

WMI Quality Statement

WMI is committed to maintaining high customer satisfaction with its innovative water efficiency programs.

We will propose products and services that are "fit for use" and that will set the standard for quality and value in water efficiency.

We strive to be world class in every aspect of water efficiency by fostering a culture of honesty, openness, mutual respect and teamwork.

WMI understands the necessity of continual improvement (both as a company and as individuals) to keep us at the forefront of water conservation and to exceed customer expectations.

Water Management Goes International

Well, not really! While working on a project in Queens New York, we had to post our service notices in a variety of different languages to ensure all residence were aware of the work being done. Check them out!

아파트 내부 공사 알림

수도 설비 교체

아파트 내 수도 설비 교체 작업을 할 예정입니다.

아래 시간에 맞춰 해당 아파트는 내부 작업이 이루어 질 수 있도록 준비해주시기 바랍니다:

| 날짜 | 공사 층: | 시간 |
|--------|------------------|-----------------|
| 7월 14일 | 18, 19층 (A-H) | 오전 9:00 - 11:30 |
| 월요일 | 18층 (I-P), 17층 | 오후 12:30 - 4:30 |
| 7월 15일 | 15, 16층 (A-H) | 오전 9:00 - 11:30 |
| 화요일 | 15층 (I-P), 14층 | 오후 12:30 - 4:30 |
| 7월 16일 | 12, 13층 (A-H) | 오전 9:00 - 11:30 |
| 수요일 | 12층 (I-P), 11층 | 오후 12:30 - 4:30 |
| 7월 17일 | 9, 10층 (A-H) | 오전 9:00 - 11:30 |
| 목요일 | 9층 (I-P), 8층 | 오후 12:30 - 4:30 |
| 7월 18일 | 6, 7층 (A-H) | 오전 9:00 - 11:30 |
| 금요일 | 6층 (I-P), 5층 | 오후 12:30 - 4:30 |
| 7월 21일 | 3, 4층 (A-H) | 오전 9:00 - 11:30 |
| 월요일 | 3층 (I-P), 2층 | 오후 12:30 - 4:30 |
| 7월 21일 | Any missed units | 오후 12:30 - 4:30 |

왜 이 공사가 필요합니까?

- 화상 및 물 부족 수도꼭지를 교체함으로써 더 나은 수압을 제공할 수 있습니다.
- 이 작업은 아파트 내부에서 이루어집니다. 아파트 내 작업은 대략 15분 정도 소요되오니 해당 날짜를 숙지하시고 준비해주시기 바랍니다.

여러분의 열정에 감사드립니다.
 상기 일정에 맞춰 공사를 진행하도록 최선을 다하도록 하겠습니다.
 우편물 배달을 위한 문의사항: 718-888-1412 또는 24시간 콜센터에 연락하십시오.

In-unit Work

Обновление водных смесителей

Мы обновляем водные смесители в здании
 Пожалуйста, обеспечьте доступ в вашу квартиру

| Дата | Этаж | Время |
|----------------------|--------------------------------|---------------------------------------|
| Понедельник, 14 июля | 19 и 18 (A-H) 18 (I-P) и 17 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Вторник, 15 июля | 16 и 15 (A-H) 15 (I-P) и 14 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Среда, 16 июля | 13 и 12 (A-H) 12 (I-P) и 11 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Четверг, 17 июля | 10 и 9 (A-H) 9 (I-P) и 8 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Пятница, 18 июля | 7 и 6 (A-H) 6 (I-P) и 5 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Понедельник, 21 июля | 4 и 3 (A-H) 3 (I-P) и 2 | 9:00 - 11:30 утра 12:30 - 4:30 дня |
| Понедельник, 21 июля | Пропущенные квартиры | 12:30 - 4:30 дня |

- Какая работа?
- Мы обновляем краны в ванной комнате и на кухне чтобы работать более эффективно и обеспечить более высокое давление.
- Работа требует доступа в каждой квартире. Время работы в каждой квартире 15 минут. Пожалуйста, сообщите ваши планы на основе вышеупомянутого графика.

Мы ценим вашу сотрудничество и участие.
 Обеспечьте доступ, или будьте готовы иметь график в вашу квартиру заранее.
 Пожалуйста, свяжитесь с Дугласом Эллисом по 718-888-1412 по любым вопросам.

