

# IREM IN-LINE

Chapter 14

November 2005

The monthly newsletter of the Dallas Chapter of the Institute of Real Estate Management

## Membership Meeting

### Date/Time

Tuesday, November 8, 2005  
11:30 a.m. - 1:00 p.m.

### Location

DoubleTree Hotel  
LBJ Freeway & Midway Road

### Presented By

Your Dallas IREM® Chapter No. 14

### Featured Friends

Benchmark Environmental Consultants  
Brandt Service Company  
Management Information Services, Inc.  
Power Brokers

### Cost

\$32 Dallas Chapter Members  
\$42 Non-members with  
advance reservations.  
Walk-ins will be assessed an  
additional \$5

## IREM® Dallas Welcomes W. David Griggs

**W**hat can you do to help protect your identity?

What should you do if you think your identity has been stolen or compromised? These and other questions will be addressed by our speaker, Mr. W. David Griggs, at the November IREM® luncheon. Don't miss it!

W. David Griggs is an attorney in the Federal Trade Commission's Southwest Region. He is responsible for the enforcement of federal consumer protection laws against deceptive trade practices in Texas, Arkansas, Oklahoma, Louisiana and New Mexico. He has worked on and managed a variety of cases since 1986, both with the Commission's enforcement of consumer protection laws and its antitrust law enforcement, including pre-merger investigations and post-acquisition challenges.

Recently, in the area of consumer protection, he has obtained numerous orders in federal court against defendants involved in the illegal sale of credit repair services and the fraudulent telemarketing of prize promotions, advance fee loans and grant scams. He has also been engaged in the Commission's effort to protect consumers from

various forms of small business fraud, including charitable fraud.

He has also been involved in the Commission's effort to educate the public about Identity Theft, Credit and Internet privacy issues.

Mr. Griggs also served as an Adjunct Professor of Business Law for nine years at the University of Dallas Graduate School of Management and currently teaches American Government and Politics in a part-time adjunct capacity at Brookhaven College in Dallas County.

Mr. Griggs received his Bachelor of Science and Doctor of Jurisprudence from the University of Tennessee. While in college, he was selected as the 1979 Harry S. Truman Scholar from the state of Tennessee. While in law school, he was a member and editor on the *Tennessee Law Review*. After graduation, he served as a judicial clerk for the Tennessee Court of Appeals. Mr. Griggs also received a Master of Liberal Arts degree from Southern Methodist University in Dallas.



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Friends of IREM®

## 2005 Executive Council

Susan Nash, CPM®  
President

Greg Wingate, CPM®  
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Advisor

Barry Gruebbel, CPM®  
Advisor

### IREM® in-line

"IREM® in-line" is published on a monthly basis by the Dallas Chapter of The Institute of Real Estate Management. "Publication of advertising or contributing articles should not be deemed as endorsement by IREM®. Reader comments are invited. All correspondence regarding this newsletter should be mailed to:

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## President's Perspective

**A**s I was preparing for my 2005 Presidency and the many articles I would write as President (12 seems like a lot when you have to write them), I reviewed previous chapter newsletters. The following article caught my eye with great interest. I recently visited with **Robert Hooper**, 2000 IREM Chapter President, and asked if he would mind if we republished it. Robert was gracious enough to agree. So here it is... I hope you find it as interesting as I do.

*Although the author is unknown, the message is unmistakable.*

### \$86,000 Question

Imagine there is a bank that credits your account each morning with \$86,400. It carries over no balance from day to day. Every evening the bank deletes whatever part of the balance you don't use during the day. What would you do? Draw out every cent, of course!

Each of us has such a bank. Its name is Time. Every morning, it credits you with 86,400 seconds. Every night it writes off, as lost, whatever of this you failed to invest to good purpose. It carries over no balance. It allows no overdraft.

Each day it opens a new account for you. Each night it burns the remains of the day. If you fail to use the day's deposits, the loss

is yours. There is no going back. There is no drawing against the "tomorrow". You must live in the present on today's deposits. Invest it so as to get from it the utmost in health, happiness and success! The clock is running. Make the most of today.



