

a publication of the Richmond Chapter of the International Facility Management Association

August 2016 Issue

THE PRESIDENT'S MESSAGE...



First, I would like to thank everyone who came out to our July chapter meeting at SERVPRO® of Richmond, Chesterfield, Henrico & Tri-Cities. We are proud of our new facility and enjoyed hosting the members and guests of IFMA's Richmond Chapter. I am happy many of you had the opportunity to meet our owner, Andy Bahen and key members of our team. We hope you found the meeting interesting, educational and professionally beneficial. Because you are the leaders in facility management we welcomed this opportunity to demonstrate our level of investment in people,

training, equipment and facilities. The commitment to provide commercial clients with professional fire and water damage restoration services remains strong but requires a high level of reinvestment back into the business. Thanks again for joining us. We hope you enjoyed the program. And to those who were unable to attend you should know you missed a very "hot" time! A big thank you to the Trolley House; a member and sponsor of IFMA Richmond for sending out the Groovin Gourmet team. We enjoyed a wonderful spread of delicious hors

d'oeuvres as well as a very nice selection of COLD beverages.

Our IFMA Chapter is off to a strong start for the 2016-2017 year. We are delighted with our currently scheduled tours of facilities and projects. We have several other meeting venues ready to confirm that we feel will be of interest to our membership. Program Chair, Allen Hurt hit the ground running and is doing an excellent job. Special thanks to Brian Workman for his help with program ideas as well as his never ending quest for new sponsors to help support our chapter.

Please plan on joining us August 9th for our next chapter

(Continued on Pg.8)

Visit our Local Chapter Web Site

www.ifmarichmond.org

MEETINGS

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Celebrating Our 31st

August 2016 Membership Meeting

Date:Tuesday, August 9, 2016Time:5:30 pmPlace:Westwood ClubProgram:TourCost:Members \$15 Member w/cert. \$10Non-Members\$35RSVP:By Thursday August 4, 2016

Next Board Meeting:

Next Membership Meeting: Date: Tuesday, September 13, 2016 Time: 5:30 p.m.

2016/17 OFFICERS

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Golf Tournament Tim Hume, CFM timh@hermitagecountryclub.com

IFMA RICHMOND CHAPTER NEWS Is a publication of the Richmond Chapter of the International Facilities Management Association. This newsletter is designed to provide a channel of communication to members and prospective members. IFMA, PO BOX 808, RICHMOND, VA 23218



AROUND THE CHAPTER

by Bud Vye, Retired CFM

Enjoyed talking to Markel's Corine Harvey at the meeting at ServPro. Learned that her grandson, Chris Lykes, the young basketball player who I've

been hearing about for several years now, appears to be developing into something really special. Going into his Senior year at Gonzaga H.S. up in the D.C. area, though only about 5'8" he is one of the region's top point guards who has been heavily recruited by a number of the strong Division 1 teams. Corine reports that he has just committed to Miami U. (of Florida) so that will give us someone to follow the progress of through his final year of High School, and next year as he starts his collegiate career.

Looks like one I had been following, Bonitz Floor Covering's Jack Podlesh's son Adam who had been punting for several seasons in the NFL, first with the Jacksonville Jaguars and then the Chicago Bears, has just decided to retire, so I don't need to be following the NFL's punter's stats so closely any longer.

Also good to see Smarter Interiors' Randy Alderson again. After being a frequent attendee at Chapter meetings back in the early days, he's been with us a few times recently after an absence of more than 20 years. Welcome back, Randy! It's good to have you with us again.

And, as I mentioned in the Meeting Report, it made my day to meet first time attendee Mark Collins of SpeedPro Imaging, who had heard me talk about the Chapter on the radio broadcast of the Squirrels game when we were there for our June meeting and decided to attend a meeting and see for himself. As I've wondered when I've had that assignment in the past, "Is anyone out there listening?" Apparently there is. Good to have you with us, Mark! Look forward to seeing you again.

