



Newsletter

PO Box 1793
Bismarck, ND 58502
Phone: 701-226-9237
Website: www.bismarckmandanapartments.com

From Work Orders to Wow Moments: Turning Service into a Retention Strategy

In multifamily, work orders are often viewed as a task list — fix the sink, replace the light, clear the drain, move on. But for residents, those same requests represent something much bigger: trust. Trust that their home matters, their time is respected, and their community team is paying attention.

The difference between a completed work order and a “wow” moment is rarely about tools or budgets. It’s about consistency, communication, and mindset.

Seeing Service Through the Resident Lens

Residents don’t see a ticket number — they see a problem in their home. A dripping faucet becomes a sleepless night. A broken HVAC becomes a stressful work-from-home day. A delayed response becomes frustration, even if the repair itself is simple.

When teams pause to view service from the resident’s perspective, priorities naturally shift. Speed still matters, but so does clarity. A same-day fix with no communication can feel worse than a next-day repair that’s clearly explained. Creating “wow” moments starts by asking: *If this were my apartment, how would I want to be treated?*

Communication Before, During, and After

One of the biggest opportunities in service isn’t technical — it’s communication.

Before the visit:

- Confirm receipt of the request.
- Set expectations for timing.
- Let residents know what access is needed.

During the visit:

- Knock, announce, and respect the space.
- Explain what’s being done, even briefly.
- Treat the apartment like a home, not a job site.

After the visit:

- Leave clear notes.
- Let the resident know the repair is complete.
- Share next steps if follow-up is needed.

A two-minute conversation often prevents a two-day complaint.

Technician Notes Are Resident Experience

Technician notes are more than internal documentation — they’re a bridge between departments and a record of resident care. Good notes help teams answer questions quickly, spot repeat issues, and avoid unnecessary rework.

Strong notes answer:

- What was found?
- What was done?
- What remains?
- When will it be addressed?



When service teams write notes as if the next person depends on them — because they do — operations become smoother and residents feel continuity instead of confusion.

Speed Matters, But Consistency Wins

Fast service feels good. Consistent service builds loyalty.

Residents remember patterns more than individual moments. If maintenance is quick one week and slow the next, confidence erodes. But if service is reliably communicated, respectful, and predictable, residents feel secure even during high-volume periods.

Consistency comes from:

- Clear priorities
- Standard response expectations
- Shared accountability across teams

It's not about perfection — it's about dependability.



Turning Problems into Trust

Every work order is an opportunity to strengthen a relationship. When something breaks, residents aren't just watching for a repair — they're watching how the team responds.

Do we listen?

Do we follow up?

Do we take ownership?

A handled problem often builds more trust than a situation where nothing ever went wrong. The key is leaning into the moment instead of rushing through it.

Sometimes “wow” is simply:

- Showing up when promised.
- Being kind in someone's space.
- Explaining the fix clearly.
- Leaving things better than you found them.



Building a Culture, Not Just a Process

Processes keep properties running. Culture keeps residents staying.

When teams understand that service is part of the brand, not just the workload, behavior shifts. Technicians feel pride.

Office teams communicate better. Residents notice the difference.

Leaders can reinforce this by:

- Celebrating service wins.
- Sharing resident compliments.
- Coaching on communication, not just completion.
- Connecting daily tasks to long-term retention.

When teams see how their actions impact resident loyalty, work orders stop feeling transactional and start feeling meaningful.

Final Thought

At the end of the day, multifamily isn't just about buildings — it's about people living in them. Work orders will always exist. Pipes will leak. Lights will fail. HVACs will quit at the worst times.

But when teams turn routine service into respectful, thoughtful experiences, something powerful happens: residents feel cared for, teams feel proud, and properties perform better.

That's when a work order becomes a wow moment.



Thanks to everyone that participated in our trainings this fall.

MFP enjoys bringing these sessions to you.

The next page contains the YouTube links to the entire lineup of the Tuesday Virtual Trainings with MFP Fall Session 2025.

We will resume our Tuesday Virtual Trainings with our MFP Spring Session 2026 starting in April. Watch for a flyer that will be sent out in March with the details.

Have a great day!

