

International Facility Management Association



IFMA Atlanta Chapter * 1185 Willingham Drive * Atlanta, Georgia 30344 * April 1999 Issue

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Monthly Meeting

Wednesday, April 21 ** REACH

Topic: Fostering the Property Manager/Facility Manager Relationship

Time: 11:30 a.m. - 1:30 p.m.

Cost: \$20.00 Member; \$25.00 without advance registration

\$35.00 Guest; \$40.00 without advance (Friday) registration

Location: Cator Woolford Memorial Gardens located at The Frazer Center (formerly known as REACH)

Reservations: Association Office(404) 766-1632 or Fax 404-768-7767 Please contact Lisa by 4:30 p.m., Friday, April 16, 1999 or your rate will be the higher, without registration.

Please join us for a first-of-a-kind presentation to IFMA Atlanta, which will provide beneficial insight for all attendees. Ms. Cindy Wagner, Senior Property Manager of One Ninety One Peachtree Tower, will address IFMA Atlanta in April. Centering on the landlord/tenant relationship, Ms. Wagner's presentation will focus on the essential elements of this relationship, concentrating on communication methods that can result in solutions when there is a perception that management issues are not being addressed properly. She will also discuss what a property manager needs from facility managers for this critical relationship to work well.

Ms. Wagner's address will also include her recent experience preparing for and managing a building that was chosen BOMA's (Building Owners and Managers Association) 1998 "International Building of the Year".

Additionally, she will outline an element unique to the building management/tenant relationship at One Ninety One Peachtree Tower, The 191 Group, Ms. Wagner will discuss the value of this group and its impact on the management of a Class A, high profile, award winning office building.

Upcoming Events:

April 21

Developing a Great Relationship with
your Property Manager - TBA

May 12

Golf Outing

May 19

Facility Image and Using your Facility
as a Recruiting tool - TBA

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President's Message



Spring Brings Growth, Commitment to Community, and Professional Development for IFMA Atlanta

In celebration of Spring, please join us for our April luncheon in the Cator Woolford Memorial Gardens located at The Frazer Center (formerly known as REACH). As a meeting venue, our use of The Frazer Center gives us an opportunity to financially support our first Community Services Program client. If you were unable to attend our REACH luncheon last May, we know that you will find the gardens and venue impressive.

Community Services

Through the artful stewardship of Tom Haslach and Harry Ludwig, IFMA Atlanta and member companies are having a real impact within our local community while representing your FM Profession. We know that you will be proud to read about our current IFMA Atlanta partnership with YWCA in the Atlanta Business Chronicle, May 19th-25th edition, section C, page 2. You may want to send a copy of this article to your direct report.

At any level, participation with this important Chapter effort has a real impact in your Community! Along with your time and talent, please support your Chapter's Community Services effort by participating in our Golf and Tennis Event on Wednesday, May 12 at the Marietta City Golf Club.

FM Professional Development

As managers, our organizations rely on our individual knowledge and expertise to solve the problems created both directly and indirectly by the information age.

"The illiterate of the 21st Century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn." -Alvin Toffler

The Toffler quote speaks directly to FM professionals and the constant effect of change on our daily work lives, staff and clients. FM professionals are required to approach each day with an open mind to change and to be able to lead others to support such proactive changes with our organizations. The quote also underscores the current Chapter focus on your Professional Development.

We hope that you recognize the value and are receiving the benefits of the early work of our Professional Development Task Force. The Taskforce, lead by Kathy Roper, has been using the CFM Competency Areas to carefully coordinate the chapter's programs, educational seminars, up-coming tours and newsletter information. Please let us know how we are doing and your suggestions on any additional educational opportunities!

Upcoming Events and Reports

We will have the new and revised Chapter Directory published and in your possession this month. Again, many thanks to Beth Chaplin, our Membership Committee Chair, who lead this effort. We think you will find the changes useful and informative.

As reported at the March luncheon, your Board and Committee Chairs are hard at work implementing our Chapter Initiatives. We will give you a report card on our progress in May. In the interim, please let us hear from you on how your Chapter can better serve you!

Many thanks.

