



THE MONARCH MONITOR // SUMMER 2019 // VOL. 6 NO. 2

# THE MONARCH MONITOR



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

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## TEAM BUILDING EVENTS

### Summer is finally here!

The weather is warm, the sun is shining, and it is a great time of year to celebrate your teams with a fun team building event!

While going offsite is a fun way to build comradery and improve communication, also focus on what you can do each day at your property to engage team members and build cohesion within your property.

Throughout this issue, you will find all sorts of team building events that our

team members participated in during the second quarter. If you haven't shared your Team Building events with us, please do!

Event details and photos can be sent to [teamrelations@monarchinvestment.com](mailto:teamrelations@monarchinvestment.com). Also - as a reminder, Team Building Award applications are due August 1st, so check out the MIMG Employee Intranet for details and application!



## LOUISIANA DRAGON BOAT RACES

On May 4th, properties from Monarch's Southeast Region participated in the 9th annual Louisiana Dragon Boat Races in Alexandria, LA. The competition is hosted as a charity event by the Alexandria Museum of Art and features head-to-head racing between boats of 20 rowers, a drummer, and a coach,

with tents set up for socializing, cooking, eating and drinking in between.

Monarch had participation from all five properties in the region, and hosted about 45 guests including friends and family of more than 20 Monarch employees. 2019 was Monarch's second



year participating in the event and the Monarch **SurvivOARS** placed 4th in the Power Paddle Flight Division.

The **SurvivOARS** plan to participate in the event annually as we continue to grow our footprint in the Southeast region.



## SOUTH COUNTY ST. LOUIS PORTFOLIO TEAM BUILDING BBQ

The South County Region of St. Louis held a Team Building BBQ in June. This group was split up randomly into teams and had team shirts made for everyone. We had a blast doing a blind folded obstacle course where the team had to stand in line and direct the player through the obstacle course, scavenger hunt and prizes for everyone, including fun Monarch swag bags from Team Relations! We were also able to give our 2 winning teams a day at a Cardinals Baseball game!

– Shannon Pahlmann Regional  
Leasing & Marketing Specialist





## TEXAS TEAM BUILDING EVENTS



In a world where attention is focused on making clients happy, businesses often forget about their most valued asset — employees.

Our employees are the backbone of our resident satisfaction results and the reason we can confidently say that living in a Monarch community is a positive living experience. Each year we try to gather various submarkets in the Texas-Oklahoma portfolio. These events give our employees an opportunity for fun, open communication, and employee connections in a different setting. We want to try to encourage

our employees to express their ideas, opinions, and feedback on our operations.

We also want to encourage them to reach out to one another for support and guidance. Our hope is that they feel appreciated and know that we have an open-door policy.

This year because we are so many miles apart, we teamed up and amplified the idea. We gathered our teams in two different locations. Abilene and Stephenville went to a trampoline park where we hosted a dodgeball tourna-

ment along with other obstacle courses. Lubbock enjoyed an outdoor venue where they participated in yard games and a driving range! Some employees earned bragging rights, some laughed, some encouraged each other, and built stronger relationships. A good time was had by all.

After these gatherings each year I realize how lucky I am to be part of Monarch, a company that values team building. After all, team building and leadership go hand in hand. I want to be a part of the best team with the best leaders and I want to grow my team to become the next best group of team leaders.

– Meagan Carrigan  
Assistant Regional Manager



## MOTHER'S DAY POTLUCK AT THE BERKLEY

Chella and her team organized a Mother's Day potluck. Team building onsite should be a regular thing. The little things matter!



## MAINTENANCE MANIA

### Kansas City & Tucson Maintenance Mania

Maintenance Mania competitions are great opportunities to show off our awesome Maintenance team members as well as learn from industry experts! All winners of local events will win a \$500 prize, plus an all-expense paid

trip to the National Competition! Team members from Kansas City and Tucson competed in Maintenance Mania competitions this Spring – check out their fun team photos, sporting Monarch's Maintenance Mania polo.



## AWARDS & CERTIFICATIONS



**ALYSSA HARDIN**  
Nemoke Trails

Alyssa Hardin from Nemoke Trails in Michigan received her National Apartment Leasing Professional Certification in April. You may recall that Alyssa was also one of our Monarch Butterfly Award Recipients last quarter. Way to go, Alyssa!



**ANGEL DAVILA**  
National Maintenance Trainer

Angel Davila, Monarch's National Maintenance Trainer was recognized at the National Apartment Association's Apartmentalize conference. He was named Certified Apartment Maintenance Technician of the Year. Congratulations, Angel! We are glad you're here!



