

# SITE STAFF NEWSLETTER



## CAPTION CONTEST

2017 SURVEY KEY RESULTS

STAFF ANNOUNCEMENTS

H.E.A.R.T. SERIES - T

AUTUMN/WINTER EDITION  
2017



M&R • PARK WILLOW • THREE R

## SERVICE RECOGNITION AWARDS

### Congratulations to our Winners! 2017 Service Recognition Awards

M&R, Park Willow and Three R are excited to congratulate the 2017 winners of the Service Recognition Awards:

**Naida & Francisco (Jun) Robles**  
**Joannah Felipe & Robert Dela Cruz**  
**Tommy Leveque**

Each of this year's winners were chosen because they have demonstrated consistent dedication to our residents and their needs. They are also very strong ambassadors of our H.E.A.R.T. Customer Service Standards and have exhibited positive attitudes and dependability in their everyday work and haven't hesitated to go the extra mile when required.

Naida and Francisco (Jun) were chosen because they go above and beyond regularly. In one example that was shared by their Tenant Association, a tenant had a flood in their unit in the middle of the night, and called Jun for help. Instead of using a band-aid solution to temporarily fix the issue until it could be revisited the

next day, Jun made the tenant ecstatically pleased by staying with them until 3:00 a.m., creating a permanent fix.

Joannah and Robert had a challenging year, and dealt with a number of extraordinarily difficult tenants. They were chosen as winners this year because they managed to overcome those challenges, doing it with the highest level of professionalism.

Tommy Leveque was selected as 3R's first winner because in a short period of time at 66 Parkwoods, he has been very successful in his role as well as being of great assistance to other members of the staff. With Tommy there is a never question of his work and professionalism.

To each of the winners, we appreciate your efforts and devotion - thank you! To mark this achievement, each winner has received a crystal award engraved with their name(s) plus a special gift.

- Randy Daiter, V.P. Residential

### Save The Date!

#### 2017 Site Staff Appreciation Luncheon

Wednesday, November 22nd • 12:00 noon to 2:00 p.m.  
Mandarin Restaurant at 7660 Woodbine Ave., Markham



*M&R Portfolio Winners:  
Naida & Jun Robles  
35 Wynford Hts. Cres.*



*Park Willow Portfolio Winners:  
Robert Dela Cruz & Joannah Felipe  
50 Cosburn Ave.*



*Three R Portfolio Winner:  
Tommy Leveque  
66 Parkwoods Village Dr.*