



Winter 2016

INSIDE INFORMATION PUBLISHED ESPECIALLY FOR FIRST REALTY EMPLOYEES

ON CALL

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An Accredited Management Organization®

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**We Create
Quality
Communities
Together.**



**First Realty
Management**

Sites Undertake Successful Food **DRIVE**



Several employees banded together during the recent holiday season to organize a food drive for needy families across the region. **In total, nearly 180 pounds of food were donated.**

Parkside Place's Assistant Leasing Manager (shown) **Jill Hanna** (known to many employees as Jill Philbrick until her recent marriage) and her fellow Leasing Consultant Telian Diggs hatched the idea of doing something special over the holidays to help the less fortunate among us. Within a short time, two significant things occurred. The employees reached out to the Greater Boston Food Bank,

which Jill reports was thrilled to help out, and several company site managers also embraced the idea.

Within a short time donation boxes were set up in the lobbies and entryways of several residential communities in addition to Parkside Place. Among the participating sites were The Fairways in Worcester, Brandywyne Village in East Boston, Canterbury Place in Roslindale, Burbank Apartments in the Fenway, Camelot Court in Brighton, Greenwoods in Brockton, and President Village in Fall River.

The Greater Boston Food Bank supplied marketing material along with some practical ideas to boost donations. Jill and Telian created a festive email message that was sent to as many residents as possible.

Continued on page 2

Sites Undertake Successful FOOD DRIVE

Continued from cover page

Parkside Place Manager Phil Nieman suggested placing a large gift wrapped box in building lobbies for residents to see with the hope they would be inspired to drop off foodstuffs. The drive ran from Dec. 16th to Jan. 16th. Employees were collecting all donations from the participating sites to prepare for the GBFB to pick up the donations at Parkside before the end of the month.

"We really enjoyed doing this event this season and would love to do more," Jill said. "Residents really responded well to the food drive and I think it gives residents and staff at all of the sites a sense of community when we pitch in together to help others."

"We discussed working with the Special Olympics or Meals on Wheels for our next event," she said, "and we're talking about putting something together for this spring."



Is Your **BENEFICIARY** information Up to Date?



Now is as good a time as any to remind you about the choices you have made regarding fringe benefits that are part of your compensation package. Several benefits including company-issued life insurance as well as optional supplemental life insurance coverage that are offered require you to list beneficiaries — an individual or individuals who would receive a payout following an employee's passing. All too often, employees forget about this vitally important information. When individuals experience life-altering milestones such as marriage, divorce, or losing a loved one, it could impact the choices you have made within your benefit plan.

Any employee can change a beneficiary at any time and as often as they'd like with no cost or no restriction at all. As the saying goes, stuff happens. Take a few minutes and review your benefits and the coverages you have.

Should you want to make any changes, call or email **Brian Silva in Human Resources** at any time and he'll be glad to help you out. **Brian's direct extension is 3772.**

ANNOUNCEMENT

The company's Annual Meeting
is set for
Thursday, April 28
at the Four Points Sheraton
in Norwood.

All employees should lock in this all-day
event in their calendar now.

Seven Residents from Six First Realty Properties Awarded NAHMA SCHOLARSHIPS

Seven residents from First Realty Management properties are among 85 college students nationally who have been awarded scholarships for this academic year by the National Affordable Housing Management Association (NAHMA) Educational Foundation.

This past year was a recording breaking year for the NAHMA Education Foundation. There were more completed applications received, more scholarships awarded, and more total money distributed to recipients than at any other time in the nine-year history of the program.

Each individual scholarship is worth **\$2,500** and the total amount of money awarded is **\$212,500**.

*"The foundation's commitment to making a meaningful financial award to the NAHMA scholars is demonstrated by the fact that this is the second consecutive year that each recipient has received **\$2,500** to utilize toward their school expenses," said Dr. Bruce W. Johnson, the scholarship program administrator.*

Over the life of the program, more than **\$734,000** worth of scholarships have been provided to worthy student/ residents.

Here are the 2015-2016 scholarship recipients who reside at First Realty Management properties:

Todd Davison of **Greenwoods in Brockton**, a freshman at St. John's University in New York City. He majors in psychology.

James Tetreault, also of **Greenwoods**, is a junior at Massasoit Community College in Brockton. He majors in Liberal Arts.

Pascal Delpé-Brice of **Stony Brook Commons** in Roslindale is a senior at Wentworth Institute of Technology in Boston. He majors in computer science.

Paul Ghazali of **Canterbury Place**, is a freshman at the College of the Holy Cross in Worcester. He majors in business marketing.

Matthew Mills of **Taunton Gardens** is a freshman at the University of New Hampshire. He majors in biomedical sciences.

Fiona Mwariama of **The Fairways** in Worcester is a junior at Westfield State University in Westfield. She majors in psychology.

Juxhin Xhuxha of **Brandywyne Village** in East Boston is a graduate student at UMass Boston. She majors in accounting.

