



AION

LEADERSHIP

SUMMIT





Best In Class



Time Management

among the chaos





This Role Is Built for Interruption

And that's not a flaw...it's a reality

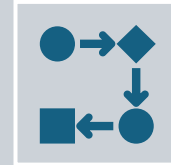


Time Management for Real Leaders

Focus creates Momentum



**Presence beats multi
tasking**



**Forget balance. Think
momentum.**



**Who gets your time?
High performers shift
weight intentionally.**



**Busy fills your day.
Effective moves your
portfolio**





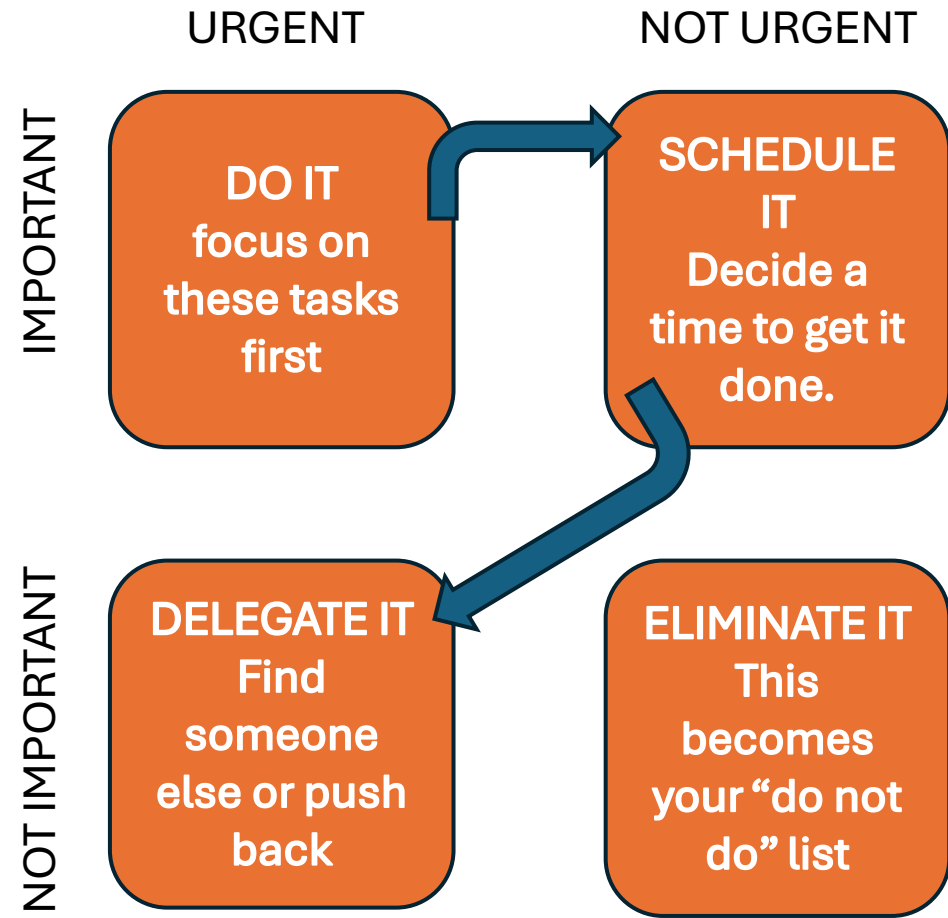
Email Overload
Poor Time Tracking
Ineffective meetings
Fear of failure
Excessive multitasking
Doing everything by yourself
Procrastination
Complaining instead of solving
Perfectionism

*If we don't control our time,
everything else will.*

TIME WASTERS



The Eisenhower Method:





Execution That Scales

Learn to say No (professionally)

