

**Email 1 — April 17, 2020 — Capt. Cory Nelson to Terrell Walter**

**Cc:** Jennifer Zilavy, Lindsay Lemmer

**Subject:** Chronic Nuisance Letter

Terrell,

I am just checking to make sure Kevin Newell and the Board have received the attached letter that was sent via certified mail last Friday to the office address. This will require a meeting with Kevin, ACA Zilavy, Alder Lemmer, one of our Crime Analysts, Officer Payne, and me. It can be done on a web-based video service in the near future.

Thank you,  
Captain Cory Nelson  
City of Madison Police - East District  
809 S. Thompson Dr.  
Madison, WI 53716  
Office phone: 608-267-2100

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**Email 2 — December 11, 2020 — Capt. Cory Nelson to Terrell Walter**

**Cc:** Jennifer Zilavy, Lindsay Lemmer, Kevin Newell, Andi Simmons, Jamar Gary

**Subject:** RE: Chronic Nuisance Letter

Hello Terrell,

I appreciate all the steps that Royal has taken to address issues over there. We have not had any significant events there that I am aware of for some time now. I have not had the time recently to go over calls for service at Harmony. I will put Officer Howard on it.

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**Email 3 — December 13, 2020 — Terrell Walter to Capt. Cory Nelson**

**Cc:** Jennifer Zilavy, Lindsay Lemmer, Kevin Newell, Andi Simmons, Jamar Gary

**Subject:** RE: Chronic Nuisance Letter

Captain Nelson,

Thanks for the follow up, and congratulations on your upcoming retirement!

Officer Payne and Assistant City Attorney Zilavy, I will hang tight for communication from either of you soon. Captain Gary, I look forward to an opportunity to have an introductory call when your schedule permits.

Best,  
Terrell J. Walter, MBA  
Development Manager

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**Email 4 — January 11, 2021 — Terrell Walter to Jennifer Zilavy**

**Cc:** Kevin Newell  
**Subject:** Harmony at Grandview Commons

Jennifer,

Happy new year, and I trust that all is well your way.

I received a note from Captain Gary regarding the decision to keep Harmony on the chronic nuisance list. Can we set up a call this week to discuss this ruling in greater detail?

Please let me know a few days/times that work well for you.

Best,  
Terrell J. Walter, MBA

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**Email 5 — January 11, 2021 — Terrell Walter to Jennifer Zilavy, Lindsay Lemmer**

**Cc:** Andi Simmons, Tim Szeklinski, Lauri Stamps, Kevin Newell  
**Subject:** FW: MPD calls for service

Good Morning Alder Lemmer and ACA Zilavy,

I am sharing the note below from Captain Gary regarding the calls for service distribution for Harmony.

As expressed to Captain Gary, our team has appreciated the consistent and timely (weekly on Monday morning) information from MPD, which has helped management respond to any issues almost immediately.

We have a few concerns with this change:

- **Not receiving the information in a timely manner:** It is our understanding that upon request, it could be 5–7 days before we receive the information.
- **Not receiving all calls for service:** It is our understanding that certain calls for service will not be revealed to us. These are likely to be serious incidents that would also be significant lease violations.

Our team is working to determine a way to prevent any lags in the receipt of information. If you all have any ideas, or ways to support us, that would be greatly appreciated.

Please advise.

Best,  
Terrell J. Walter, MBA

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## **Email 6 — September 15, 2020 — Terrell Walter to Multiple Recipients**

**Subject:** Harmony at Grandview Commons - Monthly Call

Good Afternoon,

Thanks again to all that were able to attend the call today.

I'm circling back with a few notes for those that were unable to make it.

### **Cameras**

- All cameras have been labeled in the system for ease of identification.

### **Programming**

- We are moving forward with strategic implementation of safe events (COVID-19 policies in place).
- On September 5th, we had a back-to-school event that included support from the community at large.
  - 50+ children received backpacks and school supplies.

### **Calls for Service**

- Lauri (Community Manager) and Tim (Regional Manager) have remained consistent with following up on all calls for service and documenting the results of their interaction with the Resident.
- Please see attached for the most recently received calls for service which includes Management comments.

Please let me know if you have any questions.

Best,  
Terrell J. Walter, MBA

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**Email 7 — November 30, 2021 — Tim Szeklinski to Jennifer Zilavy**

**Subject:** Harmony at Grandview Commons

Attn Zilavy,

I am reaching out to you today to let you know that WMC will no longer be managing Harmony at Grandview Commons. Due to differences in expectations and management styles, we have made the recent decision to part ways with Royal Capital.

We have enjoyed working with you at Harmony at Grandview Commons and appreciate the part you play in the success of the community.

Tim Szeklinski, ARM / Broker  
Regional Manager  
Wisconsin Management Company, Inc.

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**Email 8 — November 30, 2021 — Terrell Walter to Jennifer Zilavy**

**Cc:** Lindsay Lemmer, Jamar Gary, Joey Skenandore, Howard Payne, Kevin Newell, Kenisha Terrell

**Subject:** RE: The Harmony

Hi Jennifer,

Please note that we received Wisconsin Management Company's notice of termination via e-mail at 9am this morning, and were not aware that it was coming. As you can imagine, this caught our team off-guard.

I'm including a few notes below:

- We have and will continue to hold all Management Agents to a high standard for our portfolio of properties (including Harmony at Grandview Commons).
- Our team is working through a strategy for identifying, interviewing, and efficiently onboarding another Management Agent.
- We remain committed to ensuring that Harmony continues to be a stabilized property and will see to it that our established best practices are maintained through this transition.

This includes (but isn't limited to):

- Continuing the programming at the site.
- Hosting calls/updates with City Stakeholders.
- Maintaining our Resident Selection Criteria.
- Requesting, and following up on calls for service.

I will circle back with the group to keep you all updated, and we welcome recommendations for Management Agents that the City has had positive experiences with.

Best,  
Terrell J. Walter, MBA

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**Email 9 — January 19, 2022 — Terrell Walter to Jamar Gary, Lindsay Lemmer, Jennifer Zilavy**

**Cc:** Joey Skenandore, Howard Payne, Kenisha Terrell  
**Subject:** RE: Management update?

Alder Lemmer and Captain Gary,

Apologies on the delay in getting back to you.

We have selected Horizon Management Services to serve as management agent for Harmony. They are a Madison-based group with more than 35 years in the industry.

Attached is their brief brochure and here is a link to their website.

We are officially onboarding them next week and look forward to scheduling a meeting to facilitate an introduction in early February.

Best Regards,  
Terrell J. Walter, MBA

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