



THE MONARCH MONITOR // FALL 2018 // VOL. 5 NO. 6

THE MONARCH MONITOR



A quarterly look into exciting news and events going on at Monarch!

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NoRi Apartments is one of our most recent acquisitions, located in Kansas City, MO.

UPDATED MISSION STATEMENT

By Kathy Nicolls

If you haven't been around Monarch for a long time, you may not realize that a lot of things we now take for granted, have not always been at our fingertips. Back in 2004, owner Bob Nicolls was our only asset manager, and our now Chief Operating Officer, Chuck Lavezzi, was just

joining the Monarch team as our 2nd A.M. At that time we had about 10 properties in Colorado, New Mexico and Oklahoma. Bob and Chuck divvied up the properties and the operating responsibilities between each other. Chuck was itching to acquire additional properties for us in his home state of Illinois. With the acquisition of Northgate in Waukegan, he did just

that, and from then it was GAME ON! With the help of 3 Regional Managers, Maureen Damon, Lucy Fernandez, and Lori Watkins-Gurule, they communicated their vision to each and every employee.

Fast forward 10 years... By the end of 2013, we were up to sixty properties, twelve states, six asset managers, a



Centerville Pak was purchased this September and is located in Dayton, OH

What do you need to stay motivated, continue learning and be happy, effective and efficient in your current position, and what do your team members need?

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bunch of regionals, assistant regionals, and accountants. The Marketing and Law Departments were just forming. Our first two (and only) analysts at the time, Jack Vere-Nicoll and Andy Miller had proven themselves by investigating so many cost-saving procedures and helpful ideas that they had moved up to Asset Managers themselves. Each Asset Manager was considering the radical idea of hiring a personal analyst to help in the operations of their individual region.

When rapid growth happens, growing pains also occur! With so many team members in different parts of the country, Bob and Chuck's initial message was becoming a bit diluted and the family feel was losing ground. Employee turnover became an issue and with it the knowledge that constantly searching for new people and training them up, only to have them leave the company for what they perceived to be greener pastures, was costing a lot of money that could be put to better use elsewhere.

In 2014, Bob, having given up his individual properties to oversee the portfolio as CEO, decided an additional department was needed to focus on what it takes to retain good people and keep them happy in the workplace. I was humbled that he asked me, an old school teacher to do

the job, along with the help of Anthony Petrone, a seasoned property manager (now recruiting manager.) We started by asking a lot of questions: What do you need to stay motivated, continue learning, be happy, and effective and efficient in your current position, and understand what your team members need?

Over the course of the next 2 and a half years, we surveyed every sector of the company. For just a sampling of some of the perks and bonuses those surveys instigated, check out our benefits poster displayed by each time clock.

Now back to the Mission Statement, if you were wondering how I was ever going to get there! The first survey was directed to the asset and regional managers, and department heads. Many of the managers stated that every property, although their own entity, needed to be on the same page! Our Mission is to be the best! Our people and procedures get us there! When people sign on with this company, we want them to understand that and buy into it. If they can't, most likely, they won't be happy. Hence, the MIMG Mission Statement, that many of us had already ingrained on our hearts, was put in writing for all to see. It should now be plastered on every wall as well, and

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MONARCH EMPLOYEE PARTICIPATION PLAN

Learn more about Monarch’s unique way of giving back to employees

The Monarch Employee Participation Plan is a unique benefit here at Monarch and is our way of sharing the profitability of the properties with outstanding employees. Each time we close on a property we put some of the membership interests of that property into the Plan. Each quarter those properties make distributions to the Plan and the Plan, in turn, pays it out to the employees that are included in the Plan.

MEPP Awards are generally made every quarter. MEPP is awarded as units with each unit paying out an average

\$32 per quarter, so someone with five units will receive an additional \$160 each quarter. Generally, MEPP is awarded in blocks of three to five units. Over time, the hope would be for outstanding employees to continue to be awarded additional units.

Currently, there are nearly 600 employees that have about fourteen units on average (ie. the average annual expected cash flow to the employee from fourteen units would about \$1,800). However, note that cash flow can fluctuate depending upon the performance of the property.

