



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 Q1 2022

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!

Happy New Years, and Thank You!

As we look ahead to the new year, some may reflect on the holidays and wonder how it is that we ever got through them. Also, some may see the road ahead as very daunting, where others may be excited for new opportunities and beginnings. Whatever your outlook is for 2022, we ask that you reflect and celebrate the wins, accomplishments, and also not forget the opportunities 2021 brought forward.

This is exactly what Lang Nelson commits to do, and we want to begin by thanking each of you. We are grateful for you, your relationships and energy which fill our communities and companies, and also for those that are important to you and bring you joy. It is Lang Nelson's pleasure to serve you and all those important you, as we attempt to go above and beyond your expectations each day.

In addition to our customers, we are so very grateful for our staff and also our vendors. It is these individuals, who give so much of themselves and their time to care for, feed, educate, entertain, and



grow their relationship with you and those important to you. We know this also could not be the case without their families understanding the importance of this, and the role each plays in delivering the Lang Nelson Experience to each of you.

For this, and for all you do you support the Lang Nelson Experience, we say thank you and happy New Year!

Introducing Resident Connect!

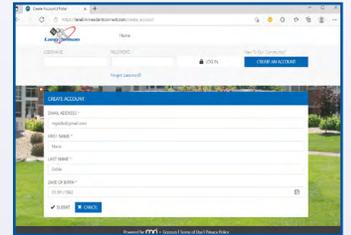
Building Exceptional resident relationships beyond business hours!

Lang Nelson's commitment to going above and beyond starts with our amazing onsite teams. These employees often speak of the residents like family. If you live or have visited one of our communities, chances are you have experienced this.

These relationships are cultivated, in some cases over years and even decades. They require time, caring, and accessibility. Our managers personally commit to engaging and building relationships with all of our amazing residents. Yet, when this can't happen, we still need to be available and provide answers and support.

Welcome, Resident Connect! We have always had relationship driven programs here at Lang Nelson and this won't change, yet as

technology advances, we must too! Lang Nelson has partnered with **MRI Resident Connect** to increase your customer experience virtually. This platform will give you the opportunity to:



- ✓ Pay your rent seamlessly online using a check or *credit card
- ✓ View real-time statements and account balances
- ✓ Submit and view status on service requests
- ✓ Communicate with site staff
- ✓ Stay current on community news and events

Please look forward to additional information from your community's business office or visit the LangNelson.com website. If you haven't yet shared your email address with the rental office, please be sure to do that today to get connected!

Another Lang Nelson Advantage!

**fees may apply*

The Votes Are In

Lang Nelson walked away with an amazing 6 MADACS awards at the 26th Annual MADACS Awards, held at the Minneapolis Hilton on September 24th. These additional 6 awards bring the company total to 138, confirming Lang Nelson remains one of the most awarded property management companies within the state of Minnesota.

With over 130 awards won, it is sometimes suggested that these awards may be easy to obtain. Yet, this is not the case. There are thousands who participate in the Minnesota Multi Housing Industry, and most seem to attend the gala event. Of the thousands that attend and enter, there are roughly only 100 awards awarded each year. They cover everything from people, product, vendor service, marketing, landscaping, and so much more. It represents most local apartment owners and operators, includes national representation,



and covers all product offerings from multifamily to assisted living. Additionally, the vendors who serve these companies and the industry also are in attendance and often

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The Lang Nelson Experience... Live it!

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may enter or partner with an operator. Each category is then judged by its industry peers, usually within their particular areas of focus or concentration.

While earning one award is special, earning 6 in a year and 138 total awards leads the industry, and suggests you live with one of the very best. In 2021, like most years, Lang Nelson's triumphs come in the areas we believe to be most exciting, and again validates both our employees and residents, and the experience we create together. We remain most enthused by continuing to be recognized for our amazing people that help to ensure an experience like no other.

- Ashley Bovee for housing specialist, Autumn Woods Property Excellence (built before 2001), Autumn Woods Best Innovative Resident Experience, The Arbors of White Bear Lake Best Maintenance Team, Broadway Village Best Manager (senior), Megan Thomas Best Single Innovative Resident Event, The Legacy of St. Anthony**
- Congratulations to these 6, and to all of Lang Nelson Associates Inc. (residents, families, and staff), with 138 MADACS awards, we are all winners!!**

The Giving Season!

As we continue to navigate this changing world together, we are often reminded of those different from us. Although differences do exist, it is often proven that we are actually more alike than we think. Sometimes we just need to be reminded of that, and begin to look both inward and outward to evaluate what truly matters.

The holidays help us to do this, as it brings us together, often to celebrate. One may choose to argue or disagree what is being celebrated. Yet, the fact that individuals have come together may be what is most important. Therefore, the holidays can be both an example and reminder to us all.

It is truly amazing what can be accomplished by uniting for a common good, and being reminded that sharing our talents and resources with those in need can begin to help change the injustices in

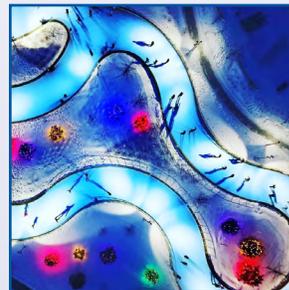


the world. The below are further example of this, and what can be created when we can come together to make a difference. Although the holidays are over, the giving season never has to end!

- White Bear Lake Angel Fund
- Local Area NEAR Food Shelves
- St. Anthony Village Adopt a Family
- Disabled American Veterans
- Several Local Hat, Mitten, and Clothing Drives
- Toys for Tots
- Hope House for Youth
- Shoe Away Hunger
- Feed My Starving Children
- Sweet Dreams for Kids
- Toys for Joy
- CEAP
- Reach for Resources
- Woodlands Group Home
- Snacks for Sparks
- Oaks of Love
- Solid Ground
- The Sandwich Guy
- Loaves and Fishes

Thanks for making a difference, Lang Nelson, and for coming together as a community to do so!

Ice Ice Baby!



If there is one thing Minnesota does not lack in the winter months, it is ice! And if there's one thing Minnesotans know what to do with, it is ice! Many communities offer wonderful ice-skating arenas for outdoor fun on skates.

Maple Grove offers, among many other rinks, the Central Park Ice Skate Loop, a unique use of a summer walking trail which is 810 feet long and 20 feet wide. Another great place with incredible views to check out is the Wells Fargo WinterSkate rink in downtown St. Paul which runs in conjunction with the St. Paul Winter Carnival. Each location offers skate rental and warming houses when you need to take a break. You could also check out your local community centers for information on skating in your area, lace up some skates and bring out your inner Kristi Yamaguchi or Zach Parise!

For more information on these skating opportunities check out:
<https://www.maplegrovmn.gov/505/Central-Park> and
<https://www.wintercarnival.com/event/wells-fargo-winterskate/>



Lang Nelson Service Commitments:

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

www.facebook.com/langnelson