### totallyTONI.com WEBINAR SERIES



# B U I L D I N G TRUST & CONFIDENCE Let's do what we can to make a positive difference

in the life of our team and our residents.



# LEADERSHIP

Vision



Commitment



**Momentum** 



LEADEK 2 HIL

INITIATIVES FOR PROPERTY MANAGERS

**FIRST INITIATIVE** 

**Trustworthy Information** 

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

MANAGA



**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

totallyTONI.com

SIXTH INITIATIVE

**Remote Communication Tools** 

CORONAVIRUS CRISIS INITIATIVES FOR PROPERTY **FIRST INITIATIVE** MANAGERS **TENTH INITIATIVE Trustworthy Information Solutions for Restless Residents SECOND INITIATIVE NINETH INITIATIVE** MANAGA **Daily Digital Social Plan New Social Protocol** THIRD INITIATIVE **EIGHTH INITIATIVE New Food Sharing Policy Communicate Policy Changes** Z HON PA 148019 **FOURTH INITIATIVE SEVENTH INITIATIVE Consistant Communication Remote Resident Resources** FIFTH INITIATIVE **SIXTH INITIATIVE Commitment to Clean Remote Communication Tools** totallyTONI.com

Diseases & Conditions ▼

Healthy Living ▼

Travelers' Health ▼

Emergency Preparedness ▼

More ▼

### Resources for Businesses and Employers

Plan, prepare, and respond to coronavirus disease 2019



Interim Guidance for Businesses and Employers



Cleaning and Disinfection Recommendations

Diseases & Conditions ▼

Healthy Living ▼

Travelers' Health ▼

Emergency Preparedness ▼

More ▼

 Do you have a plan for taking time off from work or school, in case you get exposed to, or are sick with, COVID-19?

If you have close contact with someone with COVID-19 during travel, you may be asked to stay home to self-monitor and avoid contact with others for up to 14 days after travel. If you become sick with COVID-19, you may be unable to go to work or school until you're considered noninfectious. You will be asked to avoid contact with others (including being in public places) during this period of infectiousness.



### Create a household plan of action



Talk with the people who need to be included in your plan. Meet with household members, other relatives, and friends to discuss what to do if a COVID-19 outbreak occurs in your community and what the needs of each person will be.



Plan ways to care for those who might be at greater risk for serious complications. There is limited information about who may be at risk for severe complications from COVID-19 illness. From the data that are available for COVID-19 patients, and from data for related coronaviruses such as SARS-CoV and MERS-CoV, it is possible that older adults and persons who have underlying chronic medical conditions may be at risk for more serious complications. Early data suggest older people are more likely to have serious COVID-19 illness. If you or your household members are at increased risk for COVID-19 complications, please consult with your health care provider for more information about monitoring your health for symptoms suggestive of COVID-19. CDC will recommend actions to help keep people at high risk for complications healthy if a COVID-19 outbreak occurs in your community.



**Get to know your neighbors.** Talk with your neighbors about emergency planning. If your neighborhood has a website or social media page, consider joining it to maintain access to neighbors, information, and resources.

Diseases & Conditions ▼

Healthy Living ▼

Travelers' Health ▼

Emergency Preparedness ▼

More ▼

- Additional Measures in Response to Currently Occurring Sporadic Importations of the COVID-19:
  - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
  - If an employee is confirmed to have COVID-19, employers should inform fellow employees
    of their possible exposure to COVID-19 in the workplace but maintain confidentiality as
    required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker
    with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk
    assessment of their potential exposure.

Diseases & Conditions ▼

Healthy Living ▼

Travelers' Health ▼

Emergency Preparedness ▼

More ▼

- Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:
  - Place posters that encourage <u>staying home when sick</u>, <u>cough and sneeze etiquette</u>, and <u>hand hygiene</u> at the entrance to your workplace and in other workplace areas where they are likely to be seen.
  - Provide tissues and no-touch disposal receptacles for use by employees.
  - Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
  - Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that
    adequate supplies are maintained. Place hand rubs in multiple locations or in conference
    rooms to encourage hand hygiene.
  - Visit the <u>coughing and sneezing etiquette</u> and <u>clean hands webpage</u> for more information.



### No, a Hair Dryer Won't Stop Coronavirus

A viral video that claims breathing hot air from a hair dryer could cure COVID-19 demonstrates a basic and dangerous lack of understanding about science.

### BETHANIA PALMA

PUBLISHED 17 MARCH 2020



Claim

Using a hair dryer to breathe in hot air can cure COVID-19 and stop its spread.

Rating



Although Dimke describes himself as "Dr. Dan Lee Dimpke" in the viral video, Dimke is not a medical doctor. In a **biography** on his website, he claims to have a doctoral degree in education from Southwest University and a master's degree in business administration. His biography lists a number of unusual skills (jet helicopter pilot, for one) but doesn't describe any educational or professional experience that would qualify him to provide medical advice.

Sharing misinformation during a pandemic could potentially have lethal consequences. COVID-19 is **deadlier** than the seasonal flu and in a matter of three months has spread globally. As residents of major U.S. cities were instructed to practice social distancing or in some situations shelter in place to help slow the spread of the coronavirus, COVID-19 has **sickened and killed** thousands worldwide.



