



THE MONARCH MONITOR // SPRING 2020 // VOL. 7 NO. 1

THE MONARCH MONITOR



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

INSIDE THIS ISSUE

In It Together	1
The Home Together Fund	4
Butterfly Award Winners	5
Maintenance Mania	6
Mittens for Detroit	6
St. Louis Diaper Bank	7
Granite Valley Top 1%	7
Employee Discounts	7
Tech Talk	8
Monarch Babies	9
Flu vs. You Kits	9
Monarch Milestones	10
New Acquisitions	11



In It Together

Stories from COVID-19

Over the course of the last several weeks and the craziness of the COVID-19 pandemic, Bob Nicolls has heard many stories from sites including creativity, personal initiative, determination and bravery. He recently asked Regional Managers to send in stories from their regions to share with our MIMG Team Members and Investors. We are including a few in the Monitor that exhibit that Monarch Team Members truly are In It Together.

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Dove Creek, Baton Rouge, LA Maintenance Supervisor puts out fire

**The supervisor in this story recently had open heart surgery back in December.*

On March 20th, a townhome caught on fire after an explosion on the equipment being used for resurfacing of a tub. Tank, our Maintenance Supervisor, went into the apartment blindly without any gear and put out the fire before the fire department showed up. Fire Fighters said his actions were the reason why we only had minimal damage to the unit.

Longridge Apartments, Baton Rouge, LA by Lucy Fernandez

As a whole, the team at Longridge takes the initiative to make sure our residents are doing ok each day, especially during this troubled time. Ticoka will take A/C filters to their door if they aren't able to get to the office. She goes out of her way to help when a resident is in need. For example, we have a resident who was having difficulties with her internet so Ticoka went over to see what the problem was. She was able to detect the issue and in turn saved the resident from having to wait on the cable company to come out. Jerome and TJ have delivered packages to doors and assisted in bringing in groceries when they see a resident in need.

Since the rising of the Covid-19 virus, each time one of us goes to the store, we look for things that we may need here at the office. We are coworkers but most importantly, we are family. Everyone is working together to ensure our residents and ourselves stay as up to date with information and are as safe as possible.



Lancaster Lakes Apartments, Clarkston, MI LLMI Volunteers as Lunch Pick Up Location

LLMI volunteered to be a free lunch pick up location for children in need in the area since many rely on school lunches for their children. Thank you, Lancaster Lakes!



Amazing Teamwork by Site Employees by Betsy Hoffman

I have been amazed by the teamwork that our employees have displayed during this time. Brookwood in Indiana has been short a manager since March 13th, right when all of the madness was starting. The week of March 16th our Manager, Shelly Marks, from Golfview in Rantoul, IL came for the whole week to help keep things afloat. The next week when the state of Indiana went to a Shelter-in-Place order, Quentin Mege and Beth Maland went to fill in as the Manager and help the staff with what was going on in the world. Last week Justin Gardner (floating training manager) and Justin Quinn went to the property to fill in. They did a great job and even handled a not so fun employee issue. They could have stayed at their own homes or properties but were committed to go and support a sister property at a time without a leader in this crazy world. Brookwood had a strong month of income at one of the highest ever with Kristi Endelman, Assistant Regional, supporting them from afar.

We hired a floating Assistant Manager, Nylah Brener, for the Iowa properties. Her start date was April 1st. Our Manager at LeClaire, Haley Jones, was more than willing to have her come to her property and get her trained up. Haley has a table about 10 feet away from her desk and had our new employee sit there with a laptop to learn.

During this same time we took over Village Woods on Tuesday March 31st, which was supposed to be April 9th. It did put a rush on all of us to get it done but we came together as a team. Kristi and I got all of the office operational items ready, Melissa Winford and Heather Boeke got the marketing items ready, along with Quentin and Max working on the financial piece and coming out to support us. Kristi and I worked with the new team the first two days to get them set up and ready for virtual training the next week

with our team in Franktown. Haley from LeClaire came over along with Nylah, on Friday to help train our new Manager on CRM (our lead tracking tool), so we can continue to lease through all of this.