Goals that actually work >

Work smarter at Scale

Delegation to elevate

Assign the right people to the right work

SMART GOALS

Specific

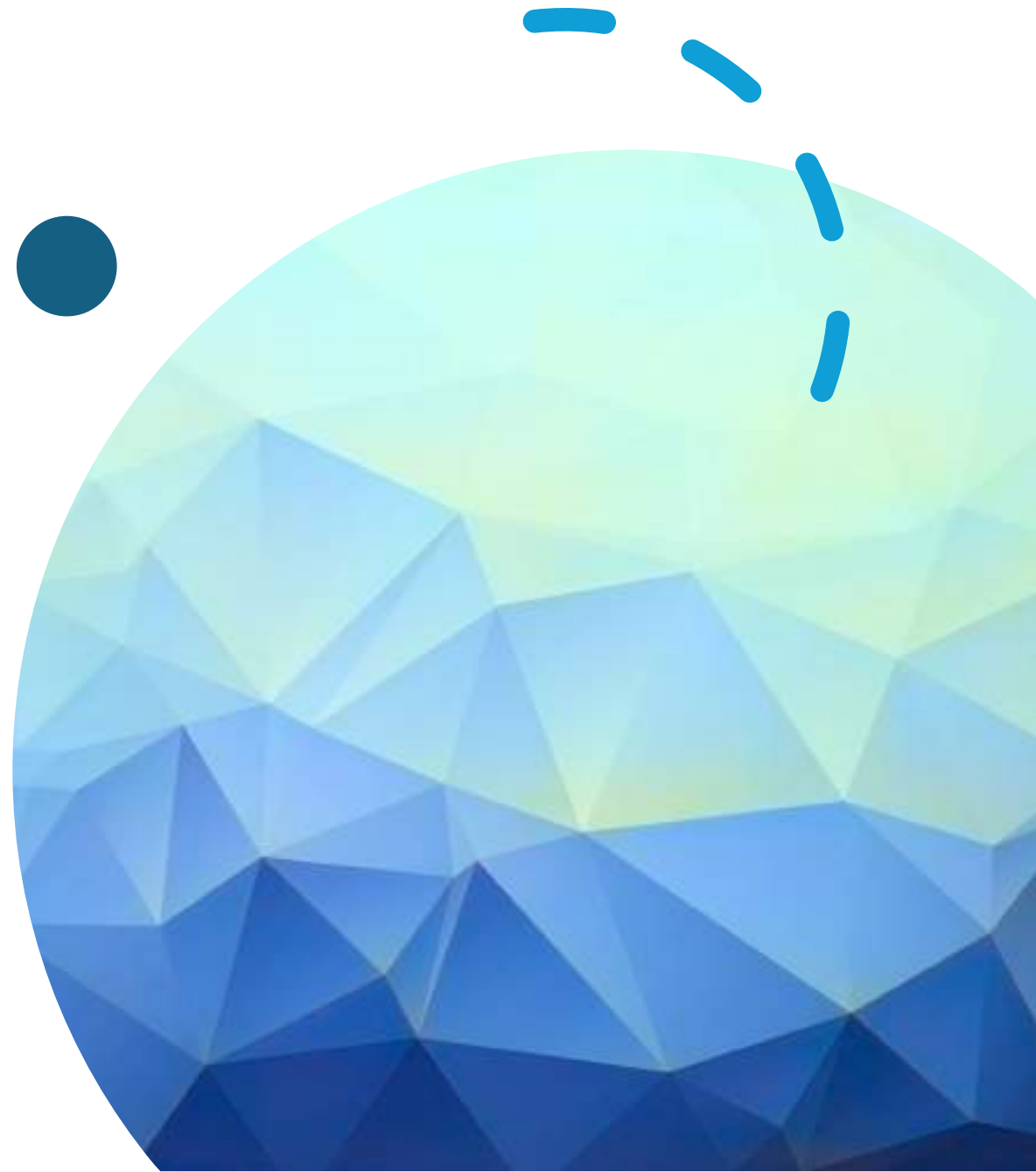
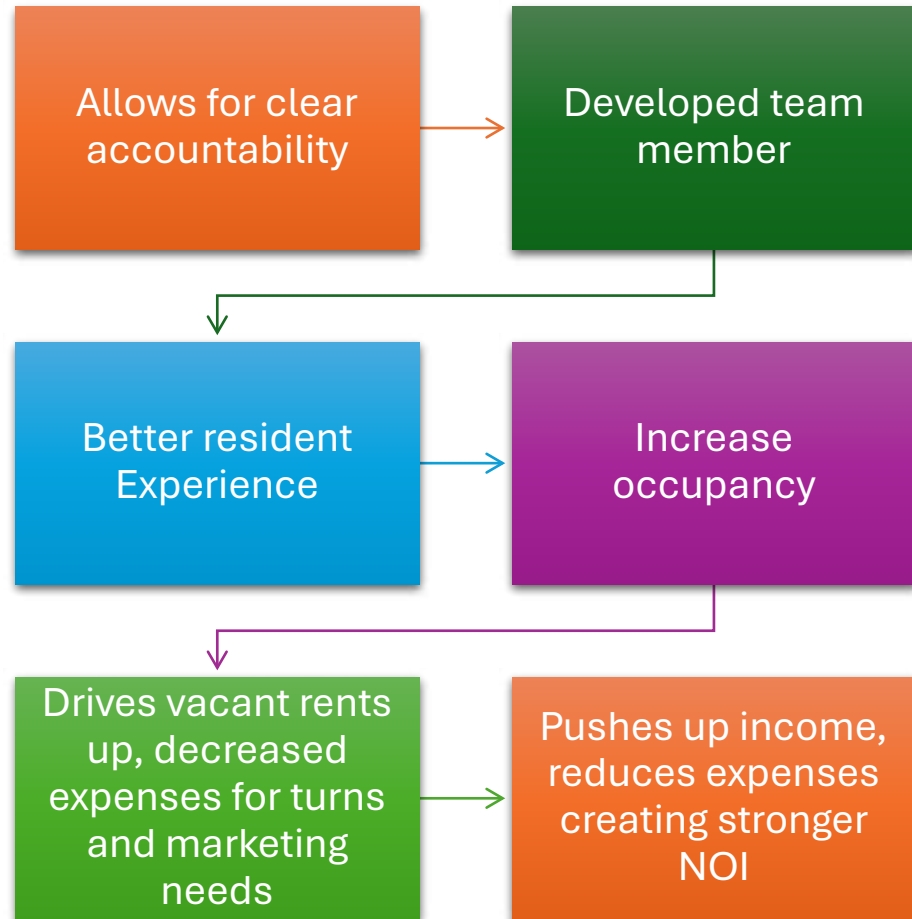
Measurable