**Susan Nash, CPM®  
2005 President**

- To realize the value of **one year**, ask a student who failed a grade.
- To realize the value of **one month**, ask a mother who gave birth to a premature baby.
- To realize the value of **one week**, ask the lovers who are waiting to meet.
- To realize the value of **one second**, ask the person who missed the plane.
- To realize the value of **one millisecond**, ask the person who won a silver medal in the Olympics.

Treasure every moment that you have! And treasure it more because you shared it with someone special, special enough to spend your time. And remember that time waits for no one.

Yesterday is history. Tomorrow is a mystery. Today is a gift. That's why it's called the Present.

— Author unknown



## IREM® Calendar

**October 27, 2005**

*Membership Mixer & Tour*  
The Crescent Towers

**November 8, 2005**

*Membership Luncheon*  
DoubleTree Hotel – North  
Dallas, TX

**December 16, 2005**

*Membership Luncheon*  
**Awards & Installation**  
**Special Guest M.C.**  
DoubleTree Hotel – North  
Dallas, TX

**A Big Thank You to  
RELIANT ENERGY**

for sponsoring our 2005 Awards  
Luncheon on December 16th

**January 10, 2006**

*Membership Luncheon*  
DoubleTree Hotel – North  
Dallas, TX

**February 14, 2006**

*Membership Luncheon*  
DoubleTree Hotel – North  
Dallas, TX

**March 8, 2006**

*Membership Luncheon*  
DoubleTree Hotel – North  
Dallas, TX

**IREM® Education**  
*Working on Your Future*

**Upcoming Courses**

**March 9, 2006**  
ETH800

**May 16-19, 2006**  
**Track A – Property Operations I**  
MKL406 & HRS402



## IREM® Dallas Education

# CAPs Winners

## “Candidate Achievement Program”

After a year of anticipation and participation, the winners of the Candidate Appreciation Program were presented with their gifts at the October Luncheon.

M.G. Cox from Cox Building Services presented the grand prize, a \$1000 Travel Voucher, to **Michael Richardson** of Grubb & Ellis. The \$250 mall certificate winner was **Clay Reed** of AMLI of Bryan Place, and **Julie Huff** of Cencor Realty Services won the \$100 mall certificate.



**M.G. Cox** draws from the bowl held by **Sherry Martin**.



**Debbie Timbes** displays the IREM cap to **M.G. Cox** to present to the 1st place winner.

### A big thanks to:

#### **Cox Building Services**

for the \$1000  
Travel Voucher

#### **Benchmark Environmental**

for the \$250  
mall certificate

#### **TrueGreen LandCare**

for the \$100  
mall certificate.



(l to r) **M.G. Cox** (Cox Building), **Michael Richardson** (1st place winner), **Genna Philpott** (TruGreen), **Julie Huff** (3rd place), **Sherry Martin** (Membership Chair) and **Clay Reed** (not pictured 2nd place).



## Noteworthy News

### Luncheon Registration – Here are your options:

#### Register online:

All registrations are secured through VeriSign’s SSL (secure socket layer). We accept MasterCard, VISA and American Express – remember to print your confirmation.

#### Standing Reservations:

Standing reservations are auto billed to your credit card monthly unless you notify the Chapter office by noon on Friday prior to the luncheon; if it has already been billed, then we will credit your card provided you notify us before the deadline.

#### Check in the Mail:

Simply call or email us to let us know that you have put a check in the mail to the Chapter office. Once it has arrived (a week in advance, please), your registration will be complete.

#### Pay by the Year:

Pay for the entire year by check. If you miss a luncheon, we will refund you only if you notify us before the deadline date (Friday noon prior to the luncheon). A standing reservation is somewhat the same thing, except that your credit card is billed only once per luncheon month.

#### Cancellations:

Although we prefer that you not give your luncheon reservation to someone else, we will allow you to let someone come in your place. You will need to call the IREM® office and notify us of who will be taking your place, and it must be someone in the business of Property Management. No vendors, please.

#### Receipts:

Printed receipts will be available at the luncheon each month for those who paid by check or credit card.



