“When it snows, ain’t it thrilling, though your nose gets a chilling….Walking in a WINTER Wonderland”. These are the lyrics from the song “WINTER Wonderland” written in 1934. The song makes me think of WINTER. The crisp cold mornings that we have been experiencing these past few days make me think of WINTER. The WINTER season officially starts December 21, 2014 at 6:03 pm. So how do Facility Managers prepare for the WINTER season? Are YOU ready for WINTER? I inquired several of our IFMA Richmond Chapter professional members, in an unscientific research, to GIVE ME FIVE. Give Me Five – your top five priorities in preparing your facilities for the WINTER season. Well several have responded and I have collated all of the answers.

Drum Roll Please...Here are top five priorities in preparing your facilities for the WINTER season from all who responded.

Pipe Insulation for exterior or exposed plumbing – water can freeze and cause the pipes to burst when temperatures drop below 32 degrees Fahrenheit. Insulate with heat tape

Purchase ice melt/salt and ensure you have enough located at all locations

Winterize irrigation systems by draining and blowing out any excess water

Snow removal details whether contractor or in house – update contract, test equipment, review safety and training with contractor or in house personnel

Inspect, clean and adjust all HVAC systems for winter

There were some terrific responses from the respondents, all really good tips. Thank you professional members for engaging with me. This gives the chapter an opportunity to share valuable information to ALL of our members. I hope that this unscientific research provided a learning venue on preparation for WINTER. These may not be something new to you, then just utilize as a reminder for your to do list.

THE PRESIDENT’S MESSAGE...
AROUND THE CHAPTER
by Bud Vye, Retired CFM

 Doesn't seem like the City can do a project without some controversy, and that's holding true with the Stone Brewing project. As I wrote last month's column, the job had just been awarded to Hourigan & Timmons. Right away, the media wanted to know how they were selected. All parties refer the questions to the Economic Development Authority Chairman, who doesn't want to answer them. Then a permit for part of the project turns out to have been applied for and issued prior to the job being awarded, which leads to another round of questions no one seems to want to answer. Lots of drama and lack of transparency seem to be the order of the day.

Similarly, I thought the matter of Hardywood Brewery (where we met back in January of '12, before they became one of the hottest attractions in the area) and their meals tax collection in the first year after they opened in July of '12 had been settled some time ago. At first, someone from the City told them they didn't have to collect it, so they didn't. Then someone else from the City told them they did have to collect it, so they began doing so, and have done so ever since. Now the City sends them a “final determination” letter giving them 10 days to pay $50,000 in back taxes or the account will be turned over to the City’s collection attorney. Hardywood's attorney rejects the letter, calling it "the latest in a series of procedural deficiencies, inconsistent messaging and apparent lack of sincere interest in resolving the issue." Not exactly high praise.

Another case with confusion over what is owed the City crops up as the CenterStage Foundation gets a bill for $1.75 million in Real Estate taxes, which the City then forgives, along with a convoluted explanation of why they were doing so. This kind of thing doesn't exactly give the impression they are running a shaped up operation, although it does appear that they are making a serious effort to collect some taxes.

Another shoe drops at Health Diagnostic Labs on top of the Federal investigation of their practice of giving kickbacks to doctors who use their services. After their founding CEO Tonya Mallory abruptly steps down, new CEO Joe McConnell announces the layoffs of 132 workers, so the company can "move away from its non-core business interests and return to their core mission" without elaborating on what non-core interests are being moved away from. A new CEO, but already an expert in CEO speak. Say what? Amazing how quickly HDL has gone from the star of Biotech Park to an all out fight to restore their credibility.

(Continued on page 8)
MEMBERSHIP CORNER
By Julie Mutcher, Membership Committee Chair

Welcome to our newest members!