The plan has over \$8M in membership interests and is expected to distribute over \$1,000,000 over the next year. If you have not yet received an award, don’t be discouraged. Typically, an employee won’t be included in the plan during their first year with Monarch, and keep in mind that we can only award new units as we acquire new properties, so you may be next in line, and we just need to wait until we have some units to award. However, it should be worth the wait because you will enjoy the benefits of this plan as long as you remain employed with Monarch.

Employee Testimonials

Monarch prides itself on sharing its success with employees by awarding employees units in the Monarch Employee Participation Plan (MEPP), membership interests in the Profits Interest program (PI) and including employees in the bonuses we earn from Refinances and Supplemental loans. We wanted to share with everyone some excerpts from Testimonials and Stories that Monarch Employees shared with us.

For the full testimonials and stories, please visit <https://mimg.us/EmployeeRelations.aspx>

“...I have received MEPP shares gradually as the company sees fit and have earned separate bonuses as well through property acquisitions and refinancing. By maintaining a positive mindset and providing leadership and training at my base property as well as others in and around my region, the company has awarded me with these bonuses which I am very thankful for...”

-Bryan Hickey
Assistant Manager – McMillen Woods

“...Among other benefits, the MEPP program rewards top-performers who share the same passion for excellence throughout their entire employment. The unique design of the program provides long-term incentives as opposed to more traditional one-time rewards I have experienced with other employers. Through its design, MEPP encourages long-lasting careers by allowing employees to share in the overall success of the portfolio with a true investment in the work and performance. I am grateful to be a MEPP recipient, and I am excited to continue my journey with Monarch.”

-Andy Lindsey
Assistant Property Manager - Town & Country

“...Recently my staff and I were recipients of a generous bonus that was shared with us from a property refinance. We were all surprised and extremely happy by the generosity of Monarch. Having our company share this bonus with us made us feel like we were and are an important part of the company...”

-Aimee Pavsek
Property Manager - Northgate

“In January 2015 I was working as a Property Manager at Valley Stream Apartments. We had a major crisis affect the property (387 units on 23 acres) in the middle of winter... We had been working for 19 hours straight. The entire staff showed up at 8am the next Morning with no complaints to manage the aftermath. Our dedication and efforts were not overlooked. The entire staff received the MEPP Award for our hard work...”

-Angela Gartee
Property Management Trainer

“...Monarch allowed me to manage my property as if it were my own and I ran with it. I took it as an opportunity to show them what my team and I could accomplish. We began to do so well that eventually we were awarded MEPPs. Now, these credits pay me every quarter! I had never heard of such an amazing program and was definitely surprised...”

-Christopher Vega
Property Manager - Hampton Park



FAIR HOUSING COMPLIANCE

If you don't know, then don't say "No"!

As our portfolio grows, it is important to remind both new and long-time team members of Monarch's commitment to fair housing. Monarch is 100% committed to providing equal housing opportunities to our residents and qualified prospects.

The federal Fair Housing Act prohibits discrimination in housing based on race, color, religion, national origin, sex, disability, and familial status (the presence of at least one child under 18 years of age or applicants who are pregnant and/or in the adoption process). In addition to these protected classes, your state and city may designate additional protected classes. The Monarch Legal Team is in the process of creating and distributing individualized "cheat sheets" for each property with all of the protected classes, occupancy standards and other helpful information for complying with all federal, state and local fair housing laws.

While we don't believe our staff would intentionally discriminate against anyone, many fair housing issues are hard to spot and can lead to unintended problems. To avoid these

problems, it is essential that all staff members complete fair housing training promptly after hire and once a year during each year of employment.

Our team members have many responsibilities, and we do not expect everyone to be fair housing legal experts. However, it is important to recognize when an issue can have fair housing implications, so you can reach out to your supervisor or the Legal Department for guidance. Some frequent fair housing issues include:

- Requests for Reasonable Accommodation of a disability like support animals; reserved parking spaces; sign language interpreters; lease terminations due to mobility issues
- Requests for Reasonable Modifications to accommodate a disability: shower bars; shower entries; curb cuts; doorway widening; etc
- Requests for a family with children to exceed the general occupancy standard for a unit (familial status)

If you get a question on any of the above examples or any other potential fair housing issue and are not sure how to answer it, you must reach out to your supervisor and/or the Mon-

arch Legal Team. The simple rule of thumb to follow is that if you do not 100% know the correct answer to a potential fair housing question, then do not say "no" to the prospect or resident asking the question. Follow up with your supervisor and/or your Legal contact to make sure we get the correct answer, then follow up with the person asking the question.