### Members on the Move

#### Randy Galow, CPM®

General Manager  
CAPSTAR Commercial Real Estate Services  
4055 Valley View Lane, Suite 125  
Dallas, Texas 75244

#### Welcome New Candidates

##### Sean Attaguile

Transwestern Commercial Services

##### Jerry A. Burbridge

7-Eleven Incorporated

##### Edith Canning

L&B Realty Advisors

##### Rebecca D. Cook

Allegiance Development LP

##### Cambria L. Darbison

Lumacorp

##### Garry Evans

Trammell Crow Company

##### Yvette George

RREEF Management

#### Welcome New Candidates (cont.)

##### Kenneth Miller

Kenstar Realty Management

##### Laurie Mineart

Bay Harbor Management

##### Scott Stovall

SCL Management

##### Susan Webb

PM Realty Group

#### CPM® Reinstatements

##### Ted Smith, CPM®

Select Management Company

#### Welcome New Associates

##### Cary Bell

##### Carmen Garcia

##### Joanna Hagerty

##### Bob Clatt

##### David Watkins

Roman Drake Realty

## Save the Date! December 16th December Awards Luncheon *Sponsored by: Reliant Energy*



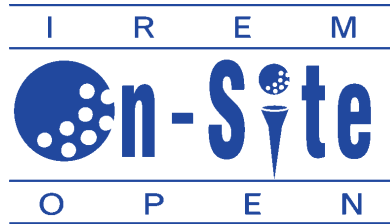
Please plan to attend this exciting Gala. IREM Dallas will announce the most honored awards of the year. We have a very special celebrity guest who will be our Master of Ceremonies and a fantastic plated luncheon.

Our Regional V.P., Karen Pharr, will swear in our new Council so come and give them your support. This is our biggest luncheon of the year, so don't miss out. Register early because space will be limited.

- When:** Friday, December 16, 2005
- Where:** DoubleTree Hotel
- Time:** 11:15 a.m. Registration  
11:30 a.m. - 1:00 p.m.
- Cost:** \$37 Members • \$47 Guests



*We did it... with your help!*



**10th Annual IREM® On-Site Open Golf Tournament  
Was a Complete Success!**

## **Special Thanks to our Golf Sponsors!**

**Platinum Sponsor:**

Debt Liquidation Group

**Gold Sponsors:**

DuBaHa Security

Members Building

Maintenance

Sanitors, Inc., Dallas

Valley View Associates

**Silver Sponsors:**

Crescent Real Estate

RR Reef Real Estate Investment

Managers

Transwestern Commercial Services

**Contest Hole Sponsors:**

First American Commercial Real

Estate Services

Power Brokers

Supreme Roofing Systems

**Hole-In-One Sponsors:**

Cardinal Roofing, Inc.

Milestone Construction, Inc.

REDLEE/SCS Group

Scott & Reid General Contractors, Inc.

**Hole Sponsors:**

Brandt Service Company

Carter & Burgess, Inc.

Chamberlin Dallas, Ltd.

Cox Building Services

Denton Trinity Roofing

Holt Lunsford Commercial, Inc.

Marvin F. Poer & Company

Reliant Energy

Restorx of Texas

ThyssenKrupp Elevator

**Putting Contest Sponsor:**

CleanPro, Inc.

**Bronze Sponsors:**

The Brickman Group

Exceptional Landscapes, Inc.

The id Group

Master Construction & Engineering

Mohawk Industries

PoCo Energy Group

RENCO Construction

Travertine Elevator Interior

TRI-KES Wallcovering Source

**Photography Sponsor:**

ABM Janitorial Services

**19th Hole Party**

**Decorations:**

Botanic

**Honorable Mention:**

Constructors & Associates, Inc.