# 2019 EDELMAN TRUST BAROMETER

Global Report



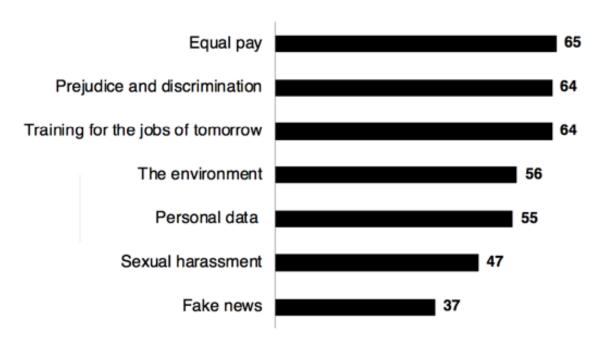


### LOOKING FOR LEADERSHIP FROM CEOS

Percent who say that CEOs should take the lead on change rather than waiting for government to impose it



### Percent who agree CEOs can create positive change in:



2019 Edelman Trust Barometer. CEO\_AGR. Thinking about CEOs, how strongly do you agree or disagree with the following statements? 9-point scale; top 4 box, agree. Question asked of half of the sample. CEO\_SIG. In which of the following areas do you think CEOs can have significant impact or create the most positive change? Question asked of half of the sample. General population, 25-market average (excluding the Netherlands and Saudi Arabia).

look to my employer to be a trustworthy source of information about social ssues and other important sopics on which there is not general agreement All employees **58**%

Multinational employees 63%

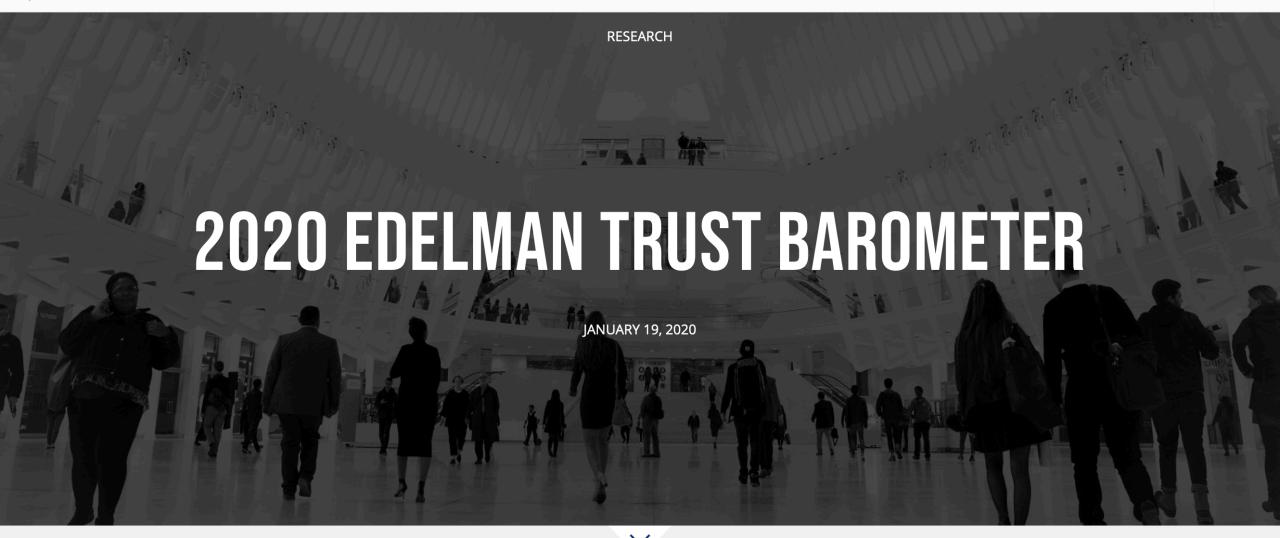
73%

A company can take specific actions that both increase profits and improve the economic and social conditions in the communities where it operates





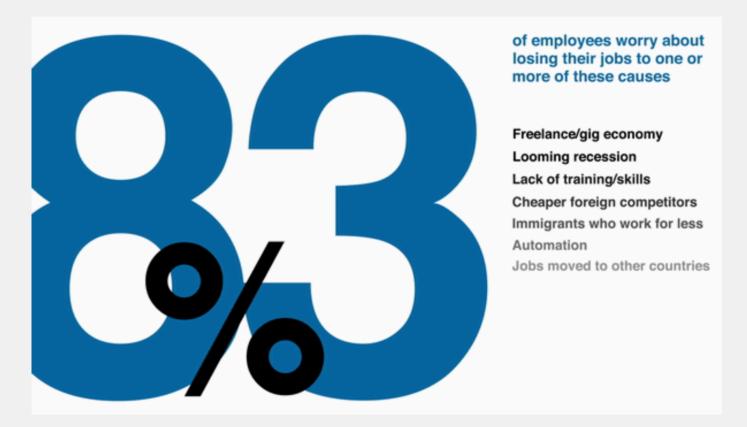
CEOs should take the lead on change rather than waiting for government to impose it



### This was BEFORE Coronavirus

### FEARS ECLIPSE HOPES

Against the backdrop of growing cynicism around capitalism and the fairness of our current economic systems are deep-seated fears about the future. Specifically, 83 percent of employees say they fear losing their job, attributing it to the gig economy, a looming recession, a lack of skills, cheaper foreign competitors, immigrants who will work for less, automation, or jobs being moved to other countries.



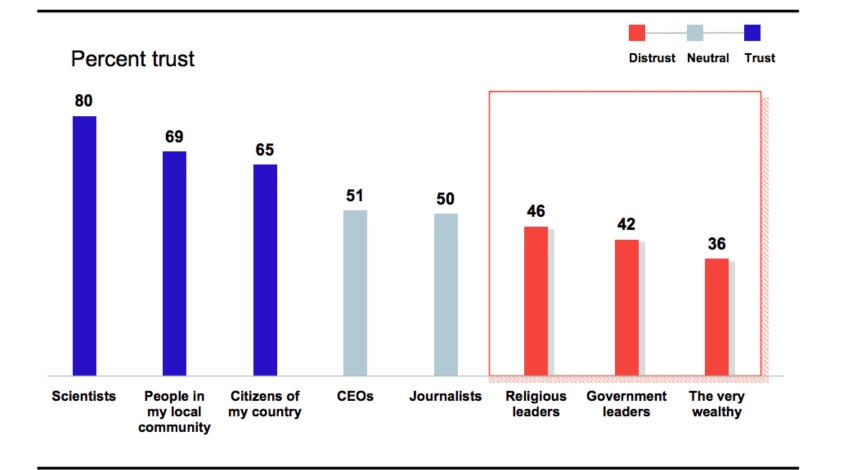
## SOCIETAL LEADERS NOT TRUSTED TO ADDRESS CHALLENGES

"

I do not have confidence that our current leaders will be able to successfully address our country's challenges

