

# Fahe



## HPN Select Vendor Playbook



June 2018

# Introduction

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Welcome to the HPN Select team!

HPN Select is a low risk, high value solution with no upfront cost to you. Our mission is to provide vendor programs with superior quality and service. Each of our vendors are carefully sourced to meet the needs of the HPN Network and like-minded for-profit owners and managers by offering a vertical focus on one industry – the affordable housing sector.

As a representation of our many offerings, we are pleased to share with you this HPN Select Vendor Packet. The Packet is tailored to your organization and designed to assist each Property Manager in making seamless purchases for their communities. The vendors included are our preferred vendors, the products and services of which will be available to every community moving forward.

To demonstrate our dedication to continuously improving, we will update this guide to reflect the purchasing decisions of your organization. Our commitment is to provide you with unparalleled quality and service.

As always, we appreciate everything you do for the community, and we are proud to be your preferred partner.

If you have any questions, please do not hesitate to contact our Director of Procurement, Chris Frederick, at (919) 817-9058 or [Frederick@hpnselect.com](mailto:Frederick@hpnselect.com).

Kind regards,



*Mark Vernon*  
**Mark Vernon**  
President of HPN Select



*Chris Frederick*  
**Chris Frederick**  
Procurement Director

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# Fahe Vendor Overview

The following HPN Select vendor packet contains pertinent ordering information and key program highlights. This guide will be updated quarterly to reflect vendor changes. For further questions regarding each program, please reach out to the designated account manager.

Below are the contacts for HPN Select Programs:

Vendor Program	National Account Manager	Contact Information
Belfor	Russ Lannom	russ.lannom@us.belfor.com
Cintas	Kerry Ellington	ellingtonk@cintas.com
Elite	Scott Blakeman	sblakeman@eliteisi.com
Goodman	Jordan Petrie	jordan.petrie@goodmanmfg.com
Granite	John Bradicich	jbradicich@granitenet.com
HD Supply	Bill Garrett	william.garrett@hdsupply.com
Metro Solutions	Salvatore Crish	scrish@metroservicesolutions.com
Mohawk	Teneara Herzog	teneara_herzog@mohawkind.com
Old Seville	Gayle Hill	Gayle@wasteexperts.com
Orkin	Rick Jordan	rjordan@rollins.com
Protection 1 / ADT	Kristin Ellis	kristinellis@adt.com
Rentokil	Todd Goade	todd.goade@rentokil.com
Schindler	Jesse Wright	jesse.wright@schindler.com
Sherwin Williams	Jim Cooley	james.cooley@sherwin.com
SmartBurner	Scott Strack	sstrack@pioneering
Staples	Kim McAuley	kimberly.mcauly@staples.com
Texacraft	Michelle Wary	mwary@texacraft.com
Transunion	John Noak	john.noak@transunion.com
Whirlpool	Brad Dehler	bradley_j_dehler@whirlpool.com
Wilmar	Megan Baker	Megan.Baker@wilmar.com
Xerox	Jason Schachel	jason.schachel@carolinaos.com

# 01. Appliances

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Whirlpool has partnered with HPN Select and its members to provide discounted appliances for orders of 3 units or more. For large rehab or new construction projects, you may have access to Whirlpool's Multifamily Team, which assigns you a designated representative to ensure your project goes as seamless as possible. This will be your main point of contact to help with order placement, order status inquiries and changes, escalated order issues, delivery issues, and punch lists.

For new construction, large rehabs, or to set up an ongoing account, please contact **Brad Dehler** at **[bradley\\_j\\_dehler@whirlpool.com](mailto:bradley_j_dehler@whirlpool.com)** to get started.

## Vendor Contact

Brad Dehler  
**E:** [bradley\\_j\\_dehler@whirlpool.com](mailto:bradley_j_dehler@whirlpool.com)  
**P:** (865) 470-5065

## HPN Select Contact

Laura Wheeler  
**E:** [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
**P:** (919) 896-5393

## 02. Background Screening

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TransUnion has partnered with HPN Select to offer members their ResidentScreening solution that covers all of your screening concerns. With TransUnion's ResidentScreening solution, you receive more data and better analytics faster, which helps ensure that your potential residents are ideal for your property. TransUnion's ResidentScreening integrates with your current property management system to streamline your workflow. As a TransUnion customer, you receive support and guidance from a dedicated relationship manager.