I have been working the most on COVID-19 with the task force group. This group of people are simply amazing. Their time and talent to make sure that Monarch ends up on the top at this time is truly what keeps us going. While having my normal 3 properties (HCR, LCIL, CLIA), absorbing an underperforming property (BWIN), and adding a new acquisition 10 days early there is no way I could have kept them afloat without my Asset Management team (Quentin, Beth, Max), my Assistant Regional Kristi (who is doing the majority of the operations), Marketing team (Heather and Melissa) and my Managers (Haley, Laura, Adam, and Mar'shell).

Fox Crest Apartments, Waukegan, IL Resident Birthday via Facetime

A heartwarming moment was the Fox Crest office team celebrating a birthday with one of their 4-year old residents utilizing Facetime, as her birthday party was canceled due to the stay at home order. Presents, cupcakes, and a special Happy Birthday song made for a memorable moment, not only for the young girl and her family, but the Fox Crest team as well.



These are only a handful of the stories we are hearing from Monarch properties. Team Relations, along with everyone in Franktown would like to send an enormous thank you to our partners in the field for all of the work you are doing on the front lines. We are In It Together, and are grateful for all of your contributions to this incredible team
- Team Monarch!



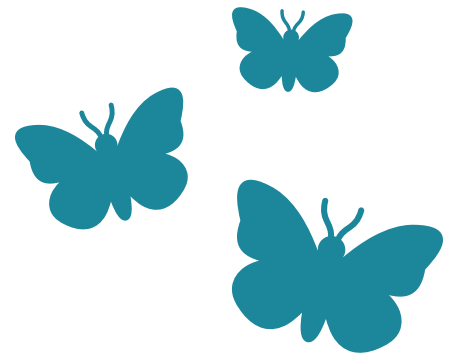
The Home Together Fund

by Peggy Applebaum

One of Monarch's investors and business partners recently proposed to Bob that he wanted to donate \$100,000 to help our tenants in need that have lost their jobs and may need assistance paying their rent. Bob asked Maureen Damon, Linda Conway, and me to sit on a board to screen applications and decide how to distribute these funds to residents in need. Bob Nicolls added \$100,000 to this fund and the start of our nonprofit, The Home Together Fund was born.

Our Mission Statement: "The Home Together Fund, through its private donors, is there in time of need to provide financial assistance so that people affected by disaster have a means to maintain a safe home for their families. The Home Together Fund provides financial assistance during times of need as a result of loss of income due to natural disaster, pandemic, or other hardship beyond an individual or family's control."

We have created a process where the employees of Monarch may forward to us an application from a tenant at their property that needs financial help paying their rent during the COVID19 pandemic. We have distributed the information on this process to the Regional Managers and Property Managers and hope to begin providing assistance as early as next week, and in time for May rent. Maureen Damon, Linda Conway and I will be reviewing applications and approving assistance based on tenants with the most need. Once approved, a check from the Fund will be sent to Franktown for application to the tenant's ledger. We have streamlined this process to be as expedient as possible and we look forward to your submissions and helping our tenants in their time of need.



BUTTERFLY AWARD WINNERS

Team Relations would like to recognize all of our Monarch Butterfly Award Winners!

These superstar Leasing Consultants across the portfolio have worked hard to earn this award and we are proud to have them as Monarch Team Members. Thank you for all that you do, and Con-

gratulations to each of you! Look for your goodies in the mail soon!