J



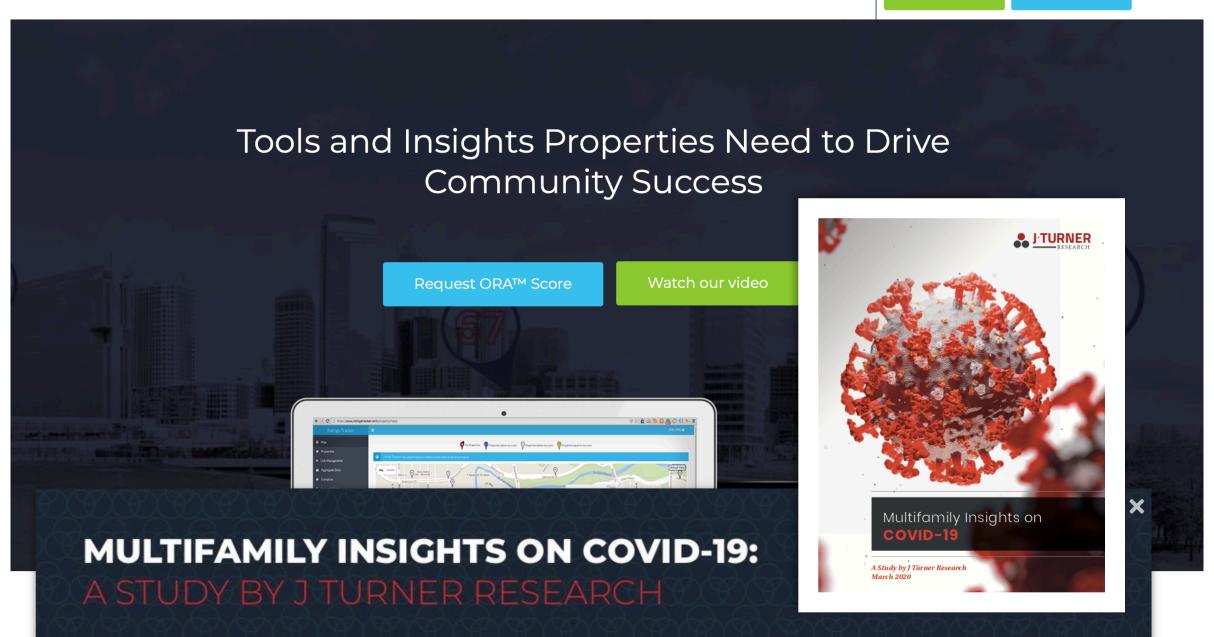




Right now - there are nearly One **THOUSAND** 

Industry Professionals standing together to make a positive difference in our communities and the lives of our sesidents

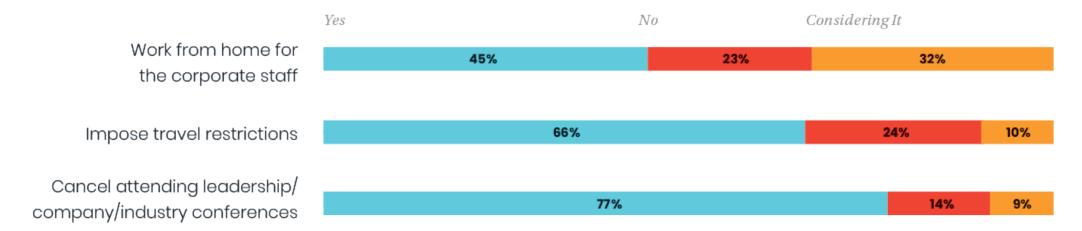






Mindy Price, NAAEI Faculty, is a seasoned multifamily professional who has contributed to the industry in diverse roles for more than 20 years. Her experience includes property management, association management, property owner, supplier partner and educator. A prolific national speaker and emcee, Mindy has presented at numerous industry forums across the country. She also hosted the radio show "The Real Estate Round Table". The Houston Apartment Association has recognized her among the elites in their inaugural "40 under 40" group. Mindy is the founder of The Bruce May Memorial Tournament which benefits the PTSD Foundation of America/Camp Hope and currently serves as the Vice President of Sales for J Turner Research.

### Question 1: WHAT MEASURES HAVE YOU MANDATED FOR THE SHORT-TERM?





### **Question 2:** HAVE YOU MADE ANY SPECIAL PROVISIONS FOR THE ONSITE STAFF?





### **Question 3:** ARE YOU PROVIDING ANY SPECIAL COMMUNICATION TO RESIDENTS DURING THIS PERIOD?

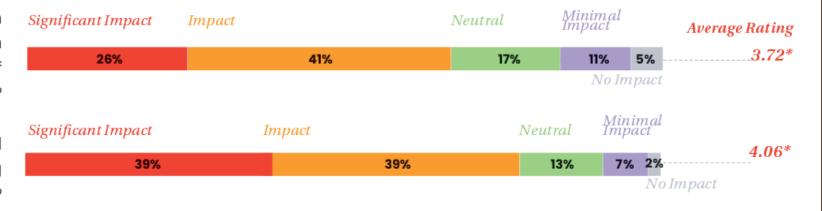




### **Question 4: PLEASE RATE THE IMPACT OF THE FOLLOWING:**

What impact will the increase in "staycations" or work from home have your on-site staff and resources?

How much of an impact will Coronavirus have on leasing in the short term?



\*Significant impact  $\longrightarrow$  5, No impact  $\longrightarrow$  1



### **Question 5: WHAT IS THE NATURE OF THE COMMUNICATION?**





### **Question 6:** WHAT STEPS ARE YOU TAKING IN THE SHORT-TERM TO PREVENT THE SPREAD OF CORONAVIRUS AT YOUR PROPERTIES?





C O R O N A V I R U S C R I S I S

### INITIATIVES FOR PROPERTY LEADER 2 HIL MANAGERS

**FIRST INITIATIVE** 

**Trustworthy Information** 

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

AMENT MANACY V 0  $\cup$ Z TON PA 148019

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

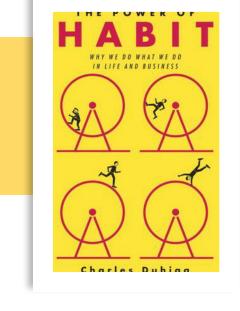
**Remote Resident Resources** 

**SIXTH INITIATIVE** 

totallyTONI.com

**Remote Communication Tools** 

Make a commitment
BE CONSISTANT with your policy & protocol!

