



THE MONARCH MONITOR // WINTER 2018 // VOL. 5 NO. 7

THE MONARCH MONITOR



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

INSIDE THIS ISSUE

A Note From Bob Nicolls	1
Take Over Jitters	3
Employees Go Skiing At Monarch	3
Handing Over The Fairy Wand	4
The Monarch Marketing Guru	5
Monarch Milestones	6
State Fair Scavenger Hunt	7
Granite Valley Is In The 1%	7
Maintenance Medal Of Honor Winners	8
The Monarch Halloween Challenge	11
Team Building In Iowa	12



Welcome to The Ridge at Chestnut Apartments, one of Monarch's new additions in Kansas City, MO.

A NOTE FROM BOB NICOLLS

The History of Monarch, Part 3

Finally, here's the ending. As noted in the previous edition, Monarch began with the purchase of the ski area in 2002. The first apartment purchase came in 2004 (Mesa Ridge in Albuquerque), which we still own. Mesa Ridge's management was cobbled together with no actual employees. Sean Olson's company provided the accounting (Jane Smith) and

regional work. It took several years of acquisitions before the core of our staff could be hired; Peggy, Chuck, Maureen, and Lucy were some of the first employees.

The idea was to add departments and staff as we grew so that all work was performed in-house. As they are today, procedures were constantly challenged and changed for the better. While technological improvements greatly helped, what good is hard-

ware and software if they aren't used correctly, like a hammer and saw? Roving project teams also provided support to the sites. We developed paint, parking lot, and roofing teams to handle large projects. The Roving Maintenance position was created by promoting great maintenance supervisors whose skills we'd use in a region, rather than one property. The Regional Manager position, while not unique to the industry, was fashioned so that only 3-5 proper-

Continued on pg. 2



Bob Nicolls points out some of the original Regional Managers at the Franktown Office.



Our success depends on each one of you doing well, cooperating with your team, and executing the fundamentals of apartment management.



Continued from pg. 1

ties would be in their portfolio. This provided more time and supervision at the properties. The corporate office has expanded in accounting, data management and finance. Entire departments have been created since 2008; legal, employee relations, recruiting, corporate marketing, and training. And we're not finished. We'll keep building and expanding the departments if it will improve and support Operations.

Several concepts were central to the company's structure. First, is the integration of transactions and operations. Almost all sizable multifamily ownership companies separate the transactional groups from the operating. The transactional staff work on purchases, sales, and financing. The operational folks are the ones charged with running the properties. With essentially two silos within a company, synergy is naturally created from day one no matter if a project is successful or not. The suits in transactions always boast of their skill and deal-making when an investment/property works. If not, they blame Ops for lack of execution. We don't have this problem. Asset Management Groups both transact and operate. There's no one to point the finger at other than oneself if something goes wrong. This is the small company model where the owner is responsible for everything, and in our case, it's the Asset Manager. His, or some-

day her team, acquires and operates the property.

And, let me digress a moment here. I'm not at all impressed by those in this business who claim to be transactional guys. They're pretty, but they can't operate. I can't count the number of egotistical suits who've wanted to work for Monarch, imploring how they're great at; sourcing deals, financing and their version of "Asset Managing". All of that is the easy part of this business. I stop listening as the pontificating starts for these supposed great skills. By the way, do we have any of these kinds of people working for us in any capacity? NO! The hard part of this business is operating. I am impressed by people who:

- ✓ Know how to renew a resident.
- ✓ Can schedule Maintenance.
- ✓ Know how to generate traffic.
- ✓ Lease to prospects at a high rate.
- ✓ Collect rent.
- ✓ Turn a screwdriver and fix anything.
- ✓ Paint a unit correctly or simply know how to touch it up.
- ✓ Have HVAC skill.
- ✓ Plow a parking lot correctly.
- ✓ Have pool certifications and knowledge of how to maintain it.
- ✓ Crispy clean a unit.
- ✓ Have impeccable grounds skills.

Lest I leave out all the great work corporate departments complete in Franktown, all of that too.

Continued on pg. 5



TAKE OVER JITTERS

By **Diana Martinez**, *Property Manager at The Regency North Apartments*

I have been in the Property Management business for over 18 years, and much joy comes with it! Meeting new people, being the person to offer a potential resident their future home, and so on. The thing no one prepares you for is what happens when your property is purchased or sold. Who loves that? I don't, especially when I was comfortable with the existing company and didn't want to see them leave. So imagine my feelings when I found out that my property was being sold! I was upset, nervous and scared! Why? Because I didn't know what to expect from the new company and wasn't sure if I would fit in.