Frank D. Crum
Business Development Manager
Seacom Inc.
2314 Commerce Center Drive
Rockville, A 23146
Email: frank.crum@seacominc.com

Rod Hemphill
District Manager
Redless/SCS Inc.
Email: rhemphill@redleescs.com

Justin White
Account Representative
Bonitz Flooring Group
11231 Winfrey Road
Glen Allen, VA 23059
Email: justinwhite@bonitz.com

On behalf of the Chapter Board, “Thank You” to the following for renewing/rejoining this month

Arthur A. Bykonen
Account Manager
Spacesaver Storage Solutions
10040 Whitesel Road
Ashland, VA 23005
Email: art@spacesaverva.com

Ms. Cassandra E. Jones, CFM
Manager, Workplace Services and Amenities
Altria Client Services
6601 West Broad St.
Richmond, VA 23230
Email: cassandra.e.jones@altria.com

Albert L. Lunsford
Facilities Coordinator
Altria Client Services
6601 W. Broad St
Richmond, VA 23230
Email: Albert.L.Lunsford@altria.com

Wayne Shepherd
Senior Regional Maintenance Manager/Special projects
Brandywine Realty Trust
300 Arboretum PI
Richmond, VA 23236
Email: wayne.shepherd@bdnreit.com

Marjorie U. Davidson
Mechanical Engineer
MjDavidson Consulting
10116 Grand Oaks Dr.
Richmond, VA 23223
Email: marj@mjdavidsonconsulting.com

Charles Tunnell
President
Dominion Service Company Heating and Air
2630 Goodes Bridge Rd
Richmond, VA 23224
Email: charlestunnell@dscr.com

Robert F. Pannell,II, FMP
Sr. Manager Facilities Operations & Engineering
Altria Client Services
6601 W. Broad St
Richmond, VA 23230
Email: robert.f.pannell@altria.com
Professional Forum Breakfasts – Free for Professional Members!

The IFMA Richmond Chapter wants to bring educational value to its professional members and provide a venue to promote the sharing of best practices and what they need to do their job. These events will focus on a specific topic and are designed to bring together a small group of FMs for idea-sharing in an interactive environment. We will create a collaborative environment in an effort to explore the topics and share best practices in more detail. These can also be used to obtain maintenance points and we will show you how to submit these events for those points. We hope you can join us.

We will have these breakfasts once a quarter throughout 2015. This first session will be a brainstorming session to get to know each other, introduce this idea, and discuss what you want to hear about. So bring your voice, your ideas, and your thoughts.

Date: December 1, 2014: 7:30 – 9:30 am

Time:
- 7:30 – 8:00 AM - Registration / Breakfast
  Light breakfast fare will be provided, compliments of Trolley House Refreshments
- 8:00 – 9:30 AM - Breakfast Meeting

Location: Creative 11798 North Lakeridge Pkwy
Ashland, Virginia 23005

Register: On line usingSignUp Genius
www.ifmarichmond.org

Potential Topics for Next Year:

- Big Data: How to Manage Facility Data, Pick KPIs,
- FM Technology Trends and Challenges
- Future of FM: Building the FM Workforce

Committee: Maureen Roskoski, Harvey Jones, Michelle Scott
IFMA PARTNERS WITH HANOVER HABITAT FOR HUMANITY
SATURDAY, NOVEMBER 1, 2014

Through our generous donation this year from the proceeds of the annual golf tournament, our Chapter was able to partner with HHH by volunteering on Saturday, November 1 to work on one of their homes.

Habitat for Humanity builds houses and so much more. A Habitat build site is where hanging a door opens a world of opportunity, where laying a foundation can transform a neighborhood, where installing a window offers a clearer vision of the future, and where renovating a home can renew a community.

On Project Day a group of volunteers met at the Bailey Woods Development. It is a 9 home neighborhood, all being built by HHH. We worked on the home of Eric McGruder, who is a single dad with 4 children. He has lived in Hanover County for 9 years and he works as a machine operator at Sealeze. Throughout the day we helped build the front steps and worked on closing in the top portion of the exterior walls of the house. We didn’t know it, but at the end of the day, we found out that one of the volunteers was our homeowner, Eric. This is HHH’s 54th home.

Thanks to all the volunteers that worked that day and to Andrea from Sophisticated Soirees for providing our lunches.

Jim Mallon
Mark Friedrich
Connie Hom
Stephen Pancham
Lloyd Brucher
Renee McDowell
Kevin Arthur
Cameron Bridges
Chase Tunnell
Davis Tunnell
Barbe Shaffer
IFMA’s SFP Coming to Richmond!!