# MAINTENANCE & LEASING APPRECIATION

## Tucson Maintenance and Leasing Appreciation

Tucson's Maintenance Appreciation Week consisted of something every day – Swag bags and donuts, Training with Wilmar, Maintenance Mania, and Raffles, and a Maintenance Appreciation lunch where all of the office teams make and serve lunch.

Leasing Love was a three-day event with swag bags and donuts, training, and then manicures & pedicures with a little sparkling cider.



# FRIENDLY NOTES FROM KATHY NICOLLS

We've heard from quite a few investors that on the 10th of January, April, July, and October their Monarch socks come out no matter where they happen to be. Here, investor Corey Kuehl celebrates his quarterly returns while vacationing in Hawaii.

Many investors praise not only the great management of their investment funds, but the efficient and timely way

their dividends get out. Thanks for all your dedication and diligence!

## HAMPTON AT CORAL RIDGE

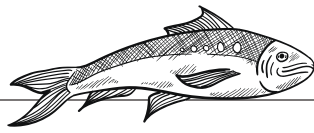
It was a hot, hot fourth of July, in Iowa, but Penny Nicolls was happy to see the signage and to find a little shade at The Hampton. Besides the pretty signage, the team's customer service award was proudly displayed. Does your commu-

nity have any great signs that increase the foot traffic? We'd love to see whatever you have the right to boast about in our next newsletter.

Send your best pics to us at: [teamrelations@monarchinvestment.com](mailto:teamrelations@monarchinvestment.com)







## MONARCH MICHIGAN FISH FRY

### Another great Fish Fry in the books!

With the 2019 Micharch Fish Fry wrapped up, we are already looking forward to next year's event. Our gracious hosts at Lakeside Resort in Houghton Lake, Michigan pulled off a great event for our Michigan team. We had a great turn out this year, with around 320 guests attending.

It was a great opportunity to bond with fellow employees and see others we



don't get the chance to connect with frequently. This has truly been a great tradition that Monarch has carried out over the last five years as a sign of appreciation for all Michigan employees.

We had some great energy this year with Team Corvette taking the volleyball tournament win, and a competitive and entertaining corn hole tournament. We also were serenaded with

many lovely voices during the evening karaoke sessions. All of this combined with great attitudes and a relaxing environment made for another great year!

Thanks to Monarch for showing your appreciation and thank you everyone who made it out!



## APARTMENT COMMUNITY ACTIVITIES

### Oak Park Food & Fun Weekly Activity

Operation Food Search is a community program that offers free lunch during the Summer for youth within our community. This is the second year that Oak Park has been graced with midday outreach to allow our youth lunch and activities during their Summer break. There are also board games, jump rope and coloring during these events. This adds bonding and positive community relations by allowing neighbors to meet and children to play together.

– Cedric Scott,  
Collections Manager at Oak Park



# PARTNERSHIPS & COMMUNITY SERVICE EVENTS

## Cedar Rapids, Coralville, Moline and Shelter House



Your communities appreciate what you do! The staff at all our Cedar Rapids, Coralville, and Moline properties are getting involved with Shelter House. They are participating in different activities, so that everyone can help out in the way that best suits their talents and interests.



In March The Hampton at Coral Ridge did a property-wide book drive to donate to the Shelter House's book sale fundraiser. They generated excitement through social media pages. It is great advertising that our community gives back.

The staff at Hampton at Coral Ridge was thanked with May Day Baskets! Although we don't help out for the

recognition, it's nice to know that our efforts are truly appreciated. The property managers, leasing marketing specialists, and regionals met with the Developmental Director in late April to establish a partnership that was beneficial for both parties.

In May, the staff from each property went to Crossroad Parks and Shelter House to do spring clean-up and plant some new bushes and flowers. They checked with Lowe's and other local businesses for help with some donated supplies. Shelter House hosted a fundraiser at a Brush and Barrel a local painting establishment. Five staff members went on a Sunday afternoon on their own dime and painted pictures that now are the décor up the stairs of the new corporate office in Coralville.

In June, Shelter House had a biking event, Brake the Cycle of Homelessness. All the properties employees were given the opportunity to participate, with registration fees covered by MIMG. A few employees that didn't want to do the bike ride handed out water bottles with Monarch on them. Great advertisement for the communities in Cedar Rapids, Coralville, and Moline.

They will be doing something quarterly and everyone is excited to help. Third quarter with busy season, they are donating furniture from move outs. Shelter House has people that will transition to housing that have been homeless and have nothing. They are doing move-out flyers to let the residents know if they don't want to move something, we will donate it to Shelter House. Shelter House will come and pick it up from the properties.

