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Assis of Chestnut Hill Realty wins NAAEI's CAMT of the Year award

June 29, 2018 - Spotlights

Dienyson Assis,
Chestnut Hill Realty

Chestnut Hill, MA Chestnut Hill Realty (CHR) said that Dienyson Assis, senior service technician for Hancock Estates apartments, has been selected by the National Apartment Association Educational Institute (NAAEI) as Certified Apartment Maintenance Technician (CAMT) of the Year.

The National Apartment Association Excellence Awards recognize achievements and leadership in the rental housing industry. These national awards celebrate industry professionals, builders and affiliated apartment associations that make unique contributions to the multifamily industry.

Assis is being recognized for his accomplishments while serving as a service technician at Water View Village, one of CHR's apartment communities in Framingham, Mass.

"After joining our team, Dienyson quickly distinguished himself as an impact player. His attention to detail and commitment to resident satisfaction earned him the responsibility of overseeing unit turnovers, a process he constantly improved upon," said Kaitlyn Hesse, property manager at Water View Village. "Thanks to Dienyson having taken on more work himself and his meticulous scheduling with contractors, we not only saved \$100,000 annually on contractor work, but had fewer service requests from new residents after they moved in."

Assis began his career in 2013 at CHR as a service technician at Water View Village. In 2017, he was promoted to senior service technician at Hancock Estates, a brand new luxury apartment community in Chestnut Hill. In his current role, he oversees maintenance and repairs for an apartment community of 88 units, manages outside contractors, and communicates daily with residents, vendors and property management.

Prior to joining CHR, Assis was a self-employed entrepreneur, running a successful residential painting and home improvement business. He is a graduate of Keefe Regional Technical School in Framingham.

"My role has always been more than simply fulfilling work orders. I regularly look for ways to go

beyond what is expected,” said Assis. “In many ways, this comes naturally to me because I get such satisfaction whenever I brighten someone’s day. From hanging a light fixture, to upgrading a kitchen appliance for a long-time resident, and seeking opportunities to interact with residents - these simple things can make a difference in how someone feels about living in our community.”

In addition, to the recent national recognition from the NAA, Assis is the recipient of numerous professional accolades, including the CHR Service Technician of the Year (2017), the CHR Team Customer Service award (2017), and the RHA Communities of Excellence award (2016). He has continued his professional training and earned advanced designations including Certified Maintenance Technician (CAMT), and has completed training programs with EPA and OSHA.

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