**Winners will appear in the December issue of *IREM IN-LINE*.**

*We did it... with your help!*



## 10th Annual IREM® On-Site Open Golf Tournament Was a Complete Success!

*We thank the following Companies  
for their contributions of:*

### **Door Prizes Compliments of:**

2 – IREM in the Kitchen Cookbooks  
(priceless)  
**IREM Dallas**

\$100 Saltgrass  
**Jim Seal, ThyssenKrupp Elevator**

\$50 The Grotto  
**Nancy Rials, PM Realty**

\$100 Grand Lux  
**Stanford Center, Tina McWilliams**

\$100 Lawrys/Golf Gift Set  
**The Mohawk Group, Jeanette Nail**

\$100 Central Market  
**Tenant Link, Jenifer Glenn**

\$50 Bed Bath & Beyond  
**IBS Janitorial Service, Paul Eaton**

\$25 COMP USA Gift Card  
**Mid America Metals, George Smith**

2 – \$100 Gift Certificate to Hotel ZaZa  
**Elite Building Services, Jerry Wilson**

\$100 Bear Creek Golf Certificate  
**RWA Flooring Solutions,  
Cookie White**

Round of Golf for Two at  
Brookhaven Country Club  
**Britton Building Maintenance, Inc.,  
Eddie Neel**

Hat/T-Shirt and Pins –  
Breast Cancer Awareness  
**RWA Flooring Solutions, Cookie  
White**

\$210 – 2 Platinum Mavericks Tickets  
with parking pass  
**Crescent Real Estate**

### **Door Prizes Compliments of: (continued)**

New Driver  
**Jim Seal, ThyssenKrupp Elevator**

\$750 – 3 Month Membership to  
Telos Performance Center  
**Crescent Real Estate**

### **Auction Items Compliments of:**

Lunch with Doug/Shannon and Tour  
of KTVT Studios (priceless)  
**KTVT CBS 11, Lori Conrad**

Golf Print (\$175)  
**Jenifer Glenn, Tenant Link**

Mini IPOD  
**Carter & Burgess, Heather Moss**

Signed Hockey Stick (\$400 value)  
**The Dallas Stars, Jason Rademan**

American Flag that flew over the  
Capital (\$250)  
**Mike Ogden, Transwestern**

Signed Football (\$400-\$500)  
**Jessie Penn, Former Dallas  
Cowboy/Iidon Security Association**

Signed Baseball Bat (\$250)  
**Reliant Energy, Sandee Treptow**

Signed UT Helmet (\$400)  
**Jim Seal, ThyssenKrupp Elevator**

### **Drawing Prize:**

Golf & Spa Package –  
Westin Stonebriar Resort  
**Granite Properties, Tessie Nolan**

## Help Grow IREM®, Recruit New Associate Members

Do you know someone who is new to the real estate management industry? Someone who doesn't quite have the experience necessary to obtain a CPM® or ARM® credential? Then you know someone who is an ideal candidate for IREM® Associate Membership!

Associate Members enjoy the numerous benefits IREM® has to offer, including professional development, networking opportunities, discounts, career resources and affiliation with the top organization in the industry. In addition to providing a fellow professional with a great opportunity, you can earn the chance to win great cash rewards for recruiting new Association Members in the **2005 Member-Get-A Member Campaign!** Just one application with your name listed as the referring member enters you into a drawing for a \$2,500 reward. Plus, the top 25 members with the most new member referrals will each receive a \$500 reward.

For more information on the 2005 Member-Get-A-Member Campaign, login to [www.irem.org](http://www.irem.org) and go to "Member Services".



# IREM® Strategic Planning

The 2006 Council met for a Strategic Planning Day at Cooper Aerobics Center on September 30. It was a full day of planning and brainstorming to make 2006 a very special and productive year. Chaired by President-Elect **Greg Wingate, CPM®**, it proved to be a “run for the gold”. Greg’s theme this year is **“Run with IREM® and Achieve YOUR**

**Personal Best”**, a fitting slogan considering that the Dallas Chapter will be celebrating our 60th year as a Chapter in 2006.

I hear there are some fun things and celebrations in store for 2006. Giving back to your professional society can be a rewarding experience so please think about getting involved in 2006.



Getting started...



Greg Wingate prepares for a 2006 win!



Ideas were flowing...



And flowing...



Our winning team had fun and laughs.



Break time... No “phony” ideas came out of this session.