In August, the properties will also be doing a backpack drive. Fourth quarter they plan to do a breakfast or lunch the week before Thanksgiving for hunger/homeless week. They also plan on sending a few of our maintenance crew to a couple of their older building to help with some light repairs during the slower season.

Cedar Rapids, Coralville, and Moline Folks, thank you so much for your efforts and willingness to help. Yes, this takes a bit of planning, but as you can see there are multiple ways to help others and some of them even tie in with our own goals.

– Betsy Hoffman  
Senior Regional Manager





## NORTHEAST MICHIGAN REGION COMMUNITY SERVICE EFFORTS

Thank you to Natalie Gibson and all the team members in the Grand Blanc, Michigan area for sharing these different ideas and events. I can't tell you how much I appreciate our Monarch teams. They work hard each

day for their residents, and go above and beyond helping their neighbors in need, in very creative ways. It's terrific to see the varied ways our teams come up with to help their communities. Helping others in need is not only good

community relations, it is uplifting for both the givers and those on the receiving end.

*Kathy Nicolls,  
Director of Charitable Giving*



## THE LANDINGS AT FOUNTAIN POINTE

The Landings at Fountain Pointe cleaned out 37 buildings last year and were left with 100 plus bikes in varying condition. They weren't sure what to do with them, but didn't want to throw them away. Sarah from Stonehenge

Gates put them in touch with the owner of Krystal Jo's diner. Every year, the owner of Krystal Jo's fixes up as many bikes as he can and gives them to local children. His goal is to beat last year's total which was 1068 bikes. The

Landings of Fountain Pointe donated the bikes to him and they are thrilled to be a part of helping the children of Flint, MI.

## FOX HILL GLENS COMMUNITY SERVICE

Team Fox volunteered at Whaley Children's Center in Flint, MI. Prior to our visit we collected requested items that the Center needed at the leasing office from our residents over the entire month of May. We brought those donations with us to our volunteer day! We started the day off with an afternoon pizza party.

After serving all of the children and staff lunch we were able to sit down and eat with them. After lunch we played kickball with the children as well as some of the staff.

The excitement shown from each and every one of them was so rewarding. You could see in the excitement shown on their faces how much they appreciated this act of kindness. After kickball we were lucky enough to be given a tour of the facility by one of the staff members.

The whole experience was absolutely amazing and rewarding. It was great to be able to step away from the office for the day and give something back to the kids in the community as well as bringing our staff even closer.

It helps keep things in perspective about how lucky we all are. As a staff, we are excited to continue to do this each and every year together.







### THE PINES COMMUNITY SERVICE

The Pines Team pulled together to volunteer our time at a local nursing home Canterbury on the lake. We realize how often our senior citizens are forgotten about or maybe just not appreciated enough. It really was a pleasure to interact with these very wise and very valued members of our

community. We provided treats and refreshments and most importantly our time and attention. Seeing the smiling faces of the residents of Canterbury Lake were more than enough praise and thank you for us. We are excited and look forward to doing this again!!

### FAIRFIELD COMMUNITY SERVICE

During the month of April our Fairfield Team recognized what a great opportunity spring cleaning could offer for those in need. We worked closely with the residents in the community to encourage them to set aside

items, clothes and food that they may otherwise toss out to donate them to the less fortunate. Our residents did not disappoint. Fairfield residents and staff teamed up and were able to over fill three, 5ft boxes with house wares,

clothes and food. Staff then drove these donations to a local shelter and ministry in Flint, the Carriage Town Ministries. We are so proud of our staff and community for pulling together to fill a need in our area.

## SCHOLARSHIP PROGRAM

### Monarch Investment Scholarship Program

This Spring, Monarch's Scholarship Committee reviewed applications from many of your children who were hoping to be awarded one of the \$5,000 scholarships that Monarch has so generously decided to sponsor.

There were four college scholarships available and two trade school scholar-

ships. Award recipients are eligible for following years, providing they maintain a 3.0 GPA.

We had some impressive applicants, and want to send out a big Congratulations to these guys & gals!



#### TYONA BROWN

Daughter of Stacey Brown at Tiffany Woods. Tyona will be a Freshman at Ferris State University this Fall.



#### CARLI HUFFINE

Daughter of Janice Huffine from our Monarch A/P Department. Carli will be a Sophomore at University of Colorado.



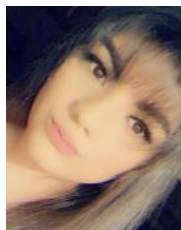
#### MARIYAH HILL

Daughter of LaTanya McGuire at Sugar Pines Apartments. Mariyah will be a Junior at Tennessee State University.