Achievable

Relevant

Time Based

Everything we do causes a Ripple effect



Buck up, Buttercup

Your calendar reflects your leadership.



PROTECT IT.



PRIORITIZE IT.



USE IT TO BUILD PEOPLE
AND PERFORMANCE





Homework





CURB APPEAL



Curb appeal is the visible proof of our daily standards to everyone that drive on our properties.



The 4 Pillars of Curb Appeal

Cleanliness

- Signals management control and pride
- More important than upgrades

Consistency

- Everything should look intentionally cared for
- Mismatch creates distrust

Landscaping Structure

- Clean lines > plant volume > color > texture > gives sense of vitality

Lighting

- Safety perception + evening leasing advantage + visual appeal





Curb Appeal Is an Operational Strategy

- Curb appeal is the first operational touchpoint
- It sets conscious and subconscious expectations for maintenance response, safety, and general care from the team
- Impacts leasing velocity and resident retention
- Poor curb appeal creates objections



The Real Business Impact of Curb Appeal

First impressions are formed in the first 7-10 seconds on-site

- Strong curb appeal supports:
 1. Faster lease-ups
 2. Higher rent premiums
- Residents mirror what they see:
 1. Clean property → cleaner behavior
 2. Neglect → disengagement



Improving Curb Appeal With Limited Budget



High-impact, low-cost wins:

1. Replacing Broken Blinds
2. Replacing mismatched bulbs
3. Paint touch-ups on high-touch surfaces
4. Painting Curbs






Curb Appeal - AION Branding

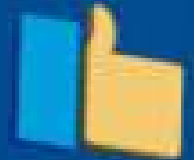
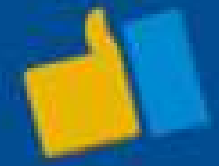
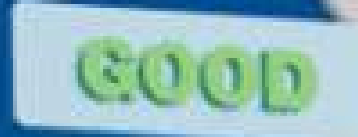
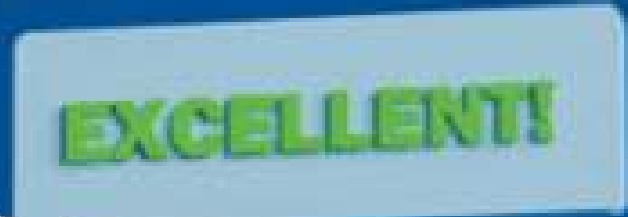
- Communicates Trust and consistency
- Improves recognition and growth
- Easier to find, remember, and recommend



Implementing Elevated Curb Appeal Standards

- **Property Zone Grounds Responsibilities**
 - **Weekly 15-Minute Leadership Walk (REM's & SD's)**
 - **Make Curb Appeal a Team KPI, Not Just a Task. Show the Why, Not Just the What**
 - **Create Resident Appreciation Program**
- 





**Formula for a
Best In Class Experience**





The Woodlands Our Example Asset.





