

SYNERGY

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Associate Spotlight: Three Promotions to Celebrate!

This month's spotlight celebrates not one, but three outstanding members of the ULCC family. Destiny Lafitte, Kylin Todd, and Jenifer Anderson have each recently been promoted, and their dedication and passion for property management have made a lasting impact on their teams, residents, and ULCC as a whole.

Destiny Lafitte: Coates Bluff & The Willows Property Manager

Destiny has been with ULCC for nine years and now serves as Property Manager for Coates Bluff and The Willows, previously serving in the role

of Property Manager at Fern Crossing. She got her start in property management through a referral from Hilary Hall, who spoke highly of ULCC and encouraged her to take a chance on a new career — a leap of faith that's grown into nearly a decade of dedicated service.

Destiny finds the most reward in hearing directly from residents, especially through Realpage's LOFT Living feedback platform. "My favorite thing about working at ULCC is the opportunity to make a positive impact on our residents," she said.

THE MISSION STATEMENT OF THE U. L. COLEMAN COMPANIES

To provide the best value and service to our clients through a fully integrated, cost effective approach to real estate services, delivered by a team of uniquely qualified professionals who dedicate hard work, attention to detail, integrity, and fairness to each step of the process.

CONTINUED FROM COVER: Associate Spotlight...

She describes the company culture as one that encourages growth, accountability, and continuous learning, adding, “You’re trusted to do your job while having the support you need to succeed.”

Outside of work, Destiny loves spending time with her family at the ball fields or on a road trip. A member of the Shreveport-Bossier Apartment Association (SBAA), she’s looking forward to continued growth, new skills, and making a meaningful impact in her new role. Congratulations, Destiny!

Kylin Todd: Fern Crossing at Bayou Pierre Property Manager

Kylin has spent over ten years with ULCC and now leads as Property Manager at Fern Crossing at Bayou Pierre, bringing years of experience as Property Manager at Northgate Square. Her property management career began in 2008 when a friend, a leasing consultant, encouraged her to apply at a large apartment community. She was later drawn to ULCC by its commitment to both employees and communities.

Kylin finds it most rewarding to help residents and watch her community continue to improve, and she describes ULCC’s culture as supportive, team-oriented, and focused on great resident service. “The people, the positive work environment, and our involvement in the community” are what she loves most, along with a team where “everyone works together and is always willing to help.”

Outside of work, Kylin has developed a passion for genealogy, tracing her family’s story and our nation’s history. Kylin serves on the Shreveport-Bossier Apartment Association Board and its Community Service Committee,

and she looks forward to continued growth and new opportunities within ULCC. Congratulations, Kylin!

Jenifer Anderson: Northgate Square Property Manager

Jenifer has been part of the ULCC family since 2010, building an impressive and varied career as a temporary floating housekeeper, make-ready coordinator, event planner, and assistant manager before stepping into her current role as Property Manager at Northgate Square. Her path into property management took root while working in the make-ready units, where she saw firsthand how much ULCC cares about how its properties look and feel for residents. This realization inspired her to build her career with the company.

For Jenifer, the most rewarding part of the job is the career growth she’s experienced from within, paired with a culture she describes as professional, engaging, and full of fair opportunities. “The company values its employees and treats them like family,” she said, noting she’s found teams that strive toward shared goals at both Coates Bluff and The Willows, and again at Northgate Square. “I consider myself lucky,” she added.

Outside of work, Jenifer enjoys family time, vacationing, and furniture rehab and painting projects. Looking ahead, she sees herself as a seasoned manager for ULCC. Congratulations, Jenifer!

Please join us in applauding Destiny, Kylin, and Jenifer on their well-earned promotions!

Infused with Care

As summer temperatures climbed, Coleman Care kept its team refreshed with a simple, thoughtful perk: fruit-infused water and fresh fruit available several times a week.