TransUnion in addition offers HPN Select members their ShareAble For Hires background check solution for employment hiring.

For any questions or more information, please contact **John Noak** at **john.noak@transunion.com** or **(516) 835-6086**.

### Vendor Contact

John Noak  
**E:** john.noak@transunion.com  
**P:** (516) 835-6086

### HPN Select Contact

Jeff Smith  
**E:** smith@hpnselect.com  
**P:** (919) 896-3175

## 03. Elevator Construction and Maintenance

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**Schindler**

Schindler provides dedicated account management, offering competitive pricing, maintenance, monitoring, custom one-on-one online capital planning, quarterly reports, comprehensive portfolio management, proactive 24/7 service, and continuous online support. As a Schindler National Account customer, you receive an unmatched level of attention.

For maintenance requests, contact **Jesse Wright** at [jesse.wright@us.schindler.com](mailto:jesse.wright@us.schindler.com).

For new construction, contact **Linda Lewis** at [linda.lewis@us.schindler.com](mailto:linda.lewis@us.schindler.com).

### Vendor Contact

Jesse Wright  
**E:** [jesse.wright@us.schindler.com](mailto:jesse.wright@us.schindler.com)  
**P:** (954) 300-5919

### HPN Select Contact

Adam Dries  
**E:** [dries@hpnselect.com](mailto:dries@hpnselect.com)  
**P:** (919) 817-9299

## 04. Fire Inspection

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Cintas is your preferred provider for Fire Inspection Services. HPN Select's Fire Protection program provides members with a solution for fire extinguishers, fire monitoring, sprinkler systems, and more.

For any questions, please contact **Kerry Ellington** at **ellingtonk@cintas.com** or **(513) 573-3748**.

### Vendor Contact

Kerry Ellington  
**E:** ellingtonk@cintas.com  
**P:** (513) 573-3748

### HPN Select Contact

Adam Dries  
**E:** dries@hpnselect.com  
**P:** (919) 817-9299



## 05. Fire Protection

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**SMARTBURNER™**  
LOOK SMART. COOK SMART. SAVE SMART.

SmartBurner is a state-of-the-art transformation of the electric coil stove that helps prevent cooking fires. HPN Select has partnered with SmartBurner to provide discounted units as a substitute for Fire Stops.

For more information, contact **Scott Strack** at [sstrack@pioneeringtech.com](mailto:sstrack@pioneeringtech.com) or **(919) 306-5658**.



### Vendor Contact

Scott Strack  
**E:** [sstrack@pioneeringtech.com](mailto:sstrack@pioneeringtech.com)  
**P:** (919)306-5658

### HPN Select Contact

Adam Dries  
**E:** [dries@hpnselect.com](mailto:dries@hpnselect.com)  
**P:** (919) 817-9299

# 06. HVAC and Water Heaters



Air Conditioning & Heating

Goodman is HPN Select’s preferred vendor and offers competitive pricing for HVAC units, water heaters, and other related parts. To purchase a Goodman product, HPN Select members purchase through our MRO supplier, Wilmar.

To purchase a Goodman product, please do so through Wilmar. If you do not already have a Wilmar account set up through HPN Select, please contact **Megan Baker** at **(904) 421-1400 ext. 105152** or **megan.baker@wilmar.com**.

## Vendor Contact

Megan Baker  
**E:** [megan.baker@wilmar.com](mailto:megan.baker@wilmar.com)  
**P:** (904) 421-1400 ext. 105152

## HPN Select Contact

Adam Dries  
**E:** [dries@hpnselect.com](mailto:dries@hpnselect.com)  
**P:** (919) 817-9299

# 07. Flooring Installer



HPN Select’s flooring program with Sherwin Williams covers the supply, delivery and installation of a variety of floor-coverings on a national basis, including the supply of carpet tiles, carpets, underlay, linoleum, vinyl, hardwood, laminate and miscellaneous products, including rubber and cork flooring.