★★★★★ 4 years ago

I was looking to move into a apartment and as I was doing my research I began to see all of the negative reviews. So I said forget it I'll give them a try. I called and left a voicemail and no one got back to me. Then when I called the lady put me on hold for 10 mins mid conversation as I was about to ask the questions I needed answered. In my opinion this isn't how you treat a possible tenant so I can only imagine how they treat actual tenets. I will not be giving this people my money for subpar service and living. I suggest anyone looking to live here find somewhere else

♡ 👤 27 <

★★★★★ 6 years ago

ZERO STARS !!!!!!!! Your monthly rent is never the same because the "water bill is added to your monthly rent." On top of that being added to the "monthly rent" you will also receive a separate bill for the water bill. They will never call you back. It will take them a month to get a call back from the actual office. When I moved in, back in 2018 I got my car stolen right from the parking lot. They claimed they didn't have working cameras. A year later 2019 my motorcycle was stolen. Guess what, I was told that the cameras were not pointed in the direction where my motorcycle was parked (which was parked in the first slot in the parking lot). I can go on and on about this place. Save your money, time and energy. For a two bedroom get ready to pay about \$1950 after all the utilities.

★★★★★ 8 years ago

Parking is terrible and very tight, on the nights we're there is street cleaning in the morning it is impossible to find parking, my car was hit. There is no assigned parking which makes everything worse. My dad was diagnosed with cancer this past may and I found it ridiculous that I can't have an assigned spot in my lot when I pay \$160 for the year. The washer machines are broken majority of the time and the dryers blow out cold air. No ventilation in the bathroom only a small tiny window. The heat wasn't working on Christmas Eve of 2016 it was freezing, if it's not freezing than it's so stuffy and humid. They need to look into central air and washers and dryers in the apartments. There's pot holes everywhere. Only benefit is that they allow up to two dogs with no weight limit.

♡ 👤 15 <





Our Best In Class Formula

1. Consistent Review Tracking

2. Incentives

3. Boost Team Confidence



**4. Cross-Department Collaboration
Enhances Results**

**5. Fair Work Distribution Supports
Equitable Opportunities**

**6. Community Engagement
Strengthens Reputation**






7. Hosting Contests Encourages Participation

8. Staffing Stability Improves Resident Relationships




9. Turning Negative Experiences Into Positive Outcomes




 **Jacqueline Medina**
1 review

★★★★★ 8 months ago

My name is Jacqueline Medina. I live at 73 Branch Brook Drive in Belleville for 20 years. I love living in this complex. It is peaceful and relaxing. The management office staff Julia Charisse Leonard, Maria Gomez, Iquan Miller have been so caring and helpful with any or rent issue that I may have. If I have any issue or concerns they are quick to resolve the maintenance staff are respectful and polite. They always try to help me with any issue that I have. I love living here at The Woodlands. I just sign my lease for another year. I love the woodlands.

  1 

 **Mcknight**
2 reviews


★★★★★ Edited a week ago

I am writing to express my sincere appreciation for the outstanding service Marco and Eduardo have provided in managing the property. Over the time we've lived here, your professionalism, attentiveness, and dedication have been evident in every interaction.

Your prompt response to any concerns, thorough attention to detail, and proactive approach to maintenance and communication have made a significant difference. It's clear that you take great pride in ensuring the property is well-maintained and that tenants' needs are met in a timely and effective manner.



Your consistent efforts have made my experience as a tenant incredibly smooth, and I am grateful for all the hard work you put in behind the scenes. You've truly set a high standard for property management, and I'm thankful to have had the opportunity to be a residence here at Woodlands property.



 **T Franklin**
5 reviews · 1 photo

★★★★★ 9 months ago

Diego He has been absolutely amazing! Every time I've had an issue with my apartment, he's responded quickly and handled everything so efficiently. His work is always top-notch, and it truly makes living here an even better experience. Thank you, Diego, for being so reliable and helpful you're truly amazing!

