

magazine

SF APARTMENT



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Resident Manager, 1-100 Units

Chris Canning, Veritas Investments

Chris Canning's win came as a surprise and a great honor, given that he knows numerous other experienced and successful resident managers in the field whose examples he tries to follow. However, for those who know Canning and his strengths of adaptability, problem-solving and network cultivation, the nomination and the win were no surprise at all. "I love to solve problems," Canning said, citing this as the most-loved aspect of his work. "I enjoy being faced with new issues that require manipulating numerous variables to serve the interests of tenants, property owners and investors simultaneously."

Canning's trophy is now by his desk, a reminder to never stop working to improve his skills and abilities. "While I work very hard to be organized and maintain positive relationships with tenants, co-workers and vendors, I believe the GreenTree family and culture created and cultivated the environment that led to my recognition for this award," he said of his team. "The Trophy I received is as much theirs as mine."

Resident Manager, 100 Units Plus

Shawn Englert, Veritas Investments

Shawn Englert cites the level of service he provides to residents, vendors and his team as the main reason he earned the win for Resident Manager, 100 Units Plus. He loves being part of a mutually supportive work cohort. "I have a 'One Team, One Dream' attitude that has helped me throughout my career," Englert said. "I would not be able to maintain the level of service that I provide without the support of my coworkers. I am a firm believer in the Golden Rule—treating others as you would like to be treated—and this team does just that."

Englert's attitude regarding his team is not an isolated perception: GreenTree Property Management and parent company Veritas earned five SFAA Trophy awards this year. To read about Veritas' recent commendation by the Board of Supervisors, please turn to page 16 of this issue.

Assistant Manager of the Year

Joe Medina, Veritas Investments

Veritas' Joe Medina tends to be the "go-to" reliable person for routine and random requests. This first-time nominee and winner also describes himself as "very organized, with systems in place to make sure I can access information and follow up as needed." Medina enjoys solving problems and coming up with proactive solutions. "Being able to see and express both sides of a problem really helps in realizing a mutually agreeable solution 99% of the time," he wisely said.

Medina remains most proud of the relationships he has developed and maintained in his career over the years. Surprised, excited and honored by the award, he now keeps his trophy in the window next to his desk.

General Manager of the Year

Scott Moore, Veritas Investments

“I thought there was a mistake,” Scott Moore joked when asked about his win. This first-time nominee was humbled to receive a Trophy, and credits his team as instrumental to his success.

Moore, a former military man with a diverse service background, now loves working with property owners on planning and facilitating large-scale CAPEX projects. “It’s so satisfying to see a building transform over a period of time, he said, and then added, “But it’s even more satisfying when the improvements are noticed and appreciated by the users of the space.”

The 2015 SFAA Trophy on his nightstand is a reminder to keep training, leading and motivating his team to be stronger and smarter. “I cannot do my job alone,” Moore said wisely.

Repositioned Property of the Year

540 Leavenworth, Veritas

When 540 Leavenworth suffered a devastating fire in 2012, GreenTree Property Management, RentSFNow Leasing and Veritas Investments evaluated the situation as an opportunity for a new beginning. First, every resident displaced by the fire was invited to move into a GreenTree apartment and then also afforded the opportunity to move back into 540 Leavenworth upon completion. Second, the team made a series of creative decisions as to how to best resuscitate the treasured 1914 Edwardian structure while introducing 21st century features.

“The experience of supporting residents and bringing a building back to life is now legend throughout our companies,” said public relations head Ron Heckmann. “The story serves as a template for how our teams address every challenge, keeping the residents first and foremost while honoring structures and neighborhoods.”

Today, 540 Leavenworth contains 44 modern homes in a truly classic and beautiful building. For more on Veritas’ work with the city’s Good Samaritan program, please see our feature on page 16 of this issue.