



THE MONARCH MONITOR // WINTER 2017 // VOL. 4 NO. 4

THE MONARCH MONITOR



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



Welcome to Brookwood Apartments, located in Wichita, Kansas.

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A Note from Bob Nicolls, President of Monarch Investment

A History of Monarch, Part 1

I have been asked to write about the start of Monarch. For the curious and those new to Monarch, some background information may provide a glimpse of why we do what we do. I'm always reluctant to talk about this as I don't think it translates into today's world, but here goes.

I am merely a product of my environment. Growing up middle class in the suburbs of Chicago, my parents instilled a "protestant work ethic" into me. Basically, that means you have to work to get anything you need or want. My parents "encouraged" my sisters and I to compete hard in the classroom and sports. Unless you gave 100% effort at each, you had failed, even if you won the game or tested out at the head of the class. Failures were not dwelt on, but they were reviewed with improvement expected thereafter.

My Mom's middle name should have been "frugal", and she was damn well proud of that. She too, was a product of her environment. Born six months after her folks emigrated from North Ireland, she was the oldest of 5 daughters.

Her Dad gained employment as a security guard at Mellon Bank. The family lived modestly through the depression and World War II. As the eldest, her parents relied on Mom to do a lot of work. Her MO was basically don't waste; time, talent or treasure. Later, she got her Masters in Physical Education while working her way through college, and then was a teacher. Growing up, there was no lolly gagging around in her house. Nor was anything wasted. All toothpaste was squeezed from the tube, rubber spatulas removed all remaining food from jars, and she alone applied a small dose of dressing to the salads (which in later years horrified Kathy, whose custom was to lather it on liberally).

In summers, I was not allowed to stay in the house during the day, and only required to be back for dinner at 6:30. Mostly, I played sports, but also cut lawns, raked leaves, delivered papers and shoveled snow to make extra money. My Dad was a steel salesman. After returning from World War II, he went to work in a steel factory in Youngstown, OH. He did well there and was able to transfer to a preferred office job in sales from the hard factory work. Not that he mind-

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ed it. Growing up, his Dad a butcher and small corner grocery store owner, taught my Dad how to use a toolbox. My father and his brothers built all kinds of things in their backyard, and of course played sports. He had some great stories to tell about that and the war. Two of which are; as kids playing in the late 20's and early 30's airplanes were not too common yet. So, if any flew over, everyone would just stop and watch them as they crossed the sky, until gone. During the war, my Dad was the 1st Sergeant of an artillery battery.

He was constantly to and from the front line identifying targets while operating the battery for the Captain. Part of his responsibility was to set up/pull down the battery as the forward lines moved. Communications with forward units was critical, and lines were constantly being run to and fro. Standard procedure at the time was to unpack all the massive audio equipment and place them in a "communication tent". My Dad recommended to the Captain that the whole set up process (including positioning of the guns) of 8-10 hours could be cut by over half, if they simply set up the audio equipment in

My Mom's middle name should have been "frugal", and she was damn well proud of that.

the back of a truck (the classic deuce and a half's) and simply ran lines from there. The Captain refused, noting there was no extra truck and to follow Army procedure, "by the book". So my Dad and his assistant "Little Sarge" (a pre-war Disney cartoonist), went off and "requisitioned" (stole) a Deuce and a half, set up the equipment permanently in the truck, and had what may have been the first mobile communication vehicle in the south of France. They got a bad tongue lashing from the Captain, but

afterward were commended for their ingenuity which helped provided timely firing support for the front line troops in combat.

My Dad taught me how to use tools too. He was good at it even building a play-

house for my sisters with electricity and a tree house for me, along with maintaining the house and having a great yard and garden. We never had a contractor perform work, always doing everything ourselves. He was a perfectionist and used to say, "Do it right, then move on to the next thing" When I was 11 or 12, I "got" to re-shingle the garage roof. He got me started, and would leave for work. At

the end of the day, he'd come back to check on how things went and make adjustments till it was complete. We also had a giant model train and car racing set that was three dimensionally landscaped and built out with structures and electricity.

