



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 2023

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!

St. Charles Borromeo

For years St. Charles has had a hand in offering spiritual support and services within the NE Suburbs and specifically the City St. Anthony. The amazing team of Reverend Przybilla, Deacon Najarian, Christine Shannon and MaryAnne Frank have dedicated their lives to serving others and we are forever grateful.



Our partnership started with our Autumn Woods of St. Anthony community over 30 years ago and then the Legacy of St. Anthony was built nearly 10 years ago. St. Charles blessed the ground before construction and then blessed the community when we opened. The Legacy of St. Anthony Assisted Living community was also nominated in 2018 by St. Charles as the business of the year and won that award.

The Legacy, Autumn Woods, and Lang Nelson support the St. Charles community with providing our residents and our neighbors a warm and safe bus ride to faith. We also enjoy providing the Women's VIP club and other special groups to use our transportation for fun and spiritual outings. We look forward to continuing to support the faith and the school through sponsorships, guidebooks and the valuable church bulletins.

The gracious team at St. Charles continue to serve our residents through weekly communion at The Legacy, through mass in our dedicated chapel there, and by always making certain our residents are able to celebrate the sacraments from the comfort of home.

If you haven't been into this glorious church, it is stunning and we highly recommend a visit. Everyone is always welcome.



Thank you St. Charles, for all that you do for us. This partnership means the world to us and our residents, and helps fulfill our commitment to them, physically, socially, and spiritually.

<https://www.stchb.org>

Providing and Maintaining Quality Living Environments

Providing quality living is a cornerstone of our mission. For over 50 years we have taken this quite seriously, and it has resulted in Lang Nelson remaining one of the most awarded management companies in the state of Minnesota. Our 24-hour response and same day service

(when possible), are a major part of this, as is our monthly inspections. All are designed to ensure you have an elevated living experience.

First, we aim to hire for a lifetime, so that you know those coming into your homes. Many companies, and even some of our internal departments, strive to achieve the longevity many of our maintenance individuals have accrued. It would not be uncommon that the service you receive may be from an individual who has worked with Lang Nelson for over 10, 20, and 30 years. Possibly all within your one community. This equates to added reassurance, safety, and increased staff response, as staff is both aware and proactively addressing most opportunities.



For those random one-off occurrences that may take place afterhours, Lang Nelson's emergency response is here for you. To help you define an after-hours emergency, please review the below and when in doubt, contact your onsite manager.

- **For any health related concerns, or in the event of a fire, please call 911!**
- **If you smell gas or other chemical substances**
- **If you are having any heat related issues**

We remain committed to you living an exceptional experience, together we can ensure this is a reality!

The Twin Cities Rental Market

The rental housing industry is strong in Minnesota and new apartment units are being added each year. There is an estimated 3000+ apartment homes being build and being added to our Twin Cities market in 2023. We also are proud to say that we have experienced 13 continuous years of lower-than-expected vacancy. The downtown



markets of St. Paul and Minneapolis are seeing the highest vacancy percentages with the suburbs stabilizing. It is also true that those companies that built small apartments (micro units) are

struggling because the consumer now wants more square footage with many still working from home.

continued on Page 2



The Lang Nelson Experience... Live it!

continued from Page 1

What does that mean to you, our valued Lang Nelson residents?

Well, it is a great time to be a part of the Lang Nelson Experience. We offer a unique opportunity for larger than average apartments with social programming and services beyond the norm. Most Twin Cities apartments offer just an apartment. When you choose a Lang Nelson community you get: caring staff, 24-hour maintenance response services, an abundance of social programs and transportation to fun and engaging activities. We continue to be committed to our person-centered programs where we design our activities and services around



the people that choose us. This is not the norm; this is not your average apartment home. We care and we are committed to keeping you as residents for as long as possible. We know that the economy is troublesome right now but we are here with you to get through it. We are committed to continuing to do the extra things that make us unique and keep your home a retreat for you and your family. We also know that continuing rent increases are difficult and we work diligently to keep our rents low and our service high. We ask that you continue to be aware of ways to help us reduce expenses. Reporting any plumbing leaks, heat issues and other work orders help us keep rents at a reasonable rate. We will get through these challenging times together. We will get to the other side and continue to provide you with safe, affordable, quality housing for years to come. Thank you again for being a part of the Lang Nelson family, we appreciate and celebrate you!

Lang Nelson Resident Visit Month Turns 10 Years Old



As Lang Nelson reflects on the last 10 years of resident visits come June, a few things came to mind. First and foremost, the Experience cannot be achieved without you, our very important resident, and those important to you. We thank you for your continued trust in us, to meet and exceed your needs in rental housing. Together we continue to create an award-winning experience, second to none.

As we go back, it was the commitment to the mission that led us to look into different meaningful ways to create the most memorable experience possible. Although wanting to go even further, we choose to schedule individualized, one-on-one time, with each resident, in their homes. This ensures we get uninterrupted time to listen,

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



learn, and engage you the resident where possible. Since 2013, Lang Nelson has meet with over twenty-five thousand residents. In doing so, it has led to special parties, gatherings, informative speakers, rekindled relationships, new outings, creative outlets, countless new friendships, and a stronger community.

Looking to June, which has also become known as, Lang Nelson Resident Visit Month or LNRVM, we again aim to spoil. Therefore, please help us make this June extra special, as we celebrate 10 years of LNRVM. Look for more information, to sign up for your resident visit and to help make LNRVM #10 the best yet. Think balloons, celebrations, and a whole lot of fun as a community and company. In other words, anyone living outside the Lang Nelson family of communities is sure to be envious. So please invite your family and friends to take part in LNRVM this June and help us Celebrate!

Easy Spring Cake Pops

If you love cake pops like we love cake pops, here is the easiest recipe for a fun and delicious treat for all ages!

- 13.5 oz package or 10 Lofthouse frosted sugar cookies (or similar soft, frosted sugar cookies)
- 2 oz softened cream cheese
- White or chocolate candy melts
- Food coloring of choice
- 24 lollipop sticks
- Desired sprinkles or candy toppings



Combine the cookies and cream cheese with stand or hand mixer until well blended and dough consistency.

Roll dough into balls and place on a parchment lined baking sheet. Add lollipop stick to cake pop and chill in the freezer for 2 hours.

Prepare candy melts in a glass bowl over simmering water or on a low setting in the microwave. Stir frequently until completely melted. Add food coloring as desired.

When cake pops are set, dip each in the melted candy coating and top with sprinkles or candy toppings. Let stand until the candy coating has set and cake has thawed.