I have been involved in a few take-overs, and my experiences were not good. There was a lack of support, and I cringed at the thought of going through another one. When Monarch purchased my property, I was pleasantly surprised. My office was a full house, and even though I was

still going through the fear stage, I had never experienced the level of support that I did when Monarch took over! My level of nervousness went from 100 to 20 within days, and it was at zero within weeks! I had someone by my side to help me out each step of the way. My Regional and Assistant were there to help me, especially when I seemed upset and frustrated and my support at the corporate office helped me with any questions I had. They built me up and gave me the confidence I needed to say "I GOT THIS"!

I have now been with Monarch for 1 year and 6 months, and trust me when I say it gets better after take over...it really does, one day at a time! I can turn to anyone and know that I can count on them to help me out! Now I feel like take overs aren't so "scary," and I can only say that because of the employee support system at Monarch.



EMPLOYEES GO SKIING AT MONARCH

By **DeeAnn Corral**, *Property Manager at Hunter's Way Apartments, TX*

Did you know that one of the best perks of being a Monarch team member is access to Monarch Mountain? Check out the employee intranet for details!

My family and I decided to do things a little different and changed up our Christmas tradition this year! We gave the kids the gift of laughs and memories that would last them a lifetime! I'm so grateful to have been blessed with an excellent company who helped set this up for us!

Monarch set my family up with passes to ski at Monarch Mountain! We received free lift tickets for the 3 days we were in Salida, CO, which included discounts on food, souvenirs and so much more! We also utilized the perk Monarch offered at Monarch Mountain Lodge. We received an exclusive rate, making it possible for my husband and I to take our whole family!

We had a wonderful time at Monarch mountain. My boys got to try snowboarding for the very first time, and my little one was in for a huge surprise when he got to meet Santa on the Slopes! I am proud to be employed by Monarch!



Left to right: Courtney Tokarski (Director of Team Relations), Kathy Nicolls (Director of Charitable Giving), and Michele Stockman (Perks & Events Coordinator).

HANDING OVER THE FAIRY WAND

By Kathy Nicolls, *Director of Charitable Giving*

Please welcome Courtney Tokarski back to the Employee Relations Team; now Team Relations! Courtney left us last year to be a Rotational Analyst. She spent quite a bit of time on site, learning and working at two of our Colorado locations, as well as spending time in Marketing, learning the art of websites.

Along with Perks and Events Coordinator, Michele Stockman and our Administrative Assistant, Sarah Chapa, I believe they'll keep our team members happy and logoed up! Courtney will be tracking all of our programs and making sure they are utilized, up-to-date, and always current with what you tell us you need. Team Building will still be a focus for all of us.

As for me, I'm handing my fairy wand over, but I'm not going far away. Instead of looking into employee perks, I'm digging deeper, looking at worthy causes in the communities.

I was excited to get this note today from Ashley Shaffier from Nemoke Trails in Michigan:

"Thank you for visiting us in October. It was wonderful to meet you! At that time you mentioned that if there was an agency that frequently helps residents we could send along their info and you would put them in consideration for a donation. Society of St. Vincent De Paul has helped three of our residents this year so I thought I would pass along their name and address for consideration. I think it's wonderful that you offer support for agencies like this!"

I want to hear from you when you know of an agency or non-profit that continues to aid our residents in times of need. I especially love it when our donation dollars go to places who help our residents and others keep a roof over their heads. I think a list of these people and organizations is a great thing for every leasing specialist to have at their

fingertips. When residents come to you unable to pay a portion of rent, do you know where to send them? A lift up during one bad month might be just what someone needs to help keep a cycle of delinquencies from happening.

I'd also love for each of our teams to go out into the communities and connect with a cause about which you are passionate. I'll be reaching out to some of our Regionals on a rotating basis to see what that might look like for their teams. It's great team-building – connecting with your communities and with each other.

Our first event of the New Year is being planned by Betsy Hoffman and her team members in Iowa City. Throughout the day different members of the Iowa properties might rise early to make breakfasts for residents at Shelter House. Another group will come in later to do some clean-up projects and a few may put their building skills together later in the day. There will be something for everyone who wants to participate! More on that next month. In the meantime, find out where your teams' passions lie. Is it doing a run together to fund research for an illness we'd like to knock out, or is it competing in a boat race for the community while the rest of your team members cheer you on from the sidelines? Monarch can fill goodie bags for participants, help with entry fees or simply donate to the cause. Let me know how I may help.



THE MONARCH MARKETING GURU

We would like to recognize Antonio King for his recent successes!

Antonio won the "Marketing Guru" award from Apartment Hunters & Arkansas Suites this year. (Picture attached) Antonio had an exciting 2018. Not only did he win this award but he won Monarch's Marketing Metamorphosis & Ambassador of the month for September with the Little Rock Chamber of Commerce. We can't wait to see what he does in 2019!

Antonio also completed an incredible campaign with the Salvation Army by raising funds as a bell ringer during Christmas.