I noted that Hankins & Anderson (where Chapter Administrator Barbe Shaffer has her day job) has just been acquired by Mason & Hanger, another A&E firm who similarly specializes in projects for the federal government. In addition to claiming that they are the oldest operating A & E firm in the country, it caught my attention that they are owned by Philadelphia based Day & Zimmermann. We don't hear much about them down here, but in the Philly area they are very well known, as one of the nation's largest private companies, with more than 50,000 employees.

A couple of follow ups, as Joy Garden's owner decides to retire and close what I think of as Richmond's oldest Chinese restaurant (dating back to 1957). I think the fact that Peter Chang opened very close by, and that the owner had let the appearance of Joy Garden slip in recent years, helped him make his decision. With Scott's Addition prop-

(Continued from page 2)

erty being at a premium right now, I think we'll see the owner update the nicely located Broad St. building, and it'll be interesting to see what goes into it.

From the Grocery Store sector, it was not really a well kept secret that Publix was going to take some of the Martin's stores, so it was not a surprise when they cherry picked the 10 (out of 19) that they did. I was a little surprised that they did not take the newest location (and the only one built by Martin's after they came into the market), which was the one at Charter Colony Parkway and Midlothian Turnpike. Could be because of the proximity of the new Wegman's and the recently expanded Kroger's. I was also a bit surprised that they passed on the Ashland store, as well as the majority of locations south of the river. They did do an about face and announce that they were going to build on the Nuckols Place site in Twin Hickory after all, after first taking the site and then indicating that they had decided not to build on it. Not sure why that location would cause all that indecision, since it would appear to be a very upscale area without much in the way of competition nearby.

And on the Craft Brewing front, even though Devil's Backbone and Three Notch'd have installed their own canning lines, mobile canning outfit Old Dominion still has 34 customers they come around and can for, so have invested \$250,000 in a third truck and canning line (which can do 40 cans per minute) in an effort to keep up with all the new breweries springing up. Had brews at a couple of new locations, as Whole Foods' new Pub sells a wide variety of offerings from all the local breweries at \$3 a glass which is about half the price of a glass at all the breweries. Not a place I would go on an evening out, but if you are already shopping there (particularly while I'm waiting for my wife to do her label studying), its a nice place to sit and have a cold one. Also checked out the new Beet Cafe at Ellwood Thompsons, but can't give it a high rating, as they are charging \$6 for the same glass that is \$3 at Whole Foods, and then they frost the cake by adding \$.68 tax on top of that. Let's round it off and get rid of the small change!

The developers of that big warehouse building across Overbrook Rd. from Hardywood ran into trouble with the state Dept. of Historic Resources over their plan to use state and federal historic tax credits for their project which would put apartments into the century-old building. Seems the City Planning Commission expects to see apartments with windows cut through the wall, but the Historic Resources folks say it's no longer "historic" if you cut a lot of windows into a window-less building. Since we've still got several developers serving time in Federal prison for improper use of these tax credits, these developers are making certain they get approval before they go forward. Sounds like their latest plan is to proceed with no windows in order to get the tax credits, and then pledge to cut in the windows after five years, when the Historic Resources Dept. authority no longer applies, if they can get the Planning Commission to agree to the compromise. As you might imagine, Historic Resources is not thrilled with that idea. As a frequent visitor to Hardywood, I'm wondering where everyone is going to park if they put apartments in that warehouse, since parking is tight now with the building vacant. Maybe they'll have to run a shuttle from over by The Diamond.

Ortho Virginia continues the trend toward bigger practices in the medical specialties as they get Advanced Orthopaedics to merge with them. Adding Advanced's two area offices and 20 physicians will put them over 100 physicians in their group, at a total of 22 Virginia locations.

