

End Points

Luanne Carrillo, El Paso, Texas

10 Things

The Apartment Industry Has Done to Enrich My Life

1. Helping People. “In my position, I can help people find a permanent home or a transitional home—whichever they prefer. When they need a place to live, and I make it possible for them to understand the rules of living in my apartment community, I love that they often come back later on to thank me.”

2. Helping My Community and City. “Working as a property manager for almost six years has taught me that not only can I impact the lives of people in my apartment community, but I also can help others in the city in which I live. By practicing and sharing my religion with others in need, I feel like I am making a difference in the world.”

3. Moving On Up. “I have had opportunities to advance to higher positions than that which I currently occupy, but because I see that I can do more in my current onsite position, I’m not in a hurry to advance. I learn more by being out there in my community with the everyday problems my residents bring to me.”

4. Spending Time With My Family. “I currently work for a management company that hosts gatherings to which I can bring my family, which means a lot to me. I’m also thankful for my work hours, which allow me to go home and be with my kids and husband every night and wake up to see their smiling faces every morning.”

5. Working With a Great Team. “I have had a great relationship with my employees. Of course, we’ve had our disagreements, but in the long run, individuals who embrace how ownership wants the company to operate commu-

nicate this through their actions to the rest of the team, making buy-in much easier. For example, one of my maintenance technicians has offered to paint and clean our make-ready units to save the company money on turnover expenses.”

6. Opportunities to Learn. “I have met a few bumps in the road with learning how to do my job to the best of my ability. I’ve learned through experience that I can’t help everyone and that employee and resident screening is a must. All I can do is try my best to correct the situation and learn from it.”

7. Helpful Supervisors. “I had a supervisor who was super strict and I want to thank her for it. She taught me that rules are rules and they should not be bent or broken. I also had a supervisor who taught me just about everything I could ever need to know about the apartment industry. To this day, she is a person that I can count on and rely on for any help I need.”

8. Maturing in the Business. “I remember the first day I started as a property manager: I was bright-eyed and bushy-tailed, ready to take on every day and everyone coming my way. I might not be so bright-eyed anymore, but I’m better prepared to take on any obstacles I encounter.”

9. Turning Into the Person I’ve Become. “I am a stronger, understanding individual. I am more compassionate and firm when the situation calls for it. Most importantly, I am more eager to do the work and stand up for what I know and believe in.”

10. Recognition. “My goal is to be on the top and stay on the top! I love to see my name on company reports showing that my team and I are doing great. I love to see that our community is full and thriving. And I love to see that the ownership recognizes that our property is doing better than ever.” ■■

If you would like to be considered for a future *End Points* column, please contact Kerry Sullivan at 703/797-0678 or kerry@naahq.org.



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Luanne with her children, Julian and Mia, at the San Antonio Zoo