To begin setting up a master account for Fahe, please contact **Jim Cooley** at **james.cooley@sherwin.com** or **(617) 595-7126**

## Vendor Contact

Jim Cooley  
E: james.cooley@sherwin.com  
P: (617) 595-7126

## HPN Select Contact

Laura Wheeler  
E: wheeler@hpnselect.com  
P: (919) 896-5393

## 08. Flooring Manufacturer



Mohawk is the standard flooring provider for HPN Select. When purchasing flooring from any service provider, simply **select the HPN Select private label** name that coordinates to the desired flooring. For discounted pricing, please use Sherwin Williams or Floor Expo for installation.

### Hard Surface

HPN Private Label	Mohawk Style Name	Application	Type	Thickness	Finish/Wear
HPNS Standaard Vinyl	Scottsdale	Glue Down	Sheet - 12'	55 gauge	PVC - 10mil
HPNS Premium Vinyl	Divinity	Glue Down	Sheet - 12'	65 guage	Urethane - 10mil
HPNS Standard Plank	Baldoria	Glue Down	Flexible LVT	2mm	6mil
HPNS Premium Plank	Rexford	Glue Down	Flexible LVT	2mm	12mil
HPNS Plus Plank	Hidden Splendor	Glue Down	Flexible LVT	2.5mm	12mil
HPNS Commercial Plank	Radiant Touch	Glue Down	Flexible LVT	2.5mm	20mil
HPNS Float Plank	Lasting Splendor	Click/Float	Flexible LVT	4.2mm	12mil
HPNS Ridgid Plank	Raddison	Click/Float	Ridgid Core	6.5mm	12mil

### Commercial Carpet

HPN Private Label	Mohawk Style Name	Style Number	Type	Fiber	Category
HPNS Silver Commercial	Defender 26	PM338	Broadloom	Nylon	Good
HPNS Gold Commercial	Scholarship II 26	PM329	Broadloom	Nylon	Better
HPNS Silver Modular	Rulebreaker Tile	2B134/2B135	Modular	PET	Good
HPNS Gold Modular	Scholarship II Tile	2B101	Modular	Nylon	Better
HPNS Platinum Modular	Get Moving Tile	PM341	Modular	Nylon	Best

### In-unit Carpet

HPN Private Label	Mohawk Style Name	Style Number	Brand	Weight	Color
HPNS Gold	Home Charm	PM392	SmartStrand NanoLoc	FHA	Solid
HPNS Platinum	Neutral Shift	PM395	SmartStrand NanoLoc	FHA	Tonal
HPNS Silver	High Voltage	PM391	SmartStrand NanoLoc	SUB	Solid
HPNS Value Fleck	Striker	PM324	Everstand	FHA	Barber Pole
HPNS Value Fleck	Fierce Competition	PM306	Everstand	FHA	Solid

#### Vendor Contact

Teneara Herzog  
E: [teneara\\_herzog@mohawkind.com](mailto:teneara_herzog@mohawkind.com)  
P: (678) 381-3755

#### HPN Select Contact

Laura Wheeler  
E: [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
P: (919) 896-5393

## 09. Managed Solutions

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HPN Select has partnered with Metro Service Solutions to provide members with a service based solution. Metro has programs in place for categories including, but not limited to, plumbing, electrical, and painting service providers.

For more information, please contact **Salvatore Crish** at **[scrish@metroservicesolutions.com](mailto:scrish@metroservicesolutions.com)** or **(516) 586-3859**

### Vendor Contact

Salvatore Crish  
**E:** [scrish@metroservicesolutions.com](mailto:scrish@metroservicesolutions.com)  
**P:** (516) 586-3859

### HPN Select Contact

Adam Dries  
**E:** [dries@hpselect.com](mailto:dries@hpselect.com)  
**P:** (919) 817-9299



HD Supply is the preferred MRO provider of HPN Select. HD Supply provides members with more than 60,000 products, as well as strategically positioned distribution centers in order to meet our members’ needs.