I played all sports in grade school, but chose distance running as my sport in high school. This was mainly due to the coach coming to our school and recruiting me in 8th grade, while knowing I could still play city baseball all summer. Distance running is all about hard work and mental toughness. Most sports use running as punishment in practice, but this was what we had to do to get better. I was pretty good, but not good enough to receive a scholarship, which led to my summer painting career.

I painted for five summers with a friend and fellow distance runner, Karl Schwappach. Karl is an investor and lives in MN. We usually each had a helper to total a four man crew. Though I had worked all kinds of jobs growing up, this was my first "real" business. As high school then college kids, had to convince people to give us work painting their homes. We worked every summer day that it didn't rain, from 7 to usually dark.

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Giving Back: Help After Harvey

Hurricane Harvey made landfall in Houston a few months ago, but the storm's impact persists across much of the area. Recent reports estimate the cost of recovery to be over \$80 billion and in the sprawling city of over six million; debris, empty homes, and construction are still a daily reminder of the storm's severity. Monarch is proud to have partnered with BSW, a trusted partner to Monarch for over eight years, to deliver a targeted relief initiative in Houston.

As many of you know, we own and manage apartment properties throughout the South including several in Texas. In October, we introduced our Houston Relief Initiative, an effort specifically designed

to help with local restoration and construction. Our first priority has been to help overcome Houston's severe labor shortage. Recently we sent a dozen members of our maintenance staff to Houston to assist with rebuilding efforts.

The other Houston Relief Initiative priorities include assisting a local senior care center and providing for individual families in need. For some families that lost everything in the storm, we at Monarch have helped tear down waterlogged walls, clean up debris, and hang new drywall. We identified the persistent need on the ground in Houston, mobilized resources quickly, and set a plan in motion to make a difference.

THANK YOU TO BLAKE'S TEAM!

- Patrick Duffy** - Mill Creek Apartments
- Stormy Smothers** - Mill Creek Apartments
- Rene Garcia** - Timber Ridge Apartments
- Isaac Rios** - Timber Ridge Apartments
- Keith Lewis** - Camelot Apartments
- Floyd Bass** - Camelot Apartments
- Roger Howes** - Palo Duro Place Apartments
- Joel Hernandez** - Palo Duro Place Apartments
- Rey Cedillo** - Oak Tree Apartments
- Joe Aguilar** - Oak Tree Apartments
- Sandy Becker** - River Ranch Apartments



A Note From Bob, Continued from pg. 2

Our pay was always measured by "the day". In 5 years we went from; \$30 to 80, 100, then 150 and \$175 per day in the summer of 1979. Finishing the summer and going back to school at Iowa seemed like cake eating compared to our painting schedule. In the summer of 1978 I was watching the news on June 30th. We had worked all but one day that June. The weatherman said it was the hottest June for Chicago ever on

record with almost every day being above 90 degrees. Oblivious to this, I simply thought, "No wonder I'm kinda tired."

I share this not as a biography, but to explain the mindset I have for Monarch, which is merely an extension of the way I was raised. If you're asking, "Why are we doing this" or "How come we can't be satisfied with where we are", the aforementioned mental-

ity may help to explain it. More next quarter regarding the actual creation of Monarch.

Merry Christmas and Happy New Year to the best staff I could have ever imagined. Δ



MONARCH MILESTONES

Congratulations to our Milestone Anniversaries from the 4th quarter of 2017!

25 YEARS

Bob Nicolls

12 YEARS

Chuck Lavezzi

11 YEARS

Gary Binder

10 YEARS

Tiffany Gonzales

5 YEARS

Michael Breiner
Laura Menchen
Mary Clark
Karen Bialkowski
Dennis Kadlitz Jr

1 YEAR

Chelsea Gross
Jerry Kelly
Patrice Brown

William Downey
Emina Filipovic
Lindsay Austhof
Maggie McIntyre
Jade Hosko
Alexandru Dumitrascu
Robert Clinton
Tyler Feaselman
Jeffrey Cottrell
Thomas Jones
Daniel Szopinski
Michelle Galvan
Diego Vega
Barry Windmon
Felipe Martinez Gorgonio
Emidio Agustin
Monica McCollum
Joel Hudson
Nicholas Palazzolo
Nolan Morgan
Krystal Wegeler
Susan Valdez
Fernando Alvarado Jr