And nothing seems to be long term in the Ad industry, as the Martin Agency loses the Wal-Mart account (which has accounted for about 5% of their billings) after an eight year run. Another of the really hot days we've been having recently, on the 12th, as a decent summer turnout of 37 found their way to ServPro's new building for our meeting. In a section of Chesterfield county that I'm not familiar with, coming from the north side of the river I went out the Powhite extension, south on Charter Colony, and then east on Genito, looking for Warbro, where I was to turn right. Coming up on South Side Speedway on my left (where I hadn't been in about 25 years, when they used to do bicycling races there one night a week), here was the intersection with War-



bro where I made my turn. Looking for a left turn on Deerhill Rd., I missed it and before long came to Hull St. where I knew I had gone too far. A U Turn and on the way back, there was the trusty IFMA sign facing south for the benefit of those who had come out on Hull St. and north on Warbro. Several more, as I made some turns to get onto Deergrove and there I was.

Greeted at the entrance of the new building by ServPro staff, and entering to see Barbe & Justin White at the Registration table, I was escorted through the office area by Hospitality Chair Andrea Neidhammer and through a door into the warehouse area. Not air conditioned, but some air moving with fans and an open door on the south side, so conditions were comfortable enough. As mentioned last month, Mike Calkins' Trolley House firm had acquired catering firm Groovin' Gourmets, and it was they who were providing our refreshments tonight. They made a great first impression, outdoing themselves with a wide selection of very nice hors d'oveures, beers and wines that had everyone complimenting them. Too bad Mike had to be elsewhere and couldn't hear them personally, but I'm sure he'll hear about it at the next meeting he attends. Plenty of refreshments, tables for 4 and chairs so all were comfortable for the lengthy Social period.

Eventually, our hostess for the evening, Chapter President Kathy Taylor, convened the first meeting of her term, starting by recognizing first time attendees, one of whom was Mark Collins of SpeedPro Imaging, who had heard me talk about IFMA and the Chapter on the radio during our June meeting at The Diamond so decided to attend tonight and see for himself (when you have an assignment like that, you wonder if anyone is really listening). Next, she recognized all of our sponsors (as we have them listed on pg.



11), following which she summoned her entire Board of Officers and Chairs to come up, stand in a rank beside her, and introduce themselves and their post to the rest of the membership. While holding us in that formation, she called on several for reports. Since new Programs Chair Allen Hurt was not present, she called upon his predecessor Karen Frebert (who was) and she announced August's meeting as being a tour at the Westwood Club, to be followed by September's tour of the Deco Apartments at the old Central Fidelity Bank building at 219 E. Broad St. (as we return to see the current version of the building where we had our Holiday Parties way back in 1994 & '96). Next we heard from Tim Hume regarding the Golf Tournament, reminding all that it is on Monday, Sept. 19 at Hermitage, and not yet sold out so there still is room for a few additional teams of four, followed by a very brief invitation by Sponsorship Chair Brian Workman for any interested in sponsoring to contact him.

With business concluded, Kathy welcomed all to ServPro, and proceeded to describe how it has grown from a very modest beginning with Andy Bahen working out of a 10' X 10' spare bedroom (Continued on page 5)

in his house. Over 30 years, he and his wife now have become owners of the Chesterfield franchise, adding Richmond, Tri-Cities and Newport News to their geographic area along the way. Since Andy was married to Kathy's sister, he got his sister-in-law involved as his Business Development person.

With the franchise's great expansion, now with a fleet of more than 70 vehicles, came the need for an expanded support facility, so this 50,000 sq. ft. building on a four acre site, which took about a year to construct, has recently been moved into not far from their previous facility, which they continue to use.