To set up an account with HD Supply, contact **Bill Garrett** at **[william.garrett@hdsupply.com](mailto:william.garrett@hdsupply.com)** or **(909) 991-5767**

**Vendor Contact**

Bill Garrett  
**E:** [william.garrett@hdsupply.com](mailto:william.garrett@hdsupply.com)  
**P:** (909) 991-5767

**HPN Select Contact**

Adam Dries  
**E:** [dries@hpnselect.com](mailto:dries@hpnselect.com)  
**P:** (919) 817-9299

## 10. MRO

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Wilmar is one of our preferred suppliers for replacement appliances, water heaters, and HVAC equipment. They may also be used as a supplier for maintenance, repair and operations pricing or solutions.

### Benefits of HPN Select Program:

- Custom, aggressively discounted pricing on selected product categories: Appliances, Water Heaters, and HVAC equipment & parts.
- Current Discount: 5% off list price on the web and catalog.
- Online Account Access with preloaded discounts – [www.wilmar.com](http://www.wilmar.com)
- Professional and knowledgeable Reps focused on our needs for Improving:
  - Market Position
  - Managing Risk
  - Controlling Cost
  - Building Asset Value

To get started setting up the portfolio, contact **Megan Baker** at **(904) 421-1400 ext. 105152** or **[megan.baker@wilmar.com](mailto:megan.baker@wilmar.com)**.

### Vendor Contact

Megan Baker  
**E:** [megan.baker@wilmar.com](mailto:megan.baker@wilmar.com)  
**P:** (904) 421-1400 ext. 105152

### HPN Select Contact

Adam Dries  
**E:** [dries@hpnsselect.com](mailto:dries@hpnsselect.com)  
**P:** (919) 817-9299

## 11. Multi-function Devices

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Xerox has partnered with HPN Select to provide premier copier pricing and services to members of the Housing Partnership Network nationwide. You have access to complementary comprehensive reporting of print usage, auto replenishment of toner, and electricity and carbon footprint monitoring.

To get started, please send current lease and maintenance contracts to **[jasonschachel@carolinaos.com](mailto:jasonschachel@carolinaos.com)** or **(703) 930-0598**.



### Vendor Contact

Jason Schachel  
**E:** [jason.schachel@carolinaos.com](mailto:jason.schachel@carolinaos.com)  
**P:** (703) 930-0598

### HPN Select Contact

Laura Wheeler  
**E:** [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
**P:** (919) 896-5393





All Staples purchases are completed at [www.StaplesAdvantage.com](http://www.StaplesAdvantage.com) - if you do not already have a Staples account, or your property is not presently connected to the Staples program with HPN Select, please reach out to the contacts below.

Staples Strategic Account Manager: **Kim McAuley** ([Kimberly.mcauly@staples.com](mailto:Kimberly.mcauly@staples.com))

Staples Customer Service Line: 877-826-7755  
Available for most concerns including shipping information, returns, and billing.

Kim is available to assist with Fahe joining the Staples program and ensuring new properties are active within the system, as well as assist with large orders, print requirements, furniture, and much more.

**Vendor Contact**

Kim McAuley  
**E:** [Kimberly.mcauly@staples.com](mailto:Kimberly.mcauly@staples.com)  
**P:** (614) 472-2131

**HPN Select Contact**

Jeff Smith  
**E:** [smith@hpnselect.com](mailto:smith@hpnselect.com)  
**P:** (919) 896-3175

HPN Select has strategically partnered with Texacraft for the supply of pool and outdoor furniture nationwide. In addition to tables, chairs, and lounge chairs, Texacraft offers umbrellas, benches, picnic tables, waste receptacles, smoking receptacles, and fire pits.

To get started, send product specifications and quantities to **Laura Wheeler** at **wheeler@hpnselect.com** or **(919) 896-5393** to get a quote.