The Monarch Legal team is here to support you. Do not hesitate to reach out with questions. Useful fair housing resources and forms are available on the MIMG employee website under "Legal Briefs and Resources."

Your Primary Legal Contacts

Geoff Frazier (303) 607-7917
gfrazier@monarchinvestment.com

- Arizona
- Indiana
- Mississippi
- Colorado
- Kansas
- Nebraska
- Idaho
- Kentucky
- New Mexico
- Iowa
- Louisiana
- Ohio

Mark Wicker (720) 598-7770
mwicker@monarchinvestment.com

- Arkansas
- Minnesota
- Illinois
- Missouri
- Michigan
- Wisconsin

Heather Scott (303) 607-7902
hscott@monarchinvestment.com

- Oklahoma
- Texas

MARKETING METAMORPHOSIS

Join us in celebrating our exceptional Marketing Team Members

Marketing Metamorphosis Award was established in 2018 for MIMG Marketing Specialists. The challenge was to develop a new amenity that other comps in the area do not have or brainstorm possible ideas to create more traffic for the property. The Marketer was to create an activity or event that will bring team members, residents, and potential renters together to showcase the property. There were four submissions see their creative ideas below. The regionals voted during their meetings in Franktown, and the winners are...



Antonio King

Block 2 Lofts, Arkansas

Created a Treat Bar for Pets at Block 2 Lofts.



Bailey Fillmon

Abilene, Stephenville and San Angelo, Texas

Bailey hit a home run for Abilene Apartments. Her activity included new and current residents along with a staff competition.

The Marketing Metamorphosis award will be presented each year during the September All Hands Meeting Week. You can find the challenge and application under Awards on the employee intranet.

Other applicants included:

Justin Quinn from Central Illinois created partnerships with Ashley Homestore and Aaron's furniture. Justin was able to negotiate a significant discount, and in some cases, free furnishing for some of their models. In return, he was able to offer the partners free advertising and referrals. Prospects love seeing the models furnished, allowing them to envision how to make the property their own.

Casey Smith from Louisiana, Mississippi, and Idaho. Casey created a campaign to improve their regions social media reviews. Team members asked residents and prospects for reviews. The team members also needed to respond to each review. All properties in the area gained more positive reviews and increased their ratings.

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communicated to each new employee. Take a good look at it again. We hope you buy into it and acknowledge it's importance to the property and to yourself. We are beginning round two of the written surveys. If you weren't here the first time your group was surveyed, we sincerely hope you will be around for the next one. The asset managers have completed our most recent survey, and even went on their first retreat this summer for the purpose of reconnecting and addressing their top concerns. As a group they thought it was important

to take another look at the statements and make sure we were still on track. Most of the message is the same, but they sharpened it up a bit and made our people the focal point. We know that being the best takes the commitment and dedication of every single individual that Monarch has on its payroll. We believe that so much that we even hesitate to use the word employee, thinking of each other as team members. As a whole, we constantly strive for those superior returns: For our cash investors who put up the funds to purchase new acquisitions,

for you and the staff, who devote precious hours of your day to your profession, and to our residents, who trust us with the place they call home.

Much of this quarter's newsletter focuses on our Mission and Vision. How are YOU living it? Thanks to all of you for what you do each and every day. Thanks for choosing MIMG and for all your suggestions to help us continue to be the best.



