



SNAPSHOT

CORPORATE HEADQUARTERS

Indianapolis

NUMBER OF EMPLOYEES

400

EXECUTIVE CPM,
Jerry Collins, CPM

COMPANY WEBSITE
www.flahertycollins.com



FLAHERTY & COLLINS
PROPERTIES



**AN EXCLUSIVE INTERVIEW WITH JERRY COLLINS, CPM,
OF FLAHERTY & COLLINS PROPERTIES, AMO.**

■ **What is your strategy regarding training and developing employees?**

First, we seek potential employees who are enthusiastic and have a desire to learn and advance in both our company and the industry. We have an active, in-house training program at all levels of our company, regardless of position.

Additionally, we encourage and pay for employee training from outside experts, including IREM, state apartment associations and others. Our team at Flaherty & Collins is our most important asset as a company, and as such, we take great pride in acknowledging and celebrating employee accomplishments.

■ **How have you noticed the industry changing; what has your company done to stay ahead of the curve?**

The demographics of our residents have changed dramatically over the years. Renters by choice—both in the millennial category and retiring baby boomers—make up a larger cross section of our population. We strive to stay well-informed of the newest amenities, technologies and finish unit trends by having a core group from Development, Construction and Property Management visit other cities at least twice a year for that purpose. Listening to our residents through surveys and social

media is also a very important change in our industry.

■ **What is the secret to building a great team? What is your vision as a company?**

To build a great team, we need great people. We have a lot of fun at Flaherty & Collins and we work hard to meet the goals of the owners we represent. It is vital to be a good listener and embrace new ideas and suggestions from anyone in the organization. Whenever possible, we promote from within the organization and place a high value on training and continuing education.

■ **How does your firm attract/retain great talent?**

Communication with all employees is very important to both attract and retain great talent. Team members need to understand the overall vision of the company and how they fit into the overall plan for success.

We often encourage team members to be active in IREM, ULI and state apartment associations where we develop and manage. Industry-related events are great opportunities to meet and network with potential employees. Being based in Indianapolis, we look at Ball State University's fantastic Residential Property Management Program and Indiana University's Kelly School of Business as good sources for new talent. ■