**Vendor Contact**

Michelle Wary  
**E:** mwary@texacraft.com  
**P:** (800) 327-1541 ext 307

**HPN Select Contact**

Laura Wheeler  
**E:** wheeler@hpnselect.com  
**P:** (919) 896-5393

## 14. Paint

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HPN Select's paint program provides members with a premier paint solution, offering deeply discounted pricing on contractor, architectural, and industrial paints as well as associated painting supplies. Sherwin Williams now offers a wide range of window coverings to the membership as well.

To begin setting up a master account for Fahe, please contact **Jim Cooley** at **james.cooley@sherwin.com** or **(617) 595-7126**

### Vendor Contact

Jim Cooley  
**E:** james.cooley@sherwin.com  
**P:** (617) 595-7126

### HPN Select Contact

Laura Wheeler  
**E:** wheeler@hpselect.com  
**P:** (919) 896-5393

## 15. Pest Control

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Orkin offers customized pest management programs to help address specific pest challenges. They start with a comprehensive, on-site inspection, and deliver scientifically based solutions with the latest technologies.

In addition to local representation, you will have national level support to ensure superior service for your community.

Orkin has full service capabilities to ensure complete and effective pest control solutions for your community.

- Bed Bugs
- Rodents
- Crawling Insects
- Flying Insects
- Birds
- Termites
- Vegetation Management

To learn more about Orkin and their capabilities, contact **Rick Jordan** at [rjordan@rollins.com](mailto:rjordan@rollins.com) or **(770) 656-0790**.

### Vendor Contact

Rick Jordan  
**E:** [rjordan@rollins.com](mailto:rjordan@rollins.com)  
**P:** (770) 656-0790

### HPN Select Contact

Laura Wheeler  
**E:** [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
**P:** (919) 896-5393

## 15. Pest Control



Rentokil is available to all Fahe properties. Rentokil provides competitive pricing and state of the art online reporting. PestNetOnline, Rentokil's online reporting tool, is provided as a complimentary service to properties and includes comprehensive audit checklists, pest infestation logs, trend analysis, pest prevention recommendations, and much more.

In addition to local representation, you will have national level support to ensure superior service for your community.

Rentokil has full service capabilities to ensure complete and effective pest control solutions for your community.

- Bed Bugs
- Rodents
- Crawling Insects
- Flying Insects
- Birds
- Termites
- Vegetation Management

To learn more about Ehrlich and their capabilities, contact **Todd Goade** at **[todd.goade@rentokil.com](mailto:todd.goade@rentokil.com)**.

The screenshot shows the PestNetOnline dashboard. At the top, it says 'PestNetOnline' with a location '123 MAIN STREET, SUITE 100'. Below this, there's a 'Recommendations' section with a red arrow pointing right that says 'Open Recommendations 3' and 'Unactioned or pending action'. Underneath is a 'Pest Activity' section with another red arrow pointing right that says 'Instances of Pest Activity 3' and 'Detected in the last 90 days'. At the bottom of this section, it says 'Your last visit date was 01/12/2015'. At the very bottom of the dashboard, there's a navigation bar with four icons: a house for 'Home', a warning triangle for 'Recs', a bug for 'Activity', and a gear for 'Alerts'.

### Vendor Contact

Todd Goade  
**E:** [todd.goade@rentokil.com](mailto:todd.goade@rentokil.com)  
**P:** (470) 266-9661

### HPN Select Contact

Laura Wheeler  
**E:** [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
**P:** (919) 896-5393

# 16. Restoration



HPN Select has you covered with fast, dedicated, and comprehensive restoration services powered by Belfor Property Restoration.

In the event that you experience a need for restoration services, getting connected to our program is easy. Call the Belfor Response Line and immediately indicate that you are affiliated with the **HPN Select RedAlert program** - as Belfor prioritizes HPN Select customers!

**BELFOR Response Line: (800) 856-3333**

If you have any issues, please contact our Belfor National Account Manager, **Russ Lannom** at **russ.lannom@us.belfor.com** or **(615) 885-6577**.