John Southwell
Jacob Gannon
Ronald Kindle
Bradley Pettenger
Thomas Hopkins
Shane Harris
Lester Lovegrove
Matthew Ensing
Manuel Guirado Rodriguez
Jennifer Grant
Melissa Sturges
Guadalupe Padilla
Shane Saunders
Tori Fanegan
David Jackson
Robert Taylor
Mark Bryan
Tiffany Smith
Koltan Morris
Angela Van Cleave
Andrew Wells
Belinda Jones
Kelcie Childs
Travis Sweet
Adelheid Mallory
Isaac Stringer

Joshua Taylor
Valiantsin Korzhyk
Gregory Brown
Martin Magallanes
Matthew Kinser
Kristiana Imel
Lavada Logan
Errol Witzel
Jacob Spoerle
Frank Salazar
Richard Boyles
Carl Seefeld
Deborah Volker
Patrick Case
Corey Gregory
Daniel Quintero
Christopher Aguiar
John Bailey
Dominique Turner
Mikalene Espinoza
Darcy Allen,
Luis Nieves Flores
Samuel Bohanan

Mike Breiner, A Man Of His Word

Mike Breiner was visiting Hearth Hollow this fall and started talking football to Patti Willert (Property Manager) about Denver playing Kansas City. They made a bet that the person's team that lost would have to wear the other person's team jersey for the day....and this picture says it all.

Mike did mention doing double or nothing, but then changed his mind. Wow, Mike, you look great! I think Red is your color!





Left: Mia and Geoff piece together wood to form posts to build fencing. Top: Amy and Cindy help transport fence posts in down the trail at Castlewood Canyon, CO.

Helping Our Neighbors In Need

Learn about some of the ways that Monarch Employees have been giving back this year.

The Franktown Office has been involved in many extracurricular projects during the last few months. It gives us time to take a breather from our everyday workload and come back refreshed and thankful!

In October, 23 team members took an afternoon to support Volunteers for Outdoor Colorado, cleaning trails and brush at Castlewood Canyon, our State Park that is just minutes from the office. A few rattlers were spotted, but all left the park safe, exhilarated, and very tired! Corporate lawyer, Geoff Frazier, who is also a certified crew leader with the organization says, “I have been volunteering with VOC for the last 4 years or so because VOC projects are a great opportunity to explore different parts of our beautiful state while maintaining our heavily used trails and resources, getting exercise, and getting my hands dirty with some

good old satisfying manual labor that I don’t get much of at my day job. I’ve also met a lot of awesome people through VOC who have become great friends.”

In November, our staff showed up for a training in the use of AED’s and many even completed CPR and First Aid with the American Red Cross, who came to our offices for the training. The course was sponsored by Monarch and “cost” for the session was a donation of a filled shoebox for Samaritan’s Purse. We collected 33 shoeboxes for kids in need and learned a lot about what is new in first aid. (The best tip: Don’t be that person who witnesses everyone videoing an emergency event on their phones and assume that someone has called 911! This is called the onlooker effect and is sadly becoming commonplace).

Decembers is here and our team now has many opportunities to keep people warm for the winter months and happy at the holidays. We helped distribute long underwear at the Denver

Soup Kitchen, adopted a family from Family Homestead clients, and encouraged employees to drop off coats at the One Warm Coat Box.

There are 95 support staff members here at the corporate office so every activity isn’t for everyone, but most everyone can find something to do that combines charity with fun and interaction. It’s amazing how just clearing clutter from your closet can be an act of selflessness and giving. Charity work is a great team building activity and puts joy in your heart. What are some opportunities around your site? We, at MIMG, all make our living working in multi-family housing, so our emphasis are charities that keep a roof over people’s head, or food in the stomachs, but we also support medical causes that are important to your specific team.

Ask Kathy, in Employee Relations, how Monarch can help: knicolls@monarchinvestment.com



Have your staff or community recently been involved in a service project? Let us know!