 Hover to react 

What We Achieved

The Woodlands at Belleville Apartment Homes

3.8 ★★★★★ 458 Google reviews

Apartment complex in Belleville, New Jersey

Google review summary

3.8

458 reviews

Reviews: All, respectful staff 19, maintenance team 22, dryers 11, duplex 3, +6

#2 Best Place to Live

1:07 [icons] • [icons]

Rankings in Belleville

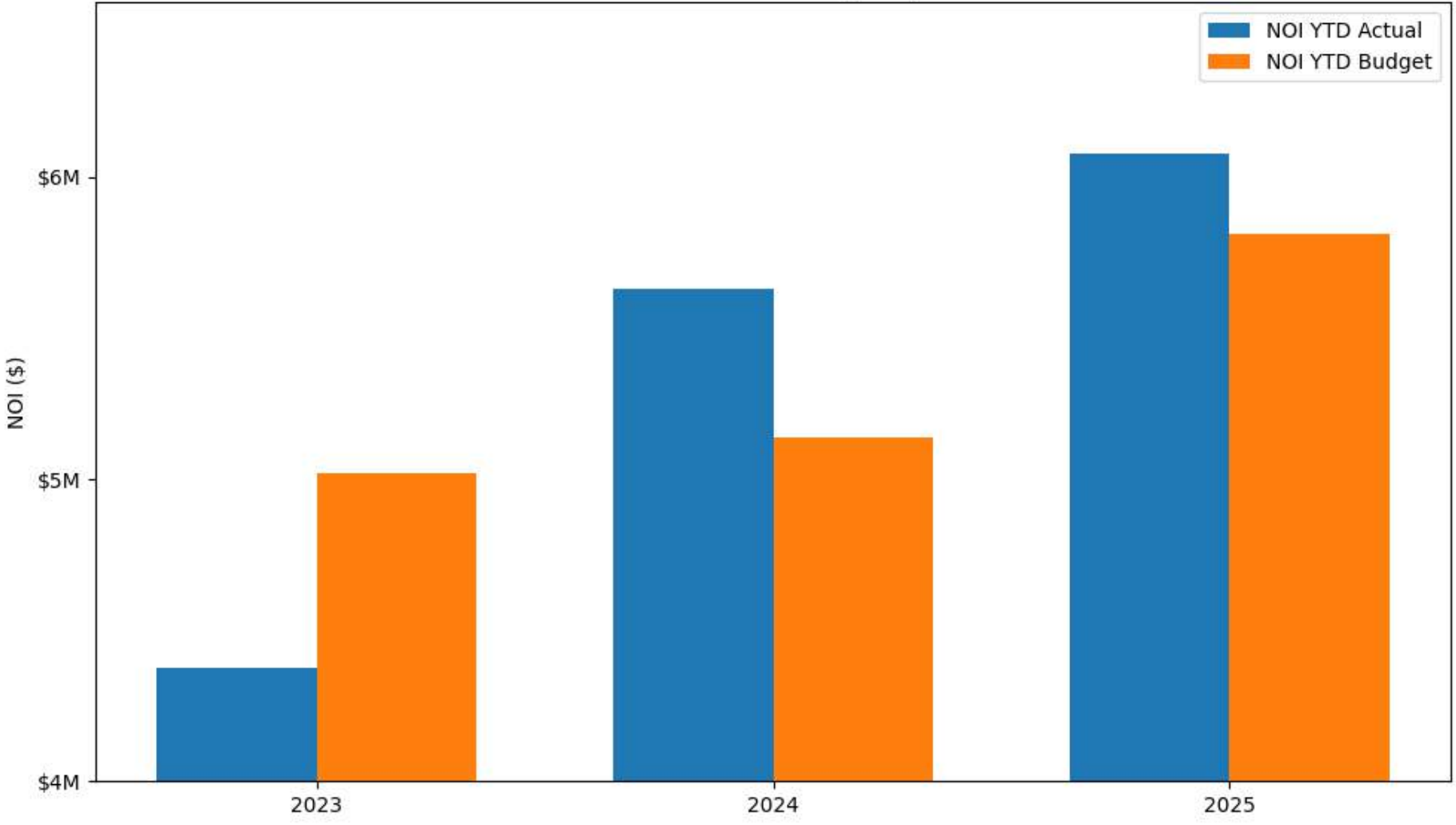
Ranked by BusinessRate Score • July 2025

- #1 REV by Vermella
630 Washington Ave, Belleville, NJ 07109
150 89 20 259
- #2 The Woodlands
53 Maier St, Belleville, NJ 07109
110 93 10 231
- #3 Joralemon Street Apatments
471 Joralemon St, Belleville, NJ 07109
123 67 10 209
- #4 Franklin Manor
608 Mill St, Belleville, NJ 07109
122 63 15 200