Become a leader in developing sustainable FM strategies

Sustainability Facility Professional®

Our chapter is committed to your professional development and we want to bring this important credential opportunity to our members. We will be subsidizing a portion of the costs of this class to provide you with a significantly reduced rate. This will be a great opportunity to take this course at a much lower cost.

IFMA’s SFP® is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization’s economic, environmental and social bottom lines.

Dates: Jan 23 & 24, Feb 20 & 21, March 27 & 28  
Location: Dominion Virginia Power, Innsbrook Facility  
Costs: $1,875.00 Richmond Chapter Member - $1,950 Non-Richmond Chapter Member  
Costs include hard copy and electronic copy of course materials, light breakfast each day. Costs do not include SFP credential application costs.

WHY YOU SHOULD ATTEND

- Significantly reduced rates!
- Course will be offered here in Richmond
- The program equips SFPs with the tools necessary to integrate sustainability efforts with the organization’s values and strategies
- Learn how to present a business case for a sustainability initiative
- Discover how to evaluate initiatives from a financial point of view and speak the language of the Chief Financial Officer
- Learn how to track and report accomplishments

Read success stories on the value of the SFP [here](#). See how others have saved money with the tools they learned in this class and gather the benefits you need to get approval for this class. For questions, comments, or to reserve your spot now, contact Maureen Roskoski, IFMA Richmond Professional Development Chair at [maureen.roskoski@feapc.com](mailto:maureen.roskoski@feapc.com)
The course covers:

**Strategy and Alignment for Sustainable Facility Management**

- Organizational strategies
- Developing a strategy
- Sustainability considerations
- Establishing goals and initiatives
- Communications and reporting

**Managing Sustainable Facilities**

- Sustainability policy development
- Applying sustainability to FM plans
- Program development and implementation
- Change management
- Performance management tools
- Finance for sustainable facilities
- Purchasing and procuring for sustainable facilities
- Standards, systems and support

**Operating Sustainable Facilities**

- Energy
- Water
- Materials and resources
- Workplace management
- Indoor environmental quality
- Quality of services
- Waste
- Site impact

Learn more about the SFP at IFMA’s website – [http://www.ifmacredentials.org/sfp](http://www.ifmacredentials.org/sfp)
My old stomping grounds at Circuit City Headquarters finally fills up as McKesson Medical-Surgical prepares to move from their 145,000 sq. ft. at Parham Rd. and the railroad tracks into 168,000 sq. ft. in Deep Run III, joining Travelers Insurance, Essex Bank, & Digital Benefits Advisors who are already in there. They'll be moving in next summer when all of the renovations designed by Architects Dayton Thompson are completed. I'll have to go back and check things out as Markel/Eagle has made a lot of improvements, including a 4 story parking deck, since I was there.

Henrico county is quietly moving ahead with plans to build a big Sports Tournament complex off of Greenwood Rd. (not far north of the Woodman Rd. exit of I-295). They've just purchased a parcel next to one that had been donated by Developer Bob Atack, which adjoins a parcel of park land they already owned. If and when the project comes to fruition, looks like we'll have a northern version of the ill-fated SportsQuest project that Steve Burton wasn't able to pull off. We'll keep an eye on it as the plans progress.

After plugging along intermittently for most of the last decade, things are really starting move on the western stages of the Virginia Capital Trail as the deadline of the World Championship Bicycling races next September gets ever closer. Driving east on Rt. 5 from Laburnum to I-295 and then on past Rt. 156 you'll notice lots of clearing, grading and paving taking place. If you look down from the Boathouse or Conch Republic at Rocketts Landing you'll see that the rails are in the process of being removed from the old line that took cement into the white Lehigh Cement silos, which will now carry the Trail through that area. Having worked on moving that Trail forward since 1992, I was often skeptical that I would see it complete in my lifetime, but its now beginning to look like I'll be able to ride its entirety before I hang up my bike for good. As most of us know, having a hard deadline really moves things along. In my 24 years with retail companies, it was the Merchandising Dept. placing the Grand Opening ads that really put the pressure on the rest of us to get the new store open.