Next, ServPro's Bobby Morgan was called upon to describe how their Cleanup and Restoration work goes. Stressing the importance of getting things dried out as quickly as possible after flooding or a fire, he recounted the steps they go through after someone has had a mishap, in order to minimize property loss and salvage as much furniture and equipment as possible. He expressed pride at how well they were able to eliminate the smoky smell from property that had been in proximity to



a fire (some attendees with an acute sense of smell apparently had told him they were picking up a faint hint of smoke in the area). If so, it might have been coming from furniture in the large crates behind us that was being held in storage for customers who had had a mishap and were not yet in a position to take it back after it had been cleaned and restored. He also described how they were often able to salvage electronic equipment which had gotten wet, if they were able to get at it quickly, as well as the role they play in discussing the future serviceability of restored furniture and equipment with the insurance adjustor. A very interesting presentation by a very knowledgeable and experienced professional.

After his presentation concluded, Kathy reminded all of ServPro's offer to ultra-sonically clean any attendees' golf irons or jewelry. Bob Borchers and Brian Workman had brought their irons for that purpose and Andrea Niedhammer offered her diamond ring, all of which shortly were returned in sparkling clean condition. Thus ended a very interesting meeting, very nicely put together by Kathy Taylor in her home facility, with brother in law Andy Bahen and Bobby Morgan making nice presentations. Thanks to Kathy and all of the ServPro staff for having us, to Mike Calkins and his Groovin' Gourmets for providing the outstanding refreshments, and to the sponsors for making it possible.



Welcome to our newest members!

Kenneth Hill Operations Manager City of Richmond Email: kenneth.hill@richmondgov.com Vadim Kotikov Facilities Manager Reynolds Development Email: vadim@reydev.com

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

Michael Loving Manager Bon Secours Memorial Regional Med. Center Email: <u>michael.loving@bshsi.org</u> Justin White Account Representative Bonitz Flooring Group Email: justinwhite@bonitz.com

ALL OF OUR IFMA MEMBER'S PARTICIPATION IS IMPORTANT TO THE SUCCESS OF OUR GOLF CHARITY EVENT!

As you know we are committed to bringing more rather than less revenue to our charities "Hanover Habitat for Humanity", and "FeedMore". Every year we have auction items and firms sponsoring larger prize giveaways which make up the difference of revenue we need to be able to give substantial gifts to our charities. Last year \$1755.00 was generated by auction items and prize giveaways. What a tremendous revenue source for IFMA charities and fabulous recognition for the firm who puts up the auction item or prize money.

We are behind this year in securing the auction items and prize giveaways we need to fulfill our pledge. Please consider marketing your firm with the IFMA Golf Tournament this year. The Marketing potential is unlimited for your firm and there will be an attentive audience of Facility Professionals, Associates, and guests to support your firm's efforts.

Contact: Tim Hume

Chairman IFMA Golf Tournament

804-708-8927

timh@hermitagecountryclub.com

(Continued from page 3)

We've been hearing about the expansion of the Panama Canal so it can accommodate even larger ships for at least that long, and now it appears to be reality as the largest vessel in its history has just docked at the Port of Virginia in Norfolk, which is scrambling to increase its cargo handling capacity as more of the monster ships are on their way. That will put a lot more truck traffic coming this way on I-64, although the barge service bringing containers up the James to our port is also expanding and is now operating 3 runs a week.

Another long running saga coming to conclusion as BP either pays, or schedules to pay, all their claims from the oil rig blowout in the Gulf. Looks like their total tab will be \$62 billion, when all is said and done. Not to minimize the consequences in any way, but if a disaster like that had to happen, it was probably better to have it happen with a strong company like BP which had the resources to pay the claims than with a lesser firm that couldn't make good.

Area cab companies are crying "unfair" as Uber and now Lyft are killing their business. I rarely use a ride service, but I think they have a valid complaint as the traditional cabs do have to contend with far more in the way of permits, taxes, and regulations than do the new services.