TEAM BUILDING IN LAWTON

By Misty Johnson & Her Texas Teams

Recently I brought our Lawton, OK sister properties Willowpark and Victoria Square together for a team building event. We had lunch at Outback Steakhouse as well as a get to know each other game where we each shared one truth and one lie about ourselves! We had such a great laugh with everyone trying to decide which was which. However, the main focus of our team builder event was regarding the Monarch Mission Statement. In an effort to have the

entire team know and embrace our Monarchs Mission, I had everyone memorize the mission statement before this day. At our lunch event, each team member was provided with one index card to write the Monarch Mission Statement. Everyone did very well! Once that was finished I had everyone turn the card over and then asked them to create their very own personal mission statement for each of his or her positions. Here are a couple of those:

“My mission is to have our property above all expectations and to make our community a home for all of our residents.” - Deniese, our Rock Star Assistant Manager at Victoria Square

“My mission is to give my BEST on everything that I do. My goal is to make sure our community is looking outstanding, my turns are superior, that work orders are taken care of, and that I am setting a great example for my team.” - Tim, our Awesome Maintenance Tech at Willowpark

“This event was a great hit! Both teams embraced both Monarch’s Mission as well as their own! Both sites took it one step further and have proudly displayed their mission statements by creating their own mission statement walls at each site. Not only is this a great reminder for each team member but it is also a great welcome to anyone who comes into the offices. These mission walls showcase each team members commitment in their roles and reassures everyone that Monarch is the best in the industry!” - Misty Johnson, Regional Manager



TEAM BUILDING IN ABILENE

This past Saturday, Abilene Apartments (Timber Ridge Apartments, Country Club Villas-Abilene, and Mill Creek Apartments) staff participated in the 2018 Big Country Mudslinger Fun Run for a team building event! The run was 3 miles with approximately 15 obstacles.

All proceeds for the Mudslinger run went to the Abilene Youth Sports Authority which provides opportunities for youth to become involved in the community and sports as well as provides college scholarships for Abilene teens.

INTRODUCING THE MONARCH BUTTERFLY AWARD



Our Leasing Consultants are the smiling face of our company and play a vital role in the success of the property and the company as a whole.

To reward our valuable Leasing Consultants and encourage growth and hard work, Monarch Investment and Management Group is offering the Monarch Butterfly Award. This is not a competition between Leasing Consultants, but an award program designed to bring out the best in our leasing professionals and provide a platform for our hardworking leasing consultants to showcase their salesmanship and hard work.

This award has no limits on the number of recipients per region. Every Leasing Consultant is eligible if requirements are met and may earn the award multiple years. Applications are due on February 10, 2019. Full guidelines and applications can be found on the MIMG Intranet.

Recipients will receive the official Monarch Butterfly Trophy, gift certificates worth \$75, and an official Monarch Leasing Polo.



MICHIGAN VIDEO SHOOT

The Michigan Team showcases their unique culture through a one-of-a-kind music video

On Friday, September 7th, over 100 Monarch employees in Michigan participated in a video that will debut at the annual Property Management Association of Michigan Education Conference and Gala. Monarch is the Infinite level sponsor of this event for the 3rd year in a row, which is the top sponsorship for this event and an excellent opportunity to showcase our company within the industry.

This video will play for an audience of approximately 450 attendees at the Education Conference on October 11th, and over 700 attendees at the awards dinner and gala on October 12th. The video is the result of a collaborative effort between the Michigan Marketing Squad (Karen, Amber, Melissa, Leigha, and Elyse) and our “Star” Recruiter, Kane Madson. Although Bobby was not able to participate in the actual video shoot, his input was also an integral part of the video concept and planning.

The video shoot began in the morning at Fox Hill Glens Apartments with approximately 35 Monarch employees, then moved to Castle Pointe Apartments where over thirty more employees participated in the

fun. Then we moved on to the Grand Rapids Corporate Office to film a fun scene in the conference room and finished the day at Woodland Ridge in Spring Lake. If you are not familiar with Michigan, this video shoot spanned from one side of the state to the other!

The concept was simple; we wanted to showcase the unique and fun culture at Monarch by having the videographer follow Kane though the properties, lip-syncing the catchy song “Smiles on Faces” by the band Stick Figure. This song is an excellent representation of the genuinely fun and happy culture at Monarch, where it is our primary job to bring smiles to the faces of each other and our residents. It will also be added fun for the attendees at the event to see their friends/peers in the video, so we are confident that this will capture the attention of the crowd. Our goal is to appeal to a broad audience of people who are already in our industry and let them see how happy our teams are, ultimately resulting in adding more happy people to our already fantastic team. The video can be found on YouTube by searching “[Monarch Investments putting smiles on faces](#)”.