MONARCH



Monarch Medal of Honor Winners

The Monarch Medal of Honor was conceived to honor all Maintenance Supervisors who exemplify Monarch's high standards of excellence. Medal of Honor members display strong knowledge of Monarch's Mission, and carry out managing their sites in a way that makes both the company and their staff proud. Regional Managers took many pieces of information into consideration when making their selections.



BRYAN LEMOINE

Pecan Grove

Bryan joined Monarch one year ago with the acquisition of the Alexandria 2 portfolio in Louisiana. Bryan oversees maintenance at both properties and recently traveled to Mississippi to provide additional support to Monarch properties there. He always displays a good attitude and willingness to help others. As a result of Bryan's skills and organization, his properties are regularly under budget on maintenance expenses.



BRIAN PRICKETT

Walnut Creek

Brian Prickett joined Monarch as a Maintenance Supervisor in October of 2015. Since then, Brian consistently strives to make Walnut Creek the very best it can be. He specializes in completing large maintenance issues in house which in turn saves the property budget. Brian takes the initiative to learn new things and is always extending a helping hand to the residents. We are pleased to nominate him for Monarch's Maintenance Medal of Honor.



CASEY REYES

Suson Pines

Casey Reyes joined the Monarch family in 2016 as maintenance tech within a few months was promoted to Maintenance Supervisor. Casey is very well rounded in his skill set, understands quality service, budget control, and his attitude has been contagious with his team. Resident retention continues to improve, work orders are always done in a timely manner and his expectations of a high level of service to our residents is second to none.

GREG HAGANS

Hearth Hollow

Greg Hagans joined Monarch through the acquisition of the Wichita, KS properties in July 2016. Greg consistently strives to make Hearth Hollow the very best it can be. He specializes in assessing the situation from all directions to determine the best solution. Greg takes the initiative to learn new things and is always extending a helping hand to the residents.



EVERETT HAWKINS

Tiffany Woods

Everett has been a vital part of improving both the level of service and atmosphere at Tiffany Woods. Everett confidently attacks challenges as they are presented. With Everett's direction the team has really come together and has been able to complete all turns without additional help. In addition, city inspections went better than they ever have. He takes pride in his team's accomplishments and is quick to praise them for a job well done.



ISAAC DIAZ

Northgate

Isaac is always available, willing to go the extra mile to get the job done, willing to help keep our budget on track by not hiring outside contractors. He always has an idea and projection of how to get the job or project done efficiently and correctly.



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JASON BARMANN

Retreat at Woodridge

Jason joined the Monarch Team with the purchase of The Retreat at Woodridge and The Retreat at Mill Creek in October 2016. Jason has been successful in training a talented and hard-working team and addressing deferred maintenance at the two properties he oversees. Jason provides great customer service not only to the residents, but to his coworkers and vendors as well.



KENNETH WHITE

Golfview Village

Ken White has put a significant amount of hours, blood, sweat, and tears into improving an incredibly difficult property. Ken's ability to run maintenance while spending almost nothing is something that very few Maintenance Supervisors can attain. He has overseen massive improvement the maintenance staff has made in terms of organization, scheduling, budget control, and quality improvement/enforcement.



MARK KACZMAR

The Heights

Mark Kaczmar has been with Monarch for about 1 1/2 years. He likes a challenge and will exhaust all of his knowledge to solve the issue in-house, saving the property money. Mark is a team player who is always willing to help King's Gate with any HVAC issues that may arise. He is very ambitious, and is a hard worker. He likes to have fun and truly wants to make the company and our residents happy.

MICHAEL REMARKE

Sherwood Forest

Mike has been a vital part of the success of Sherwood Forest. He has a great sense of pride in Sherwood Forest and takes ownership for the property. Michael is a great example for his team. His dedication and hard work made him the perfect candidate for the Medal of Honor award.



MIGUEL LOPEZ

Fox Hill

Miguel at Fox Hill for the past 13 years. He is willing to do whatever is asked and always does it with a smile. He is always greeting residents, prospects and employees with a compliment, advice or a story. Miguel brings with him 37 years of maintenance experience and he can speak 11 different languages. Miguel is a dependable, hardworking, giving, well read, honorable man, and he can fix nearly anything.