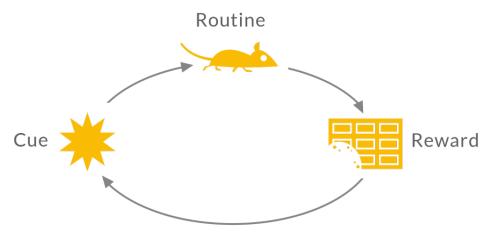


# It's the \





МД



THE HABIT LOOP

LEADER 2 HIL

0

 $\cup$ 

INITIATIVES FOR PROPERTY MANAGERS

### **FIRST INITIATIVE**

**Trustworthy Information** 

MANAGZE

### **TENTH INITIATIVE**

**Solutions for Restless Residents** 

### **SECOND INITIATIVE**

**New Social Protocol** 

### THIRD INITIATIVE

**New Food Sharing Policy** 

### **FOURTH INITIATIVE**

**Consistant Communication** 

### **FIFTH INITIATIVE**

**Commitment to Clean** 

Z TON PA 148019

totallyTONI.com

**Daily Digital Social Plan** 

**NINETH INITIATIVE** 

### **EIGHTH INITIATIVE**

**Communicate Policy Changes** 

### **SEVENTH INITIATIVE**

**Remote Resident Resources** 

### **SIXTH INITIATIVE**

**Remote Communication Tools** 

Diseases & Conditions ▼

Healthy Living ▼

Travelers' Health ▼

Emergency Preparedness ▼

More ▼

### Handle food carefully



- Limit food sharing
- Strengthen health screening for cafeteria staff and their close contacts
- Ensure cafeteria staff and their close contacts practice strict hygiene



### C O R O N A V I R U S C R I S I S

# LEADERSHIP

How are you addressing serving any food or refreshments?

We are no longer providing common area coffee

We make coffee now in our office, however, it is closed and just for our staff.

We are no longer serving any food or refreshments to residents or staff.

We have covered our common area public drinking fountains.

We have removed the wow fridge items from our model refrigerator.

All of the above

C O R O N A V I R U S C R I S I S 

### INITIATIVES FOR PROPERTY LEADER 2 HIL MANAGERS

**FIRST INITIATIVE** 

**Trustworthy Information** 

V

RIMENT

AND WAY TABOLD

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

MANACZ

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

FIFIH INITIATIVE

**Commitment to Clean** 

totallyTONI.com

**SIXTH INITIATIVE** 

**Remote Communication Tools** 

# Make a commitment BE CONSISTANT with your communication \_tools!

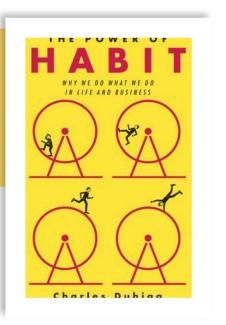
It's the

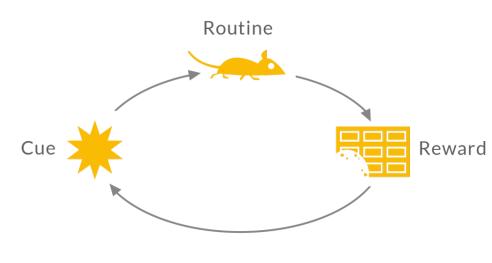






- Email
- Telephone / Conference Line
- Text
- Video
- Audio Podcast
- Printed Poster
- Social Media





THE HABIT LOOP

Home / Blog / Team Building Resources / Current Post



# 6 Creative Virtual Team Building Activities For Remote Teams



team building resources

March 17, 2020

As a remote team, we geek out over **virtual team building**. We're always looking for ways to bring our team closer together.

But over the years, we've learned that remote team building is much different than in-person team building. When your team is never in the same room together, you have to take a different approach to building your company outture.



# Bring your remote team closer together.

**QuizBreaker** 

A weekly online quiz game that helps teams get to know one another in a fun way.

Try For Free

Get a different quiz question every week



To the question:

If you could go anywhere in the world on vacation, where would you go?

Who do you think answered Pawnee?



**Leslie Knope** 

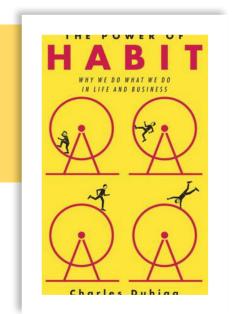


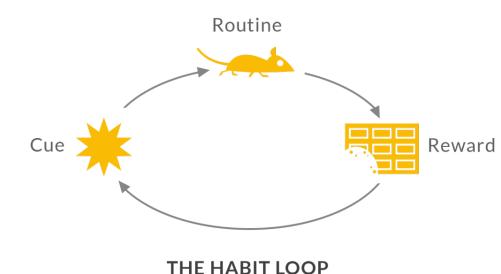
**April Ludgate** 

# Create a commitment BE CONSISTANT with your communication! Make a Flow Chart for information Sharing



- To Whom
- When
- What
- How / communication tool





# Give incentives for paying rent on time!

Early-bird Drawing for \$100 Uber-eats Thank the residents who pay on time.



A Conversation About Rent: Turnover Cost \$5000 post-coronavirus

- Many companies are waving late fees. No public promotion/ case-by-case
- Federal restrictions have been placed on evictions
- There is talk of government incentives consider a grace period.
- Give one month grace period and then prorate that month into a new 13 month lease.
- Be creative in how you negotiate rent with residents. Allow two payment first and middle of the month.
- Do your homework on any government assistance program available for residents with income issues.
- If you can be anything . . . Be kind!