Throughout the season, the kitchen featured a rotating lineup of refreshing infusion flavors, including cucumber-lemon, watermelon-mint, grapefruit, and more, paired with a seasonal fruit selection. Rather than settling on one standard offering, the team experimented with different combinations and gathered feedback and suggestions from employees along the way to find the flavors they enjoyed most.

Staying hydrated is especially important during the summer, when dehydration can contribute to fatigue and difficulty focusing. By making hydration accessible and enjoyable, Coleman Care supported employee wellbeing while creating another small opportunity for connection and community.



This effort was just one part of Coleman Care’s broader Nutritional Pillar. Looking ahead, the goal is to continue

offering healthy snacks and refreshments throughout the year, recognizing that good nutrition and employee wellbeing matter in every season.



Contributed by
Morgan Grice, Director of Administration

Team Takeaways: Apartmentalize 2026

This summer, several of our team members traveled to New Orleans for the National Apartment Association's Apartmentalize conference, the multifamily industry's largest gathering of leasing, marketing, maintenance, and leadership professionals. They came back energized, inspired, and full of ideas to bring back to our communities. Here's what they had to say about their experience.

Leanna Morris found her favorite moments in the conference's Fish Bowl Sessions, an interactive format where attendees could step into the center of the room and pose questions directly to session hosts. "It challenged me to step out of my comfort zone, walk to the center of a busy room, and ask questions that mattered to me," she shared. Beyond the format itself, Leanna noticed a broader shift happening across the industry. "The industry as a whole seems to be embracing that the mental health of employees is directly correlated to the productivity and success of the business," she said. "It was encouraging to see so many leadership classes be centered around caring for people."

For Harley Waters, the most impactful session focused on using AI in leasing while keeping the human connection at the center of the experience. One quote stuck with her: "AI can prepare you, but people still close the deal." She also brought back the D.A.S.H. framework for handling objections: define, assess, share, and help reframe. Other sessions reinforced how much virtual tours and video content shape a prospect's first impression, and how resident retention hinges less on how fast work orders close and more on the overall quality of the repair and communication. As Harley put it, "every interaction with a resident is an opportunity to build trust and encourage long-term retention."

Stacy Waters attended a session titled "Survey Says... Nothing," which challenged the industry's heavy reliance on satisfaction surveys. The core message: satisfaction is not the same as loyalty, and high survey scores can be misleading if we're not also

watching for the early signals that actually predict whether a resident will renew or move out. Stacy came away with a renewed focus on building measurement strategies that capture what truly matters to our residents, not just what's easy to score.

For Lindsay Caldwell, the value of Apartmentalize came from two directions. The educational seminars kept her current on new trends and fresh ideas she can bring back to the team, while the chance to connect with apartment professionals from across the country offered a reminder that "we're all working toward the same goal: creating exceptional communities for our residents."

Debbie Jordan, longtime attendee, said her favorite session this year focused on employee retention, specifically, unique approaches to keeping teams motivated and engaged. The takeaway that stuck with her most was the importance of boosting morale through creativity, recognition, and open communication, rather than leaning on traditional management styles. "The experience inspired me to think more creatively about leadership and problem-solving," Debbie said. "Attending the conference reinforced that investing in people is the most effective way to a successful team."

Across every session and every conversation, one theme kept surfacing: people are at the center of this business, whether it's the residents we serve, the prospects we lease to, or the teams we work alongside every day. We're grateful to our team members for representing us so well at Apartmentalize this year, and we can't wait to see these fresh ideas in action.



Supporting Local Teachers



Northgate Square team with a portion of their collected supplies.

ULCC associates participated in a company-wide school supply drive for local teachers.

This summer, U.L. Coleman Companies came together to support local teachers through our Back-to-School Supply Drive. Communities and Central Office collected supplies for schools in their surrounding areas, easing the financial burden so many teachers face each year. Central Office associates alone donated 457 supplies (including Amazon gift cards), split between Plantation Park Elementary in Bossier and Creswell Elementary in Shreveport. Through Teacher Nomination Boxes, available at all properties, 12 deserving educators were randomly selected to receive a \$100 Amazon gift card. Thank you to everyone who donated and nominated. It's a wonderful reminder of the impact we can have when we give back together!