► *Applications for 2016 NAHMA Educational Foundation scholarships must be submitted by Friday, May 27. Go to NAHMA's web site and then click on the Educational Foundation icon for more information.*



2015 Awards **RECAP**

One testament to the quality of our employees as well as the communities we manage is the recognition we receive from professional organizations that serve the property management industry.

The Rental Housing Association (RHA) of the Greater Boston Real Estate Board (GBREB) selected **The Fairways** in Worcester as winner of its **2015 Community of Excellence Award** in the category: Over 20 Years Old. In addition, **four employees were recognized by the New England Affordable Housing Management Association (NEAHMA)** for their individual efforts throughout the year.



Sarah Clark (L) and Tara Gocłowski with their Community of Excellence Award.

The Fairways

"Being named as a Community of Excellence is a testament to our company's commitment to provide clean, comfortable, and attractive housing," said Chief Operating Officer Jan Brandin. "Furthermore, one key aspect that makes our properties thriving communities for the residents we serve is a robust activities program that engages children, young adults, parents and elders who share the community. The strength of our programs and level of resident engagement make The Fairways a very desirable place to live. Credit for such a positive environment has to start with the on-site staff we have in place there."

"This is a team win," said Fairways Site Manager Sarah Clark. "It is nice to be recognized for the work that we do to provide such a nice place for people to live. The award is a confirmation that we are serving our residents well."

Since it opened in 1969, The Fairways has provided quality townhouse living to Worcester families. The Fairways consists of 200 one, two and three-bedroom apartments. Although located in a quiet section of Worcester, the property is served by public transportation bus service that allows many residents convenient commutes to their work. A large, multi-purpose community center bustles with activity throughout the week.

Employees **SHINE** at NEAHMA Annual Awards Program

Two property managers and two maintenance professionals **were honored by NEAHMA** for their continuous efforts to make a **positive impact in the lives of the residents** they serve in the communities at which they work. Congratulations to all the recipients.



Dawn Mota

Dawn Mota was chosen as NEAHMA's National Affordable Housing Professional of the Year for her supervisory work at multiple sites in Massachusetts and Rhode Island. As senior manager — multiple sites, Dawn oversees the 208-unit Bay Village in Fall River as well as 11 scattered sites in the Providence, R.I. area.

She oversees all administrative responsibilities at each location and manages a staff of 15 people including managers, assistant site managers, management assistants, resident activities director, and maintenance staff.

Employees **SHINE** at NEAHMA Annual Awards Program



Amber Waters

Amber Waters' leadership over the past several years at The Meadows, a residential community in North Smithfield, R.I. for residents 62 years of age and older, has been impressive. Her efforts resulted in earning Property Manager of the Year recognition from NEAHMA. She led an effort that resulted in a perfect score following a REAC inspection last year. She repeated that achievement by leading her team to a perfect score following a property inspection by Rhode Island Housing.



John Torres

As maintenance supervisor at Bay Village for 13 years, **John Torres** has led a close-knit team that supports one another and keeps its focus on efficiently taking care of the community's residents. He won't close up shop and leave for the day until the work board has been cleared of maintenance requests and other work orders. For his efforts, he earned Maintenance Supervisor of the Year accolades from NEAHMA.



Peter Hache

Since joining First Realty, **Peter Hache** has developed a reputation of being a responsive worker for whatever a site manager needs done. Peter has worked primarily as a floating maintenance technician. At each site he has been to, one common characteristic prevails: Each site manager has reported to the Home Office that they would like to have Peter assigned to their property full-time. Nothing more needs to be said. NEAHMA awarded Peter its Maintenance Technician of the Year Award.

Ongoing Professional **DEVELOPMENT**



Telian Diggs

Telian Diggs recently completed the requirements to receive his certification as an Accredited Residential Manager. The ARM Certification is one of many formal professional training programs offered by **IREM**, the Institute of Real Estate Management.

Three employees earn maintenance certifications. Two employees who work in Providence, **Henry Araujo** of **The Oxfords** and **Joe Moreid** of **Olneyville Housing**, recently achieved their National Affordable Housing Maintenance Superintendent certification while **Vito Rivera** of **Canterbury Place** in Roslindale earned his maintenance technician certification from **NAHMA**.

2015 NAHMA's National Poster Contest **WINNERS**

Three budding young artists, all of whom live at Bay Village, were among a handful of youngsters from across the country whose artistic creations were selected for inclusion in NAHMA's 2016 calendar. Each of the girls, sisters Jennifer and Jessica Lauzon, and Madison McElroy, were honored at the annual conference of the New England Affordable Housing Management Association last fall alongside regional winners from Bay Village, Greenwoods and The Fairways. The NEAHMA Conference was held before the girls were chosen as national poster winners by NAHMA later in the year.



Jennifer Lauzon, 9th grade,
Bay Village.



Jessica Lauzon, 6th grade,
Bay Village.



