

## COMMUNITY LIFE - Monthly Summary Report

### The Ideal Monthly Report

## Online Reputation Management

### ApartmentRatings.com (Maple Knoll)

Total # Reviews	% Recommended	City Average
<b>13</b>	<b>74</b>	<b>92</b>

#### Reviews from this month:

(Maple Knoll) 5 stars - Big Shout Out!! to Maple Knoll Apartments Westfield. These apartments are beautiful and very well maintained. Neighbors are quiet. They offer lots of different floor plans for 1, 2 and 3 bedrooms. The apartments are updated, spacious, nice appliances and fixtures, and nice size patio or balconies depending on which apartment you choose. The management and staff are very friendly/personable and always willing to help you resolve any issue you may have. A+ to the maintenance staff who takes care of any problems you may have in a timely manner usually within 24 hrs. The outside grounds are very clean and the landscape is beautiful. I love the resident social events they have each month for adults and children which helps you meet other residents in the community. They have an amazing updated spacious workout center with a variety of weights and equipment, my favorite is the Virtual TV Classes which offers TKO, Palates, all types of dance classes, weight training etc.... The resort style pool area and outdoor recreation area with a fireplace/grilling area is awesome!! I have lived here 6 months and I plan to be here a long time. If you are looking for a great apartment community which offers lots of activities and amenities with a Management team who cares about their residents I highly recommend Maple Knoll Apartments.

5 stars- Maple Knoll Apartments are absolutely amazing. My husband and I moved here about a year ago and just renewed for an additional 14 months. The leasing staff, maintenance, and community life leaders go above and beyond to make sure your stay here is complete satisfaction. The community has upgraded almost all of the apartments and just renovated the club house. It's beautiful! My husband and I are in a 2 bedroom 1 bath and it's perfect for us. The amount of space and storage is great. When we moved in, the apartment was clean and looked like no one had ever lived there. If there's something broken or wrong in your apartment, the maintenance staff will fix it within hours or the next day. They are all very friendly! This complex also has community life events. I have never experienced an apartment complex that is so involved with its residences. Each month, there are 4-5 events scheduled and involve all residents. Examples of events we have had throughout the year include a colts party, luau by the pool, volleyball tournament, wine and canvas, euchre tournament, and pool parties. These events are a great way to meet and greet with your neighbors. My husband and I have met some amazing people through these events. Long story short, don't hesitate joining the Maple Knoll community. They welcome each person with open arms and will go above and beyond to make this place your home!

(Brookdale) Overall Rating: 5

Review: This is a very quite community. Maintenance service is prompt. All the office staff and maintenance staff are very helpful. Community life program arranged by Jamie & Eric is excellent, very innovative and help all members mingle together.

Overall Rating: 4

Review: I lived here for 3 years. They have a garage option, which is great for this area! The office staff are fantastic! Angela and Jackie were always friendly and helpful. It is a lovely neighborhood and Brookdale offers community events for the complex as an opportunity for fun and to get to know neighbors better. Jamie and Eric are great event planners! They do an amazing job coming up with creative event ideas both on site and in the greater community area, and plan events aimed at families as well as the 21+ crowd. I definitely recommend not missing out on their events!

Overall Rating: 5

Review: I have being a resident for almost 3 years and this place really feels like home! From the costumer service at the leasing office to the maintenance personnel I always receive the best care. What differentiates this property from others I lived is the Community Life lead by an amazing couple - Jamie and Eric. The events are focused on building the relationship amongst the

residents making me feel like I am part of a big family. Thank you!

## Narratives

### Story of Connection:

(Beech Grove Village) Jerry has been a long time neighbor here in the community. Recently Joe has been bringing him to church as well. And today when I saw him at church he said, "Miss Kathleen, I am making this my church home." I think he's really been enjoying Joe's friendship and the care that we take around the property. During our Mardi Gras Party, we also got him a cake and sang happy birthday to him!

At our Super Bowl Party, we also had some surprise guests! Some of my favorite neighbors who moved out a couple of years ago to get a small home popped in to say "hi!" While I've kept in touch with them even after their move, they remembered my bacon wrapped tater-tots from years past and decided to come by. It's been really fun getting to watch them dating, and now married, and then in this last year with their first child!