A $1 billion construction program announced for Reagan airport, primarily focused on upgrading the boarding of the commuter planes, where some gates have to walk onto the tarmac to board, while others take a shuttle out to their planes. This ones going to take a while, so expect to see some barricades and "Under Construction" signs if you're using Reagan over the next five years or so. Interesting to note in reading about that project, that traffic out of Reagan is significantly going up, while that at Dulles is declining.

Also an interesting note to close on as Virginia has dropped down to #4 on the Forbes “Best State for Business” list. The first time we haven't been either 1st or 2nd. Much of that appears to be due to the fact that we have dropped all the way to #33 in the “Growth Prospects” category due to the heavy cuts in defense spending. The three states above us, in order, are Utah, North Dakota (booming with all the oil drilling going on), & North Carolina.
CAREER RESOURCES

Are you looking for someone who has twenty plus years of commercial construction management experience (as an owner’s representative) in building, repurposing, remodeling and the expansion of shopping centers, warehouses, grocery stores, box stores and convenience stores? Or, are you looking for someone who has six years of experience setting up the contractors and managing them as they perform the building and grounds maintenance, close-outs, up-fits and property inspections in the commercial retail and wholesale building industry across the nation? Or, possibly looking for a unique combination of both fields? If so, please write (donald.drummond@gmail.com) me at your earliest convenience so we may set up a meeting to discuss how I can help you look good at your company as it grows and becomes more profitable. Thank you for your attention.
Sincerely,
Donald Drummond

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Words of Wisdom

Advice most needed, is least heeded

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(Continued from page 1)

LEARN CONNECT ADVANCE

This is the mantra of National IFMA and IFMA Richmond Chapter. Our Professional Development Committee, chaired by Maureen Roskoski, is developing the Professional Forum Breakfast. The first is Monday December 1, 2014 at 7:30 am hosted by Creative Office with continental breakfast sponsored by Trolley House Refreshments. Professional members register free to attend.

LEARN CONNECT ADVANCE

IFMA Richmond Chapter is sponsoring the Sustainability Facility Professional (SFP) study program. One of the few cities to offer this in the beginning of 2015 at a reduced rate. See more information throughout the newsletter.

LEARN CONNECT ADVANCE

Wishing you all a wonderful Thanksgiving filled with gratitude. See you all at the December Holiday Social. I love the beauty of the WINTER season. Ain’t it thrilling - BRING IT ON!
NOVEMBER MEETING REPORT
by Bud Vye, Retired CFM

A good turnout of 71 managed to locate the building that CORT is moving into at 1207 N. Boulevard even though it had no sign on it yet. It's on the east side of the street, not far south of the Bow Tie theaters and not far north of Buz & Ned's and the Car Pool carwash. As usual, Barbe's IFMA yard sign confirmed that you were in the right place. Early arrivals filled up the parking on the south side of the building, while the rest of us found spots on the side streets to the west. Originally built in the late 40's and initially housing a Ford auto parts distribution center, it more recently was home to James River Limos but has been vacant for several years. Currently, a cleaned up shell, with Port a Johns outside, and bright temporary lighting hung from the trusses overheard. CORT had set up rows of tables with chairs behind them, facing the north wall, classroom style. As we faced the front, a nice furniture grouping was in the front left corner to remind us of CORT's furniture rental mission.

A pleasant surprise as the popular Fat Dragon restaurant (right across the street, where I had eaten a couple of times and given it favorable reviews) had been engaged to handle the refreshments. They were offering bowls of some very tasty Lo Mein and Fried Rice along with a nice selection of craft beers, with Hardywood's Pilsner and Singel appearing to be the most popular. Despite the lack of ambiance in the surroundings, the socializing was congenial and extensive. I got another surprise as I encountered a fellow member of the Richmond Coin Club in the person of Page Bradford. As usually happens when I meet someone out of their usual context, I asked him what brought him here? Again a surprise to hear that he and his partner Ed Lacy owned the building and were pleased to have CORT as their tenants. During further conversation I learned that they also own the former S&K building which now houses the Colonial Shooting Academy, where we had met back in July of 2012.