**LAST CHANCE  
TO REGISTER  
FOR THE**

## **Fall Member Mixer**



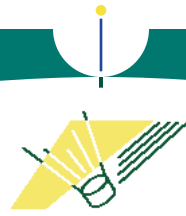
**Join us  
October 27th  
at 5:30 p.m.  
for the  
Fall Member  
Mixer**

**Tour the  
Crescent  
Towers and  
enjoy  
appetizers  
and libations  
at Palomino**

A BIG Thank You  
to our sponsor:

**Kenlee  
Group, LLC  
Complete  
Landscape  
Architecture**

To RSVP –  
[irem@irem-dallas.org](mailto:irem@irem-dallas.org)



## Spotlight on IREM® Friends

# Friends of IREM® 2005

### COMMUNICATIONS

#### **Comcast**

Telecommunications

Contact: Forest Statham at 214-830-3859

#### **SBC Smart Moves**

Telecommunications provider

Contact: William Harper at 214-729-3448

### CONSTRUCTION

#### **Crocker & Reynolds Construction, L.P.**

Commercial general contractor

Contact: John Kappus at 972-484-6222

#### **Metroplex General Contractors**

Full service interiors and general contractor

Contact: Tony Vincent at 214-239-8080

#### **Milestone Construction, Inc.**

Commercial interior finish-out

Contact: Chris Gigl at 972-446-0918

#### **Scott & Reid General Contractors, Inc.**

Specializes in interior finish, ground-up construction and construction management

Contact: Summer Cook at 469-374-3400

### CONSTRUCTION CONSULTANTS

#### **Construction Consulting International**

Exterior wall consultants on high-rise buildings

Contact: George Blackburn at 972-466-1103

#### **Stone & Glazing Consulting**

Consultants for exterior wall design, testing and remediation

Contact: Joseph Solinski at 817-912-0250

## LPC)Retail

**L**incoln Property Company was founded in 1965 as a developer and manager of high-quality residential communities. Over the next few years, we expanded our line of products and services to include commercial real estate. Our national reputation for successful management of our own properties quickly attracted a large client base of owners and investors who recognized the value that we could provide in development, property management and real estate consulting services. Lincoln Property Company's commercial product line includes lifestyle, neighborhood, and specialty retail centers, major mixed-use developments and build-to-suit projects, urban and suburban office properties and industrial facilities.

build-to-suit and construction management. Lincoln's Dallas Retail Division currently manages over two million square feet of retail properties in Texas.

We realize that retail property management is all-consuming and takes a special commitment to deliver superior service. LPC)Retail has refined a system that consistently creates a quality environment for tenants while producing the best possible results for investors, clients and landlords.

Our organization is built on the skills and expertise of goal-oriented professionals whose primary focus is to deliver consistently superior service and performance. We continue to evaluate, respond and improve our property management service process. Our results will speak for themselves.



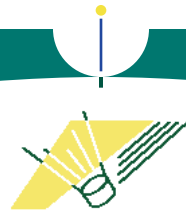
Today, Lincoln Property Company is one of the most respected and diversified service firms in the United States, employing thousands of experienced, dedicated people who serve a growing client base that reaches coast-to-coast, as well as into Mexico and Europe.

The Lincoln Retail Division offers a full line of real estate services to its clients, including real estate property management, development, leasing, tenant representation,

For more information, contact  
**linda Jackson, CPM®**  
at 214-750-1517 or  
[ljackson@lpc.com](mailto:ljackson@lpc.com)

Click on this link to visit our website:  
[www.lpc.com](http://www.lpc.com)

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## Spotlight on IREM® Friends

### Friends of IREM® (cont.)

#### ELEVATOR CONSULTANTS

**Boca Group International, Inc.**  
Elevator consulting/maintenance evaluations/OEI inspections  
Contact: Frank A. Campise, Jr. at 214-370-8034

