure PPM stays compliant with all regulations and laws by adhering to company policies and procedures and treating each resident professionally, politely, and courteously thus showing them the respect they deserve.



Equal Housing Opportunity