### Story of Care:

(Brownstone) There's a man named Pastor Rick who lives across from us. We actually knew him since before we moved here, but not very well. We knew that his wife had recently left him, and he was going through a hard time. He is used to living a better life than what he may consider the Brownstone Apartments. About 2 weeks ago, we were scrolling through Facebook and we saw him post a very sad, at risk, status. A lot of his friends were very worried about him, but didn't know where he lived to go check on him. We knew, but didn't feel like we could tell anyone if he didn't want them to know. We went to go check on him and he was ok, but we found out how alone he has been feeling. He has felt alienated and unable to adjust to his new life. Ever since then we take him out to eat once a week so he can ease back into hanging out with his old friends that he thought maybe didn't care about him any more which was obviously not true.

### Story of Contribution (SHARE / SERVE / START):

(Carol Stream) One of our residents, John recommended a job website that worked well for his wife to another resident, Stephanie, who is currently looking for jobs. We had a first time attendees family (Keesha and her kids Kourtney, Khloe, and Caiden) stay after our St. Patrick's Day Party and help us clean up and tell us more events they'd like to see in the future and past events that went really well that they'd like to see repeated. Mike and Alecia, have come to several of our events now and invited us over for dinner and a game night. We had a lot of fun and were able to deepen our connection with them.

**Total Contribution (Resident Volunteer) Hours: 15**

## Testimonials

### Stories of Retention: (Tuscany)

#### Number of stories: 1

**Story:** A resident is moving to another part of town and she tried to get her friend in the complex to move with her. He friend said she would never leave Tuscany. She comes to the paint and wine night and many of our events and has commented multiple times on how it's so night to be able to get out and do things with your neighbors.

Ray has lived in many apartment complexes. He said that none of them have the amount or quality of events that Tuscany does. He said it was a big reason why he sticks around.

### Stories of Referral:

#### Number of story: 1

**Story: (Canter Chase)** I went to lunch with Robyn and we were discussing upcoming Community Life events, and she mentioned how happy she was that she had come to her first event in December. She went on to say that when she and her roommate were looking at apartments they were torn between Canter Chase and another complex but they chose Canter Chase for the Community Life program.

## Community Partnerships

(Park Place)

Name of Partner	Which F.R.E.S.H. Category?	Current Status of Relationship
Mark Corbin Financial Planner	Education	Active
Cluck Moo Cluck	Health and Wellness	Active
Two Men & A Truck	Education	On Hold
Cottage Inn Pizza	Health & Wellness	On Hold
Hand & Stone Massage	Health & Wellness	Active
Chandra Nutritionist	Health & Wellness	Active
Panera Bread	Health & Wellness	Active
Live Life Radiantly	Spiritual	Active
LuLaRoe Michelle		Active

## Welcome Visits

9	9	2
# of People moved in this month	# of People we tried to meet	# of People we met

### Here's how it went: (Beech Meadow)

We had one paper that must have an incorrect address on it. I went ahead and knocked on the door and a resident who has lived here for a year or two answered. I was glad because I got to tell her how I've been admiring her door wreath since we moved in. It is a couple with two daughters (one lives here full time and the other lives with their other parent - the girls are step sisters). I told them about Community Life and invited them to come to the Easter party in April. I decided to knock on their other neighbors' door to see if that was the correct person. It wasn't but I had a nice conversation with that resident as well. They are fairly new and must be someone we weren't able to get ahold of in January. I left her with a handmade set of crocheted coasters from the crochet club at our church. Then, we went to the playground after completing welcome visits that evening and the family we had just met with the cool door wreath was there, too - unplanned! We got to know them a little more. I let her know I was planning a "cookies and canvas" type event sometime soon and I'd love to have her come. She shared how much she liked living here. Her mom lives here too, and since she and her boyfriend/husband work a lot, it is very nice to have extra help. Everywhere I turn here at Beech Meadow residents are caring for one another it seems.