WHY ARE THEY COMING TO SEE US?

Employee Relations answers the question that everyone's been asking

Sometimes we go by Laverne and Shirley, and sometimes we feel more like Thelma and Louise, but really it's just Employee Relations Director, Kathy Nicolls, and Perks and Events Coordinator, Michele Stockman taking a little road trip. Whenever we go visit some of Monarch's properties, we know that people on site are always questioning their regional, "Why are they coming to see us?" The answer is simple: We like our people, and we are coming to get to know everyone a little better. We do some team building, give out a few presents, and keep our eyes open for good ideas that we can help you share with others across the portfolio.

Over the summer we hit Arkansas, Mississippi and Central Illinois,

Oklahoma, and Texas. Down South, we heard about the boat races for both fund-raising and team building, as well as the new neighborhood watch program. In Illinois, we heard about free furniture! In Oklahoma, Misty Johnson's teams wrote their own mission statements. We pass all these great pictures and stories over to the creative folks in Marketing, and many end up in our newsletters. If you have been lucky enough to visit any sister properties, or regions, you know that Monarch doesn't have any cookie-cutter properties. They are all unique with their own special teams. We hope that you enjoy hearing about some of the other happenings and can tweak some of their great ideas to work for your team.

Give 'Em The Pickle

When traveling around, I always get a lot of compliments and thanks on the benefits and perks that we offer to our Monarch team members, but I try to make a point of asking what we can do better. Monarch's Mission is to be the best multi-family in the industry, and we believe that we are! However, that doesn't mean that we can rest on our laurels. Through our Employee Relations' surveys and during our visits, we ask many questions and keep our ears open for your advice. If you have worked for other management companies in the past, and you think they had a better idea, pass it on! I bet we can make it work. Missee Gorman, at Willow Park, told us about the Pickle Fund at her old company. The idea came from Farrell's Restaurant. Here's a link to the origin of the story and a reminder to take care of our customers: <https://www.youtube.com/watch?v=ISJ1V8vBiiI>

Residents, of course, are our bread and butter and taking care of staff and residents go hand in hand. At Monarch, we don't have a designated Pickle Fund, but each property does have a Resident/Public Relations item under your Marketing Budgets. It is up to your manager and team to use it the best possible way. Remember: Superior Returns to all Stakeholders: Residents, Staff, and Investors. Thank you Missee, for passing on a great idea. Please keep them coming! Employee Relations tries hard to take care of you and your needs, offering you whatever it takes to do your job more efficiently and effectively... please pass the pickle!

Have something for the
next newsletter?

LET US KNOW!

employeerelations@monarchinvestment.com



CHANGES TO EMPLOYEE BENEFITS AT AMAZON

Why should I work at Monarch when I can go work for Amazon who just raised minimum wage to \$15 per hour?

Many of you may have heard such comments either from current employees or prospective employees during the interview process. In many of the markets that we own in, it has become increasingly difficult to find employees. One reason we have been having difficulty is due to the presence of companies like Amazon opening up fulfillment centers in our markets. We have heard that some of our employees have left Monarch to pursue the “opportunities” at Amazon. Additionally, these fulfillment centers are attracting qualified candidates that may have otherwise been interested in working at Monarch.

Putting aside work culture (Amazon timed bathroom breaks anyone?) and speaking strictly on economic terms, I could see why one might want to consider working at Amazon. On October 2nd, Amazon announced they were raising their minimum wage to \$15 per hour. Fantastic! Initially, the an-

nouncement was met with cheers from some government officials and the thousands of people who staff the more than 75 Amazon fulfillment centers. However, as more details emerged, folks became less happy. Why? In addition to raising minimum wage, starting November 1st, Amazon was also be doing away with what they call their variable compensation pay (VCP).

Similar to the Monarch’s refinance/ supplemental bonuses, MEPP and PI compensation, where value creation is rewarded with additional elements of compensation, Amazon had a unique pay structure. Employees got restricted stock units, shares that would vest after a certain amount of time at the company, as well as variable compensation pay, or VCP. In non-Amazon jargon, it’s essentially a form of incentive pay. For most of the year, VCP allowed people to make a monthly bonus of up to 8% if they had good attendance and the facility met its goals. However,

with the increase in minimum wage, Amazon got rid of all of their additional compensation programs.