RICHARD RAE

Sedona Ridge

Richard displays exemplary leadership skills, working diligently to assess, train and guide his team. He has successfully operated within the expense control guidelines all while juggling the daily responsibilities of a 12 acre property. Richard once working a non-stop 24 plus hour shift to help residents salvage their belongings after a flood. Richard always projects dedication and core values into all he tackles.



TRACY BARNETT

River Ranch

Tracy always continues to strive for excellence and exceed expectations. He consistently ends the week with less than 10 work orders and has a budget focused mind set. He is not only a leader for his maintenance team, but also is trusted to travel, teach, train, and help other properties with work requests. Regardless of the situation, Tracy maintains a calm demeanor and is task focused. He leads by example and is a respected member of the team, an imperative asset for Monarch.



TRAVIS CANNON

Nemoke Trails

All of us at Nemoke Trails want to thank you for selecting Travis to be a member of this Prestigious Club. He not only is a great example for his subordinates, he also helps us here in the office taking tours, follow ups, double closings and answering the phone when we are all busy. He is always willing to see what he and the maintenance staff can do to help our office staff, residents and to improve the overall quality of the property. We are so happy to have him on our team.



DENNIS KENNEDY

Rover - Grand Rapids

Since starting in 2015, he has made a significant impact at the property from the very start. Work order performance immediately improved at the property, turning the maintenance staff into a solid a team. Dennis' expertise in HVAC allowed him to cut costs at the property by 66% in his first year. This summer, Dennis completed the remodel of the Monarch Grand Rapids corporate office. Dennis has been an incredible contributor and we are thrilled to recognize him with this award.

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Employee Perks: Using your Education Benefits

Four Monarch Employees in Michigan were recently presented with their CAPS (Certified Apartment Portfolio Supervisor) certification: Kirstin Heard, Elsa Tiedeck, Cecelia Filko, and Cheri Loudenbeck. They were able to achieve this certification through

the educational benefits that Monarch offers to our employees. Another Monarch Michigan team member, Rapheal Stevenson also earned this certification earlier this year. Great job with continuing education, team Michigan!





DWIGHT JOST

Rover - St. Louis

Since 2015, Dwight has come to work every day, on time, ready to go, with a positive “can do” attitude. His amazing work ethic allows him to tackle a very high volume of work every day. Dwight’s abilities and work ethic make him perfect in the Rover role, resulting in very significant savings for the properties. He exemplifies the Monarch work ethic, and is very deserving of the Medal of Honor Award.



GARY PARKER

National Rover

Gary demonstrates amazing skills that bring the entire crew together, leading by example, coupled with a great sense of humor. He requires virtually no supervision and a guy we can count on showing up, giving an honest opinion, and knowing exactly how to tackle any problem. Since working with him he hasn’t been called back to fix any “mistakes”. He’s a perfect example of a perfect rover.

MICHAEL BRANDON

Rover - Little Rock



Mike is invaluable to the maintenance operations and to all the properties in Little Rock. He has such a large amount of maintenance knowledge and is always eager to share that with his co-workers in day-to day operations or with official training. He has even filled in at Pleasant Pointe as Maintenance Supervisor and assisted the Manager in turning the property around. He is very deserving of this award.

PATRICK DUFFY

Rover - Texas

Patrick consistently goes above and beyond and strives to save the company money in every aspect – even if that means more work for him. He ensures each site he visits is on track with make readies and work orders. He brings a fresh point of view to the table when a difficult task arises. Not only does Patrick strive to be the best, he encourages the Monarch mindset in everyone he works with!



RUSTY BLACKBURN

Rover - Columbus

Rusty has been a valuable Rover to Central Ohio and other regions as well. He has traveled throughout the portfolio to assist with projects, conduct interviews, perform due diligence and train maintenance staff. He is very skilled at project management and can juggle an SP team and several projects at the same time. Rusty is always willing to jump in and assist with work orders, turns or whatever is needed at a property.