ALICIA SAVAGE

RIVER CHASE

BRITTANY WRONSKI

GRANITE VALLEY

BRITTNEY RIDER

THE SHORES AT ROOSEVELT

JODY KINSTLER

LASALLE

LIZ DONOVAN

VAN BUREN VILLAGE

JAMIE STRONG

BAVARIAN WOODS

JANICE REEVES

WOODMAN PARK

CHELSEA RENEE FILLERS

THE LANDINGS OF FOUNTAIN
POINTE

JESSICA MIYAGAWA-SCHMELZER

RIVER'S EDGE/FORDEM TOWERS

LAUREN JAMES

WESTCHESTER VILLAGE

LESLIE LIVINGSTON

SUNNYDALE ESTATES

MCKENZIE MURPHY

STONEBRIDGE

NIKKI RODONI

GREENMAR

TRISH O'BARSKY

THE HEIGHTS

SHANTAI MCDANIEL

THE CLUB AT CHERRY HILLS

TINA QUEEN

WARREN CLUB

VALERIE MOORE

HUNTER'S WAY

ARIEL MURPHY

WOODMAN PARK

ASHLEY MARTIN

WYOMING PLACE

ASHTON MOUSER

GREENMAR

BETH HALIGOWSKI

LANCASTER LAKES

BRENDA MANQUEROS

FOX CREST

SABRINA K. PRUITT

WESTCHESTER VILLAGE

JORDAN DEWENTER

EASTLAND

KATRINA CAPERON

LAKESIDE CASITAS & YARDZ ON KOLB

LEAH FEASELMAN

CENTERVILLE PARK

SHASTA OUTLAND

BROOKWOOD

AMY HOLP

STONEBRIDGE

CANDACE CUNNINGHAM

WOODMAN PARK

KELSIE TACKETT

BRECKENRIDGE

LETICIA RODRIGUEZ

FAIRWAYS AT LOWRY

NIKKI RUSSO

CENTRAL POINTE

TRACEY HENDERSON

FAIRLANE EAST

HEATHER MITCHELL

VAN BUREN VILLAGE

TABITHA SHERMAN

CENTERVILLE PARK

CHUCK JOHNSON

FOX HILL GLENS

GUADALUPE SALMERON

FOX CREST

SAMUEL REED MAKULA

NEMOKE TRAILS

ALEN PALISLAMOVIC

THE VILLAGES AT GENERAL GRANT



Maintenance Mania

MIMG Maintenance Teams Competing

Curtis Boyd, Maintenance Supervisor at Chelsea Park in Michigan won 2nd place in two events at Maintenance Mania, HVAC Capacitor Switch and replacing a refrigerator solenoid ice maker line. He also placed 3rd in the lock system challenge as well as the CO2 Smoke Detector Challenge! Great job, Curtis!

Team Members from our Northern Ohio properties competed in the Maintenance Mania competition in Cleveland. Trey Coburn one of our rovers in Ohio took 3rd place overall!!! He also took 1st place in the Ozone Machine Competition, which could potentially qualify him for Nationals! Way to go Trey and our Northern Ohio team!!!



Mittens for Detroit

Supporting a Great Cause

Monarch Team Members in Southeast Michigan participated in “Mittens for Detroit” by collecting mittens at their properties, donating mittens at their holiday party, and helped sort over 1,000 mittens!!

Mittens for Detroit, Inc., is a 501(c)(3) nonprofit with the purpose of collecting, purchasing, and distributing new mittens and gloves to children and adults in need in Detroit, Michigan, and other underserved cities. Thousands of people donate new pairs at public and private collections. The pairs are counted, sorted, and packaged by hundreds of volunteers, and they are distributed by a network of nearly 100 agencies, nonprofits, schools, shelters, medical facilities, and other organizations that pass them out to their clients, families, and students.

Thank you to our Michigan Team Members for volunteering their time and mittens in support of this wonderful cause!



St. Louis Diaper Bank

Volunteer Day

Monarch Team Members from our St. Louis region participated in a Volunteer Day in March at the St. Louis Diaper Bank. In addition to donating diapers and filling out Love Cards to go with the diapers, our St. Louis peeps helped package over 8700 diapers that will help 170 families! Thank you for giving your time to a worthy cause in your St. Louis community!!



Granite Valley

Top 1% in OR Power Rankings by Kim Sheehan

Granite Valley was the only property in the Monarch portfolio to be named to J Turner Research's Elite 1% ORA™ (Online Reputation Assessment) Power Rankings list for the 2nd year in a row!

J Turner Research monitors over 116,000 properties across 21+ review sites and ILS's. Of those properties, 1,290 properties made it to the 1% List. To earn this ranking, the property had to register a minimum ORA™ score of 90 and have at least 20 online reviews.

The ORA™ score is an aggregate compilation of a property's ratings across various review sites. Each month, J Turner Research monitors the online ratings of more than 116,000 properties nationwide. Using a statistical model, a single score based on a scale of 0 to 100 is assigned to each property. This score serves as a benchmark to compare and contrast a company's individual properties and portfolios nationally, regionally, and against competition. Also, a property or management company is not required to be a J Turner Research client to qualify for this ranking, which is published by J Turner's media partner Multifamily Executive.