LEADER 2 HIL

RIMENT

Z TON PA 148019

V

INITIATIVES FOR PROPERTY MANAGERS

**FIRST INITIATIVE** 

**Trustworthy Information** 

MANACH

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**FOURTH INITIATIVE** 

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

ισιαπίςΤΟΝΙ.com

**SIXTH INITIATIVE** 

**Remote Communication Tools** 

# LEADERSHIP 't give your residents a chance to question

Don't give your residents a chance to question what you are doing. BE VISABLE with your commitment and post list of tasks and time frames. Make your #commitment2clean and then be diligent and dedicated.

- Create a Detailed List
- Assign cleaning to all the team
- Set alarms for an all out clean cycle and BE SEEN CLEANING
  - Post a schedule with



Our community is following the general recomendation for cleaning and disinfection of housholds outlined by the center for disease control and prevention.

Clean and disinfect high-touch surfaces daily in community common areas including: tabls, chairs, doorknobs, light switches, remotes, handles, desks, toilets, and sinks.

Additionally we are spraying airborn disinfectant across all common area equipment.

We are also providing disinfectant for any additional personal cleaning our residents may want to do before and after using our common area.



# Important Considerations for Creating an Infectious Disease Outbreak Response Plan

All employers should be ready to implement strategies to protect their workforce from COVID-19 while ensuring continuity of operations. During a COVID-19 outbreak, all sick employees should stay home and away from the workplace, respiratory etiquette and hand hygiene should be encouraged, and routine cleaning of commonly touched surfaces should be performed regularly.

# Employers should:

- Ensure the plan is flexible and involve your employees in developing and reviewing your plan.
- Conduct a focused discussion or exercise using your plan, to find out ahead of time whether the plan has gaps or problems that need to be corrected.
- Share your plan with employees and explain what human resources policies, workplace and leave flexibilities, and pay and benefits will be available to them.
- Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html



# CORONAVIRUS CRISIS

# LEADERSHIP

# A Conversation About Clean:

Are you sharing any of your cleaning schedules with your residents? Are you providing any sanitation supplies in the common areas for residents? Do you have any public posters that communicates your commitment to clean? Are you sharing when and what you are doing with staff signatures to confirm the work is done?

Have you shared your cleaning plan with your residents in social? Photos of staff cleaning? Do you have protocol in place for cleaning common areas if you have a confirmed case of coronavirus at your community?

Do you have a supplier set up to professionally sanitize any area incase of a confirmed case of coronavirus?

C O R O N A V I R U S C R I S I S

#### INITIATIVES FOR PROPERTY LEADER 2 HIL MANAGERS

MANACZ

**FIRST INITIATIVE** 

**Trustworthy Information** 

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

totallyTON.....

RIMENT

V

 $\cup$ 

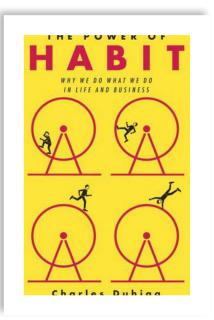
SIXTH INITIATIVE

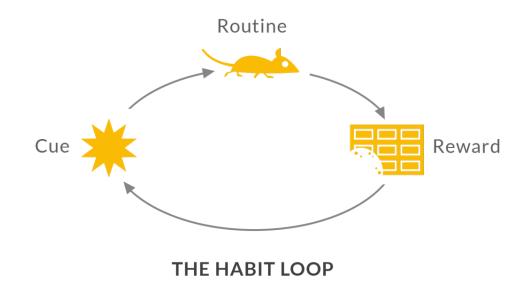
Remote Communication Tools

# Be sure you resident know the best way to communicate with you and how.



- Resident Portal
- Email
- Telephone
- Text
- Social Media









♦ Shopping

About 532,000 results (0.47 seconds)

■ News

 $\bigcirc$  All

Ad · go.docusign.com/Free-Trial ▼

# DocuSign® Official Site | The Leading eSignature Brand

Images

DocuSign Works with All the Apps and Devices You Already Use. Sign Anywhere in the World.

# Compare DocuSign Plans

▶ Videos

Individual, Professional & More.
Find the Plan that's Right for You.

# **DocuSign Free Trial**

: More

Settings

Tools

Try DocuSign Free for 30 Days Sign Up And Start Signing Today!

Ad · www.hellosign.com/ ▼

# HelloSign | Secure eSignatures | HelloSign.com

Easily eSign Documents, Forms and Agreements Online. Free, Pro & Business Plans!

Ad · www.pandadoc.com/ ▼

# PandaDoc® Electronic Signature | Trusted by 14,000+ Companies

Legally Binding, Secure Electronic Signatures On Any Device. Get Demo. Sign documents...

**Ad** · www.conga.com/ ▼ (303) 465-1616

# #1 eSignature Solution | Get Started in 5 Minutes

Add Conga® Sign To Your Conga® Suite To Accelerate Your Sales Process. Download Data Sheet

C O R O N A V I R U S C R I S I S

#### INITIATIVES FOR PROPERTY LEADER 2 HIL MANAGERS

PINENT

V

 $\cup$ 

MANACZ

**FIRST INITIATIVE** 

**Trustworthy Information** 

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

totallyTONI.com

Z HON PA 148019

**SIXTH INITIATIVE** 

**Remote Communication Tools** 















# Food Delivery | Restaurant Takeout | Order Food Online | Grubhub

Ad www.grubhub.com/ ▼

Order **Delivery** From The Best Local Restaurants In Escondido. View Menus Now.

# DoorDash®- Restaurant Delivery | No Delivery Fees on 1st Orders

Ad www.doordash.com/ ▼

With the Most Restaurants Available, DoorDash® is America's Kitchen. Lunch Delivered.

# Instacart Grocery Delivery | From Your Favorite Local Store

[Ad] www.instacart.com/ ▼

Fresh Groceries **Delivered** In As Little As 1-Hour To Your Doorstep! Shop Now.









