

## Member Spotlight – R. L. Dunn, VAMA President and Owner of Dunn Right Properties

1. How did you get started in the business?

My relatives each had a couple of properties. I enjoyed working on properties and thought it would be a good way to make money.

2. What made you decide to make Property Management your career?

I enjoy working with my hands, but you need to know how to do the office work if you want to be successful.

3. Best thing you learned from the business that you wish everyone knew?

It is not a boring job. It takes a lot of skill in a lot of different areas to deal with different people.

4. How were you able to transition from maintenance to management?

I enjoy being well rounded. I enjoy studying law to deal with tenants. But I prefer to work with my hands doing the maintenance.

5. Do you have any tips for managers on how to work with maintenance teams?

It takes a lot of common sense to do maintenance. Most maintenance men feel they are good at their jobs but with a little more training they can be great at their job. Just last week (7-25-17) I had a maintenance friend that wanted to learn more. He stated he had put in hundreds of toilets. When I showed him how I put in a toilet he was floored. Stating I've never seen it done that way. He then went on to say doing it RL's way will save hours in the future on any repairs. We then moved on to painting. I was able to show him how to cut his painting time in half.

6. How does maintenance contribute to the overall performance of a property?

If you stay on top of your maintenance it will keep your tenants happy. If your tenants are happy they don't move as much. If maintenance is bad then tenants get mad and move.

7. What do you wish your past self-had known a lot sooner?

Nothing. I don't make mistakes. Every error is a learning item. I would not want to go back in time and change anything because everything I've done has made me who I am today.

8. Tell us a few things about yourself that people may find interesting.

I was told I would never graduate from High school due to my learning disability. I was lucky to get a "D" in English, psychology, history etc. I received straight A's in accounting, math and computer science. My mom tried her best to culture her boys. I have 5 years of ballet and tap. I served in the Army as an infantry soldier. I've raised chickens, cows, and ostrich. Hard work does not scare me. I thrive on it. Want to dig a ditch? How deep and how far are my questions? All I need is a shovel and a pick ax. Started riding with my grandfather on the honey dipper truck as a baby. Smells great!!!