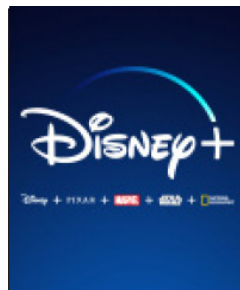
Congratulations to the Granite Valley team for your well-deserved recognition!



Employee Discounts

April Highlights

Just a quick reminder to check the Team Relations page on the MIMG Intranet for many different employee discounts! April highlights include discounts on Blue Apron home meal delivery kits, rental cars, and tax preparation services! You can access these discounts by following the instructions on the flyer located in the Team Relations Discounts tab!



Tech Talk

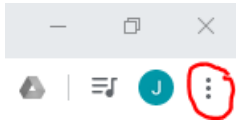
Monarch IT

Please **DO NOT** Use Internet Explorer and make Google Chrome your default browser.



- How to make Chrome your default browser:

1. Open your Google browser
2. Click three dots in far right corner
3. Click Settings
4. Default Browser
5. Make Default Browser



If you are unable to see screening results or reports, please make sure you have "Allowed Pop-Ups".



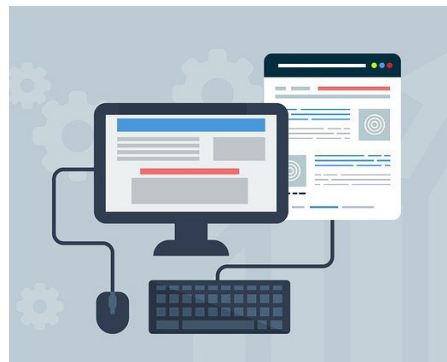
Always make sure your CRM PopApplet is popping/functioning.

- If you see a red X over your applet, right click and select exit.
- Double click on this icon on your desktop.



Please **DO NOT** click submit more than once.

- Wait for it to complete before running it again.
- Submitting more than once causes system slowdowns.



Monarch Babies!

Cuteness Alert!

Check out these adorable Monarch Babies!



Calyne Lore and her husband welcomed Baby Cameren on December 17th!



Andy Miller and his wife welcomed Baby Kennedy on February 13th!



Flu vs. You Kits

Staying Healthy

Sheila Tasker, Regional Manager in Wichita put together some fun and useful kits for her teams to get through this cold & flu season. Thanks for sharing this great idea, Sheila!



MONARCH MILESTONES

Congratulations to our Milestone Anniversaries from the 1st quarter of 2020!



5 YEARS

ARIEL MURPHY
BRANDY STALLWORTH
BRITTANY MOORE
CECELIA FILKO
CHRISTOPHER WATERS
COLE BEAUCHAMP
DANIEL BROWN
DAVID BALDWIN
DAVID SHAFFER
DELMAR BARRETT
DENNIS KENNEDY
GARY PARKER
GREGORY HIDLAY
JASON ROSEBOOM

JOHN BAKNER
JOHNNA BAILEY
KAELIN DOOLEY
LAQUEITA ROBERTS
LESLIE CHASE
LULA COLLIER
MARIAN COLEMAN
ANDE YAHN
MELISSA EMERY
MICHAEL BRANDON
NATHAN ROYAL
ROBYN NOVAK
RUDY MCNEAL II
SHANIKA HUDSON
TERESA CAINE

264 OTHER MONARCH TEAM MEMBERS CELEBRATED ANNIVERSARIES IN THE 1ST QUARTER!



NEW ACQUISITIONS

More properties added to our portfolio in Q1 of 2020.

	COMMUNITY NAME	CITY	STATE	UNITS
1	Yardz on Kolb	Tucson	AZ	410
2	Tourville North	Marquette	MI	430
3	Northwoods	Marquette	MI	117
4	Imperial Gardens	St. Ann	MO	144
5	Nantucket Gardens	St Louis	MO	176
6	San Rafael	Overland	MO	216
7	Village Square	Hazelwood	MO	148
8	Carriage Hill	Hamilton	OH	224
9	Village Woods	West Milan	IL	96



ANNIVERSARY CATALOG!

Just a reminder to check out our new catalog for your upcoming anniversary!



Have something for the
next newsletter?

LET US KNOW!

teamrelations@monarchinvestment.com