Stacey Folstad-Magandy

Administrative Secretary

North Dakota Center for Persons with Disabilities

500 University Ave W, Minot, ND 58707

701.858.3579 / 1-800-233-1737 | ndcpd.org



2025 Fall Virtual Landlord Training YouTube Links
Presented by Money Follows the Person Housing Program

Series 2: September 2025 – December 2025

9-23-2025	Trauma	<u>TraumaYouTubeLINK9232025</u>
9-30-2025	Risk Management	<u>RiskManagementYouTube9302025</u>
10-7-2025	Home & Community Based Services	<u>HomeCommunityBasedServices1072025</u>
10-28-2025	Common Complaints/Background Checks	<u>CommonComplaintsBackgroundChecks10282025</u>
11-18-2025	Emotional Regulation	<u>EmotionalRegulationYouTube11182025</u>
11-25-2025	Gratitude	<u>Gratitude11252025YouTube</u>
12-2-2025	Fair Housing	<u>FairHousing12022025YouTube</u>

Phone 1-800-233-1737 or visit: www.ndcpd.org/mfp



Who We Are..

The Bismarck Mandan Apartment Association (BMAA) is a dedicated group of owners and managers in the Greater Bismarck - Mandan area that have joined together to maintain high standards of apartment living and construction.

We invite you to join us in our efforts. Become a member of the Bismarck Mandan Apartment Association and take an active role in keeping the apartment industry in Bismarck/Mandan the most progressive in North Dakota. By sending in the membership application with your nominal dues you will receive the many benefits of this growing trade association.

We look forward to adding you to our growing list of Members.

Maintaining high standards of apartment living in Bismarck - Mandan



MEMBERSHIP FORM

Name: _____

Name of Company: _____

Phone: _____

Email: _____

Mailing Address: _____

City: _____ State: _____

Zip: _____

General Membership - for apartment owners/managers refer to Dues Structure (Units represent each rental you own/manage)

Actual Number of Units _____

Units Capped at 300 _____

Amount Due _____

I/we agree to abide by the Code of Ethics (and all amendments thereof) of the Bismarck-Mandan Apartment Association, the North Dakota Apartment Association and the National Apartment Association. In the event of termination of membership in BMAA, I/We agree to discontinue immediately the use of insignias, forms or signs used by any or all of the Apartment Associations. The remittances attached represent dues for 1 year. The number of units submitted are true and correct.

Signature: _____

Date: _____

Detach and Mail with check to: **BMAA • PO BOX 1793 • BISMARCK • ND • 58502-1793**



Better Relations Through Communication.



B.M.A.A.
P.O. Box 1793
Bismarck, ND 58502-1793
Tel: 701-226-9237
Web Site:
www.bismarckmandanapartments.com
Email: bismanaptassc@gmail.com



GENERAL MEMBERSHIP DUES STRUCTURE

Join today and discover the benefits of membership in the Bismarck Mandan Apartment Association. Simply fill out the attached form, and enclose a check with amount based on the number

Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount	Units	Amount
1	\$190.00	34	\$302.00	69	\$380.75	101	\$452.75	134	\$544.25	169	\$700.00	202	\$775.00	235	\$849.25	269	\$924.50	302	\$999.75
2	\$190.00	35	\$304.25	70	\$383.00	102	\$455.00	135	\$509.50	170	\$702.50	203	\$777.25	236	\$851.50	270	\$926.75	303	\$999.75
3	\$192.25	36	\$306.50	71	\$385.25	103	\$457.25	136	\$511.75	171	\$704.75	204	\$779.50	237	\$853.75	271	\$928.75	304	\$999.75
4	\$194.50	37	\$308.75	72	\$387.50	104	\$459.50	137	\$514.00	172	\$707.00	205	\$781.75	238	\$856.00	272	\$930.75	305	\$999.75
5	\$236.75	38	\$311.00	73	\$389.75	105	\$461.75	138	\$516.25	173	\$709.25	206	\$784.00	239	\$858.25	273	\$932.75	306	\$999.75
6	\$230.00	39	\$313.25	74	\$392.00	106	\$464.00	139	\$518.50	174	\$711.50	207	\$786.25	240	\$860.00	274	\$934.75	307	\$999.75
7	\$241.25	40	\$315.50	75	\$394.25	107	\$466.25	140	\$520.75	175	\$713.75	208	\$788.50	241	\$862.25	275	\$936.75	308	\$999.75
8	\$243.50	41	\$317.75	76	\$396.50	108	\$468.50	141	\$523.00	176	\$716.00	209	\$790.75	242	\$864.50	276	\$938.75	309	\$999.75
9	\$245.75	42	\$320.00	77	\$398.75	109	\$470.75	142	\$525.25	177	\$718.25	210	\$793.00	243	\$866.75	277	\$940.75	310	\$999.75
10	\$248.00	43	\$322.25	78	\$401.00	110	\$473.00	143	\$527.50	178	\$720.25	211	\$795.25	244	\$869.00	278	\$942.75	311	\$999.75
11	\$250.25	44	\$324.50	79	\$403.25	111	\$475.25	144	\$529.75	179	\$722.25	212	\$797.50	245	\$871.25	279	\$944.75	312	\$999.75
12	\$252.50	45	\$326.75	80	\$405.50	112	\$477.50	145	\$532.00	180	\$725.00	213	\$799.75	246	\$873.50	280	\$946.75	313	\$999.75
13	\$254.75	46	\$329.00	81	\$407.75	113	\$479.75	146	\$534.25	181	\$727.25	214	\$802.00	247	\$875.75	281	\$948.75	314	\$999.75
14	\$257.00	47	\$331.25	82	\$410.00	114	\$482.00	147	\$536.50	182	\$729.50	215	\$804.25	248	\$878.00	282	\$950.75	315	\$999.75
15	\$259.25	48	\$333.50	83	\$412.25	115	\$484.25	148	\$538.75	183	\$731.75	216	\$806.50	249	\$880.25	283	\$952.75	316	\$999.75
16	\$261.50	49	\$335.75	84	\$414.50	116	\$486.50	149	\$541.00	184	\$734.00	217	\$808.75	250	\$882.50	284	\$954.75	317	\$999.75
17	\$263.75	50	\$338.00	85	\$416.75	117	\$488.75	150	\$543.25	185	\$736.25	218	\$811.00	251	\$884.75	285	\$956.75	318	\$999.75
18	\$266.00	51	\$340.25	86	\$419.00	118	\$491.00	151	\$545.50	186	\$738.50	219	\$813.25	252	\$887.00	286	\$958.75	319	\$999.75
19	\$268.25	52	\$342.50	87	\$421.25	119	\$493.25	152	\$547.75	187	\$740.75	220	\$815.50	253	\$889.25	287	\$960.75	320	\$999.75
20	\$270.50	53	\$344.75	88	\$423.50	120	\$495.50	153	\$550.00	188	\$743.00	221	\$817.75	254	\$891.50	288	\$962.75	321	\$999.75
21	\$273.75	54	\$347.00	89	\$425.75	121	\$497.75	154	\$552.25	189	\$745.25	222	\$820.00	255	\$894.00	289	\$964.75	322	\$999.75
22	\$275.00	55	\$348.25	90	\$428.00	122	\$500.00	155	\$554.50	190	\$747.50	223	\$822.25	256	\$896.50	290	\$966.75	323	\$999.75
23	\$277.25	56	\$351.50	91	\$430.25	123	\$522.50	156	\$556.75	191	\$749.75	224	\$824.50	257	\$898.75	291	\$968.75	324	\$999.75
24	\$279.75	57	\$353.75	92	\$432.50	124	\$524.75	157	\$559.00	192	\$752.00	225	\$826.75	258	\$901.00	292	\$970.75	325	\$999.75
25	\$281.75	58	\$356.00	93	\$434.75	125	\$527.00	158	\$561.25	193	\$754.25	226	\$829.00	259	\$903.25	293	\$972.75	326	\$999.75
26	\$284.00	59	\$358.25	94	\$437.00	126	\$529.25	159	\$563.50	194	\$756.50	227	\$831.25	260	\$905.50	294	\$974.75	327	\$999.75
27	\$286.25	60	\$360.50	95	\$439.25	127	\$531.50	160	\$565.75	195	\$758.75	228	\$833.50	261	\$907.75	295	\$976.75	328	\$999.75
28	\$288.50	61	\$362.75	96	\$441.50	128	\$533.75	161	\$568.00	196	\$761.00	229	\$835.75	262	\$909.75	296	\$978.75	329	\$999.75
29	\$290.75	62	\$365.00	97	\$443.75	129	\$536.00	162	\$570.25	197	\$763.25	230	\$838.00	263	\$911.75	297	\$980.75	330	\$999.75
30	\$293.00	63	\$367.25	98	\$446.00	130	\$538.25	163	\$572.50	198	\$765.50	231	\$840.25	265	\$914.00	298	\$982.75	331	\$999.75
31	\$295.25	65	\$371.75	99	\$448.25	131	\$540.50	165	\$574.75	199	\$767.75	232	\$842.50	266	\$916.25	299	\$984.75	332	\$999.75
32	\$297.50	66	\$374.00	100	\$450.50	132	\$542.75	166	\$577.00	200	\$770.00	233	\$844.75	267	\$918.50	300	\$986.75	333	\$999.75
33	\$299.75	67	\$376.25	101	\$452.75	133	\$544.25	167	\$579.25	201	\$772.50	234	\$847.00	268	\$920.75	301	\$988.75	334	\$999.75

