



# Vendor Newsletter



## Interview with Lee Nichols

We sat down with Lee Nichols, a seasoned Property Manager with Maple Leaf Property Management since 2014, to hear her tips on working together and building trust that helps everyone succeed. Lee recognizes that strong vendor relationships are essential to her success and values the collaboration that allows her to best serve her clients.



**Q: Lee, what's your overall vision when it comes to working with vendors?**

**Lee:** I'm committed to taking my business to the next level, and I can't do that without the help of my vendors. Focus on building strong, lasting relationships with vendors who are reliable, fair, and committed to high standards.

**Q: How do you view the vendor-PM relationship?**

**Lee:** I see it as a true partnership that goes both ways. That means I'm committed to paying them promptly, treating them with respect, and supporting them with great communication (this is key).

**Q: What specific things do you need from vendors to keep things running smoothly?**

**Lee:**

1. Use AppFolio for all communication – All updates, photos, notes, estimates, and invoices should go straight into AppFolio.
2. Customer service matters – Vendors should treat tenants respectfully because they're our customers, and we want great reviews. Likewise, vendors deserve respect too.
3. Timely completion – Complete everything listed. Most jobs should be finished within 2 days of starting, unless it's a larger project. The job shouldn't be marked complete until everything on the work order is done.
4. Leave the space better than you found it – Clean up thoroughly so the only sign you were there is that the job looks beautiful. Tip: Wearing shoe covers is a great touch and shows attention to detail.

**Q: What's your ideal outcome from this approach?**

**Lee:** I want to build trust. When vendors do the job right, completely, and with care and I hold up my end there's really no limit to what we can accomplish together.

# Meet Our Maintenance Team

Behind the work orders is a team of real people who love what they do. Here's a quick bio so you can get to know the folks you partner with every day.

## Ben Perez

*Maintenance Coordinator*

I handle new maintenance requests and follow up until they're completed, coordinate appliance deliveries and installations with vendors, create reports, and support the Property Managers when urgent issues arise. I've been with the company for a few months, and what I enjoy most is the workflow and the strong communication within our team. Outside of work, I love spending time with my family and watching football games.



## Drew Stoker

*Maintenance Coordinator*

My name is Drew Stoker, and I'm from the Philippines. I graduated with a degree in Electrical Engineering, though I chose not to pursue a career in the field. I have a passion for traveling, especially to beaches and mountains, where I enjoy exploring and experiencing new places. I also love cooking and spending quality time with my two nephews, who mean a lot to me.



## Anielka Narvaez

*Vendor and Customer Service Coordinator*

I'm from Nicaragua and bring over 10 years of experience in the customer service industry, along with more than a year in property management and real estate. I'm helping our vendors and property managers keep things running smoothly, I love spending time with my family and my energetic husky. Fun fact: I've watched Titanic more times than I can count, and I still tear up every single time.



## Stephanie Martinez

*Inspector and Marketing Coordinator*

I've spent over 10 years in customer service and operations, and I've recently made the move into property management. I'm passionate about people, processes, and finding ways to make things run smoothly for clients and teams. I also love getting creative with ideas that bring branding and marketing to life. Learning, improving, and taking on challenges keep me motivated, whether it's a new project at work or convincing my family that gallopinto works for breakfast, lunch, and dinner.



## Brian Smith

*Maintenance and Marketing Director*

I've called the PNW home for over 40 years. I joined Maple Leaf in 2019, after working for many years in the vacation rental industry. I bring years of management and property care experience to the team. Our maintenance team is the heartbeat of Maple Leaf. I am proud to lead alongside an innovative, hardworking Team that makes it all happen.



## Home Together

At Maple Leaf, we believe in giving back through our Home Together community, which supports children and families in need by providing family-oriented, short-term housing while their children receive life-saving treatment. This fall, we're inviting our vendor partners to join us in this mission.



### There are many ways to get involved:

- Buy a table at our upcoming Home Together [Oktoberfest event](#)
- Join us in person for a night of community and celebration
- Support in your own way through services, donations, or other contributions that fit your business

Your support - big or small - helps us continue making a difference.

If you'd like to learn more or explore how you can be part of this cause, please reach out at [maintenance@mapleleafmgt.com](mailto:maintenance@mapleleafmgt.com).

**Together, we can make a meaningful impact.**

## >>> Set Yourself Up for Success on the Job Site <<<

To keep things running smoothly this fall, here are a few best practices we ask all vendors to follow:

- Come prepared
- Wear shoe covers in the home
- Take notes
- Take before and after photos
- Upload everything to AppFolio
- Communicate with Property Managers for approvals
- Finish the job completely
- Leave the space clean



**We appreciate your partnership in keeping our properties safe, functional, and comfortable for residents.**

## Testimonial

Lastly, we want to take a moment to share some kind words from one of our valued vendors. Hearing about your experience working with Maple Leaf reminds us how important strong partnerships are in delivering great service to our residents:

"Lee Nichols and Jason Rodin are incredible property managers! We work with a number of property managers and companies, and they are among the very best. They care about their work, clients, as well as their properties. You can't teach that - it just shows up in how they handled their day to day tasks and communication with our team. Anytime we have a question, concerns, etc. about a property, their response time is nearly immediate. As a team that does so many cleans a day, this is invaluable as roadblocks naturally arise in this line of work. We have never been left locked out of a building, without water, or electricity. We are incredibly excited to continue to build our partnership with Jason, Lee, and the rest of the Maple Leaf team!"

**Thank you Eric and your team for helping us care for our properties and residents — we couldn't do it without you!**