#### ZACHARY DEFOUW

Son of Susan DeFouw, Regional Manager in Michigan. Zachary will be a Senior at Michigan State University.



#### JESSICA AGUIRRE

Daughter of Antonio Aguirre at Mission Hill. Jessica is studying Dental Assisting at Carrington College.



# MONARCH WELLNESS CORNER

## Staying Active At Work



invest in **your** health

Getting at least 20 minutes of physical activity each day improves your overall fitness, controls your weight, and lowers your risk of heart disease and Type 2 diabetes. If you find it hard to exercise between work and home responsibilities, try these ideas at your desk or on your way to work.



- Park farther away from work so you walk farther
- Take the stairs instead of the elevator
- During your break, walk around your building or outside, or use your onsite fitness center.
- Stretch your neck, shoulders, wrists, and back at your desk to reduce stress, loosen tight muscles and refocus your energy
- Squeeze a stress ball in meetings or on phone calls.
- Walk to units instead of taking the golf cart.

### Don't Forget about your Opportunity to Win Big!

1. Schedule & attend a preventive care visit with your PCP
2. Each quarter we will do a prize drawing for cash prizes (10 winners every quarter get \$220)!





## WELLNESS EVENTS

### Manitou Incline: Manitou Springs, CO

Franktown kicked off its summer wellness events with a Manitou Incline climb on June 22nd! This trail is considered an “advanced hike”, consisting of 2,744 steps with an elevation gain of

2,000 feet – but the views are totally worth it! We encourage you to pick a “Wellness Coordinator” in your community or region, and start planning evening/weekend walks, races, bike

rides, or any other wellness activity that you may enjoy. Get outdoors and burn some calories with your team members! It is great for your health and great for team building!



### LUBBOCK APARTMENTS AUTISM WALK

Team members from our Lubbock Apartments participated in a walk to benefit Texas Tech University’s Burkhart Center for Autism Education and Research. Check out their photos here – if you have a particular cause you are passionate about and want to support, round up some team members and get some exercise while supporting a worthy cause. Don’t forget to send pictures of your fun to Team Relations!





# TRAINING CORNER

## Training Corner

We are committed to making learning opportunities available across our entire portfolio, allowing our employees to acquire new skills and remain competitive in the industry. It's been an exciting second

quarter! We successfully completed one Property Manager Boot Camp and two Maintenance Boot Camp sessions. These training sessions continue to be a valuable avenue in which to share and provide updated information regard-

ing our policies and procedures, best practices, and resources available. We look forward to many more!

– Lorraine Vega  
Director of Training



# MARKETING SUMMIT

## 2019 Annual Marketing Summit



This past quarter our marketing team united for their annual Marketing Summit in the great state of Colorado to connect and collaborate with a Marketing platoon that has amassed to 26 individuals. It was a weeklong agenda to synergize marketing initiatives in efforts to deploy across the 22 states we're located in.

There was definitely no shortage of learning new leasing & marketing techniques and team building exercises to create one of the most skilled and tight knit marketing teams in the industry!

Marketing would love to give a shout out to the Monarch Training Department for joining us for several training sessions, as well as Yardi to support our never-ending ambition to learn all we possibly can. It would not have been as successful without them!



## MONARCH MILESTONES

Congratulations to our Milestone Anniversaries from the 2<sup>nd</sup> quarter of 2019!

### 10+ YEARS

Julie Bailey  
Lori Watkins-Gurule  
Maria Valdez  
Miguel Lopez-Pena

Glenda Toft  
Misty Johnson  
Janice Huffine  
Christopher Dillinger  
Robert Rexnikov  
Natalie Gibson  
Shannon Pahlmann  
Michael Berry  
Teodoro Aguilar  
Rey Cedillo

Maria Tello  
Reynaldo Fraga  
Barry Gill  
Billy McFalls

\*130 other Monarch  
Team Members  
celebrated  
anniversaries in the 2nd  
quarter!



### 5 YEARS

Lamont Griffin  
Robert Miller  
Allen Lewis

## NEW ACQUISITIONS

More properties added to our portfolio in Q2 of 2019.

	COMMUNITY NAME	CITY	STATE	UNITS
1	Reserve At Eagle Ridge	Waukegan	IL	370
2	Grant 79	Overland Park	KS	100
3	Homestead	Hobbs	NM	240
4	Park Commons	Valley Park	MO	174
5	Southgate	Greenville	NC	429
6	Madison Place	Greenville	NC	216
7	Upper Town	St. Cloud	MN	318
8	The Highlands of Westchester	West Chester	OH	215