A Look Inside RealWorld 2026

In early August, a group of our associates traveled to Denver, CO, to attend RealWorld 2026, Realpage's annual conference. The event focused on the tools, technology, and resources that support the multifamily housing industry, offering a valuable opportunity to explore new ways to work more efficiently and enhance the resident experience.

Attendees built their schedules around tracks like Demand Operations, Resident Experience, Property Operations, Portfolio Intelligence, and Accounting and Finance, along with hands-on product trainings. They also spent two days on the Expo floor connecting with industry partners and exploring new solutions.

A major highlight was Realpage's continued push into artificial intelligence. During the general session, President and CEO Dirk Wakeham detailed Realpage's partnership with OpenAI, which powers the company's Lumina AI platform, and introduced the Lumina AI Workforce, a suite of specialized agents for Finance, Spend Management, Analytics, and Facilities. These agents are designed to automate routine tasks, improve purchasing visibility, and turn data into actionable insights.

For our team, the biggest takeaway was seeing how quickly Realpage is expanding its relationship with AI, and what that could mean for our everyday operations. We look forward to exploring how these tools can help us work smarter and continue improving the resident experience.



REALWORLD // 2026



THE HUMAN TOUCH

We live in an amazing age.

IBM introduced the IBM PC 5150 in 1981. It established the industry standard and brought computing to the masses. Apple released the Macintosh in 1984. It included a mouse and a graphical user interface replacing the command-line interfaces common at the time.

Since that time, we have seen a steady progression in the computerization of our lives.

Text messaging on phones began in 1993 when Nokia released the Nokia 2110. Americans send and receive five times as many text messages as phone calls each day.

The internet became popular in 1995 with AOL. Search engines have evolved to the point that we now have virtually unlimited information at our fingertips. With this much information so easily accessible, the market for printed encyclopedias has shrunk dramatically.

Digital cameras began gaining popularity in the late 1990s and early 2000s. Today film cameras are largely a thing of the past. I remember before digital cameras and cellphones, if you were out and about and found yourself in a “picture worthy” moment, you might hear someone ask “Does anyone have a camera?” That is a question you don’t hear asked anymore.

In the early 2000s, social media began gaining popularity with Myspace followed not long after that by Facebook, YouTube, and Twitter. The social media industry is now a multi-billion-dollar market.

Apple introduced the iPhone in 2007. Virtually every phone manufacturer followed suit with their own smartphones. Today 92% of cell phone sales are smartphones.

And the latest and greatest technology seems to be artificial intelligence. Current examples in daily use include voice

assistants (Siri and Alexa), social media feeds such as TikTok and Instagram, facial recognition, and self-driving cars.

While all of this technology makes our lives so much easier, it can also lead to frustration at times. Our computers and phones are keeping track of what we do and that information is monetized by others.

It often feels like people and companies are more worried about how many “likes” they receive than anything else.

Today, when calling a company, we often get stuck talking to an AI-aided auto attendant and have an increasingly difficult time reaching a live person. Talking to an auto attendant, while sometimes efficient, can be wholly unsatisfying.

We are social creatures. We need and crave interaction with others. The personal touch simply can’t be replaced by artificial intelligence.

That is one of the many things I appreciate about working at U. L. Coleman – the personal touch. We have actual employees answering phones, not auto attendants.

We make time for parties and social events with our residents.

We aren’t so concerned with the bottom line that we forget about the people that helped to get us where we are.

In many organizations, it is the people that make the difference.

Let’s embrace the technology that helps to make our lives better. But let’s not let go of the personal touch that makes life fulfilling.