Matt Dawson

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Jerry NeSmith, Regional Manager

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e-mail	jnesmith@fisinc.com

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Facility Minute

A Facility Manager's Fantasy

(a.k.a. removing a stubborn tenant):

As I sit here drinking my first cup of coffee for the day, I am faced with the foreboding thought that today is the day that I need to get confirmation from the tenant of suite 300 for their move out date. The translation of this statement means I have to go up there and speak with them face to face as well as issuing another written notice to them requiring their vacating before the first of the month. The suite they occupy is scheduled for renovation for the new tenant B starting at the beginning of next month and here it is halfway through this month and tenant A shows no signs of moving! I sip thoughtfully as I review strategy. Tenant A has always required more attention than the other occupied suites in the building, so when I was informed of their impending exodus I and my staff were secretly no less than overjoyed at the prospect of a friendlier group moving in. However, the dreaded eviction, seems to be looming over the horizon. I

some more coffee and think about how disenchanted my maintenance workers will feel if they are going to have to spend the weekend physically removing the contents of tenant A from the suite. I can hear the grumbling begin...

If only I could take care of it as follows:

- 1) Have the police drag them all away in handcuffs, particularly the lady with the poodle hairdo.
- 2) Force them at gunpoint to give up their keys, and id badges, then make them all dance to the sound of bullets ricocheting off the cement floor, ah-hah-hah!!!
- 3) Line them all up in the form for the foundation being poured across the street and flood them with cement like the Mafia does.
- 4) Have them kidnapped by the IRA.
- 5) Throw all their belongings out the window, it will take half the time of bringing it all down in the freight elevator.
- 6) Put something in their coffee machine to give them stomach aches.
- 7) Turn off the lights, ventilation, and power on them.
- 8) Send them off to Siberia.

s. at this point all I can do is play the waiting game, sit here and drink my coffee, consult my legal department on procedure, and keep my fantasies to myself...

Initial

- janitorial
- maintenance
- general contracting

"The FIRST name for service."

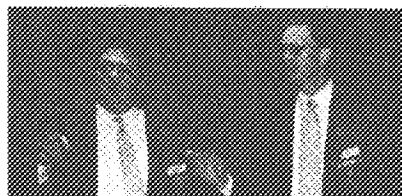
contact:

Patti Stewart, VP Sales and Marketing

Initial Contract Services

404.982.7676

Meeting Recap



The February meeting was held at the Marriott, and we broke another IFMA Atlanta attendance record. The speakers were James Farris and

Charles Young from Alston & Bird LLP. The topic was "Y2K Impact on Facilities and Real Estate." The speakers covered a lot of important information and they made it clear that the Facility Manager has an important job as Y2K closes in. Because, all buildings have systems that are programmed to be date and time sensitive. It will be very important that all of the Life Safety Systems, the elevators, the security access systems and the HVAC function Jan 1.

Your building also needs to have a real estate plan for mission critical internal and external systems. Or on the lighter side, you could provide all employees with a candle, long underwear and a gas stove. It is unfortunate that January is the middle of winter.

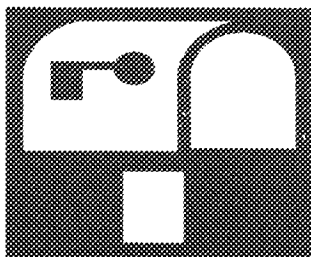
Committee Update

As the old adage says, "You get out of it, what you put into it." This also applies to one's IFMA membership. At the Board retreat last fall, lots of discussion centered on this topic and what we could do to add value to membership in IFMA Atlanta. Thus was born the Member Service Task Force which includes Lendy Buchman, Mentoring, Steve Sperling, Associates, and myself, Beth Chaplin, Membership.

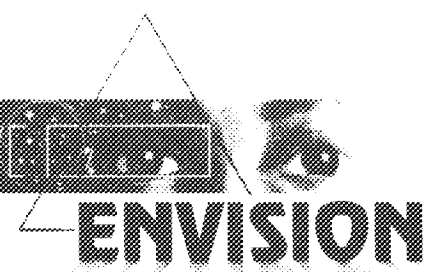
As a task force, we are focusing on three primary areas. The Membership Committee is responsible for the initial contacts with new members. We welcome them to the chapter, answer questions, invite them to meetings, and sponsor orientations for both new and prospective members. The purpose of this committee is to recruit new members and to transition them into the chapter in a way that will insure they receive the maximum benefits. Lendy and the Mentoring Committee are working to keep new members involved once the initial contacts have been made and to encourage involvement from existing members. Steve and the Associates Committee are working to add value to the Associates in conjunction with Lendy's efforts by recruiting Associates to help encourage non-active members to attend meetings.

Interestingly enough, I just received this information from an IFMA Headquarters recent survey of people who join IFMA and get involved in the first 60 to 90 days enjoy their membership and stay involved while others become "mailbox" members. This certainly is consistent with our observations and with our decision to create a Member Services Task Force. As this effort is still in its infancy, I encourage anyone who is willing to help with this task or who has suggestions to improve our efforts to please contact Lendy (770) 248-9315, Steve (404) 351-3991 or me (404) 522-1835.