Previously, in October, November and December — peak sales season for Amazon, which shipped more than 1 billion items during the 2016 holidays — maximum VCP would double to 16% in many locations. It was a win-win: Employees got extra money, and Amazon got extra productivity.

Like they have in the past, some Amazon workers were expecting to pull in hundreds of dollars in bonuses over the next two months. Then came Oct. 2. The company eliminated VCP and (much of) the stock program in one fell swoop. At least at one warehouse, employees quit after the October 2nd announcement, and workers at other warehouses have begun to circulate petitions to privately discuss the possibility of protesting as Black Friday approaches. Some employees have even sent emails directly to CEO Jeff Bezos asking him to reinstate the stock and incentive pay programs.

At Monarch, we are confident that we are one of the few, if not only, multifamily owners who have multiple programs that allow employees (i.e. YOU) to participate in the profitability of the properties....and not just certain employees. These additional compensation benefits are available for everyone. Culturally, we believe that those that add the most value should have the opportunity to be rewarded beyond a base hourly wage or salary.



MIMG GROUP SCHOLARSHIPS

We are excited to offer this exciting new program, starting in 2019!

Beginning with the 2019-2020 school year, MIMG will offer six - \$5,000 scholarships to children of Monarch Management and Investment Group Employees. Scholarships will be based on need and merit.

- One \$5,000 scholarship will be awarded to an **incoming college freshman**, who will then be eligible for an additional three years, providing grade point qualifications are maintained.
- One \$5,000 scholarship will be awarded to an **incoming college sophomore**, who will then be eligible for an additional two years, providing grade point qualifications are maintained.

- One \$5,000 scholarship will be awarded to an **incoming college junior**, who will then be eligible for one additional year, providing grade point qualifications are maintained.
- One \$5,000 scholarship will be awarded to an **incoming college senior**.
- Two \$5,000 scholarships will be awarded to students **attending a trade school**.

For requirements and application, go to Employee Intranet/Employee Relations/ Benefits and Perks. Applications will be due by February 28, 2019.

ALIGN YOUR TEAM IN FIVE MINUTES

This was a quick property challenge back in 2014. Pull your team together and get creative again. Make sure you share your ideas with your region and Employee Relations. We will publish them in our next newsletter!

Team Purpose/Mission

1. **Trigger Ideas** – Get your team together. Give everyone five minutes to summarize what your team's purpose/Mission is in only five words. They must each work on their own and think about it for the full 5 minutes.
2. **Discuss Ideas** – The next phase is for the people to share answers. If your team is small, you might go straight into a group discussion. If it's a larger group, ask them to pair off and discuss with their neighbor first, before sharing with the group.
3. **Align Ideas** – The desired outcome from this exercise is that everyone leaves the room knowing what your team stands for, buys into it and their role in it.

Next – In the following meetings do the same for team:

1. **Goals**
2. **Values**
3. **Expectations**



EMPLOYEE APPRECIATION IN COLORADO

We hosted an employee appreciation day at the end of summer for our Northern Colorado's properties. This was an all-day event of fun at a local lake full of fun games, good food, drinks, and laughs. It was all about appreciating our excellent staff at an event off sites where

they could relax and have fun. All team members were treated to a personalized thank you gift bag from their Regional who appreciates and values every one of them. We were also honored to have all of our support teams join us such as our accounting team, the recruiting team, and asset management team. These types of events are a great way to show Monarch staff how proud and appreciative we are for all of them to be Monarch.



MONARCH MILESTONES

Congratulations to our Milestone Anniversaries from the 3rd quarter of 2018! Thanks to everyone for their continued hard work!