Contributed by
David Lester, CPA
Chief Financial Officer



Associates' Anniversaries

U.L. Coleman, III Central Office	55yrs.	Jacquelyn McCall Highcrest	4yrs.
David Lester Central Office	38yrs.	Victor Morales Sequoia	4yrs.
Carla Cain UL Coleman Properties	29yrs.	Phillip Parker UL Coleman Properties	4yrs.
Richard Goff Central Office	28yrs.	Doran Parker-Napp Central Office	4yrs.
Cathy Campos Highcrest	23yrs.	Ashley Bailey Arbors	3yrs.
Ricardo Garcia Sequoia	23yrs.	Jesse Bolgiano Le Rivage	3yrs.
Jarvis Kesssee Bonchasse	22yrs.	Winona Deslauriers Chaparral	3yrs.
Cory Peters Bonchasse	22yrs.	Susana Encarnacion Willows/Coates Bluff	3yrs.
Shaun Long Millbrook	18yrs.	Lois Fogleman Central Office	3yrs.
Humberto Marin Sequoia	18yrs.	John Long Sequoia	3yrs.
Cole Guthrie Sequoia	17yrs.	Vanita Williams Millbrook/Northgate Square	3yrs.
Carlos Jimenez Bonchasse	14yrs.	Alexandra Davis UL Coleman Properties	2yrs.
Ozie Wesley Sequoia	14yrs.	Etni De Leon Barrios Willows/Coates Bluff	2yrs.
Ray Cole Greenacres/Tallow Wood	13yrs.	Michael Edwards Oak Hollow	2yrs.
Jaime Roy Central Office	12yrs.	Rebecca Gallien Millicent Crossing	2yrs.
Hilary Hall Millicent Crossing	11yrs.	Charles Lefebvre UL Coleman Properties	2yrs.
Zackary Wall Sequoia	10yrs.	Christian Macia Oak Hollow	2yrs.
Carina Cruz Tlaxca Raintree	8yrs.	Cecelia Thompson Willows/Coates Bluff	2yrs.
Clinton Todd Willows/Coates Bluff	7yrs.	Jackson Deslauriers UL Coleman Properties	1yr.
Jenifer Anderson Northgate Square	6yrs.	Jessie Lang Bonchasse	1yr.
Myami Boudreaux Colonial Plaza	6yrs.	Aaron Metrejean Willows/Coates Bluff	1yr.
Chad Brown Willows/Coates Bluff	6yrs.	Jerry Rayson Sequoia	1yr.
Nancy Dinkins Central Office	6yrs.	Andre Robinson Raintree	1yr.
Kevin Gullatt Sequoia	6yrs.	Lakisha Samuel Millicent Crossing	1yr.
Dustin Slade Millicent Crossing	6yrs.	Cedric Terrell Willows/Coates Bluff	1yr.
Wendy Ball Sequoia	5yrs.	David Young Northgate Square	1yr.
Madison McCary Central Office	5yrs.		
Leanna Morris Central Office	5yrs.		
Meagan Pilcher Central Office	5yrs.		
Jeb Womack Central Office	5yrs.		



AI in the Fabulous City!

This past August, three of our associates traveled to Las Vegas to attend Ai4 2026, the largest artificial intelligence conference in the United States, held at The Venetian. The multi-day event brought together some of the most influential voices in AI, offering our team a firsthand look at where the industry is headed and how leading organizations are putting AI to work.

Throughout the conference, our associates attended sessions covering a wide range of topics, including AI platforms, governance, and the rise of autonomous AI agents. Speakers included the Architects of AI, along with representatives from Amazon Web Services (AWS) and the team behind Waymo, the autonomous vehicle company, and more. These sessions gave our team direct insight into how some of the most respected names in tech are approaching AI development and deployment. Beyond big-picture discussions, much of the conference focused on the practical side of AI adoption. Our associates sat in on panels and focus groups exploring how companies across industries are integrating AI into their operations at scale, all while maintaining strict standards for data protection. Topics included how sensitive data is stored, organized, and safeguarded, offering valuable takeaways for how we think about AI and data security in our own work.