We'll see how that works out, as we will the development, and acceptance of, the "autonomous" car. Progress to that goal took a setback recently as the first death of a Tesla driver occurred in Florida while he was driving in "semi-autonomous" mode. Seems his car's cameras failed to detect the difference between the bright sky and the white side of a tractor trailer turning in front of him, and his car drove into it. As one commentator noted however, 100 other drivers were killed in the U.S. while driving their cars that day and the eventual benefits of the driverless cars listed below are so compelling that progress toward that goal is certain to continue:

- 1.2 million lives could be saved every year •
- Car ownership is set to fall dramatically, potentially to a level where there is only one car per every 12 people
- Less traffic and less congestion
- Fewer parking places, freeing up as much as 28% of urban space for parks or other commercial uses
- Auto insurance premiums to decrease by at least 60%
- Lower fuel consumption, resulting in a 90% decrease in emissions
- Less wasted time (global average for the amount of time it takes to find a parking place in an urban area is 20 minutes)
- More affordable urban housing (on average tenants pay an extra \$246 more per month for an urban apartment whether or not they use a parking place)

And, something has got to be worked out with our tax code, as Apple announces plans to borrow about \$60 billion in order to pay for dividends and stock buybacks. They've got plenty of cash sitting overseas, but not enough in this country, and they find it cheaper to borrow than to pay the taxes on the overseas money. Something ain't right about that scenario!

Finally, sorry to see that IFMA is going electronic on the FMJ magazine (you can subscribe to the printed version for an additional charge). I understand how they will save a lot of money by doing so (as we did with our Chapter Newsletter), but they will find out (as we did) that readership also drops way off when you go electronic only. I'll also be curious to learn what that will do to their ad revenues. And IFMA has also announced that they are starting a new interest group category called a "Community" beginning 7/1. You will still have the "Councils", such as Retail, Utility, Banking, Museums, etc. but now Operations & Maintenance, Finance, Real Estate, etc. will fall under the "Community" heading.

meeting at The Westwood Club. The Westwood Club is a long standing member of the Richmond community. The club offers members a variety of amenities including tennis, swimming and dining in the club's expertly maintained facilities.

Your Board is working hard to make this a great year for our Chapter. I hope you all have had ample opportunities for valuable networking and seen innovative facility ideas and solutions over the years. The Board welcomes your suggestions and insights on incorporating programs and events that will compel facility managers, building and property managers to get to know IFMA. Share the value of joining and becoming an active member of our chapter. Invite someone you think would benefit from a Professional or Associate membership to one of our chapter meetings soon.

I'd like to remind everyone that the 2016 Hurricane Season is well upon us. While the official season began on June 1st and will end November 30th conditions favoring the development of tropical storms in the Atlantic basin will peak between August and October. During these months 78% of tropical storms, 87% of category 1 and 2 hurricanes and 96% of major hurricanes (category 3, 4 and 5) develop and can threaten the U.S. coastline. In June an early prediction issued by hurricane researchers at Colorado State University and at North Carolina State University indicated that the below-normal tropical storm activity of the past three seasons will not continue into 2016, thanks in part to a developing La Niña event in the Pacific. The primary drivers leading to the above normal hurricane season this year include warmer than normal water temperatures near the U.S. coast and the effects of a lower than normal wind shear. Both are creating a favorable environment for storms to develop and strengthen.

So here are a few reminders and tips as the most active time of the hurricane season quickly approaches.

- **Have A Plan** that includes contact information for key employees, emergency response, evacuation criteria and disaster recovery.
- Maintain a current list of the key contractors/vendors and include the company contact name, telephone numbers and email addresses.
- Keep an electronic and hard copy of the plan offsite and Review It Now!

Check battery powered emergency equipment: flashlights, radios, cell phones etc.

Inspect roofs and flashing to confirm they are properly secured.

Inspect storm, roof and floor drains to ensure they are free of debris and fully functional. Clear loose and clogged rain gutters and downspouts.

Secure or brace outside storage tanks, sheds and other structures.

Remove all awnings and lightweight outdoor coverings.

Verify stability before entering a flooded, formerly flooded or wind-damaged building.

Avoid breathing the dust that is generated by wet building materials.

Promptly assess damage to structure, contents and equipment.

Photograph and document all damage.