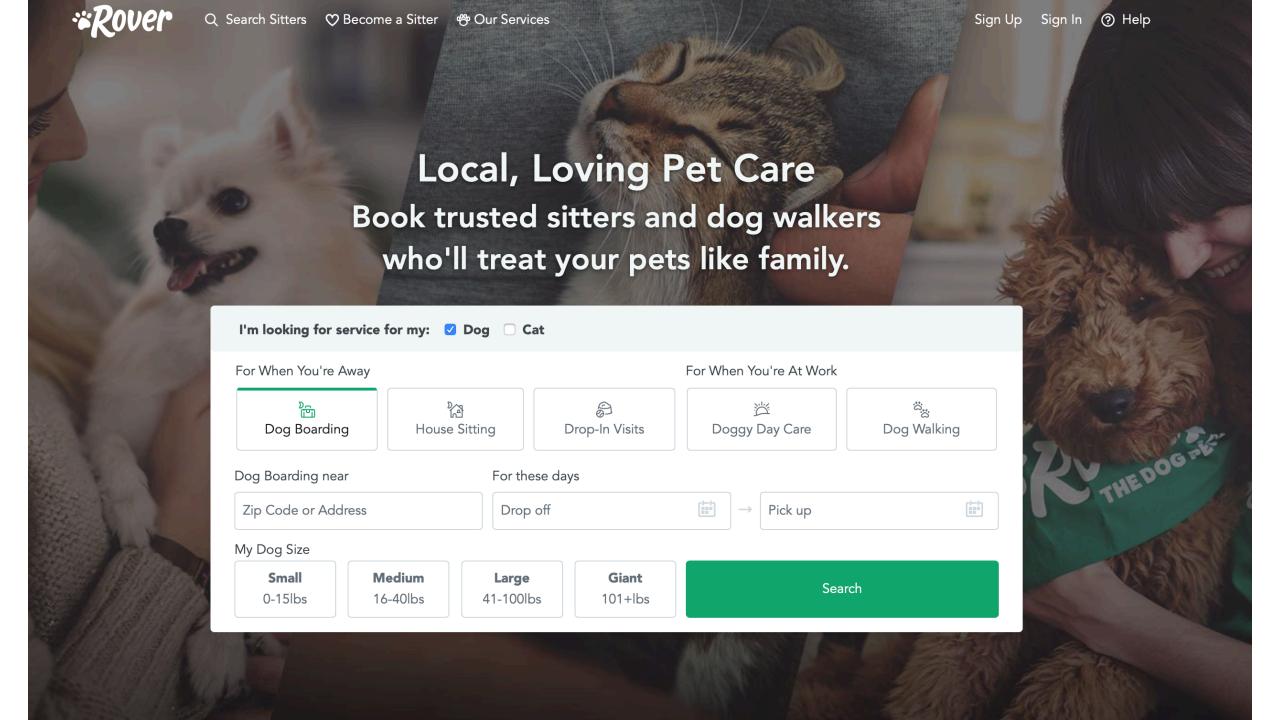












**LEADER 2 HIL** 

INITIATIVES FOR PROPERTY MANAGERS

## **FIRST INITIATIVE**

**Trustworthy Information** 

## **TENTH INITIATIVE**

**Solutions for Restless Residents** 

# **SECOND INITIATIVE**

**New Social Protocol** 

# THIRD INITIATIVE

**New Food Sharing Policy** 

# **FOURTH INITIATIVE**

**Consistant Communication** 

# **FIFTH INITIATIVE**

**Commitment to Clean** 



**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

totallyTONI.com

**SIXTH INITIATIVE** 

**Remote Communication Tools** 



# O R O N A V I R U S C R I S I S

# LEADERSHIP

# A Conversation About Communication: Create duplicatable, sharable educational messages about the NEW NORMAL.

- Create a new resident orientation for the NEW NORMAL. Post it on YouTube & share in social
- Create a new resident orientation for the NEW NORMAL in podcast and email it to residents.
- Make a list of educational lesson and create video and audio lessons for each one including Service
- Create an Orientation Video on how to tour during this time. Introduce the staff, share the
  community and explain how they can find and lease an apartment at your community in
  audio & video.
- Create a new move-in day orientation video for procedures to sign the lease, get keys, pay rent and report any service needs in the NEW NORMAL.

FOR LEADER 2 HIL

V

**FIRST INITIATIVE** 

**Trustworthy Information** 

INITIATIVES PROPERTY MANAGERS

MANAGZ

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

totallyTONI.com

Z HON PA 148019

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

**SIXTH INITIATIVE** 

**Remote Communication Tools** 



Log In

Join Now

Cash Back

Winter Clearance

**Rx Coupons** 

Near Me

Departments ~

Explore ~

# **Moving Coupon & Promo Codes**

## 196 Offers Available

Only at RetailMeNot



**Top Stores** 

PODS

U-Haul

Budget Truck Rental

1-800-PACK-RAT

Penske Truck Rental

Show all 18

## **Coupon Type**

Online Codes

Online Sales

## **Discount Type**

Free Shipping

Free Gift

\$ Off

% Off



#### Code

RetailMeNot Exclusive! 10% Off Local Moving & Storage, 10 % Off Long Distance Moves

111 uses today



#### Sale

In-Town Moves From \$19.95 + Mileage & Fees

65 uses today



#### Code

Up to 10% Off Your Order

22 uses today



## Sale

20% Off Your First Truck Rental With Budgettruck Email Sign Up

19 uses today



## Code

10% Off Household Move

17 uses today



### Code

20% Off Truck Rentals

0 uses today



Pizza, Oil Change, New York, NY or 10108...



## Ready to Grow Your Business? Advertise With Us!













0 0

Local Coupons Near Sacramento, CA

HARBOR FREIGHT

20% OFF ANY SINGLE ITEM

> More coupons for Harbor Freight



**BIG O TIRES** 

\$100 instant savings on a set of (4) Toyo Open Country tires.











Images

More

Settings

Tools

About 2,300,000 results (0.55 seconds)

Ad · www.joinhoney.com/ ▼

# Coupon Clipping Sites | Your One Stop Coupon Shop

Get Instant Access To Every Discount, Deal, And Promo Code At Thousands Of Stores Online. Throw Out Your Coupon Clippings, Honey Makes Sure You Get The Lowest Price, Every Time. Automatic Coupon Codes. The Secret Shopping Hack. We Got Your Back.