With even more difficulty than usual, President Connie eventually got the group to find seats and settle down so she could convene the meeting. Since it was Veterans Day, she asked those of us who were Veterans to stand and be recognized, which we did to a round of applause. Noting that CORT, in addition to being our host for the evening, was also the Meeting’s Sponsor, Connie stated that we would be hearing much from them later, and moved on to recognize the several new members that were in attendance.

Next up was Programs Chair Karen Frebert, who ran down the upcoming programs all the way to next summer, before coming back to the present and introducing our CORT hosts for the evening, starting with Gene Jones, who in turn recognized Past Chapter President Mike Cline, who in turn introduced CORT's VP Merchandising Ann Sennewald, based

(Continued on page 11)
up in Chantilly, who had come down for the evening to be with us.

Ann started her PowerPoint presentation by stating that now that CORT had joined the Berkshire Hathaway family of companies, which includes a long list of firms, many of which are familiar names like Dairy Queen, Fruit of the Loom, Geico, Heinz, Media General, See's Candies, & Shaw Industries, a campaign to re-brand the company was underway. A new logo has been adopted --- a red rectangle with a white CORT across it in the bottom half --- which will appear on building signage, and all consumer touch points. Beyond the logo, great Customer Service will be stressed at all times. She went on to note that this building would house the fifth of CORT's Showrooms and Clearance Centers, the others being in Chantilly, Pompano, FL, Beverly Hills, CA, & Chicago. Like the other locations, this one would display both Residential & Workplace furniture and electronics available for rental in addition to gently used, previously rented items now available for purchase. She also mentioned rentals for Trade Show displays and corporate events as being a specialty of theirs.

As she concluded, Gene Jones turned to the panel seated at the head table, and called on Rob Hargett of Rebkee, the development company that has been very active in this area with a number of projects, most notably the recently moved into apartments in the old Interbake FFV “Cookie Factory”. They are also the firm with the proposal for a new baseball stadium development in the vicinity of The Diamond, which thus far has been stalled behind the more controversial Shockoe Bottom Stadium plan. As you might expect from one who is so heavily invested in the area, he feels very strongly that the area has a great future.

Next up was Roger Bouchard, President of the Scott's Addition Business Assn. who provided us with the history of the area, which now is considered to be bounded by Broad St., I-195, Boulevard and the railroad tracks. It's name goes back to Winfield Scott (1786-1866), the popular general and hero of the Mexican-American War in the 1840’s. During his 53 years of Army service he was commanding general of the Army from 1841 to 1861, when he retired just as the Civil War was beginning. Born on a plantation near Petersburg, and a law graduate of William & Mary before going into the Army during the War of 1812, he married into the wealthy Mayo family, whose family tree included Major William, who originally surveyed and laid out the city in 1737 & Joseph, the Mayor of Richmond during the Civil War. Their name is remembered on the Mayo Bridge, which the family originally built as a private bridge at 14th St. and operated for many years. Along the way, Scott acquired 600 acres which was then outside the City to the north and west, later purchasing this area to add to his original holdings, hence the name “Scott's Addition.”

Initially a residential area, it became heavily industrialized after World War II, many of its buildings from that era being the ones that are now being re-purposed. Also, as might be expected, Roger is a strong advocate for the area, which its central location makes very desirable for commercial uses. He feels that the re-use of the buildings as we have seen with Moseley Architects (where we met back in April of '09), the rash of Craft Breweries popping up here and there, and now CORT, is just the beginning as there are many suitable buildings still reasonably available for converting.
2015 PREPAID MEETING INVOICE

CERTIFIED PROFESSIONAL MEMBER: $110
PROFESSIONAL OR ASSOCIATE MEMBER: $165

NAME ________________________________
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Payment Options:

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IFMA RICHMOND CHAPTER
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P.O. Box 808
Richmond, VA  23218

Signup genius:  Go to www.ifmarichmond.org
Click on the SignUp Genius Button and
select 2015 Pre-Paid Membership Meetings
and follow directions

PREPAID DUES ARE NON-TRANSFERABLE
to a variety of uses. Looking ahead a decade, he thinks we will see the area anchored by the new ballpark and its associated development as well as the realization of High Speed Rail between Richmond and DC. (Although I'm personally not sure what that has to do with Scott's Addition, since I haven't heard any talk about building a station in that area.)