20 YEARS

Marcelina Saenz

19 YEARS

Michael Morrissey

14 YEARS

Melissa Nelson

12 YEARS

Diana Wallace
Melody Whited

11 YEARS

Richard Leroy

10 YEARS

Elizabeth Vargas
Linda Young

8 YEARS

Jennifer Hollingsworth
John Vere Nicoll
Michele Dymora

7 YEARS

Henry Rodriguez
Jacob Castro
James Hunt

6 YEARS

Charles Stephens
Cherie Mingione
Christopher Burbank
Gerry Hannah
Jonathan Bundy
Kathleen Gulliver
Lindsay Rumples
Rapheal Stevenson
Sada Davis
Sander Becker

5 YEARS

Brooke Crossley
Geoffrey Frazier
Kara Pike
Kimberly Wauters
Mark Scherphorn

Patricia Pratt
Shane Plichta
Thomas Howard
Tonia Monahan

3 YEARS

Adam Deuel
Amy Montoya
Anastasia Rudnic
Anthony Boon
Charity Roundtree
Chase Shelton
Cooper Jacobs
Cora-Lynne Grammatico
Cynthia Roberson
David DiMarco
Dominique Boyd
Dominique Bussey
Donna Jones
Dwight Jost Jr.
Edin Kulasic
Jan Silva
Janet Bishoff
Janet Williams
Jesus Cedillo
Jhamel Woods
Joe Ynojosa
Joel Hernandez
John Montgomery
Jonathan Wolters
Kate Wheeler
Kenneth O'Rourke
Leslie Pobst
Lindsay Moorman
Melanie Bunch
Melinda Baxter
Melissa Rhoads
Michael VantHof
Paige Frye
Raymond Kpoanu
Sally Bosch
Samantha Drilling
Sarah Powell

Scott Roberson
Silvia Amador
Tammy Reed
Ted Imrie
Thomas Schluchter
Timika Farmer
Todd Bishop
Tracy Barnett
Tyhesha Brown

1 YEAR

Aaron Carter
Aja Thomas
Alex Wiard
Alexandra Metcalf
Alvin Hubbard
Amber Root
Andrea Dean
Angel Ramirez
Anne Kajfasz
Anthony Coan
Anthony Nagurski III
April Rodriguez
Arturo Torres Sosa
Ashton Mouser
Barry Windmon
Brenda Boyd
Brian Bruckman
Brian Groch
Brian Dwyer
Brian Wise
Brittany Miller
Catherine Teetzel
Chad Moore
Chelsey Wallace
Chizom Ekpunobi
Christina Poole
Christopher Turner
Cliff Hodge
Colin Gallagher
Conniesa Johnson
Cynthia Heeg
Cynthia New
Daniel White
Danielle Reuter
Darrius Pryor
David Ashabranner
David Draper
Dennis Montgomery
Desmond Liddell
Diana Martinez

Emily Dunn
Eric Robinson
Erica Simpson
Erica Foster
Erik Quinones
Gabriel Kinne
Gary Eads
Graciela Prieto
Haley Dahl
Heidi Lindert
Holly Nye
Honor Woodruff
Jacy Cook
Jasmine Coleman
Jason Sagastume
Jason Butler
Jay Staniszewski
Jay Watts
Jean Frangul
Jennifer Sadusky
Jennifer Eubank
Jesse Gutierrez
Jessica Boie
Jessica Bolter
Johnatan Ramirez
Justin Gardner
Katie Glover
Kayla Savett
Keith Lyon
Kenneth Parker
Kevin Ray
Kevin Hensley
Kristine Powell
LaQuita Johnson
LaWanna Richerson
Lee Pitts
Leticia Rodriguez
Maria Gasho
Mark Mullin
Mark Milner
Martin Gabriel
Martin Cardenas Soto
Melany Ruch
Michael Manley
Michael Shelton
Michael Tassoni
Michael Duval
Natalie Hyde
Nathanial Chrismser
Nicole Schaeff
Nicole Gaworowski

Nicole Moodt
Olga Evans
Patricia Muniz
Paul Largaespada
Peggy Lallave
Pooja Marwah
Rachel Godoy
Raidel Martinez Morales
Raul Garcia Sanchez
Ray Frazier
Reid Jefcoats
Ricardo Salazar
Richard Thompson
Richard Burton
Rickey Hubbard
Robert Clevenger
Robert Kologenski
Robin Zamarron
Rodger Querback
Ruben Tortolero Vazquez
Shane Hotchkiss
Shawn Reeves
Shelby Soumis
Stephanie Guldry
Stephanie Collins
Stephen Griffith
Steven Bell
Steven Erwin
Steven Jenkins
Susan DeFouw
Tanisha Sievers
Tara Martin
Teodulo Rosales
Thomas Burton
Tina May
Todd Lingo
Toni Pope
Tony Harrison
Tristian Witte
Tyler Crockett
Victoria Neal
Wayne Bartley
Whitney Garcia
Wilfredo Soto



GOLDEN HAMMER AWARDS

Congratulations to this year's recipients of the Monarch Golden Hammer Award!