# **How Honey Works**

Never search for a coupon again. Honey finds the best code instantly

# Free Browser Extension

A genius trick every shopper needs to know to save money in no time.

www.klip2save.com ▼

# Klip2save Coupon Clipping Service

We're a coupon clipping service who sends coupons in the mail that are clipped coupons from the RetailMeNot, SmartSource, and P&G Sunday inserts.

Coupons By Week · Previews · All Coupons · Coupons By Source

thcmmarketplace.com •

# The Happy Couponer Marketplace – Get Smartsource ...

Shop by Category, Blinkies, Peelies, Tearpads, and Specialty Coupons (155) P & G Clipped

INITIATIVES FOR PROPERTY LEADER 2 UII

**FIRST INITIATIVE** 

**Trustworthy Information** 

TENTH INITIATIVE

**Solutions for Restless Residents** 

**SECOND INITIATIVE** 

**New Social Protocol** 

**NINETH INITIATIVE** 

**Daily Digital Social Plan** 

THIRD INITIATIVE

**New Food Sharing Policy** 

**TENTH INITIATIVE** 

**Solutions for Restless Residents** 

**EIGHTH INITIATIVE** 

**Communicate Policy Changes** 

**FOURTH INITIATIVE** 

**Consistant Communication** 

**SEVENTH INITIATIVE** 

**Remote Resident Resources** 

**FIFTH INITIATIVE** 

**Commitment to Clean** 

totallyTONI.com

**Remote Communication Tools** 

**SIXTH INITIATIVE** 

Apartment-Friendly Workouts That Pack a Punch: Workout Videos for Apartments & Small Spaces

















How To Exercise At Home: The 50 Best Free Online Workout Resources

# Download the Dry Bar app

Watch all of Dry Bar's full library of comedy specials in one location!

Download our app in both the Apple and Google Play stores.

**GO TO APP STORE** 

# **IDRYBAR ⊘** ∑ World's Greatest Stepdad Andy Woodhull Andy Woodhull puts his pants on one leg at a time like most folks... FULL SPECIAL A Trip to Goofyville Scott Novotny FULL SPECIAL Anyway... Here's Adam... Adam Cozens Don't take this personally, but

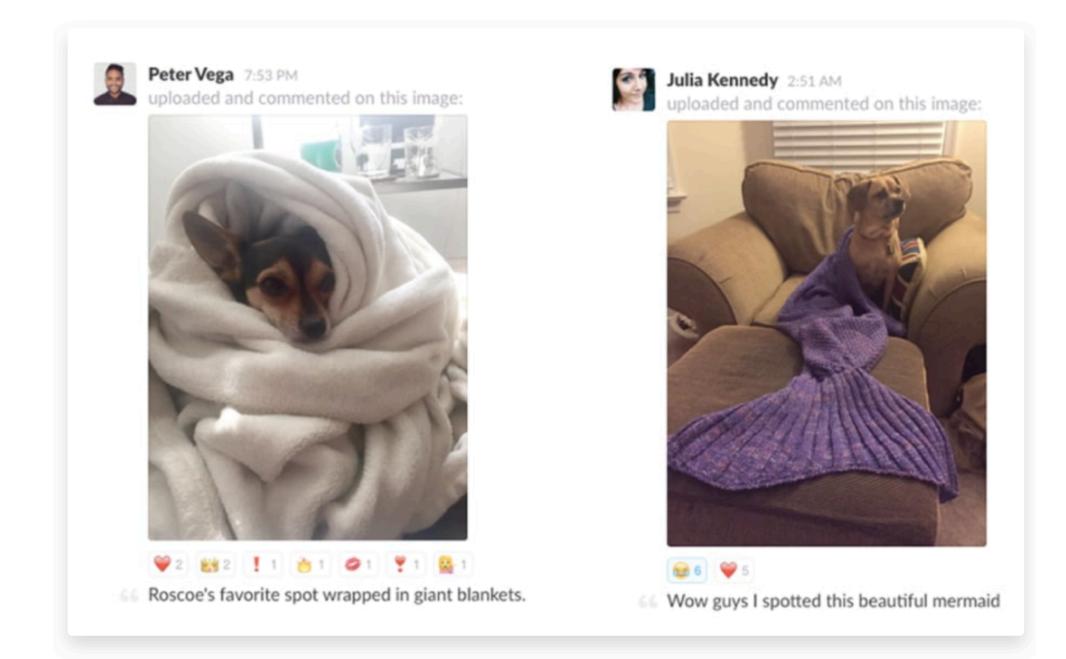
# **See Dry Bar Comedy Live**

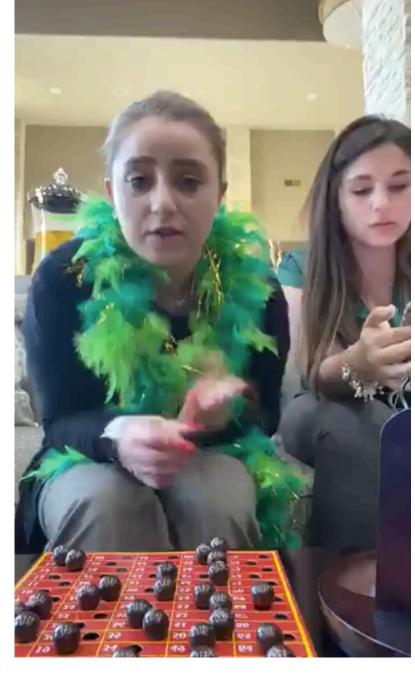
Dry Bar Comedy is coming to a city near you! Or as close as we can get. For our US tour click the Tour Dates.

Come laugh with us at any of our upcoming events!



Let's be honest, this post would be incomplete without a picture of our team's dogs in blankets.





· 1:08:30 Nope, gif and emoji only

Lago Alexatos · 26:10 There is no option to chat!

35 Hey you're doing great!

· 11:01 Great work Rachel! - Chris

Katzer · 10:58 Your doing GREaT

9:37 Can see now!

