

EAST LAKE NEWS

WELLSTON HOUSING AUTHORITY RESIDENTS BECOME NATIONAL SILVER GLOVES BOXING CHAMPS!



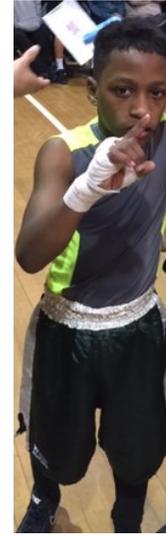
Brandon Davis
Age 15–156 lbs.
Ranked #3



Michael Davis
Age 13–85 lbs.
Ranked #4



Harold Wallace
Age 11–70 lbs.
Ranked #6



Jayon Wallace
Age 11–60 lbs.
Ranked #7



Coach
Devonshea Smith

Young residents of East Lake managed Wellston Housing Authority in the Metro St. Louis Area have become National Silver Gloves Boxing Champions. After months of preparation the tournament took place in February in Independence, MO. Here are the champions with their national rankings according to their weight. Congratulations to our talented youth on this wonderful achievement!

EAST LAKE IS COMMITTED TO GOOD CUSTOMER SERVICE

East Lake was founded in 1983 by Mr. Elzie L. Higginbottom and the company was built on strong principals. One of the most important is good customer service. Whether we are working with residents in property management, clients in facilities management and development, outside vendors, or with our fellow employees in every department—good customer service is key to the success of our business. The East Lake vision for Service Excellence is to provide the highest levels of professionalism and customer service to all residents, employees and guests.

Service Excellence includes:

- Professional appearance — Dress appropriately and keep all work areas neat and businesslike.
- Responsiveness — Be accessible, react quickly and resolve the customer's issue in a timely manner.
- Cleanliness — Keep all common and service areas clean at all times.
- Reliability — Provide accurate information and always do the job right.
- Courtesy—Be welcoming, respectful, and friendly with all customers (residents, guests, vendors and employees).

CONGRATULATIONS TO THESE EAST LAKE PROPERTIES WITH OUTSTANDING REAC SCORES!

Father Martin Farrell House—99a
Warren Beard—Property Manager
Michelle Ratcliff—Oversight Manager

Roosevelt Tower—95b
Mary Anderson—Property Supervisor
Lisa Williams—Property Inspector

Edwin C. Berry Manor—96b
Sheryl Brown—Property Manager
Michelle Ratcliff—Oversight Manager

Englewood Gardens Apts.—95b
Sheila Burks/Tyhanna Higgs—Property Managers
Tyra Taylor—Oversight Manager
Lisa Williams—Property Inspector

36th Street Townhouses—90b
Carmelita Ewing—Property Manager
Lolita Smith—Oversight Manager

SPOTLIGHT ON IT MANAGER RASHAD CHAMBERLAIN



Rashad Chamberlain is the IT Manager for East Lake and has been with the company since September 2013. What he enjoys most about his job is learning new technology, helping the staff and training. When it comes to what he focuses on most throughout the day Rashad says, “I try to make IT transparent.” He also works toward, “redefining and encompassing desk-top support and staying informed of where the tech world is heading.”

Rashad says he has been fixing broken computers since he was 13. He bought books and learned all he could. His first career choice since he was a small child was law but when he started working with computers that became his passion.

The Chicago native attended De La Salle Institute, where he was a football running back, and DePaul University where he received a B.S. and Masters’ Degree in Computer Science. Rashad’s keys to success are, “try to stay focused and prepare for change.” His advice to people who want to go into the IT field is, “Find out what you are good at. Find out what you are terrible at and make those things good. Be ready.”

He adds, “Being at East Lake has given me a chance to expand myself. I’ve had an opportunity to learn different things with all departments. I believe in the team.” **Thank you Rashad!**

SPOTLIGHT ON PROPERTY SUPERVISOR BENNIE SMITH-GANT



Bennie Smith-Gant is a Property Supervisor for Altgeld Gardens Murray Homes. She has been with East Lake for eight years. What she likes most about her job are the people: residents, employees and office staff. She also notes that she likes working for Project Executive Juana R. Pollard because, “she is very fair.” Bennie likes being at East Lake because she thinks the company has very good systems in place.