IFMA Atlanta is your chapter and the Member Services Task Force is committed to making it the best chapter it can be for you.



Are you an active member of IFMA Atlanta or a "mailbox" member?



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Administrative Update

We would like to thank those who have been so diligent in pre-registering for the monthly meetings. We have gone over 50% on pre-registered attendees. This has decreased the amount of time that members and guests have to stand in line in order to pay at the door. It also allows you to spend your time networking and saying hello to friends instead of having to process a check or credit card in order to get in the meeting. It only takes a few minutes to pre-register as opposed to the 20-25 minute wait in line to pay at the door. As you fill out the registration form located in this month's newsletter, please take the few extra minutes it takes to pay ahead and reduce the "pay-at-the-door" line.

We have also gone on-line with our membership roster. We are now actively managing the membership list using IFMA International's database. This process seems to be working very well, but let us know if you have had any recent problems with address changes or updates with IFMA International. We want to make sure that we have correct information on all our members both at the local and International level.

Community Services Corner

Volunteer Day is Coming.....

Saturday, April 24th

We are launching our first Volunteer Day April 24th, 1999, beginning at 9:00 a.m. with an expected completion time of 12:00 noon. The Volunteer Day will be held at the NE Intown YWCA. Projects include interior/exterior painting, landscaping, etc. Refreshments and IFMA Atlanta T-Shirts will be available for all participants. Please join members of the IFMA Atlanta Board by being there to help out and show your pride in IFMA Atlanta and your support of our partnership with the YWCA...a partnership which is making a positive difference for many children and women in our community.

Directions: Exit the downtown connector at the Presidential (Freedom) Parkway. Continue on the parkway to its end at Ponce de Leon. Turn RIGHT on Ponce. Several blocks down Ponce, turn LEFT on North Highland Avenue. The NE Intown YWCA is a few blocks north on the RIGHT.

YWCA Update:

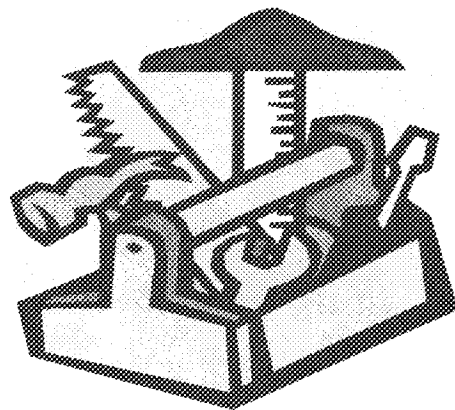
Our work continues to progress at the NE Intown facility. All projects and timelines are under control and on schedule. We will soon be setting our sites on the IFMA Atlanta/YWCA Partnership's second location, the Dekalb YWCA. Planning meetings are underway for this second project. To participate (and realize a great deal of personal satisfaction), please contact Community Services Chair, Tom Haslach, at thaslach@millicare.net (770.975.1113) or Harry Ludwig, Community Services Vice Chair at hludwig@kslaw.com (404.572.4902). We are in need of the following:

Facility Managers
General Contractors
Floorcovering Manufacturers
Floorcovering Service Providers
Roofers
Painters
Landscapers
Furniture Manufacturers/Dealers/Reps
Furniture Installers
Moving Companies

As you see, there is a lot of "room" for participation as our successful community service outreach continues through the remaining YWCA sites. Jump in, get involved. You will be glad you did.

The following is a list of projects and needs for our Volunteer Day April 24, 1999. We look forward to seeing you all.

Project	Specialty Need
Repair Leaking Toilet	Plumber
Painting	Novice Painters
Window Cleaning	Novice window cleaners
Outdoor Landscaping	Novice outdoor types



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Membership

Welcome to the 1999 First Quarter New Members!

Cliff Stern - ARAMARK Corporation
 Marty Waschak - Mannington Commercial
 Celeste Bottorff - AHL Services
 Karen Taylor - Geiger Brickel
 Bill Caiaccio - Office Pavilion
 Esther Reifman - Facility Resources, Inc.
 Robin McKenzie - Space Flooring
 Julie Conner - Syntellect, Inc.
 Franklin Cook - Coca-Cola Enterprises Inc.
 Craig Anderson - ARAMARK Corporation
 Inc Waters - ARAMARK Corporation
 Christopher Wade - ARAMARK Corporation
 Francis Gillis - Georgia Institute of Technology
 Valerie Goble - Georgia Pacific Corp.
 Adam Booher - Coca-Cola Enterprises Inc.
 Piero Favretti - Facility Resources, Inc.

