

LENNOX

Monthly Call: May 2019

# Mission Statement

To commit ourselves to providing quality housing to our residents by maintaining clean, quiet, and safe communities; to establishing a culture centered on our Core Values; and to offering long-term solutions that enhance the value of the assets we are entrusted with. We look to achieve these goals by partnering with trained professionals and loyal residents, and together maintaining a quality product.

# Core Values

**Our Core Values are the foundation of our beliefs, and helps sustain us and our investors through fluid market trends**

**INTEGRITY:** Greater integrity and honest recognition of the importance of our roles

**CUSTOMER SERVICE:** Greater quality and service for our residents

**RESPECT:** Greater employment experience for our associates

**RESPONSIBILITY:** Greater contributions to the broader communities

## **New Hires**

4/1- Karina Gonzalez, WO  
4/1- Juan Jose Hernandez, WO  
4/1- Amelia Nolasco, WO  
4/1- Andres Salgado, WO  
4/12- Lacey Simmons, RC  
4/16- Jessi Watson, HD/PH  
4/29- Monyelle Starr, FR  
4/29- David Gardner, SB  
4/29- Marquis Brown, SB

## **Happy Birthday**

5/1- Joanne Fair, LP  
5/5- Rob Conner, LC  
5/9- Tanya Tritt, SC  
5/19- Juan Jose Hernandez, WO  
5/23- Amanda Rivera, FR/HD/PH

## **Work Anniversaries**

5/15/2000- Cody Rayburn, SC  
5/1/2010- Nakia Brooks, LP  
5/23/2013- Latoya Merriweather, CT  
5/8/2017- Desmond Hearn, BT  
5/3/2018- Josef Cibulski, HD/PH

**LENNOX**

**Lennox Pricing**

**Pricing Specials**

**Work Credits**

**Amenity Pricing**

**E-Fax**

**Grounds Keeping**

**Deposit Batches**

**Budgets**

**Training**

**April Review**

## **Pools**

- Clean or covered
- Memorial weekend opening
- In-house maintenance

## **Invoices vs. Invoice vs. Statement**

- Ask vendors to consolidate monthly invoices
- Differentiate between invoice and statement

## **Address Updates**

- Residents
- Vendors

## **Pricing**

- Feedback?

# Housekeeping

## **Open Enrollment**

- Renewal Review
- Plan Selection
- Information forthcoming

## **New Hire Offer Letters**

- Policy Review
- Supervisor Approval

## **Evaluations**

- Feedback?

## **Team Bonus Revisions**

- Feedback?

**Housekeeping - HR**

## **Self-Guided Tours**

- Control path to include amenities
- Property map

## **Resident of the Month**

- Selection and Advertise
- Sponsor lunch at place of work

**May Focus**

The logo for Lennox, featuring the word "LENNOX" in a bold, black, serif font. The letters are contained within a gold-colored, rounded rectangular border. The letter 'X' has a gold-colored diagonal stroke.

LENNOX

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