



March Events:

Thursday, March 12th: NRVAC Breakfast Meeting—Holiday Inn, Christiansburg.

- Breakfast begins at 8:30; meeting to begin at 9:00am
- Kimberly Moore will present on the sessions she attended while at the NAA Conference

Tuesday, March 21st: Fair Housing Seminar—CHP Training Center

- From 1:00pm – 3:30 pm

Register Now!

“Dealing with Difficult Residents” featuring Grimes Creasy

- Thursday April 22nd from 8:30am – 11:00am.
- Breakfast and Coffee will be provided.
- 2 CEC's
- Member Rate: \$35.00
- Log in with your VAMA ID – space is limited!

Keep us Updated!

Make sure to log in with your VAMA ID and keep your information updated! If your contact information has changed, we want to know!

Food for Thought:

At February's Breakfast Meeting, we learned about Social Media techniques. One of the most important things we can learn is how to respond to feedback, especially when it's in the form of a negative review.

Here is a great article from MultiFamily Insiders on the Do's and Don'ts for responding to negative comments on social media:

http://www.multifamilyinsiders.com/multifamily-blogs/do-s-and-don-ts-for-responding-to-negative-comments-on-social-media?utm_source=March+3%2C+2014+Newsletter&utm_campaign=2015-03-03+Newsletter&utm_medium=email