Membership Drive

March 17 - June 16, 1999

Please help our chapter grow in Quality and Quantity!

Goal: 30 New Professional Members (which will lead to 10 new Associate Members)

Prizes: Exciting prizes will be awarded at the July meeting to those who participate.

Please contact Association Headquarters, Inc.
 (404) 766-1632 for Membership Packets.

Please make sure your prospective member puts your name on the sponsored by line of the application so that you will get credit for recruiting them.

IFMA Atlanta Meeting Registration Form

April 21, 1999

NAME: _____

COMPANY: _____

I will bring the following guest(s) _____

Guest's Company _____

MEMBER TYPE: Professional Associate Sustaining Patron Non-Member

PAYMENT OPTIONS: AMOUNT \$ _____ Check enclosed Will pay at the door
 By Credit Card - (Charge above amount to:) VISA MasterCard American Express

Cardholder: _____ Card # _____

Expiration date _____ Signature _____

Credit cards will be processed the day prior to meeting. Charge will reflect: "Association Headquarters"

Mail this form with check payable to IFMA Atlanta, to 1185 Willingham Dr, Atlanta, GA 30344. Fax (with credit card info or if paying at the door) to 404-768-7767 (ATTN: Lisa) Registration forms must arrive by: April 16, 1999.

No shows will be invoiced and a penalty of \$5.00 will be added. You may cancel without penalty four days prior to the meeting date. Returned checks or denied credit cards incur a \$10.00 penalty.

Calendar of Upcoming

April 21

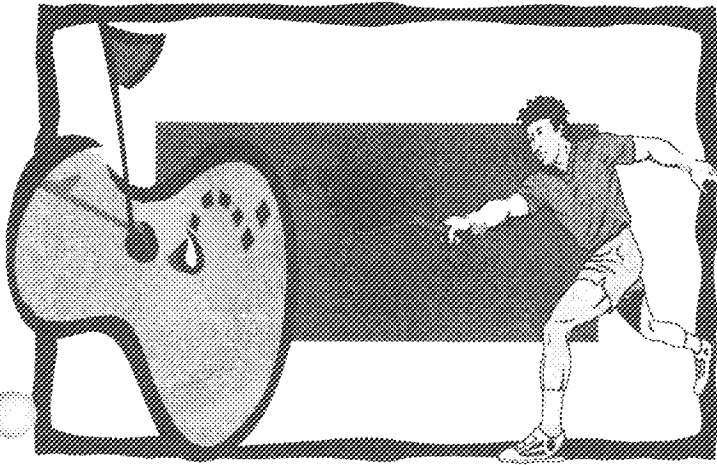
Developing a Great Relationship with your Property Manager

April 24

YWCA Saturday IFMA Volunteer Day

May 12

IFMA Golf & Tennis Event



May 19

Facility Image and Using your Facility as a Recruiting Tool

CFM Exam Application Postmark Date May 2, 1999

CFM Exam Final Application Due May 12, 1999

CFM Exam July 10, 1999

- **World Work Place Europe 99**
30 May - 1 June, 1999
Gothenburg, Sweden

*1999 Membership drive
April through June*

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Career Corner

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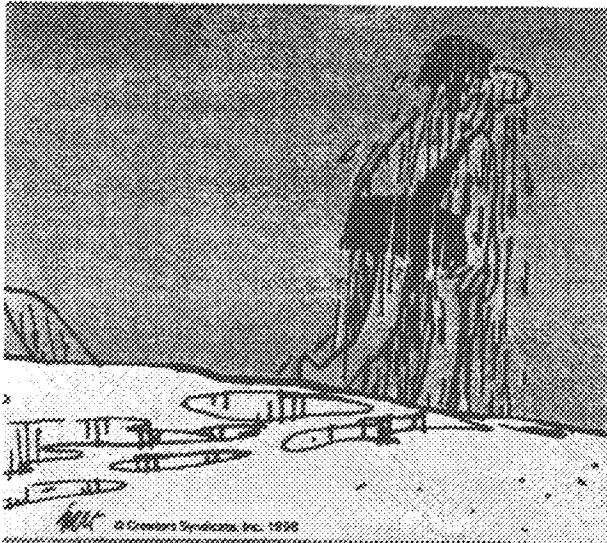
Program Manager III -Atlanta, GA

Req.: GA-0399-65758001

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Atlanta Chapter
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Directory Update

Note corrections to mailing label at right (include phone/fax numbers).