- Rolling Pines Apartments**..... Grand Rapids, MI
- The Retreat at Woodlands**..... Kansas City, MO
- Suson Pines Apartments**..... St. Louis, MO
- Les Chateaux**..... Duluth, MN
- Lakewood Apartments**..... Haslett, MI
- Georgetowne Apartment Homes**..... Omaha, NE
- Stonebridge Apartment Homes**.....Beavercreek, OH
- LeClaire Apartments**..... Moline, IL
- Sedona Ridge Apartments**..... Albuquerque, NM
- Alexandra Apartments**..... Cedar Rapids, IA
- Creekside at Taylor Square**..... Reynoldsburg, OH
- Shoreline Landing Apartments**..... Norton Shores, MI

- The Berkeley Apartments**..... Little Rock, AR
- Lakeside Casitas**..... Tucson, AZ
- Central Pointe Apartment Homes**..... Boise, ID
- Georgetown Village**..... Toledo, OH
- Summit on the Lake Apartments**..... Fort Worth, TX
- Mountaineer Village**..... Gunnison, CO
- Village Green Apartments**..... Greeley, CO
- Hearth Hollow**..... Derby, KS
- Fairways at Lowry**..... Aurora, CO
- Mission Hill Apartments**..... Albuquerque, NM
- Fox Crest Apartments**..... Waukegan, IL

NEW ACQUISITIONS AT MONARCH

Monarch saw an additional six properties added to the portfolio in the 3rd quarter of 2018 and is on track to add more to this number by the end of

the year! We are excited to welcome all the new staff and residents that come with this growth to our portfolio.

COMMUNITY NAME	CITY	STATE	DATE
Arbor Pointe	FAIRFIELD	OH	OCTOBER
Centerville Park	DAYTON	OH	SEPTEMBER
Lakota Lake	WEST CHESTER	OH	OCTOBER
NoRi	KANSAS CITY	MO	JULY
Ridge at Chestnut	KANSAS CITY	MO	OCTOBER
Whispering Timbers	MAUMEE	OH	SEPTEMBER



The staff at Centerville Park show off their new Monarch Gear.



CAMPAIGNING FOR ORGAN RECOVERY IN ARKANSAS

We were able to make a great connection with the Arkansas Regional Organ Recovery Agency (ARORA), and we became a workplace partner with them. ARORA is an organization that advocates for organ and tissue donation and the importance of becoming an organ donor. We were invited to attend a startup campaign that took place at the Arkansas State Capital where Asa Hutchinson, the Governor of Arkansas, was the guest speaker. Jessica Esaw, the assistant manager at Fairfield, and I were in attendance and were able to meet some great people.

We were referred to this event by one of our residents, who was honored at



this event because she recently received an organ that saved her life! We are incredibly excited as we continue to build relationships with the community and with ARORA. Being a workplace partner with ARORA has been amazing. It has created several marketing opportunities that are entirely free, and it supports a great cause!

WOODLAND RIDGE TEAM BUILDING AWARDS



Woodland Ridge celebrated Employee Appreciation Week June 18-22. Each day of the week there was a special message waiting for each Team Member. On the last day, the Team received their personalized thank you card along with an invitation to a team-building activity. In July they joined together for “Escaping”, an afternoon of progressing to different events, from lunch to an escape room, and not to be left out...dessert.

This award is now open to all MIMG Team Members who implement a fun and creative Team Building Event for their home team and then pass it onto others in their Region. More details and the application can be found on the MIMG Intranet. Next award will be announced at the 2019 September All Hands Meeting.

Have something for the next newsletter?

LET US KNOW!

employeerelations@monarchinvestment.com