Next came Ed Lacy, who as I mentioned earlier is (along with my friend Page Bradford) the owner of the building CORT is now readying their move into. Naturally, he too is optimistic about the future of the area and is very happy to have a tenant of CORT’s stature coming into his building, particularly since it has taken somewhat longer than they originally had expected. After Ed concluded his brief remarks, Gene opened things up for comments and questions from the floor, of which there were a number, most of which were directed to Rob Hargett, including some more discussion of the location for a new ballpark. With no more questions, Gene closed another interesting meeting, leaving us another unfinished project (like the VCU Learning Center & the Valentine Museum) that we will have to get back to later to see what the finished product looks like. Thanks to CORT’s Gene Jones, Mike Cline, and Ann Sennewald for sponsoring and hosting us at this meeting. And to Annual Sponsors Dominion Service Company, SERVPRO, Servicemaster, Valcourt, Markel, & FEA for their support throughout the year.
New Payment Processing: Sign Up Genius!

In an effort to make signing up for events more efficient and user-friendly, IFMA Richmond Chapter is utilizing Sign-Up Genius!

Below the calendar of events on the web site, you will see a yellow button labelled “Sign Up! Sign Up Genius”.

To sign up and pay for upcoming events, click the yellow button.

Once you click on the button, you will be taken to the event page for which you would like to register. There are several options or “Slots” listed. Choose the appropriate option by “checking” the orange “Sign Up” box within the selection.

Once the option has been selected, click the light blue “Submit and Sign Up” button at the bottom of the event page. You will then be taken to a page where you will be prompted to enter your first name, last name, email (entered twice).

There is an option to create an account with Sign Up Genius (this is not a requirement). You may also select to have an iCalendar reminder of the event sent to your email.

If paying by credit card or via Pay Pal, click the orange button that says, “Sign Up and Pay Now.”

You will be taken to a secure payment page (payments are processed by Pay Pal; however, you are not required to have a Pay Pal account to pay for events). If not paying by Pay Pal, choose the second option (Pay with a debit, or credit card, or Pay Pal credit).

Once you make your selection, you will be taken to the payment processing page. Once the payment has been processed, you will receive a confirmation email that your registration is complete.

No Shows will be billed unless you cancel your registration 24 hours prior by email to: ifmarichva@gmail.com
December Holiday Social
December 9, 2014

Join us for our annual holiday get together, sponsored by

Dominion Service Company
Heating • Cooling • Electrical
Always within Reach, from the Blue Ridge to the Beach.

Dominion Service Company is proud to partner with IFMA! From the Blue Ridge to the Beach, we deliver impeccable service for our commercial HVAC clients. We understand the complexities of your industry, and welcome the opportunity to earn your business for both commercial HVAC accounts and residential homeowners alike!

Enjoy great food and drink and pause to reflect on the fellowship we share as IFMA members.

Special presentation to our Charitable Recipients
Rebuilding Together Richmond & Hanover Habitat for Humanity

Thanks to our 2014 Annual Sponsors

PLATINUM

GOLD

SILVER

Where:
MARKEL CORPORATION

4501 Highwoods Parkway
Glen Allen, VA 23060
Parking: Parking Lot

Time: 5:30 – 8:00 PM

Entertainment:
Tolliver and Company
Door Prizes

RSVP by:
Thursday, December 4, 2014
Simply e-mail Barbe Shaffer at ifmarichva@gmail.com or register on our website at www.ifmarichmond.org and pay by PAYPAL.

COST:
Members: $20
Member and Spouse: $35
Non-Members: $40

Registrations are required. An additional $5 will be charged at registration if you have not registered prior to the event.

Credit card payments accepted at the door.

Be sure to include your guests name and company.

No Shows will be billed
December Meeting

Holiday Social
Markel – 4501 Highwoods Parkway
Tuesday, December 9th
5:30 PM

www.ifmarichmond.org