**Travertine Elevator Interiors, Inc.**  
Specializing in elevator cab design  
Contact: Jay Lambert at 214-358-1680

#### ENGINEERING

**Brandt Service Company**  
HVAC & mechanical services contractor  
Contact: Bill McCauley at 972-241-9411

**George-McKenna Electrical**  
Electrical engineer  
Contact: Don George at 972-721-1950  
x228

#### ENERGY CONSULTANTS & PROVIDERS

**GSE Consulting, L.P.**  
Energy consulting firm  
Contact: Gina Paul at 469-533-7400, x5818

**PoCo Energy Group**  
Energy consulting  
Contact: Paul Ward at 214-232-1442

**Power Brokers, L.P.**  
Energy management/consultants  
Contact: Jennie Holmes at 469-916-1313

**Reliant Energy Business Services**  
Energy provider  
Contact: Sandee Treptow at 972-831-7378

#### ENVIRONMENTAL

**Benchmark Environmental Consultants**  
Contact: Kelli Ostmeyer at 214-363-5996

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# Marvin F. Poer & Company

## Myths Should Not Deter Appeals

By Bob Phillips, Dallas

Property owners may sometimes be hesitant to appeal their tax statements. Naturally, some concerns about whether to file an appeal are valid. Taxing jurisdictions can raise values above the current assessment under certain circumstances.

But myths should not discourage appeals. Here are some typical myths that often preclude owners from pursuing valid appeals.

### MYTH #1 – Never File An Appeal If An Independent Appraisal Is Higher Than the Tax Assessment.

Don't rule out an appeal because of a non-property tax appraisal. Market value for property taxes is much different than market value for investment.

Rather than just considering the actual cash flow generated, tax assessments must evaluate the property based on the potential market rent and vacancy. In addition, market value for property taxes does not include business value aspects of the income stream that is attributable to the property.

### MYTH #2 – Never Appeal If Your Recent Purchase Price Is Above the Tax Assessment.

Many factors can make the sales price inappropriate for tax assessment purposes. The buyer may have paid an above-market price for any number of reasons. For example, the purchase price may be based on actual

cash flow rather than market value. Deals involving special financing may also be a consideration.

In deciding whether to appeal, a knowledgeable tax professional can provide the proper perspective on all issues regarding the property. This insight greatly increases the success of achieving a lower value.

### EQUITY APPEALS

Recent legislation in Texas allows property owners to appeal values based on their equity. Basically speaking, the law states that your property must be at the median level of reasonable comparable properties to take advantage of this appeal procedure. With this new opportunity, a high appraisal or purchase price should not dissuade owners from challenging their assessment.

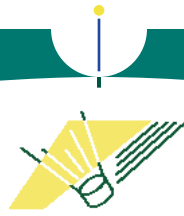


**MARVIN F. POER & COMPANY**

Thank you for the opportunity to support IREM.

For more information, please contact Diane Caperton or Scott Buie at 972-770-1100 or visit the POER website.

Click on this link to visit our website:  
[www.mfpoer.com](http://www.mfpoer.com)



## Spotlight on IREM® Friends

### Friends of IREM® (cont.)

#### ENVIRONMENTAL (cont.)

**DMC Environmental Consulting, LLC**  
Specializing in solving environmental problems  
*Contact: Kim McGraw at 972-478-4325*

**Restorx of Texas**  
Disaster restoration & recovery  
*Contact: Todd David at 972-417-1111*

#### EXECUTIVE SEARCH

**Gillham, Golbeck & Associates, Inc.**  
Executive placement firm  
*Contact: Rick Gillham at 214-880-9040*

#### INTERIOR DESIGN

**Interprise**  
Interior design, architecture and graphics  
*Contact: David Hudson at 972-385-3991*

**Staffelbach Design Associates, Inc.**  
Commercial interior design and interior architects  
*Contact: Jo Heinz at 214-452-1283*

#### IT MANAGEMENT

**Management Information Services, Inc. (MIS)**  
Network services, phone systems, Timberline PM Software  
*Contact: Chuck Reeves at 972-960-0979 x111*

#### LANDSCAPE DESIGN

**Botanic, Ltd.**  
Interior landscape design  
*Contact: Betsy Bates at 214-739-6478*

**The Brickman Group, Ltd.**  
Landscaping design  
*Contact: Elizabeth Hark at 972-241-3332*

**TruGreen LandCare**  
Landscaping services  
*Contact: Genna Philpott at 972-840-8873*

continued on page 11 . . .