在單位工作

用水設備更新

我們正在更新大樓用戶用水設備
 請在以下時間允許進入您的公寓

| 日期 | 樓層 | 時間 |
|------------|------------------------------|--------------------------------|
| 星期一, 7月14日 | 19及18 (A-H) 18 (I-P) 及 17 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期二, 7月15日 | 16及15 (A-H) 15 (I-P) 及 14 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期三, 7月16日 | 13及12 (A-H) 12 (I-P) 及 11 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期四, 7月17日 | 10及9 (A-H) 9 (I-P) 及 8 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期五, 7月18日 | 7 a及6 (A-H) 6 (I-P) 及 5 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期一, 7月21日 | 4及3 (A-H) 3 (I-P) 及 2 | 上午9:00- 11:30 下午12:30- 4:30 |
| 星期一, 7月21日 | 所有未完工的單位 | 下午12:30 - 4:30 |

更新什麼設備?

我們正在更新浴室和廚房的龍頭, 以提高運作效率, 提供更好的壓力

這項工作需要進入您的公寓。在每單位的工作時間大約15分鐘。請根據上述時間表允許工作人員進入單位。

我們感謝您的合作與參與。
 請注意, 我們將在上述時間表上公佈。
 如有任何問題請致電 Douglas Elliman 718-888-1412

Water Fixture Upgrades

We are updating the water fixtures in the building

Please provide access to your apartment at:

| Date | Floors: | Time |
|----------------------------------|------------------------------------|------------------------------------|
| Monday, July 14 th | 19 and 18 (A-H) 18 (I-P) and 17 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Tuesday, July 15 th | 16 and 15 (A-H) 15 (I-P) and 14 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Wednesday, July 16 th | 13 and 12 (A-H) 12 (I-P) and 11 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Thursday, July 17 th | 10 and 9 (A-H) 9 (I-P) and 8 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Friday, July 18 th | 7 and 6 (A-H) 6 (I-P) and 5 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Monday, July 21 st | 4 and 3 (A-H) 3 (I-P) and 2 | 9:00am- 11:30am 12:30pm- 4:30pm |
| Monday, July 21 st | Any missed units | 12:30 pm - 4:30 pm |

What is the work?

- We are updating your bathroom and kitchen faucets to operate more efficiently and provide better pressure.
- The work requires access to your apartment. In unit work will take 15 minutes per apartment. Please make plans to provide access based on the schedule above.

We appreciate your cooperation and participation.
 Please note we will follow the above schedule to the best of our ability.
 Please contact Douglas Elliman at 718-888-1412 with any questions.

Where In The World Is WMI?



In July, **Chris Anderson** and **Dan Sirakis** flew to Texas to work on the domestic portion of the Brookdale Senior Living project at 3 sites in the Ft Worth, TX area. This work included a few toilet installations, but mostly rebuilds and showerheads and aerators installations. **Crystal Whitney** is also overseeing the irrigation component of this project. While there, they were able to meet with **Crystal** to catch up, and they were able to take in a few quintessential Dallas sites! Check out **Dan** at The Cowboys stadium! Not sure if they invited him back for a tryout. He would probably make a good “outside linebacker”.

Recently, **Bill Harrison** sold a small straight cost job in TN... Vultee Gardens. The work for this 16 unit site included toilet rebuilds, leak repair and installing new showerheads and aerators. **Dan Sirakis** and **Chris Anderson** completed this one day project in mid-July. After finishing this project, **Chris** and

Dan packed their bags and headed to the Virginia Beach area to assist **Tony Cimini** with the Isle of Wight School project.

Hotel assessments are being conducted in Colorado, California, and North Carolina by **Bill Harrison**. **Mike** and **Tari Maurer** did some hotel assessments in the St. Louis, MO area, and **Rick Ferguson** was in Chicago and this week in Florida as well.

Charlie Gildehaus has been conducting assessments in central and western Pennsylvania, as well as Ohio. All been learning about laundry systems, ice making machines, and kitchen operations while encountering many different kinds of buildings and varieties of toilets. Looks like there are some good opportunities there for us to help these hotels save water!

Buster made material deliveries to projects in Philadelphia and Baltimore to drop off shelf stock, claim all outdated stock on site, and get a closeout sheet signed...this work resulted in us being able to close out both projects that had stalled for nearly a month! Thank you **Buster**!

Brian Vroom, **James Benjamin**, **Giovany Gonzalez**, and **Dennis Porter** continue work on the GSA New Carrollton Project. This project consist of 630 commercial toilets and 140 urinal installs. This project is about 75% complete.

Eddie Gonzalez, **Douglas Martinez**, **Dennis Porter**, **Bob Smith**, **Alex Cimini** and **Andrew Oakes** have been working on the Argone Apartments project. This is a 330 toilet install project in a High rise building in Washington, DC. This project is 75% complete.

Nery Martinez, **Kay Koroma** and **Demarcus Law** have been working on a couple ongoing projects. They have started work on the Spring Ridge apartment's project which consist of 324 toilet installs. They are also working on the Naylor Overlook project that consist of 55 toilet installs.