Madison McElroy, 5th grade,
Bay Village.



Some of the young residents who participated in the annual NAHMA poster contest were recognized for their efforts with a gathering at the Home Office followed by a special lunch at a downtown restaurant. The event was organized by all of the resident activities directors.

A Word About **BRANDING**

Many employees may recall that several years ago we engaged the services of a strategic marketing firm to advise us on how to enhance the First Realty brand.

The exercise has proved valuable. We have consistency in our look through printed collateral, letterhead, business cards as well as in various electronic formats including the company and property web sites, electronic letterhead, and many email signatures.

One clear piece of advice that we were given during that brand review was to end the use of "FRM" when talking about the company.

If you spend time with clients such as several condominium association boards, many board members often refer to us as "FRM." Old habits die hard. Changing customer and client habits is more challenging than changing our own.

When referring to the company, we should always say **"First Realty Management"** or **"First Realty."** In written correspondence, the first reference to the company always is the full company name, "First Realty Management." On second and subsequent references, the use of "First Realty" is acceptable.

We should never refer to the company as "FRM." If we stick to these simple guidelines, the day will come when no one will refer to the company as "FRM."



First Realty
Management

You Can Go **PAPERLESS** for Your Bi-Weekly Pay Stub

Staff whose payroll is 100% direct deposit have the option to go paperless. If anyone at your site wishes to no longer receive paper pay statements, please follow the steps below. If everyone, individually, goes paperless at your site, then the property will no longer incur shipping costs!

However, if even one person does not opt out, the site will continue to have same shipping cost, regardless of the number of statements delivered.

To stop receiving paper statements and set up online access:

Myself > Pay > Pay Statements

- ▶ On the 'Pay Statements' page, click 'Go Paperless'.
- ▶ Select 'Access my pay statements online only' and click 'Next'.
- ▶ Read the 'Agreement to Stop Receiving Paper Pay Statements', select "I agree", and click "Next".
- ▶ *Enter the confirmation number, and click 'Save'.
- ▶ *If you cannot view the screen (gray image), you may simply need to click 'Allow' if your pop-up blocker activates up top.
- ▶ Verify your email address and click Done.
- ▶ *Note: It may be one to two pay periods before you stop receiving a paper statement.

To resume receiving paper statements:

Myself > Pay > Pay Statements

- ▶ On the 'Pay Statements' page, click 'Restart Paper'.
- ▶ Click 'Get Paper'.

Call or email **Brian Silva** if you have any questions.

WELCOME New Employees



<i>Jorge Hernández</i>	<i>Maintenance Mechanic</i>	<i>West Elmwood Portfolio</i>
<i>Washington Almeida</i>	<i>Maintenance Superintendent</i>	<i>Melrose Towers</i>
<i>Mark Rego</i>	<i>Maintenance Mechanic</i>	<i>Carnegie Abbey Condo</i>
<i>Gabe Esposito</i>	<i>Part-time Accounting Assistant</i>	<i>REAS</i>
<i>Carlos Mingoies</i>	<i>Maintenance Mechanic</i>	<i>Stony Brook Commons</i>
<i>Tamela Roberts</i>	<i>Leasing Consultant</i>	<i>Brandywyne Village</i>
<i>Elizabeth De Pina</i>	<i>Management Assistant</i>	<i>Davis Commons</i>
<i>Charlton Richards</i>	<i>Maintenance Mechanic</i>	<i>Beneficent House</i>
<i>Dalida Wong</i>	<i>Leasing Consultant</i>	<i>Greenwoods</i>
<i>Melissa Tarasiak</i>	<i>Assistant Property Manager, Condo</i>	<i>The Fairways</i>
<i>Tyler Murray</i>	<i>Part-time Accounting Assistant</i>	<i>REAS</i>
<i>Jeimy Gomez</i>	<i>Assistant Manager</i>	<i>West Elmwood Portfolio</i>
<i>Megan Hidenfelter</i>	<i>Leasing Consultant</i>	<i>The Fairways</i>
<i>Donna Santilli</i>	<i>Laundry Room Attendant</i>	<i>Brandywyne Village</i>
<i>Kiel Khan</i>	<i>Maintenance Mechanic</i>	<i>Greenwoods</i>
<i>Kathryn Kargman Holden</i>	<i>Vice President</i>	<i>Home Office</i>
<i>Tiffany Porter</i>	<i>Leasing Consultant, Floater</i>	<i>Stony Brook Commons</i>
<i>Kyle Bair</i>	<i>Leasing Consultant</i>	<i>Camelot Court</i>
<i>Michael Dorsey</i>	<i>Maintenance Superintendent</i>	<i>BraeWell and other Condos</i>
<i>Michael Towne</i>	<i>Maintenance Superintendent</i>	<i>Wellesley Green Condo</i>
<i>Jorge Delgado</i>	<i>Maintenance Superintendent</i>	<i>West Elmwood Portfolio</i>

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