# Scott & Reid General Contractors, Inc.

## Building Your Success

Consistently ranked among the Top Texas Contractors year after year, Scott & Reid remains one of the fastest growing general contracting firms in Texas.

Serving the Dallas, Fort Worth and Austin markets, Scott & Reid specializes in each of the following areas of construction:

- Ground-Up Construction
- Interior Finish
- Construction Management

Whether it's new construction or complete renovation, Scott & Reid assures success with every project. We have the experience necessary to ensure the highest levels of customer satisfaction.

Consisting of more than 40 self-motivated individuals, the Scott & Reid team remains focused on providing our customers with quality construction services, including the delivery of projects on time and within budget.

For every project, our construction team is dedicated to providing our clients with the following construction services:

- Project Management
- Project Supervision
- Estimating and Purchasing
- Cost Containment
- Accounting and Administration

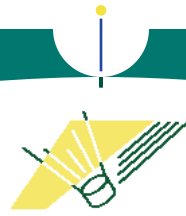
Over the years, Scott & Reid has built an excellent reputation through client satisfaction by providing quality service at a competitive price. As our references will attest, we take each project from beginning to end with the attention to detail and manpower necessary to ensure successful results. The ultimate testimonial of our outstanding workmanship is the high level of repeat business our firm experiences.



Contact us today and see how we can help you with your next construction project.

For more information, please contact us at  
**469-374-3400** or  
**email@scott-reidgc.com**

Click on this link to visit our website:  
**www.scott-reidgc.com**



## Spotlight on IREM® Friends

### Friends of IREM® (cont.)

#### LEGAL

##### **Kessler & Collins, P.C.**

Law firm

Contact: Gary Kessler at 214-379-0722

#### LIGHTING DESIGN

##### **Amtech Lighting Services**

Lighting design, repair and maintenance

Contact: Richard Jackson at 817-640-6400

#### REAL ESTATE MANAGEMENT

##### **Cencor Realty Services, Inc.**

Full service management company & development

Contact: Jim Greenfield at 214-720-6667

##### **Henry S. Miller Commercial, AMO®**

Full service real estate company

Contact: Mark O'Briant at 972-419-4081

##### **Lincoln Property Company – Retail Division**

Full service retail management services, leasing and development

Contact: linda Jackson, CPM® at 214-750-1517 x224

##### **Trammell Crow Company, AMO®**

Full service real estate company

Contact: Grayson D. Gill, Jr. at 214-979-5606

#### TAX CONSULTANTS

##### **Deloitte Property Tax Services**

Tax consulting

Contact: Paul Harris at 469-417-3816

##### **Marvin F. Poer & Company**

State and local tax consulting

Contact: Diane Caperton at 972-770-1100

**IREM® Dallas Chapter would like to thank all of our Friends.**

**We value your support.**

**Feel free to call upon the**

**Friends of IREM® when**

**in need of these services.**

# Staffelbach Design Associates, Inc.

## CUSTOMIZED SERVICE Outperforms Customer Service

**D**id the government customize its service to New Orleans or just respond to its "customers"? As the government learned from Hurricane Katrina, anticipating the needs before the need occurs must be the highest priority. Rita gave the government another chance. Unfortunately, New Orleans did not benefit from this new knowledge, but it generated a new way of thinking about service.

Have you customized your service to anticipate your potential tenant needs or have you just serviced your tenants?

A recent National Study of Commercial Real Estate professionals cites a focus on new trends in their search for tenants. They are becoming more proactive in supplying the demands of new tenants. Such demands included:

- WiFi
- Food Services
- Health Clubs
- 24/7 air conditioning
- Sustainable/green practices
- High end restaurants
- Parking

Customizing your service to attract and keep tenants is not only graded on the physical benefits you bring to the table, but also involves an unwavering dedication to think like the tenant. Develop the relationship and provide a variety of choices to satisfy the tenant's needs.

In a new book, *Don't Just Relate-Advocate*, Glen Urban explains the means to succeeding

in today's highly competitive business world is a company's ability to build trust among customers who have more information, options and sophistication than ever. They need to go beyond traditional relationship marketing to be true customer advocates that faithfully represent the interests of their customers.