While the educational content was a major highlight, the relationships built at Ai4 were just as valuable. Our associates had the opportunity to network with professionals from across the AI landscape, opening the door to new ideas and potential partnerships that extend well beyond the conference itself. They returned with a wealth of knowledge and a renewed sense of excitement about the role AI can play in our work moving forward. We're looking forward to applying what they've learned and continuing to build on the connections made at this year's event.



Mind Your Body Budget

Small Investments, Big Returns

Recent neuroscience research suggests that each of us operates with a “body budget”—the collection of physical and mental resources our brains use to manage everything from thinking and decision-making to relationships and stress.

Much like a financial budget, our body budget is constantly balancing deposits and expenses. Deposits are the activities that restore and replenish us, such as quality sleep, exercise, healthy nutrition, meaningful connections, and moments of recovery. Expenses are the demands that draw from our reserves, including stress, conflict, worry, poor sleep, illness, and even the effort required to make decisions throughout the day. Just as consistently spending more money than we earn can lead to debt, consistently making more withdrawals than deposits from our body budget can leave us physically and mentally depleted.

When our body budget is in balance, we’re more focused, patient, creative, and resilient. We communicate more effectively, solve problems more easily, and bring our best selves to work. When it’s running low, however, we may find ourselves feeling overwhelmed, distracted, irritable, or mentally exhausted.

One often-overlooked factor is the conversation happening inside our own minds. The messages we tell ourselves matter. Thoughts such as “I’ll never get this done” or “Everything is going wrong” can increase stress and drain our body budget. More constructive messages like “I’ll take this one step at a time” or “I’ve handled challenges before” help our brains stay calm, focused, and resourceful.

Our body budget doesn’t just affect us individually—it influences our teams as well. Positive interactions, meaningful connections, and supportive workplaces help replenish our resources. Chronic stress, poor sleep, and negative thinking can quickly deplete them.

As you move through your week, consider both the expenses and deposits in your body budget. Are you making enough deposits to support the demands you’re facing? A good night’s sleep, a walk outside, a healthy meal, a meaningful conversation, or simply paying attention to your internal dialogue can make a bigger difference than you might think.

The small investments we make in our well-being today create big returns in our energy, performance, relationships, and overall quality of life tomorrow. Remember to always “Mind Your Body Budget.”



Contributed by
Carolyn A. Moore, MBA, PCC, FACHE

Birthdays [October - March]