Throughout the day Bennie focuses most on conflict resolution. She is solution oriented. For those residents having challenges with their rent she talks to them about payment plans and learning how to budget. Staff training is also very important to her. She started out in this business working on summer food programs for children in Lawndale and she received training through CHA. Bennie was born on a plantation in Minter City, MS in a one-room shanty and came to Chicago when she was 2 years old. She learned her strong work ethic from her father who is her inspiration. She said he taught her to, “Do it right the first time so you don’t have to go back and do it again.” She attended Lucy Flowers High School and took classes in accounting at Malcolm X College and Daley College.

Her advice for those who want to go into this line of work is, “Get a good education, help people, do your job right, have a thirst for knowledge, stay well informed of new policies and procedures, follow-up and follow-through, network and stay true to yourself.” Bennie is a proud wife and mother of 7 children, 33 grandchildren and six great-grandchildren. Her keys to success are to, “Remain ethical and you will always succeed.” **Thank you Bennie!**

SPOTLIGHT ON OVERSIGHT MANAGER TYRA TAYLOR



Tyra Taylor is an Oversight Manager at East Lake and she has been at the company 12 1/2 years. What she likes most about her job is the day to day interaction with the tenants, contractors and her colleagues. What she focuses on most throughout the day is meeting deadlines, assisting the property managers in her group and the owners.

The Chicago native attended Jones Metropolitan High School. After receiving her Associate Degree from Northwestern College in Hospitality Management and Bachelors from Robert Morris College in Business Administration she came to East Lake and held positions in recertification, and as an Assistant Property Manager and Property Manager.

Tyra’s advice for someone who wants to go into this line of work is to, “Get your foot in the door and learn the industry.” She also notes that networking is very important. The words Tyra lives by are, “Attract what you expect, reflect what you desire, become what you respect, and mirror what you admire.”

What Tyra likes most about East Lake is the people. She also likes what the company stands for and enjoys our Team East Lake Days when we come together to give back to others. **Thank you Tyra!**

SPOTLIGHT ON MAINTENANCE TECHNICIAN TRACY BURNS



Tracy Burns is the Maintenance Technician for Father Martin Farrell House. He has worked at Farrell House for 20 years. What he likes most about his job is the challenge of working out problems. He focuses on, "Maintaining the property and making sure that the tenants are happy and pleased."

Tracy's first job at Farrell House was as a janitor and painter. He enjoyed working with others. His keys to success are, "Having the right attitude and motivation. I put my heart into my work and I love and like what I do." The Chicago native went to Calumet High School and studied auto mechanics at Olive Harvey and Kennedy King Colleges. The words he lives by are, "Everything starts with God and family."

Tracy says that at Farrell House they work as a team. "The team starts with property manager Warren Beard." Tracy is also thankful for the help of his maintenance colleague Clara Foster Nettles in preparing the property to achieve the excellent REAC score of 99a. Tracy says, "I want to thank East Lake for giving me the opportunity to be a part of such a worthy team and the chance to do a good job." **Thank you Tracy!**

IN HONOR OF VIOLET ORELLANA

Violeta S. "Violet" Orellana was an Accounts Payable Assistant at East Lake. Violet also previously worked for the company as an Administrative Clerk in the CHA portfolio. She joined East Lake in June 2013. She was known and appreciated as a hardworker who had a sunny smile for all of her colleagues. She passed away suddenly on December 24, 2015.

Violet was a Chicago native who resided in Whiting, Indiana for the past 38 years. She was respected as an excellent cook and baker and she was a graduate of The French Pastry School, L'Art de la Patisserie, at The City Colleges of Chicago.

Violet will be deeply missed at East Lake and we are glad we had an opportunity to know her.



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East Lake: Many Faces, Diverse Talents, One Team