

The Morris Messenger



2nd Quarter

SERVING THE GREAT STATE OF TENNESSEE

From The Desk of Judy Rose, Broker, CMCA, AMS, CPM, PCAM

President & CEO



Spring has arrived!

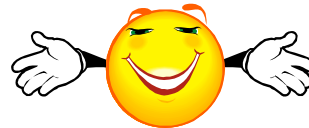
It's time to open the pool, plant the spring flowers, and put out the fresh mulch. Oh how exciting this time of the year is...but, have you planned a social event for your community yet? The Community Association has three roles: business, governance, and social. How much time has your Board of Directors spent on the social function of your community? The most high profile residents in a community are often on the Board of Directors and they set the example when it comes to community spirit. As board members we tend to focus on enforcement of the documents, hiring contractors, reviewing financial information, collecting association fees, etc. and forget to address the most powerful tool you have, community spirit. Have you taken the time to create a Mission Statement and Vision Statement for your community? You are leaders in your community and you need to lead, build a shared vision for your residents, who are we and what are we here to accomplish? A key aspect of protecting and enhancing the value of the property is figuring out whether people actually want to live in your community. Community spirit is hard to define, but you know it when you see it and feel it!

The **Board Member of the Year Contest** is underway. All community managers are submitting their nominations to honor those that exemplify leadership, commitment to the communities needs over personal needs, fair and open business practices, and works as a team. Cash awards will be given to the top three association board member communities (\$300, \$150, \$100) and they will also receive a token of our appreciation. Winners will be announced in our summer newsletter.

Good Luck to everyone!



This month we WELCOME to our management family...



Nashville:

- Oakland Trace Condominiums
- Lanier Park
- Quiet Creek
- Kendall Park
- Berkeley Hall

Murfreesboro:

- Natchez Trace

Knoxville:

- Sequoyah Condominiums

Loudon:

- Golf Side Villa's at Tennessee National

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Board of Directors & the Team

Building Moral—How to Bring Unity from Within . . . Part Two of Three

By: Brian Jackson, CMCA
Community Association Manager

Create a Vision

A vision is one of the most important aspects of making a team successful. Teams falter when they don't clearly see the "vision". Why are we doing what we do? Where are we going? One must intentionally motivate the team toward the fulfillment of the goals. Budgets help to plan for the financial future of the association. Visioning and goal setting helps to keep a board on-track. Setting some simple goals makes the board's job of communication much easier with the community it serves. Creating and casting a clear but simple vision can be as easy as following a checklist.

Create a Clear Vision Statement

Not having a vision is like shooting an arrow into the air and placing a target around wherever it lands. The target may not be where you really want it!

For most HOA's, the vision that needs to govern all actions of the board of directors is: "We exist to pro-

mote the welfare and enhance the lifestyle of the community". This is the ground rule of everything the HOA does. Enforcement of the CCR's, organization of community gatherings, representation of the homeowners to public and government entities all fall under this simple, yet succinct vision statement. Your HOA may have a specific spin on this that is unique to you and your community.

Set Goals for all Task Areas

Finances, communications, building, maintenance and all other major functions of your HOA should have a goal, or set of goals, for the coming year. Perhaps distributing a newsletter, or establishing a website would satisfy your goal for communications. Securing an annual audit for the current year might be a goal for finance. Specific work to be completed on a common facility structure might be a goal for building maintenance. Having set goals, it will be easier to communicate to the homeowners at any time