Respond quickly.

Have an established relationship with a professional restoration company. After a major storm or hurricane resources will become limited. It is critical to know your restoration contractor will respond quickly and effectively to *your water damaged facility.*



Our goal is to have members participate in as many IFMA Richmond Chapter and IFMA National events as possible.

Any Professional or Associate member that participated in minimum of 5 IFMA Richmond and/or IFMA National events from January 1, 2016 through June 14, 2016, had their name entered into a drawing. There were a total of 32 members names put into that drawing - 18% of our membership. Three names were drawn at Squirrelarama - Ranny Robertson, Don Hostvedt and Justin White. These three received a \$25.00 gift certificate to Tarrant's West, Tarrant's Cafe, Max on Broad Street (keeping it at a local restaurant).

Let's see more members participating in our new year!

(Continued from page 8)

- Confirm the company has the resources and experience to stabilize a water damaged commercial facility without delay.
- Verify the company performs employee background checks, technicians receive proper training, equipment inventory is sufficient enough when a major event ensues and the inventory includes the specialty drying equipment required for large commercial projects.

While this year marks a distinct upswing in tropical activity from the past three seasons nobody can really predict the strength, number or impact this hurricane season may have on Central Virginia. As we have recently experienced even severe thunderstorms that pop up with little warning can wreak havoc on homes and businesses. Remember a flooded building is much more likely to occur from something other than a storm or hurricane. **So get and stay prepared!** If you don't already have a plan and want to complete one talk with other facility managers about the company plans they have created. I am also happy to help get you started. As we like to say around here "*Let's be ready for whatever happens whenever it happens.*"

On behalf of all the Board Members, thank you for choosing to be a member of our IFMA chapter. We look forward to seeing you at our monthly membership meeting August 9th. Until then let's enjoy the summer days and nights ahead. They will be just a memory before we know it!



23rd ANNUAL RICHMOND IFMA GOLF TOURNAMENT

Exclusively sponsored by our Platinum Sponsors



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



ServiceMASTER Clean



Monday, September 19, 2016 Registration & Lunch at 10:30, 12:00 Shotgun Start Hermitage Country Club



Contact Tim Hume at 804-708-8927 or Fax 804-708-8945 or e-mail <u>timh@hermitagecountryclub.com</u> regarding sponsorship availability. All sponsorships are \$850 by check, or \$875 if paying by credit, include 4 players, meals, signage and your company will be recognized throughout the tournament day.

JOIN IN THE FUN & REGISTER EARLY!

Registration begins at 10:30 a.m.
Lunch and Dinner with Fabulous Food and Dessert Bar

Captain's Choice Format Indiag Hole In One Long Drive Close

Prize Holes, Including Hole-In-One, Long Drive, Closest to the Pin
Mulligans \$5 each, \$2 per foot string & packages for foursomes

Also, please see the request at the bottom of page 6



Richmond Chapter Monthly Meeting Westwood Club Tuesday, Aug 9, 2016



Please Join Us This Month To Tour The Westwood Club As a Richmond tradition for more than 80 years, the Westwood Club offers a unique alternative in private clubs. With their rich history and strong sense of community, see how this club has kept up with times and accommodates their members

Sponsors

PLATINUM



Where: Westwood Club

6200 WEST CLUB LANE , RICHMOND, VA 23226

Parking: Parking Lot In Front

Time: 5:30 pm: Networking/Social Hour 6:30 pm: Tour 7:30 pm: Q&A

RSVP by:

Thursday, August 4, 2016 Simply e-mail Barbe Shaffer at <u>ifmarichva@gmail.com</u> or register on our website at <u>www.ifmarichmond.org</u> and click on Sign-up Genius and pay by credit card or at the door

COST:

Members: \$15 Members w/certification: \$10 Non-Members: \$35

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







Westwood Club

6200 West Club Lane

Tuesday, August 9, 2016

5:30 PM

www.ifmarichmond.org