WHY WORK WITH BRETT?

"I just wanted to say, THANK YOU, for all your hard work, dedication, and efficiency. It has been my pleasure working with you. Your knowledge and expertise gave me confidence that I had found the best commercial realtor for the selling of the three apartment buildings in Bismarck, ND. The sales and closings of these apartment properties went amazingly smooth, with my living in Virginia, and the properties being in North Dakota. I appreciate all your time and effort."

- Seller Testimonial

CONTACT ME FOR A SALES REPORT



Stay up-to-date with current market transactions



Estimate your property's approximate value

701.527.9101



BRETT BINA, COMMERCIAL REALTOR®

Advisor

701-527-9101

brett@thecragroup.com



Western Verify provides comprehensive, affordable, timely, and accurate employment and tenant background screening solutions to organizations of all types, sizes, and industries. **NO ANNUAL CONTRACT OR SIGN UP FEE!**

**10% OFF TENANT SCREENING WITH CODE
"BMAA10"**

STARTING AT \$31.99

This report provides a comprehensive Rental Background Check service, compiled and verified by Western Verify. Our streamlined system enables applicants to input their information and cover the report fees.

Included in this package:

- ✓ SSN Trace
- ✓ Address History
- ✓ Credit Report
- ✓ OFAC Terrorist Watchlist
- ✓ FBI Most Wanted
- ✓ MultiState Criminal Database Search
- ✓ Current Resident County Search
- ✓ National Sex Offender (10 Years)
- ✓ Adverse Action Support
- ✓ State Compliance Report

Additional A La Carte Services	Price
Additional Counties	\$7.00
National Eviction Check	\$7.00
Employment Verification	\$10.00
Landlord Verification	\$10.00
Personal Reference Verification	\$10.00
Income Verification	\$20.00

SCAN ME



www.westernverify.com/tenant-screening-pricing/

RENTAL RESEARCH SERVICES:

PROTECTING YOUR PROPERTIES AND THE PEOPLE THAT LIVE IN THEM

Resident application fraud is an escalating issue for multi-family managers. Today, your community is at an increased and growing risk of both the losses and the liabilities that can result from allowing unqualified residents to move in, including those who have done so using falsified or fraudulent applications.

Let Rental Research Services help you.

WHY CHOOSE RENTAL RESEARCH?:

- **We are the most experienced industry screening experts.** With over 50 years of experience in the industry, Rental Research Services specializes in thorough resident screening. Our advanced technology and experienced team ensure every applicant is meticulously vetted.
- **We perform extensive background checks.** This includes criminal history searches going all the way to the county level, credit reports which include an easy-to-read-and-interpret tradeline history, and an expansive address history - providing a 360-degree view of each applicant.
- **We help you identify issues at the site level.** We can train your leasing team to better identify and address potential fraud in applications.
- **We provide the information you need.** Our reporting is comprehensive and easy to understand, allowing you to make a sound rental decision quickly.
- **We are here to help you.** Speak to a real person every day, Monday through Friday, during our normal business hours.

Improve resident safety. Minimize financial liability.

And attract and retain qualified residents who value the investment you make to ensure that everyone who lives in their community has been screened by professionals.



RENTAL RESEARCH
SERVICES

952-935-5700 | 800-328-0333

rentalresearch.com | sales@rentalresearch.com

Contact Rental Research today to learn more about how we can help you safeguard your community.