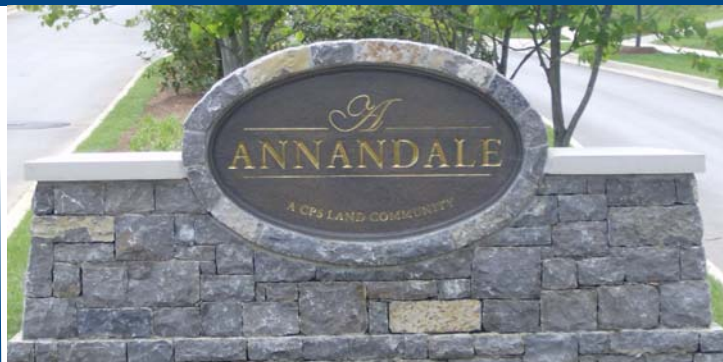
what you are accomplishing or planning to accomplish on their behalf for the near future. Ask your Community Association Manager to assist you in developing these goals. Association Managers have some valuable experience to offer in these matters. They are not just the "go to person" for the Board to assign tasks, but rather can help a Board maintain its control and its own responsibility of projects and task areas.

Create Measurable Objectives

Set goals that can be easily monitored and measured. This might also consist of a very simple checklist. The longer the list, or more detailed list, the harder it will be to measure. A checklist is a good way to offer to the homeowners the status of each endeavor whenever communication is desired or necessary. Setting a time line for accomplishment of maintenance, or any other task, can be extremely helpful.

Community Association SPOTLIGHT

By: Chad V. Williams
Community Association Manager



Come home to a peaceful valley surrounded by the beautiful hills of Brentwood, wherein lies a sophisticated community specifically reserved for those with uncompromising taste and the highest expectations. Annandale is an unparalleled combination of natural beauty, classic architecture, and exceptional amenities in Brentwood's prominent location.

Annandale, an exclusive 221-acre community featuring 180 exceptional homes, has been designed to be one of the premier communities in Middle Tennessee. Like the great classic communities before it that have stood the test of time, Annandale blends an outstanding land plan, extraordinary architecture, and abundant landscaping.

From the exquisite entrance, graceful homes line the boulevard that leads to two European style roundabouts centered by classic obelisks.

Residents can relax around Annandale's upscale resort style pool and cabana overlooking one of the community's lakes. The centerpiece of Annandale is a serene, 14-acre tree-lined park with a meandering walking trail that winds past peaceful lakes and fountains. Beautiful tree lined streets and sidewalks provide a pedestrian friendly environment and access to the numerous neighborhood parks.

Morris Property Management, Inc. is proud to work with CPS Land Development managing the community since its inception in December, 2005. Chad V. Williams is the Community Association Manager for Morris Property Management, Inc.



Rules Of Conduct

By: John Hensley, CMCA, AMS
Regional Manager

IMAGINE YOURSELF ON THE OTHER SIDE

1) How do you react to a situation?

Do you—Get Excited? Get Upset? Do Nothing? Remain Calm?

Getting Excited: It does not help anyone. It actually may make someone want to back away and not want to deal with you. You have a win-lose situation.

Getting Upset: You are hurting yourself as well as others. You have a lose-lose situation.

Do Nothing: Why are you even there if you do nothing? If you are not willing to step up to the plate, then the consensus is, why should I either? You have a lose-lose situation.

Remain Calm: Everyone wins in this situation. If you remain calm at all times, not matter what the crisis may be, both parties can resolve the issue in a professional manner. You have a win-win situation.

2) So are you where you need to be in the Rules of Conduct? If not, here are some ways to get there:

- Do not react off of emotions.
- Do not assume you are right.
- Make sure your tone is calming, setting for the receiver on the other end.
- Watch you body language.
- Be professional.

Controlling Mold, Mildew Outside

By: Catherine Sparkman
Community Association Manager

Mold and mildew can make the exterior of your home look dirty, unattractive and rob it of its curb appeal. If left unchecked it will also damage paint, wood, roof and siding.

Removing mold and mildew means countless hours of scrubbing or power washing—only to have it return the next year. Fortunately, those day are gone! Thanks to products specifically formulated to kill mold and mildew and prevent it from coming back—there's now a scrub-free way to a mold and mildew free home! Here's how:

Control the moisture around your home. Keep shrubs, plants and mulch away from exterior walls. Trim any branches or tree limbs that touch the outside of your home. Clear gutters and drains of any leaves and debris.