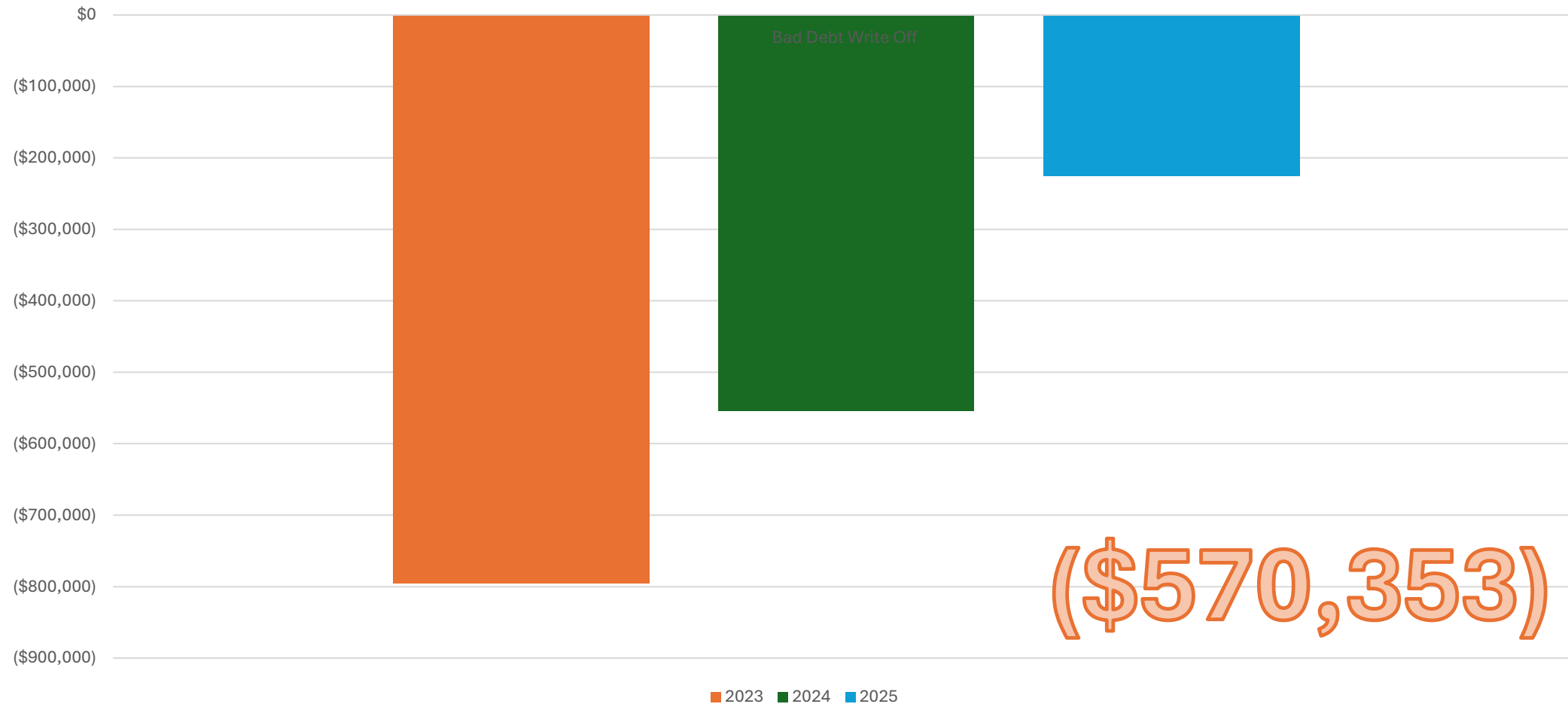


NOI YTD Actual vs Budget by Year





Bad Debt Write Off 2023 - 2025



Our Best In Class Formula



Accountability: Clear goals and consistent review tracking.



Incentives: Meaningful rewards that drive effort and consistency.



Tools: Review cards, scripts, and software support.



Collaboration: Leasing, maintenance, and marketing aligned.



Engagement & Stability: Events, contests, and a steady team.



Service Recovery: Turning issues into opportunities.



Kahoot!



Best In Class

THANK YOU FOR BEING AION



AION
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