Kyle Herman, FSS

Agent / Agency Owner

AUTO HOME LIFE BUSINESS
1022 E Divide Ave, Suite C
Bismarck, ND 58501



701.255.3655

701.255.2548

kherman@farmersagent.com

www.kylehermaninsurance.com



New Vision

SECURITY SYSTEMS

Cameron Fleck

President, New Vision Security

O: 701-222-8888 // C: 701-471-2301

Cameron@newvisionnd.com

www.newvisionnd.com



Marty Hoskins

2300 E Bismarck Expy Bismarck, ND 58504

(701) 258-9350

marty.hoskin@carpetgarage.com



Office Hours

8:00 a.m. - 5:00 p.m.
Monday - Friday

www.ndhfa.org

2624 Vermont Avenue • PO Box 1535
Bismarck, North Dakota 58502-1535
Ph: 701/328-8080 • Fax: 701/328-8090
Toll Free: 800/292-8621 • 800/366-6888 (TTY)



BRAVERA

BANK

Chad Hasche

Business Banking Officer

401 N. 4th St.
Bismarck, N.D. 58501

chasche@bravera.bank
ph. 701-250-3600
cell 701-321-0069
fax 701-255-3330

B - PLUMBING

701-391-2491 ■ 701-663-5377
bauskeb@msn.com

BRIAN BAUSKE
PO Box 722
MANDAN ND 58554

MASTER LICENSE
No. ND-9421

Kenzie Meide

Media Account Executive

701.712.0052

kenzie.meide@arvigmedia.com

4007 State St. | Ste 50 Bismarck, ND

arvigmedia.com



- + Apartment Leasing Guide
- + Shop.Dine.Live.
- + Website Design
- + SEO
- + Display Ads
- + Google Search Ads
- + Social Media Marketing
- + YouTube Ads



Experience and Expertise You Can Trust

4132 30th Avenue South
Suite 100
Fargo, North Dakota 58104



Main Office

2925 East Broadway Avenue
Bismarck, ND 58501
United States

Office: 701-223-9249
Toll Free: 1-800-540-9249

Fax: 701-223-2870



HEATING & AIR

**CALL NOW
701-222-2155**

**24-HOUR
EMERGENCY SERVICE**

★ ACTION Cleaning Service

Contact Us
701-258-1258



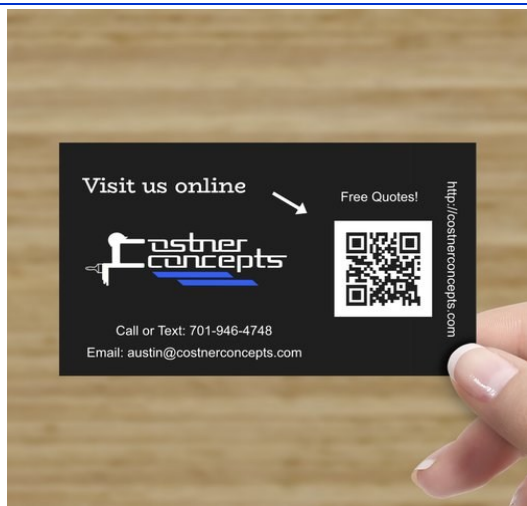
Est. 1958

Aire-Master®

Gary F. Christian
owner/sales

Aire-Master of ND
2100 Lovett Ave, Ste 1
Bismarck, ND 58504

Phone 701-751-5055
Cell 701-426-5397
Fax 701-751-5057
garynd@airemaster.com



MFP
MONEY FOLLOWS THE PERSON

Housing Initiative
www.ndcpd.org/mfp
1-800-233-1737



Lukus Jemtrud
Sales and Business Development
Manager

SERVPRO® of Bismarck
3405 Hamilton St Unit T, Bismarck, ND 58503
(P): 701-415-0525
(M): 701-934-2535
Email: ljemtrud@servprobismarck.com
Website: servprobismarck.com

Like it never even happened.®
Independently owned and operated



Tess Week
Sales Associate

701 934 0671 Cell

tweek@costar.com
costargroup.com

Fargo, ND

NASDAQ: CSGP

**Apartment
Finder™**

apartment
homeliving





AMVETS Post 9
2402 Railroad Ave.
Bismarck, ND 58501
701-258-8324

For all your event planning needs:

Weddings, Graduations, Dances & Meetings Etc.
A great place for food, fun, entertainment and socializing.