Recognizing Our Team Members: Antonio King



Antonio King, the Marketing Manager who oversees the Little Rock region, was recently asked to speak to the Student Marketing Association at the University of Arkansas at Little Rock. He did a wonderful job and his presentation was well done! He was even asked by a professor about returning to speak again to one of their classes. This contact and opportunity happened due to the Monarch Intern that was placed in Little Rock for the summer.

Well done, Antonio!

New Monarch Acquisitions

Check out these new additions to the Monarch portfolio!

	COMMUNITY NAME	CITY	STATE	UNITS	DATE
1	Fountain Pointe	Flint	MI	468	10/13
2	Fox Hill Glens	Flint	MI	322	10/13
3	Stonehenge Gates	Flint	MI	180	10/13
4	River's Edge/Fordem Towers	Madison	WI	402	10/30
5	Brookwood	Wichita	KS	216	11/15
6	Club at Cherry Hills	Wichita	KS	348	11/15



Remembering the Brave

Learn about some of the ways that Monarch Employees have been giving back this year.



The Remembering the Brave Christmas Trees are a way for everyone to honor our nation's fallen heroes this holiday season. These heroes were killed in the line of duty or as a result of the war. The trees honor heroes from all across this great country, from WWI to present. This year over 600 requests for gold stars were submitted from families or battle buddies. We invite everyone to "Take a Hero Home for the Holidays".

Please, consider taking a star home to put on your tree and remember our fallen heroes this Holiday Season. We ask that you take a picture of the star on your tree and either post it to Facebook "Remembering the Brave Christmas Tree" or email it to rtbchristmastree@gmail.com.

Monarch Moments



300 at the Circle
300 at the Circle won Overall Team of the Year and Maintenance Tech of the Year from the Greater Lexington Apartment Association.



Concorde Club
David Woods, of Concorde Club, was awarded the "Golden Hammer" award for 2017. Congratulations David!



Country Estates
Country Estates threw a great Halloween party for residents at the office. Emily Heyen and Sarah Winters pose at the party in the photo on the left.



Granite Valley
Granite Valley did a food drive, in which residents donated over 128 lbs of food to the local food reservoir on behalf of Granite Valley and Monarch Investment.



Mesa Ridge
Residents and employees of Mesa Ridge took new gloves, hats and scarves to the New Mexico Children's Hospital. Our staff also visited with Children and took a tour of the hospital.



Tucson Maintenance Team
Several employees went to the Tucson Maintenance Mania event. They said it was a fantastic team building event and overall a really fun time. Luis from Solano Springs came in 2nd on the water heater challenge event!

Have something for the next newsletter?

LET US KNOW!

employeerelations@monarchinvestment.com





Success Story in Minnesota

Lease-A-Palooza 2017!

This fall, Meadows of Coon Rapids held a one day Lease-A-Palooza. Leasing Agents and Assistant Managers from the other properties in the Minneapolis region came together to show apartments, follow up with traffic and generate leads. They were even working the renewal tracker.

The team called over 100 prospects, sent 90 emails and scheduled 10 apartment tours for the next week. They also leased a few apartments in one single day! The Minneapolis region dubbed it a huge success simply based off of the teamwork and camaraderie. Way to go, Minnesota!

Marketing Accomplishments in Guymon, OK

Apache Trace partners with the community to increase leases.

Apache Trace was presented with a challenge to boost occupancy, and in a matter of a couple of weeks, their efforts converted into a 10% boost. You might be pondering how they increased occupancy so rapidly? They utilized the powerful tool of Facebook to expand their social reach of current deals running at the property to all the apartment hunters that reside in Guymon, OK. Their deals went

viral in the Guymon community and helped them attain their desired goal.

To compliment these efforts, Apache Trace has also hosted community events throughout Guymon in efforts to raise awareness of their apartments. Over the summer they hosted the Guymon Fire Department, who dedicated the day to teaching residents about fire safety, as well as showing children around their trucks and fire equipment. Apache Trace also partnered with other local busi-



nesses to put on an on-the-go breakfast program for local kids, making sure they have access to a healthy meal to start their day.



Welcome to Rivers Edge & Fortem Towers Apartments, located in Madison, Wisconsin.