Continued from pg. 2

Second, is the allocation of our promote structure to the staff. All real estate ownership companies that I know of give out profit interests (sweat equity) of various kinds to just the owners or "transactional guys". Very little if any is awarded to Operational staff. Monarch is the opposite. We award profit interest and MEPP (Monarch employee profit plan) to all staff. Employees to date have received a total of 64 million dollars combined. Besides that, we offer fair compensation, various bonuses to all staff, solid benefits, good working environments, advancement opportunities, and lots of programs from Employee Relations. It's important to me that the people who do the hard work get rewarded when our properties succeed. Aren't the staff the most critical piece of that equation?

Back to Monarch's growth and expansion. The Great Recession of 2008 created a "once in a lifetime" opportunity to buy apartments. We recognized this in 2009 and have not stopped buying since. I don't mind saying it took a lot of guts to buy when everyone else panicked and wanted to sell. We hit it right and are in the right genre too, "Workforce Housing in the Middle of the Country, financed with long term loans". Our investors are individuals, and they trusted our judgment to buy in this genre and have been greatly rewarded. Our staff (some 1600 strong now) has delivered the goods too. We're up to 50 thousand units owned, with another 2500 units to

close in the first quarter of 2019. This puts us into the top 15 Owners in the country, an unbelievable achievement while maintaining the best returns for investors in the business.

While it's more difficult to buy than ever, our investor base still has an appetite at yields that can be achieved today. Reasonable growth is good for all businesses and creates even more opportunities for employees as noted above. I look forward to the future, with the expansion of Monarch's footprint which is good for staff and investors. That is my focus over the next five years. It energizes me and provides a goal line over and over again to cross. Let's continue winning the Super Bowl of Multi-Family investment every year, as what is good for the goose is good for the gander.

I want to leave every one of you with the distinct and clear understanding that you are what makes Monarch. Monarch is you, and you are Monarch. Our success depends on each one of you doing well, cooperating with your team, and executing the fundamentals of apartment management. To stay ahead, we need to keep improving, so avail us with suggestions to do so. I strive to show and prove to you that working at Monarch is not just a job, but a career and an investment in your future which will enrich your lives. I think about this every day, and promise to continue pushing the limits of where we can go. Thanks for all you do.

Have something for the
next newsletter?

LET US KNOW!

employeerelations@monarchinvestment.com



MONARCH MILESTONES

Congratulations to our Milestone Anniversaries from the 4th quarter of 2018! Thanks to everyone for their continued hard work!

26 YEARS

Bob Nicolls

13 YEARS

Chuck Lavezzi
Peggy Applebaum

11 YEARS

Lizbeth Saldana De Paredes
Tiffany Gonzales

9 YEARS

Aimee Pavak
Lindsey Ingalz

8 YEARS

Angela Faria
Charles Bogaard
Donald Mullins
Peter Berry

7 YEARS

Adrian Tucker
Amber Velasco
Andy Newell
Curtis Pottle
Laura Lawrence
Leslie Murray

6 YEARS

Belinda Fields
Cathy McCoy
Dennis Kadlitz Jr
Heather Butler
Karen Bialkowski
Kiya Shockey
Laura Menchen

Laura Menchen
Mary Clark
Michael Breiner

5 YEARS

Burt Teague
Chrystalyn Escobar
Douglas Huff
Eugene Mitchell
John Carnes
John Carnes
Maurice Overgaard
Wanda Jinkerson

3 YEARS

Alyson Canary
Antonio King
Brandi Shackelford
Brenda Manqueros
Brian Prickett
Caleb Letner
Cassidy Ramsey
Chella Stivers
Christine Allen
Dale Cook
David Gardner
Dmitriy Chernyak
Elise Cress
Florence Garza
Guadalupe Salmeron
Harold Freeman Jr.
Heather Scott
Jason Slone
Jeff Burton
Jeffrey Schwarzkopf
Jessica Esaw
Joel Hively

Jose Sostre
Kenneth Wiggins
Kyle Letner
Luciana Fernandez
Marcus Getter
Martha Reyes
Meagan Carrigan
Nestor Noe-Avila
Patrick Duffy
Patty McLeod
Raymesha Highsmith
Ronald Brown
Samantha Wroblewski
Shevawn Lindgren
Steven Peters
Stuart Spratt
Tashari White
Viviana Castro
Zeljko Vaskovic

1 YEAR

Adam Lunkas
Adam Maves
Alejandro Zabalza
Alyssa Williams
Amanda Beason
Angela Patsey
Antoine Gordon
Antonio Loriga
Ashley Csiszer
Breann Hooper
Brian Sparks
Brittany Bedunah
Brooke Clark
Caela Brannon
Caitlen Axelrod
Carl Culbertson

