

MARCH 2024

Nomination Letter

Terri Johnson | Be Genuinely Helpful

I would like to nominate Terri Johnson, on-site building manager for 333 Meyer in Kansas City, Missouri. Terri has a knowledge of the business that exudes confidence to her homeowners. Terri is a genuine and thoughtful manager. She listens, she is empathetic, and she drives results!

Building great relationships is about making someone feel good at the end of the conversation. The homeowners have faith that she will get the job done. Taking on new challenges and meeting new people is not always easy. Terri has a way of getting to know people and giving them peace of mind. There is nothing more important than this in our business.

She builds the relationship, maintains the relationship, and follows up with everyone to ensure they are being taken care of. I have had so many homeowners tell me in person, via email, Google Reviews, on Zoom calls — you name it — that Terri has gone above and beyond at her position, and they appreciate her dedication and positive energy.

Terri doesn't just build relationships with homeowners and board members; she puts 100% effort into her relationships in the office. She is always on FirstCall, in the manager huddles and team huddles talking to other managers and staff, meeting new employees and welcoming them to the team.

The goal we have is to make sure people living in our communities feel safe, secure and comforted, and to give them the peace of mind that they are living in a condo, townhome, multi-family, development that is managed by people that truly care. Terri does and it shows!

The below emails of appreciation are from board members at 333 Meyer.

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“Terri Johnson has been with me throughout my duration as board president in the last 14 months. We, as a board and with her guidance, have accomplished more for 333 than have been done by previous boards.

- *Cleaning up the financials with realistic line-item budgets,*
- *Dealing with a loss of income from the roof antenna contracts,*
- *Solving a long-standing hot water issue in the building,*
- *Completing the patio project within budget,*
- *Passing a special assessment for parking lot upgrades,*
- *Reducing the front desk hours to fit within budgetary limitations,*
- *Coordinating the way packages are delivered to 333 given the reduction of front desk hours,*
- *Negotiating the contract renewal for the laundry room and installing new washer and dryer units with new technology, and*
- *Restructuring the custodial staff schedules with cleaning and trash pick rotations.*

She has fostered a wonderful working relationship with the current board members. She is always professional in handling the many types of personalities and temperaments of owners, residents, visitors, and contractors, and in her ability to de-escalate sensitive situations.

She has gained the trust and respect of a huge majority of the owners in 333 with her direct and personable hands-on management style. One owner was overheard saying Terri is the best manager 333 has ever had!

Her commitment to 333 was evident during the 25-hour weekend power blackout this past summer, going above and beyond to assure residents were safe, corridors were well lit, calling and checking on older residents, and organizing additional on-site security.

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I just wanted to convey my thoughts and experiences as I continue my term as president for the next two years. Her ability to manage the daily activities of 333 has created daily operational stability and allowed board members to focus on higher level issues and long-term goals and challenges.”

— N. Nothern, 333 Meyer

"I wanted to take a moment and write a note about our experience of living at 333 West Meyer, under the management of Ms. Terri Johnson.

We have lived at “The Blue Goose” since mid- to late January of 2023. We were excited to buy a unit in this building. Our move in was bumpy for a few different reasons. After settling in, I was able to sit down with Ms. Johnson and problem solve a lot of what had gone sideways, and we were able to resolve a few of the problems we were experiencing.

During the process of moving in, Ms. Johnson was instrumental in helping us learn the building rules the HOA had established about unit modifications and keeping a service animal in a no-pets policy building. One of the things that most touched my heart was all the great communication and help Terri provided in getting my service animal approved by the HOA board. This intentionality was a great help and comfort for me. She was also quick to explain the ESA policy to residents who had concerns or complaints. There was one incident when I was aggressively confronted in the lobby while taking my ESA out for a walk and it was handled appropriately, quickly, and firmly by security and Terri.

There were a few things at 333 West Meyer that were of small concern when we toured the building and unit. We were soon able to witness the tremendous progress and project management skills that Terri brought to our community. Part of the communication about the patio in progress was Ms. Johnson helping manage the expectations of the residents. This is a soft skill that cannot be explicitly taught but that she seems to nimbly

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utilize. What I especially noticed was Terri talking to contractors in the thick of the work. This is a recurrent theme — Terri's communication.

There were many inconveniences to the project getting finished. Terri handled this with professionalism, good communication, enthusiasm, and compassion. This is a recurrent theme — Terri's compassion. The parking lot was finished close to schedule and is beautiful. Again, I witnessed Terri communicating with workmen and contractors. One thing that really stood out to me was when the cars of some of our elderly and disabled residents required moving, Terri and our building engineer offered help to them.

Ms. Johnson truly excels in a number of managerial skills which I have come to respect, trust, lean on, and admire. Her communication is regular and helpful to the life of our little community. She deeply cares for the vulnerable in our community in a way that shows compassion and a servant's heart of love. Terri coordinates fun contests and games for the building which I believe contributes to the feelings of belonging of people who might otherwise remain isolated or forgotten.

My husband and I are confident that we made the right decision to make our home at 333 West Meyer and that confidence has been boosted and strengthened by our observations and experiences with Ms. Terri Johnson as our building manager."

— K. Seaton, 333 Meyer

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"My wife and I are residents at 333 West Meyer Blvd in Kansas City Missouri. We want to share with you our belief that your corporation, our condominium association, and the residents of this building are very fortunate to have Terri Johnson as our property manager. She is the right person to guide this building and work successfully with your corporate team, our residents, and our board of managers.

She is effective, pleasant, friendly, and a serious businessperson with an appropriate and disarming sense of humor. She brings her extensive skill set to work daily, making 333 Meyer Blvd a better place to live.

My wife shares my good opinion of Terri and is equally impressed by her professionalism and warmth."

— F. Gambino, 333 Meyer