



Our mission is to go above and beyond our customer's expectations, by providing quality living environments that enhance our resident's lives physically, socially, and spiritually.

The Lang Nelson Experience Q2 2015

The Lang Nelson Experience...Live it!

The Experience is an informative insert that celebrates all of the value added services and advantages available to you. We appreciate our residents!

It Takes a Community

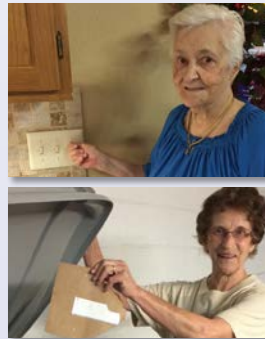
Lifestyle and community remain a focal point of the Lang Nelson Experience. Twin Lake North, a multi-family community in Brooklyn Center, illustrates this with their recent "Go Green" initiative. Preparing for the winter, TLN started their "Go Green" campaign with a list of tips for its residents to act upon. They also created T-shirts, banners, flyers, and continually inspired the community to conserve energy and heat. Well, it worked! Community manager, Penny Y. shared, "Twin Lake North has worked really hard on the program through education and resident involvement. Resident participation has been a key factor. Residents are appreciating the fact that we are not only working on ways to reduce TLN costs but also their costs within their households." Beyond this, it was fun and greatly impacted the overall community.



Below are the Spring Tips the community published, with the intention of carrying their recent momentum forward.

Spring Cleaning Can Save Energy & Money, so make your spring cleaning rewarding with these energy saving cleaning tips. They'll not only reduce your energy usage, they'll also lower your bills. So grab a cleaning cloth and get going!

- ✓ Vacuum your refrigerator coils
- ✓ Light bulbs need cleaning too!
- ✓ Inspect your sliding door
- ✓ Clean your A/C Filter
- ✓ Clean inside your dishwasher
- ✓ Remove lint from clothes dryer filter
- ✓ Dust off your electronics
- ✓ Use natural lighting as much as possible
- ✓ Clean your bath fan(s)
- ✓ Ensure the flapper in your toilet is operating properly
- ✓ Together we CAN make a difference!



Hand Written Notes, Lost or Not?

With the dawn of email, texting, and now tweeting, the once common hand written note is becoming a lost art. However, with the many new ways to communicate, a simple hand written note or card can take on even more meaning.

Lang Nelson commits to going above and beyond its customers' expectations. Creating memorable experiences and building lasting relationships is how Lang Nelson accomplishes this. Breaktime Beverage, Lang Nelson's full service vending company, shares these same principles and is passionate about its staff building meaningful relationships with its customer base and beyond.

With spring upon us, Breaktime Beverage is excited to take this opportunity to strengthen the many relationships it already has. Therefore, Happy Spring Cards are being created for all of their customers. They will be signed by the entire Breaktime Beverage Staff, as part of Lang Nelson and Breaktime Beverage's commitment to customer service, and to say thank you. Each card will be hand delivered, to ensure the personal touch that is so important to our culture. Break time Beverage and Lang Nelson wish you a Happy Spring and ask you to think, who do you know that deserves a hand written note to realize how special they are to you?

Lang Nelson Transportation is growing!

Lang Nelson's Transportation program is out of this world. With over 250 travel events monthly, you'll be sure to enjoy the conveniences of our fleet and our talented team of drivers. Below are just some of the wonderful testimonials we have received! Live with us and continue to Ride our bus!



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The Lang Nelson Experience... Live it!

- "I recently lost my personal transportation and the Lang Nelson bus service has allowed me to keep my independence! Thank you." **Jim and Bobbie**
- "I love the bus service here at Broadway Village, we have a good time on the bus, Mike our driver is very friendly." **Clara**
- "The Lang Nelson bus service is great, it has allowed me to stay independent." **Mona**
- "I ride the bus every Friday to get my groceries. The driver even carries them to my home!" **Jeanette**

Live with us, Ride our Bus!



Who, What, and Why Lang Nelson Associates?

So, who is Lang Nelson? Both Mr. Lang and Mr. Nelson are longtime friends and associates, since the 2nd grade. Therefore, they have been doing business together for well over 50 + years. They both come from the same South Minneapolis neighborhood, and learned at an early age that there is no substitute for hard work.

Today, Lang Nelson's primary focus is in providing quality living environments, with a concentration in senior housing. Although, there are multi-family communities in addition to other business ventures, they all value the importance of building relationships and delivering quality service. Additionally, Lang Nelson also values community and providing a lifestyle experience. Below is a listing of these apartment communities, all located in the Twin Cities. For more information or to begin living your experience today, please visit our website www.langnelson.com or call (952) 697-4607.

Multi-Family

Autumn Woods...St. Anthony Village
Cedarwood...Crystal
Emerald Pointe...New Hope
Summit Oaks...Coon Rapids
Thomasville...White Bear Lake
Twin Lake North...Brooklyn Ctr

Senior Independent

Anthony James...New Hope
The Arbors...White Bear Lake
Broadway Village...New Hope
Caliber Chase...Crystal
Creekside Gables...Brooklyn Park
The Crossings at Brookwood...Brooklyn
Center

Assisted Living & Advanced Care

The Legacy...St. Anthony Village
River Oaks...Anoka

How do I know when it is time to consider Assisted Living?

It is important to realize that there is a time in a senior's life that moving to an Assisted Living community, with the full service of on-site health care, meals, transportation and socialization, is the best option from a safety and health and wellness standpoint. Seniors want to maintain their sense of control and dignity in every way possible, and they have definitely earned their right to do so.

The goal is to balance needs with desires. Below are some signs that you can look for to determine if Assisted Living is right for you or your loved ones.

- If driving is getting difficult, for example; you are easily flustered by distractions, you may have slower reaction times, or you are nervous getting behind the wheel. It may be time to consider utilizing other means of transportation.
- Trouble with climbing stairs, cooking, managing finances, or bathing. Talk to someone close to you and begin to ask questions.
- Rapid weight loss or gain, unopened mail, perishables past expiration dates or a simple cutting back on regular activities and outings. Again, it may be time to narrow your options.

It's important to remember that Assisted Living will not take the years out of your life, it will put the life back in your years. Being in a safe environment that has the services for you to select from, will allow you to enjoy the best years of your life with ease. It is better to start early and have a plan, than to have to find a place to live out of necessity and urgency.



Lang Nelson Service Commitments:

- We promise to exceed your expectations in every interaction
- We promise to build relationships that positively impact our community and company
- We promise to create memorable experiences

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