Since mold and mildew need moisture to grow, redirect sprinklers and rotate hanging planters to prevent water from regularly collecting on exterior surfaces. Also, make sure rain water is not collecting near your home's foundation.

Clean and kill the mold and mildew with a house cleaner that contains an EPA-REGISTERED MILDEWCIDE, like Jomax House Cleaner and Mildew Killer. Jomax kills mold and mildew and loosens dirt and stains without scrubbing or power washing. It's specifically formulated detergent system will not damage wood etch aluminum siding or discolor surfaces like house-hold bleach can. Jomax will not harm surrounding plants, grass and shrubs.

Chocolate Chip Brownie Cake

INGREDIENTS:

- 1/2 cup butter
- 3 1/2 cups semi-sweet chocolate chips
- 1 1/2 cups flour
- 1 tsp. baking soda
- 1 1/2 cups sugar
- 1 Tbs. vanilla
- 1/4 cup hot water
- 4 eggs



DIRECTIONS:

Melt butter and 2 cups chocolate chips together. In a small bowl mix flour and baking soda together. Put melted chocolate mixture in a large bowl. Add sugar and beat for about 5 minutes until smooth. With mixer on add vanilla, and gradually add water. Add eggs one at a time and beat after each addition. With mixer on low add flour mixture until blended. Fold in remaining 1 1/2 cups semi-sweet chocolate chips. Pour into a greased **10 inch round pan**. Bake at 325 degrees F. for 35 to 45 minutes. Cool. Store in refrigerator.

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Put ICE in your Cell Phone

*Provided By: Ruth Daniels
Senior Association Accountant*

Providing Key Information In Case of Emergency

There's a new movement gaining momentum across the country to make cell phones the source of key information for EMTs and other emergency workers. A British paramedic came up with the idea of having people make an entry in their cell phonebook under ICE, for "In Case of Emergency". Under that listing, the owner of the phone would enter the name and numbers of the person who should be called if an emergency should happen.

Paramedics, police and firefighters responding to accidents, crimes, and disasters often deal with injured people who carry no information about their next of kin or who should be contacted in case of an emergency. In the case of victims who are unconscious, these contacts make it possible for EMTs to find out important information about a patient's medical history or allergies.

With ICE, emergency workers can get hold of the right person in a few seconds. That's why EMTs, paramedics, police officers and firefighters in the U.S. are encouraging people to start putting ICE entry into their cell phones. The cellular phone industry is also getting behind the campaign. And word is spreading through the media, word of mouth and emails. Women are realizing that an ICE number in their phones is better than other forms of identification, because they'll sometimes go out without a purse but nearly always bring their cell phones.

It is important for everyone to use the same listing—ICE—or else it will be confusing to those who need the number. If you would like to store more than one name as an emergency contact, you can simply enter ICE1, ICE2, ICE3 and so on.

Please share this information with every cell phone user you know and ask them to share it with all their contacts. If everybody does that, it won't take long before the whole country is using this terrific idea that can literally save lives.

Morris Keeps Giving The Nashville Rescue Mission

*By: Angie Cundiff
Office Administrator*

Each year the employees of Morris Property Management chooses a charity to support. Our Charity for 2006 was The Nashville Rescue Mission. The Nashville Rescue Mission seeks to help the hurting of Middle Tennessee by offering food, clothing, and shelter to the homeless and recovery programs to those enslaved in life degrading problems. The goal is to help the homeless find fulfillment in life and become a positive part of their community. Between the employees, and matching donations from Judy Rose, President & CEO and Associa, the company raised \$1,040.00. A check was presented to Rader Walker, President of the Nashville Rescue Mission by Judy Rose, President & CEO, Sean Phelan, Vice President and John Hensley, Regional Manager, Middle Tennessee.

