

Management Company: Epic Asset Management
Community: Park at Dashpoint Apartments
Staff: Allyson Gonzales, Assistant Manager
Nominating for: Assistant Manager of the Year, 350+

Allyson Nomination Questions

1. Share why you are nominating this associate and what sets them apart from others in their position. I am nominating Allyson for assistant manager of the year for her outstanding service to our residents, dedication to her fellow employees, outstanding work ethic and detailed approach to managing financials and delinquency. Allyson began 2022 as the leasing agent at Park at Dashpoint. Through her determination, drive, and ability to see projects through, she quickly proved that she was ready for the next step. Allyson was then promoted to assistant manager in March of 2022 where she has been a fundamental part in the cleanup and success of this community.

2. How does the nominee contribute to the overall success of the company/property and other team members? Coming out of the pandemic into 2022 was not an easy transition at Park at Dashpoint. The property had become inundated with residents and non-residents who would not adhere to the rules and regulations. This was challenging to manage during the pandemic and only intensified the negativity of these non-compliance residents when we were able to enforce the regulations. There were many behavioral issues to be managed and reassurances to the other residents that their concerns were heard. The team also completed their first annual inspections in 2 years, which resulted in over 200 work orders. Coupled with these challenges the community was 85% occupied with 20% in delinquent residents which effected the cashflow which was needed to complete capital projects. Allyson was faced with the task of cleaning up the undesirables at the community, working to find compassionate resolutions for the angry and frustrated residents, working through upward of 20 evictions a month, and having to complete a mini lease up to increase occupancy and revenue and she did it with a smile. Her upbeat and positive attitude quickly won over the residents. She was also quick to respond to issues, finding reasonable and sometimes creative solutions and followed through with requests immediately. The results and improvements the residents experienced in a very short time have completely changed the overall feeling of this community. With all these positive changes, Allyson has been able to significantly increase rents, stabilize occupancy, and create a sense of community.

3. Describe the attributes that illustrate how the nominee excels in their job responsibilities.

Allyson has an eye and can assess what needs to be done timely, organize priorities, and make suggestions to her supervisors to support the success of the community. With the cleanup that was completed throughout 2022, there was also a heavy amount of capital work that was completed, exteriors refreshed, and to raise the standard and quality of the product she provides to her residents and prospects. Allyson was able to make suggestions on priority items that would have the largest impact on the overall feel of the community as well as the curb appeal and cleanliness. Through the care and thoughtfulness she put into making her community a better place for all, she unconsciously

retrained her residents to appreciate and take care of the place they called home. Allyson is also a self-started and often takes the initiative to complete tasks without being asked. She is constantly looking for innovative ways to help her team. While her Property Manager has been out for several months, Allyson has stepped in and become an incredible leader. She raised her hand for more training to take on additional tasks such as financials and reporting. Allyson has faced some very difficult challenges and she doesn't shy away. She has an incredible way of remaining calm and showing compassion which allows for great resolutions. The success of Park at Dashpoint and the positive changes are a direct result of Allyson incredible presence at her community.