## **Units' Apartment**



## IN

Valuing current residents Location-based services Cloud computing Rose-colored R-410A tanks Gorilla tape 4G

Building a social community Maintenance staff smartphone apps Communicating with residents on Facebook Marketing your community ratings Mystery shops on video tape Apps that search for you QR codes Fresh water with fruit

> Mayor of Foursquare Flexible schedules The New Normal Buying REITs Tea Party Bed bug bed covers "Renter Nation" Staring at your smartphone Getting "Likes" on Facebook Accepting Craigslist ads Call center Reforming Fannie and Freddie Help desk

## OUT

Chasing prospective residents Location, location, location Clouds of cigarette smoke Green-colored R-22 tanks Duct tape

3G

Building a brick-and-mortar community Throwing tools and parts at a problem Communicating with prospects on Facebook Hiding from your community ratings "I watched somebody" training You searching on Google

QE2

Soda and cookies Mayor Daley Furloughs The New Normal Boring tweets Wine-and-cheese parties Bed bug bedtime stories Homeowner frustration Small talk "Like, whatever" Hating Craigslist ads Call waiting Reforming health care Help!







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