:hel · 5:15 Hello I love this!! ....

27:30 Congratulations!

13 This is great! Nice work

\*Join us this St. Patrick's Day for virtual BINGO!!

The Grand Prize is a \$100 gift card!!

# **Bingo Instructions**

-Come by the office and pick up a Bingo card

- LIKE us on Facebook & FOLLOW

-Tune in at 6:15 pm on 3/17/20

- Game 1 will start at 6:15 pm

PRIZE: \$25 gift card

-Game 2 will start at 6:30 pm

PRIZE: \$25 gift card

-Game 3 BLACKOUT will start at 6:45

PM

PRIZE: \$100 gift card

Comment when you arrive or "
 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

 or "

photo

of your card and post in the comments so we can verify your win!
-Gift cards will be delivered to the winners on Wednesday March 18th HAVE FUN and we can't wait to join you virtually!



View more comments 52 of 221



WHAT about a Video Talent show with your residents!!!!!! 

| We are Imagine the time it will take to find and practice their talent. Stupid pet tricks, singing, playing an instrument, dance, card tricks, jokes and more!!!! WHAT FUN!!!! BTW I left room at the top for your logo in the design. Double click to download the artwork - GO!!!!!

# My Property's Solution S

The stuck in my apartment guarentined TALENT SHOW



Files

Group Insights



In my series of "Stuck in my Apartment" contest - How about this! Sock Puppet shows. Have your team create a SELF-portrait - sock puppet! Share messages from the staff with Sock-Puppets!!!! Imagine Facebook LIVE BALONY Puppet Shows! Residents could create one that represents their pets, themselves and their family. Create a contest for Uber-eats & keep your residents busy with fun, positive activities. HAHAHAHA!!







# LEADERSHIP

# Solutions for Restless Resident Syndrome:

- · Record upbeat videos with your staff sharing positive messages of hope and encouragement.
- Launch a Kindness Challenge with an idea on how to encourage others within the guidelines of social distancing. There are tons of fun apps, webcasting tools, and ways to be together and support each other from a distance.
- Provide positive reminder of those ideas weekly to give them a smile and positive plans for staying social during this crisis.
- Adopt a Senior Center nearby and send cards and encouragement so they don't feel Isolated.
- Do a Montage Video of positive quotes of encouragement and post it on YouTube.
- Go to the Kindness Challenge on TotallyToni.com and make Forever Flowers for the Seniors who are shut in. You can set up a free craft table for to make the flowers. Buy vases at the dollar store and deliver handmade flowers to the seniors who have no family or anyone to care for them.
- #Isurvivedthecornoalockdown Have resident share what they are doing to stay entertained





Tell us who is on the call Leasing 4.55% **Assistant Manager** 11.16% Maintenance 0.83% Regional/Supervisor 16.53% **Marketing Director** 2.07% Vice President 2.89% Manager 47.11% **C-Level Executive** 

14.88%

Survey

ATTENDEES

**8728** 

REGISTRATIONS

**1204** 

Are you watching from...

**Remote Location** 

1.69%

Home

35.02%

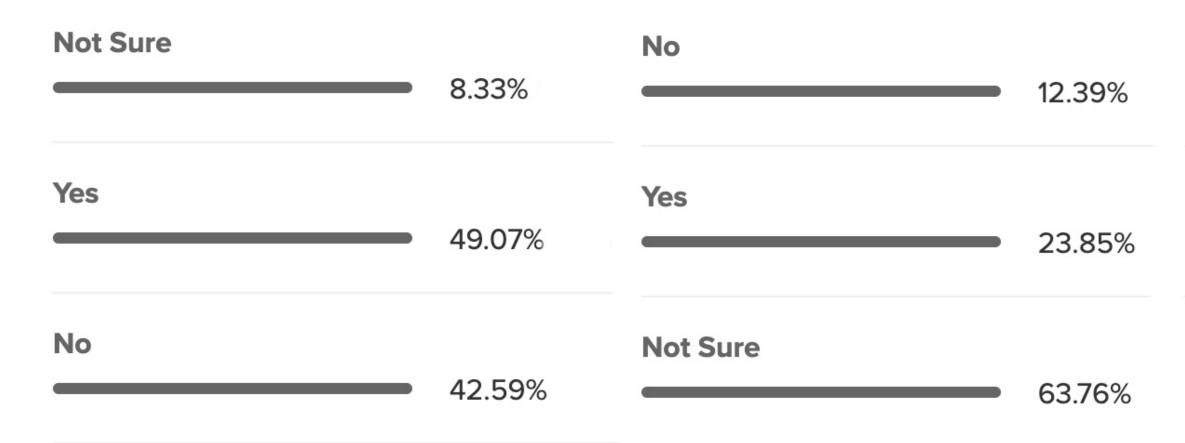
**Your Office** 

63.29%

How often do you huddle the teams?	How long do you expect this to last?	
Our total team has a daily, or frequent, tele-conference huddle, from executive to porter  27.46%	Less than 30 days	5.31%
27.40%	30-45 days	
Our regionals huddle when needed, and then huddle with their teams		27.88%
17.62%	45-60 days	
We huddle our teams in the field and at		17.26%
corporate 2.07%	60-90 days	32.3%
A combination of these	90+ days	
52.85%		17.26%

Are you asking residents if they have traveled or have been in contact with someone that has?

If someone tests positive at your community, is it your plan to notify your residents?







adjective

revealing private or salacious details. "a tell-all article in the tabloids"



# adjective

thoroughly revealing; candid; personal: a tell-all biography of the movie star.



**MEMBERS** 

238 members

















This is the place to collaborate, problem solve, share ideas, share resources, encourage, inspire and educate. Thank you for joining us!

- Dropbox link to the slides
- Links to each of the blogs discussed
- Links to each recommended resource
- Poll Results
- Social Media Content Plans and resources
- Announcement for the next Webinar Remote Leasing The NEW **NORMAL**
- SHARE and show you care let us see what you are doing



Thank you for stepping up as an industry leader in this time of crisis.

ORONAVIRUS CRISIS

# LEADERSHIP