Jeff Bell and **Butch Deibler** continue work at the Lancaster County Jail and Courthouse project. They are about 100% complete with the original scope and started work on the change order portion of the project.



Some Interesting Facts about Listening

The next time you get ready to have a conversation with someone, consider these facts:

- 85% of what we have learned is through listening (not talking or reading).
- 75% of the time, we are distracted, preoccupied or forgetful.
- After listening to someone talk, we can immediately recall about 50% of what was said. Even less if we didn't like the subject or the person!
- One hour later, we remember less than 20% of what we heard.
- Less than 2% of the population has had formal educational on how to listen.
- We listen at 125-250 words per minute, but think at 1000-3000 words per minute.



When listening, try to suspend your assumptions, refrain from making judgments, and silence your inner chatter long enough to listen, really listen, to what the other person is saying. As Deborah Tannen, author of many books on communication writes, "It's a sign of respect. It makes people feel valued."

Star Sightings in Nashville

Working at the Nashville office one day this month, **Mike Maurer** and Harley came across country star, Garth Brooks doing an impromptu autograph sessions for some of his fans! When **Mike** jokingly asked Garth to sign his dog, he responded "my wife would kill me if I did that!" But he did agree to a photo session!



Personnel Changes

Steve Williams' last day with Water Management was early this month. **Steve** was the person responsible for securing the 55 story Bank of America building project last year. This project is now saving 6 million gallons of water per year. We wish you well **Steve!**

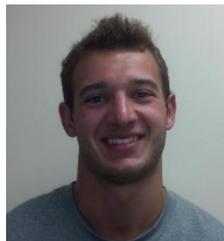


George Carroll is moving to Hawaii! **George's** wife was relocated to Hawaii, so he and his wife are off to enjoy the Aloha state! Thank you **George** for all of your help over the past few years! We are going to miss you! **But wait** – in just a few weeks **George** will be helping **Matthew Ridout** do assessments for 6 hotels in Hawaii. Talk about perfect timing!

We have some new faces in our mist! **Alex Cimini, Max Horner, and Andrew Oakes** are home for the summer so they have been put to work at Water Management!

Max Horner is a third year student at Christopher Newport University. He is majoring in business, and is a hockey player on CNU's club hockey team.

Both **Alex Cimini** and **Andrew Oakes** will be starting their junior years this fall and both are on a path to optometry school after they complete under graduate studies.



Andrew is majoring in biology at Randolph Macon College where he is on the soccer team.

Alex was majoring in biology at VCU, but changed his major to Health Science & Nutrition—which he says will prepare him better for the OAT test—placement test for optometry schools.



Thank you for helping us out this summer! We hope to see you all next year!

Is that still a priority?

More than half the year has passed, which means it's a great time to review and revise your 2014 goals. What was important back in January might not be today's priority. To keep you focused on high impact results, ask yourself the following:

- What did you set out to accomplish this year?
- What still needs to be done, or is no longer important?
- What three goals will you complete by the end of the year?



If you find your goals are no longer relevant, or too steep or too easy to achieve, don't hesitate to change them. Surveys show that our performance and effectiveness

drastically increase when we create, review, and revise our goals on a regular basis. After all, goals should be achieved. That's what makes them fun!

Helping Out – A Team Effort

Dave Taylor helped with a project in which we are reducing the flow rate for this property. The residents in this complex have portable clothes washers that they hook up to their sink when they need to do laundry. We needed to reduce the water flow on the kitchen faucets, but not create any back flow at the spout and we had to be mindful of the need to still fill the washers quickly. Dave volunteered to help get this project started until Bob was available to step in and take over. We really appreciate it!



Maria Horner has joined the Accounting department once again this summer! **Joyce Howe, Maya Jones, and Joy Saul** are very happy to have her on board! She has taken ownership of all the filing, shredding, and other organizational tasks that are very essential to the efficiency and development of the department. Welcome and Thank You **Maria!**

HR Corner



Enterprise Rental Cars

Starting in August, **Maya Jones** will be handling all Enterprise rental cars. For those of you that still make reservations on your own, please be sure to inform **Maya** which projects those rentals are allocated to. For everyone else, please see **Maya** to help you with your reservation!

Milestones



August Birthdays



August Anniversaries

Chris Anderson – 8/08
Maya Jones – 8/09
Jeanna Osborne – 8/13
Bill Harrison – 8/14
Douglas Martinez – 8/30

Jeff Bell – 17 years
Pastor Mackall – 13 years
Jamie Powers – 6 years
Chris Anderson – 5 years
Jeanna Osborne – 4 years