## Vendor Contact

Russ Lannom  
**E:** russ.lannom@us.belfor.com  
**P:** (615) 330-9857

## HPN Select Contact

Jeff Smith  
**E:** smith@hpnselect.com  
**P:** (919) 896-3175

# 17. Remote Security Services

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HPN Select’s partner for Remote Security Services is Elite Interactive Solutions, the highest certified remote guarding & security consulting firm in the industry.

Elite incorporates military and law enforcement methodology that go beyond the expertise of a typical remote guarding firm. Elite combines expert people, processes and technology to thoroughly understand each client’s needs and deliver custom solutions that truly result in crime prevention and a higher quality of life.

To get started with Elite, please reach out to HPN Select Procurement Manager **Jeff Smith** at **smith@hpnselect.com** or **(919) 896-3175**.

## Vendor Contact

Scott Blakeman  
**E:** sblakeman@eliteisi.com  
**P:** (213) 247-5926

## HPN Select Contact

Jeff Smith  
**E:** smith@hpnselect.com  
**P:** (919) 896-3175

## 17. Security Services

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HPN Select has partnered with Protection 1 Home Security Solutions, one of the nation's leading providers in security system solutions.

### Program Highlights:

- One convenient source for security system design, equipment, installation, monitoring, maintenance and marketing.
- Camera and video surveillance solutions
- Access Control systems
- Web-based dashboard that allows for the management and reporting of all IT environments, networking security, IP telephony, AV, cloud services and more.

To get started with Elite, please reach out to HPN Select Procurement Manager **Adam Dries** at **dries@hpnselect.com** or **(919) 817-9299**.

### Vendor Contact

Kristin Ellis  
**E:** kristinellis@adt.com  
**P:** (813) 760-4472

### HPN Select Contact

Adam Dries  
**E:** dries@hpnselect.com  
**P:** (919) 817-9299



## 18. Telecommunications

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Granite is the leading telecommunications services provider for the Housing Partnership Network. Granite can help simplify your technology platform with efficient, advanced, and economical solutions. A single point of contact consolidates all of your invoices into a customized format for painless invoicing.

### Benefits

- Immediate Cost Reduction
- Nationwide Coverage
- Increased Network Efficiency
- Privacy and Security
- Scalability and Flexibility
- Fewer Circuits

For any questions or concerns, contact **John Bradicich** at **[bradicich@granitenet.com](mailto:bradicich@granitenet.com)** or **(561) 868-8161**.

#### Vendor Contact

John Bradicich  
**E:** [bradicich@granitenet.com](mailto:bradicich@granitenet.com)  
**P:** (561) 868-8161

#### HPN Select Contact

Jeff Smith  
**E:** [smith@hpnselect.com](mailto:smith@hpnselect.com)  
**P:** (919) 896-3175

# 19. Uniforms

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HPN Select has partnered with Cintas to provide a uniform rental and direct purchase program. This gives the members an extensive catalog to access for all dress needs.

For more information, please contact **Kerry Ellington** at **ellingtonk@cintas.com** or **(513) 573-3748**

### Vendor Contact

Kerry Ellington  
**E:** ellingtonk@cintas.com  
**P:** (513) 573-3748

### HPN Select Contact

Adam Dries  
**E:** dries@hpnselect.com  
**P:** (919) 817-9299

# 20. Waste Aggregation



HPN Select and Old Seville Waste Experts have partnered to provide members with a “Waste Cost Reduction Program.”

The following services and value-added benefits are included as part of the program: review, negotiation/implementation, right sizing, customer service, invoice auditing, and invoice consolidation.

To get started, simply send Waste Experts a list of physical addresses for up to 15 locations to be reviewed and the last months solid/recycling waste invoice for each location.

For more information or to sign up for the program, contact **Gayle Hill** at **gayle@wasteexperts.com** or **(850) 677-8688**.

## Vendor Contact

Gayle Hill  
E: [gayle@wasteexperts.com](mailto:gayle@wasteexperts.com)  
P: (850) 677-8688

## HPN Select Contact

Laura Wheeler  
E: [wheeler@hpnselect.com](mailto:wheeler@hpnselect.com)  
P: (919) 896-5393