



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 Q4 2025

## 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!*

### Live the **Experience!**

**The Experience** could mean a lot of different things to a lot of different people. So, as we enter the last quarter of the year, we would like to take this opportunity to clarify what The Experience means to Lang Nelson, and the role it plays in our annual mantra C.A.R.E. 2025.

**Connect, Align, Relationship and Experience** were all carefully selected, as they represent different elements which we believe remain crucial to Lang Nelson's success. So much so, it is these core principles that allows us to remain one of the most awarded property management companies in the Twin Cities.

Some may state that the Experience is how one **feels** living in a Lang Nelson community. Maybe it is the **story** and what makes them the very important person they are. We believe it is both, plus the **relationship** and engagement opportunities we create together, including the **service** that we expect to increase the quality of your life.

So, as we move to the final phase of Experience this last quarter of the year, look forward to gathering and joining in on The Experience, as we strive to go the extra mile to make sure your lifestyle and holiday season are second to none!



In addition to all the great things listed above, the experience also includes the gift of giving back. This final quarter of 2025 will kick off our charitable giving campaigns. In a time when it seems as though the world is in turmoil, we believe having a giving heart heals. Please consider getting involved, volunteering, or just giving the gift of your time and talent. Everyone deserves a little joy and thankfulness.

From all of us at Lang Nelson, **we wish you a safe, healthy, happy and joyous holiday season!!**



### Recognizing the Heart of Our Community

At Lang Nelson, we believe that a true community is built not just with buildings, but with the people who call it home and the teams who serve it. That's why we created the Above & Beyond Awards. A special program dedicated to celebrating the remarkable individuals who make a genuine difference in the lives of those around them.

The Above & Beyond Award is our way of giving thanks to those who



consistently go the extra mile, whether they are a member of our onsite teams, a resident, or a local business partner. Each nomination is a chance to shine a spotlight on someone whose character and actions embody the spirit of the Lang Nelson Experience.

Nominate someone today in one of four special categories:

- **Exceptional Service:** Have you witnessed a team member or individual who provided outstanding service, handling a challenge with a positive attitude and unmatched professionalism? This award is for those who exceed expectations and make every interaction a memorable one.
- **Extraordinary Acts of Kindness:** Celebrate the selfless actions that enrich our community. From a resident who consistently looks out for their neighbors to a staff member who offers a helping hand without being asked, these are the moments that strengthen our community bond.
- **Distinctive Programming:** Recognize a special event or activity that creates an unforgettable experience for our community. This award honors those who make our community a vibrant and engaging place to live.
- **Outstanding Leadership:** Honor those who lead by example. This could be a resident who organizes a new club or community activity, a team member who motivates their colleagues, or anyone who inspires positive change and fosters a strong sense of community.



**continued on Page 2**



# The Lang Nelson Experience... *Live it!*

continued from Page 1

## How to Nominate

It's simple to show your appreciation. If you know a community member who embodies the "Above & Beyond" spirit, we invite you to fill out the nomination form. Your submission helps us recognize the people who truly bring our communities to life. Together, we can celebrate the acts of service and kindness that make Lang Nelson more than just a place to live.



## The Heat Is On!

October confirms winter is nearly two months away. However, the heat is on, and will remain on, likely spanning several months, possibly even 3 seasons.

The fact that the heat may remain on for close to 6 months suggests that we may want to be considering how we can mitigate the added heating expenses. The following are a few simple tips:

- Ensure windows are closed and locked. If you have storm windows, make sure those are shut also.
- On sunny days, open the blinds to use the power of the sun to warm your home.
- Clear objects from vents and heat registers, and don't place any objects like clothing, blankets, or furniture right up against the heater.
- If your apartment is too hot, please call maintenance to trouble shoot your thermostat. Do not open your windows. This undoubtedly drives up the cost of heating for you and your neighbor.
- Do not overload your freezer, it cannot properly ventilate if the inside is packed full of food. This will cause the freezer to run more and use more electricity.
- Never Ever use your stove to heat your unit. Not only is this extremely dangerous, but the cost is also far more than it would be for maintenance to adjust the thermostat in your unit.

Please contact the office if you have questions or feel we can help.

## Stay Safe Lang Nelson!

The most common causes of apartment fires are all items that can be prevented. So, please take the necessary steps to protect yourself and your neighbors, by not overloading an outlet, ridding your home of any cut or compromised outlet and extension cords, and always ensure someone is attending a stove left in the on position. Following and sharing these important reminders may save your life and your home.

### 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

## IF THERE IS A FIRE IN YOUR APARTMENT

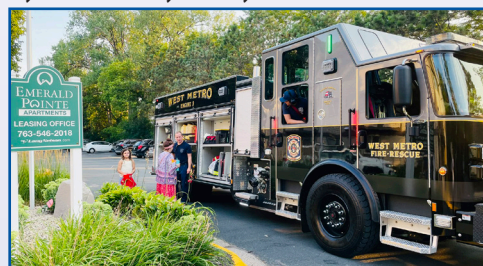
- Call 911
- Contain fire by closing doors
- Leave your apartment
- Close the apartment door behind you—do not lock door
- Notify staff

## IF YOU HEAR THE FIRE ALARM

- Stay in your apartment
- DO NOT OPEN YOUR DOOR. Remember—it is your best protection
- Check your door. If it feels warm and/or smoke is coming under the door, call 911
- Unlock your apartment door so help can reach you
- Place a damp towel under the door to prevent smoke from entering
- Wait in your apartment until staff or fire rescue arrives to assist you

## IF YOU HAVE TO LEAVE YOUR APARTMENT

- Close your door behind you and take your key—do not lock door
- Move away from visible smoke or fire
- If there is smoke in the corridor, keep as low to the ground as possible and proceed to the exit
- If corridor is clear, walk to the exit stairs or door



## Game Time Treats!

Fall Sports season has started! To treat your sports fans to a fun take on a traditional game day snack, try these Philly Cheesesteak Nachos.

Heat a drizzle of olive oil in a large pan. Add 1 large thinly sliced yellow onion and 1 large green, red or yellow pepper. Sauté 5 minutes then add 1 lb of shaved beef (or thinly sliced ribeye or sirloin). Season generously with salt, pepper, and your favorite steak seasoning. Cook until steak is no longer pink.

Spread a layer of your favorite tortilla chips on a large baking sheet and layer the chips with the steak mixture, provolone and mozzarella cheese. Repeat layers with the remaining chips, steak and cheese.

Pop into 375° preheated oven for 10 -12 minutes to melt the cheese. Remove from the oven and top with melted cheez whiz and hot or sweet peppers, depending on your preference.

Dig in and watch your favorite team win the big game!