Shelton Frazier Le Rivage	10/1	Destiny Lafitte Willows/Coates Bluff	12/16	Nancy Dinkins Central Office	2/20
Dale Barry UL Coleman Properties	10/9	Gabrielle Carrion Raintree	12/19	Lois Fogleman Central Office	2/23
Cory Peters Bonchasse	10/9	Cedric Terrell Willows/Coates Bluff	12/19	Clinton Todd Willows/Coates Bluff	2/24
Bobby Roberson Northgate Square	10/10	Pedro Matos Chaparral	12/20	Cecelia Thompson Willows/Coates Bluff	2/27
David Young Northgate Square	10/17	Carina Cruz Tlaxca Raintree	12/23	Angela Ryan Willows/Coates Bluff	2/28
Lindsay Zweydoff Le Rivage	10/18	U.L. Coleman, III Central Office	12/26	Stephen Phillips UL Coleman Properties	3/1
Nathan Shope UL Coleman Properties	10/21	Ricky Spiers Colonial Plaza	1/2	Robert Rost UL Coleman Properties	3/1
Michelle Moorhouse Raintree	10/27	Dustin Slade Millicent Crossing	1/5	Michael Tyner Fern Crossing	3/1
Wendy Ball Sequoia	10/29	Kevin Gullatt Sequoia	1/8	Dennis Procell Sequoia	3/5
Kylin Todd Fern Crossing	10/31	Debbie Weaver Central Office	1/8	Ozie Wesley Sequoia	3/6
Jerry Rayson Sequoia	11/2	Christopher Willis Colonial Plaza	1/9	Colt San Angelo Arbors	3/12
Susana Encarnacion Willows/Coates Bluff	11/7	Leslie Carrillo Greenacres/Tallow Wood	1/22	George Terral Millicent Crossing	3/14
Juan Perez Greenacres/Tallow Wood	11/7	Stephanie Smith Oak Hollow	1/22	Quinten Marshall Le Rivage	3/15
Kimberly Bowers Arbors	11/8	Greg Ellis Fern Crossing	1/23	Jackson Deslauriers UL Coleman Properties	3/16
Laurel Rice Brightwell Central Office	11/11	Jeb Womack Central Office	1/24	Etni De Leon Barrios Willows/Coates Bluff	3/17
Amanda Anders Fern Crossing	11/12	Jeffery Johnson Arbors	1/29	John Long Sequoia	3/21
Myami Boudreaux Colonial Plaza	11/21	Johnny Taylor Southwood Village	1/31	Cathy Campos Highcrest	3/22
Andre Robinson Raintree	11/22	Michael Edwards Oak Hollow	2/1	McCord Coleman Central Office	3/23
Ricardo Garcia Sequoia	11/24	Ray Cole Greenacres/Tallow Wood	2/5	Humberto Marin Sequoia	3/25
Atilio Benitez Highcrest	11/26	Phillip Parker UL Coleman Properties	2/6	Christi Oates Le Rivage	3/28
Roger Clark Central Office	12/3	Stacy Waters Central Office	2/8	Morgan Grice Central Office	3/29
Zackary Wall Sequoia	12/3	Doran Parker-Napp Central Office	2/10	Charles Gipson UL Coleman Properties	3/30
Ryan Jones UL Coleman Properties	12/6	Madison McCary Central Office	2/11		
Ashley Bailey Arbors	12/10	Jacquelyn McCall Highcrest	2/16		
Christopher Henderson Raintree	12/13	Sherry Papa Willows/Coates Bluff	2/17		
Alexandra Davis UL Coleman Properties	12/15	Britney Waters Central Office	2/18		



REMINDER!

UL COLEMAN
COMPANIES

FAIR DAY



OCTOBER 31

RSVP link
coming soon!

Passing the Torch: Investing in the Next Generation

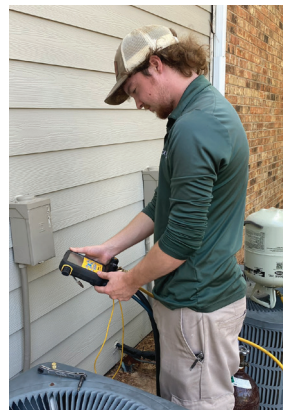
At U.L. Coleman Companies, one of our greatest strengths is the willingness of our associates to invest in one another. Every day, experienced team members share their knowledge with the next generation of maintenance professionals, ensuring valuable skills are passed down and our teams keep growing stronger.

Recently at Colonial Plaza, Maintenance Supervisor Ricky Spiers worked alongside newer maintenance associate Sebastian Willis, teaching him how to install a new air conditioning unit. Ryan Howard has also been mentoring newer associate Jackson Deslauriers through the same hands-on process. While installing an A/C unit is a technical task, these moments present greater opportunities. They allow us to teach, learn, and build confidence through hands-on experience.

That hands-on training goes hand in hand with professional development. Jackson recently passed the exam to obtain his EPA certification, an important credential for maintenance professionals working with HVAC systems and refrigerants. Sebastian is also currently working toward obtaining his EPA certification, continuing to build on the skills he is learning in the field.

This commitment to mentorship is an investment in our future. When seasoned associates take the time to coach newer team members, they aren't just passing along technical skills. They're sharing years of experience, reinforcing best practices, and helping develop the next generation of maintenance professionals. At the same time, newer associates are putting in the work to expand their knowledge, earn credentials, and prepare themselves to take on greater responsibilities.

At U.L. Coleman Companies, we believe our greatest investment is our people. By fostering a culture where associates teach, support, and learn from one another, we're strengthening our teams today while preparing the next generation to carry that knowledge forward tomorrow.



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We want to know!**

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