Staffelbach is a company of interior designers and architects that values the diversity in business cultures.

**We explore the opportunities.**

**We research the possibilities.**

**We emphasize the discovery process.**

**We learn the culture.**

**We study historical background.**

**We examine work processes.**

**We understand intentions.**

**We generate ideas.**

**We are strategic and specific.**

**We are creative and innovative.**



To find out how we can customize a plan for you, contact Jo Staffelbach Heinz or Steve Dubin at 214-747-2511.

Click on this link to visit our website:  
[www.staffelbach.com](http://www.staffelbach.com)



## Registration Form

### Chapter Meeting Registration

Date	Time	Speaker/Topic	Location	Member/Non Member
11/8/05	Registration/Networking: 11:30 a.m. Lunch/Program: 12:00 Ð 1:00 p.m. <b>Buffet Style</b>	W. David Griggs Identity Theft	DoubleTree Hotel Ð North Dallas	\$32/\$42 <b>All registrations must be paid in advance</b>

Reservation/cancellation deadline is noon, Friday, November 4, 2005. Member assumes responsibility for reservations not canceled by the deadline. An additional \$5 fee will be charged for reservations made after the deadline or meeting walk-ups (no substitutions).

### TREC MCE Seminar Registration – Ethics & Legal Updates

### Last Minute Registration

Date	Course/Time	Instructor	Location	Member/Non Member
10/28/05	Ethics** 10:00 am-1:00 pm <b>Sponsored by: VMC Landscape Services</b>	Joe Summers, CPM	SCD*	\$55/\$65
10/28/05	Legal Updates** 1:00-4:00 pm	Joe Summers, CPM	SCD*	\$55/\$65

**These are Mandatory Continuing Education for real estate license renewal. Everyone needs these credits, so don't miss these classes.**

Reservation fee includes lunch. \*SCD: Spectrum Center, 5080 Spectrum Drive, Suite 122W, Addison, TX 75001

**Seminar Cancellation Policy:** All cancellation requests must be in writing and received by noon, October 21, 2005 (no substitutions).

A \$30 handling fee will be deducted from all refunds. No refunds after the deadline. NO exceptions.

\*\*3 hours each of Mandatory Continuing Education. Ethics Course #03-03-1273836; Legal Updates Course #03-03-1273837. IREM Provider #0105.

### The Right Education – Course Registration

Date	Course	Location	Member/Non Member
3/9/06	ETH800 Ð Ethics for Real Estate Managers <b>Registration 8:00 a.m.; Class begins 8:30 a.m.</b>	SCD*	\$160/\$195

\*SCD: Spectrum Center, 5080 Spectrum Drive, Suite 122W, Addison, TX 75001

Payment must accompany all registrations. Registration fees are due in the IREM® Chapter office 10 days prior to the course date.

**Course Cancellation Policy:** To cancel a course, please notify the IREM® Chapter office by mail, fax, or e-mail.

- If you cancel 10 or more business days before the start of the course, you can receive a full refund of your registration fee.
- If you cancel less than 10 business days before the start of the course, you can receive a refund of your registration fee or you may transfer to another course, but there is a \$30 handling fee per course to do either.
- If you cancel within 24 hours of the course or are a no-show, a refund of your registration fee or a transfer to another course is not possible.

IREM® or the chapter may find it necessary to cancel a course. If this happens, your registration will be fully refunded. However, IREM® assumes no liability other than the registration fee.

Name \_\_\_\_\_ Chapter Affiliation \_\_\_\_\_

Firm \_\_\_\_\_ Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

Non-Member Guests \_\_\_\_\_

Check (make payable to Dallas IREMChapter)

Charge AMEX/VISA/MasterCard No. \_\_\_\_\_ Exp. \_\_\_\_\_

Card Holder's Name \_\_\_\_\_ Signature \_\_\_\_\_

Please check here if you have a disability and may require an accommodation.

E-mail to irem@irem-dallas.org. Fax to 214-368-8366. Mail to 13601 Preston Road, Suite 715E, Dallas, TX 75240.

Questions? Call 214-368-2181. www.irem-dallas.org