Bismarck-Burleigh Public Health
500 E. Front Avenue
Bismarck, North Dakota 58504
Phone: 701-355-1597
Cell: 701-202-3077
Email: skahler@bismarcknd.gov

Sue Kahler
Program Coordinator



Baylee Carr
Owner: 701-880-0343

Email: info@bswguttersandservices.com

Website: <https://bswguttersandservices.com/>



BRETT BINA, REALTOR®
Advisor

216 N 2nd St., Suite 100
Bismarck, ND 58501
701-527-9101
brett@thecragroup.com

THECRAGROUP.COM



Jason Franzen
Owner
313 East Main Ave.
Bismarck, ND
701-323-0891



Tyler J. Siewert
Attorney at Law
tsiewert@bkmnpc.com

116 North 2nd Street
Mailing Address: P.O. Box 955
Bismarck, ND 58502-0955
Phone 701 258-8988
Fax 701 258-8486

ASHLEY WOHL
Residential Sales Consultant

529 S 7th St | Bismarck, ND 58503

ashley.wohl@midco.com
C 701.989.4219

Midco.com



Clark Twardoski
Commercial Insurance Agent

1661 Capitol Way, Suite 100 • Bismarck ND, 58501
office 701.877.3176
cell 701.226.6980
email clark.twardoski@fumic.com

www.fumic.com



Morgan Mower
 CRO and Co-
 Founder
 Western Verify



801-641-6419

mmower@westernverify.com

www.westernverify.com

489 W. Jordan Parkway South Jordan, UT 84095 STE
 250



701-425-6376



ALEX SCHMIDT

701-527-1364

WhisperingPinesContracting@gmail.com
 @WhisperingPinesContracting

LICENSED & INSURED

**STORM DAMAGE
 EXPERTS**

ROOFING
SIDING
GUTTERS

**YOUR TRUSTED LOCAL
 GENERAL CONTRACTOR**



RENTAL RESEARCH
 SERVICES

Sales Representative

Main: 952-852-2075

Email: [hannah.hamilton@](mailto:hannah.hamilton@rentalresearch.com)

rentalresearch.com

www.rentalresearch.com

Backhaus Blacktop Repair

701-989-5754

Clayton Backhaus

Services Provided

- Seal Coating
- Line Striping
- Crack Sealing
- Pothole Repair
- Asphalt Reconstruction

www.backhausblacktoprepair.com

cjbackhaus10@gmail.com

Brandon Cozzi

IMA Sales - SHAD Technician



701.715.4404

Brandon.Cozzi@electricsscintific.us

4229 Centurion Drive Suite #6
Bismarck, North Dakota, 58504

Protecting
People &
Property for
100 Years



vikingsprinkler.com



Vendor Spots Available

BISMARCK-MANDAN APARTMENT ASSOCIATION



Box 1793
Bismarck, ND 58502



BMAA Board of Directors

President:

Jackie Fakler
RJR Maintenance
2201 40th Ave SE, #57
Mandan, ND 58554
(w) 701-663-1736

Jenna Anderson
Legacy Property Solutions
2716 Memorial Hwy W1
Mandan, ND 58554
(w) 701-471-0297

Vice President:

CJ Schorsch
Parkway Property Management
Box 7459
Bismarck, ND 58501
(W) 701-223-6676

Associate Member:
Dave Albrecht
Action Cleaning & Restoration
Bismarck, ND 58501
(w) 701-258-1258

Secretary/Treasurer:

Gail Renwick
Centerspace
2020 S. 12th Street
Bismarck, ND 58504
(w) 701-221-0500

Office Administration:
Rhonda Gall
Po Box 1793
Bismarck ND 58502
(w) 701-226-9237
Email: BisManApt Assc@gmail.com

Directors:

Jeremy Petron
Rocky Gordon & Company
PO Box 1774
Bismarck, ND 58504
(w) 701-223-8568

Jayne Vandermay
Goldmark Property Management
1929 N. Washington St. Ste. B
Bismarck, ND 58501
(w) 701-255-6056

Shawn Harrison
IMM—The Earl
(w) 701-751-1459
2930 Baltimore Drive
Bismarck, ND, 58504

Please "Like" us on
Facebook !!

National Apartment Association
www.naahq.org

North Dakota Apartment Association
www.ndaa.net

Visit our website at:

www.bismarckmandanapartments.com