## Events

Event Name (Skyridge Club)	Event Date	How Many Times this month?	Total Resident Attendance	Total 1 <sup>st</sup> Time Attendance
Dr Seuss Breakfast	3/4/17	1	29	3
Book Club	3/8/17	1	2	0
Game Night	3/9/17	1	11	2
Glass Magnet Craft Night	3/15/17	1	4	0
Mah Jongg	3/20/17	1	1	0
Paint N Sip	3/23/17	1	18	8
		6	65	13

## E-Newsletters (Preserve at Southwind)

Email	Total Sends	Total Opens	Total Clicks
March Newsletter	307	72	3
Grab & Go Breakfast	307	65	N/A
Youth Drawing + Contest	307	46	N/A
Blessing Bags Project	306	72	N/A
Blessing Bags Project: Reminder	306	42	N/A
Paint & Sip	306	62	N/A
Paint & Sip: Reminder	306	48	N/A
TOTALS:	2145	407	3

**Total Links on all Newsletters: 10**

**Total Clicks on all links on Newsletters: 1**

## Social Media Impact (Woodlands)

Number of **Pictures** we uploaded: **10**

Number of **Links** we added: **4**

Number of times we **posted**: **7**

Number of **Videos** we uploaded: **1**

## Time Sheets

Responsibility (Eagle Creek)	Week #1	Week #2	Week #3	Week #4	Week #5
Welcome Visits	0	2	.5	.5	
Activities and Events	2	3.5	0	5.5	
Event Prep Time	4	12	.5	2.5	
Advertising / Flyers	1.5	1.5	1.5	2	
Building Relationships	8.5	3.5	7.5	2.5	
Enewsletters	2.5	1	2.5	5	
Reporting and Administration	2	2.5	2.5	4.5	
Meetings (Managers, CLD, Apartment Staff)	1	0	2.5	.5	
Facebook	.5	.5	.5	.5	
TOTAL	22	26.5	18	23.5	

**This is what building relationships looks like: (Brookside)**

**Week#1:** Studying with Brianna and talking about what it means to be a good steward of your time when you're a busy person, but also want people to know that they can call on you.

Dale came to church with us on Sunday!

Evan: I don't know how we got on the subject of dying, but Evan and I had a great conversation about how dying is insanely terrible (I think we were talking about how his dad has cancer-we know about his dad, but his friends don't even know). I told Evan that I couldn't imagine losing Ryan, but that my belief in God and trust in Jesus Christ saves me from much more excruciating pain. Roy is a 90 year old man who is open about his sorrow of being a widower. Evan and I chatted about that I told him that Roy teaches me a lot as my elder, but one thing I have learned NOT to do from him, is to set my spouse on a pedestal and get depressed over their being gone, because I know Ryan would be in heaven and happier than I ever could have made him. Evan clearly wasn't having it and we went on talking about other things and I left shortly after. We pray for him often.

Kelly: I picked her up and we went to go read at Starbucks and we were both reading worldview/psychology books, mine was Christian and hers secular. We got to share the things we were learning and see how they were different. I am praying for her. We can't talk about this too too often though because she gets worn out and I don't get to see her for long periods of time.

We also had community group!

**Week #2:** We stop in often at the office and see what's going on. Mainly we like to say hello and be there with them because we all like each other. I spent time with Brianna and Kelly again. This was a harder week to get with people because it surrounded Valentine's Day. We didn't have Community group this week.

**Week #3:** Again, we have Community group every week. This is a time on Tuesday nights that we open the clubhouse and a group of Christians come in and we read and talk about the Bible, share prayer requests and pray over one another. I hung out with Brianna for a bit and we always text our friends in the complex to see how they're doing and if they are free to get together with us. We both went to the Community Life Meeting the month at the Meadows.

**Week #4:** Our last week was difficult in Building relationships. We did more texting than face to face. We don't like that, but when we can't get together often, that's what we have to engage in. We also didn't see the staff often considering Evan, our manager, is basically doing all the jobs. But we did spend enough time with him to know that Pam, the assistant manager, has been "sick" very often and this time she was "sick" for an entire week. Every week I have been studying with Brianna on Thursday afternoons once I get out of class and I babysat 3 tiny and beautiful girls on Friday and brought them by the apartment complex office. Evan said that they made his day and he made theirs with candy and goldfish!

Though this all happened, I thought I would also mention that I got together with an old resident. She was struggling in the complex and she could really drain me of love, care, and counsel. She left the apartment complex to pursue a trip with YWAM. She came back such a glowing person. The Lord had really changed her and she brought me back gifts and thanked us for all our hospitality. We used to let her do laundry at our house to help her save money, we let her use our Wi-Fi, fed her often, let her come over without warning and many other things. She was honestly hard to be around, but God has molded her into someone wonderful.

**Week #5:** N/A