Carrie Slinker
Charles Johnson
Cody Stout
Cory Matey
Dale Richard
Darriana Guthrie
David Mulholland
David Dostie
Dee Davis
Dennis McGee
Elizabeth Garcia
Gill Baker
Haley Jones
Harold Lemarbe
Harry Stordeur
Heather Richards
Hillary Periard
Jackie Webster
Jacob Winkle
Jeffrey Nellis
Jeremy Townsend
Jody Kinstler
Jose Ortiz
Joseph Fetters
Joshua Kersjes
Joshua Schaaf
Joshua Kersjes
Julia Gulick
Katie Beaudry
Kelsey Pomeroy
Kevin Little
Kimberly Brickhouse
Kyle Thomas
Kyle Boone
Lawrence Powell
Leah Kok
Levi Stevenson

Maria Murillo Sotelo
Marjon Pierrie
Mark Wright
Mark Sherlock
Mary Ann Gonzalez
Mary Ann Gonzalez
Matthew Sikes
Maxwell Pavelec
McCayla Evans
Megan Lambert
Mercedes Dominguez
Michael Hamilton
Michelle Aguilar
Mona DeWitt
Race Rothenbach
Rene Garcia
Richard Tobias
Rickie Suber
Robert Harner
Rolando Arteaga
Ronald Clipper
Sandra Stanfill
Savannah Herrera
Shawn Kerspilo
Steven Borneman
Stormy Smothers
Talia Patterson
Tasha Harvey
Timothy Higgins
Trey Coburn
William Bradfield
Zimi Huang



STATE FAIR SCAVENGER HUNT

In October, Katie Chick, Charity Roundtree, and Bailey Fillmon put together a scavenger hunt at the State Fair of Texas. Stephenville, Abilene, and San Angelo attended. They were split into groups randomly and given a list of tasks to complete. The winning team was awarded a paid day off. This was a great team building experience. They were able to meet other Monarch employees from different locations and had to work together to complete the list as a team.

Multiple people had never been to the State Fair, so that was something new and fun for them to experience. We hope to continue events like this as it was a big hit.



GRANITE VALLEY IS IN THE 1%

Granite Valley makes it to the Elite 1% ORA Power Ranking list!

Congrats to Granite Valley! They were the only property in the Monarch portfolio to be named to J Turner Research’s Elite 1% ORA Power Ranking list for 2018! What does this mean? J Turner Research monitors over 100,000 properties across 19+ review sites and ILS’s. Of those properties, 1,234 properties made it to the 1% List with a minimum ORA™ of 89 – the national average score is 61.56, and Granite Valley came in with a score of 90!

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 92,000 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 the 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.

Great job to the entire team at Granite Valley – so proud of your commitment to what you do! Keep up the good work!



MAINTENANCE MEDAL OF HONOR WINNERS



Congratulations to our Maintenance Medal of Honor winners for 2018! Thanks to everyone for their continued hard work!



JAMES SIMS

Hamilton Trace Apartments Okemos, MI

Hamilton Trace has a 67.1% Resident Retention Rate primarily due to James' Maintenance leadership and attention to detail. He exceeds NOI each quarter. He and his tech save us a lot of money by refurbishing kitchen cabinets in-house. They have completed 75% of the property in kitchen cabinet refurbishment and electrical upgrades. Everything electrical has been upgraded (switches, outlets, ceiling fans, bathroom and kitchen light fixtures, GFI retrofit). James and Jason offer 100% customer satisfaction by always asking customers, "What else can I do for you today?"



JEFF BURTON

Fox Crest Apartments in Waukegan, IL

Jeff has been the Maintenance Supervisor of Foxcrest Apartments for over 20 years. His maintenance, administrative, and supervisory skills are outstanding. Jeff is very dependable, conscientious, positive, detail oriented, and maintains a strong work ethic. It is truly a pleasure to work with Jeff. He is a valued member of the Foxcrest and Monarch team.



RON PRANGE

Lancaster Lakes Apartments in Clarkston, MI

Ron has been with the property for eight years and treats Lancaster Lakes as his own. He has done an incredible job building, maintaining, and supporting his team of four. He has led them to complete 1332 work orders year to date, of which 164 were AC work orders through a brutal summer. His focus this year was to improve expense control and increase what the team was able to conquer in house.



SHAWN DRAY

300 at The Circle in Lexington, KY

Shawn Dray has done an exceptional job of getting high productivity from his team while keeping maintenance expenses well under budget. Year to date in 2018, 300 at The Circle is 30% below budget on maintenance expenses. He encourages a team atmosphere where everyone does whatever is needed to make the customer happy. Shawn is a shining example of what makes Monarch great.



ROY OLIVER

Rover in the East Lansing, MI area

Roy Oliver is a pleasure to work with. He is always smiling and is up to date on the latest training. From HVAC to fascia and gutter repair. Roy has completed many amazing projects that have saved the company thousands.



KENNETH WIGGINS

The Berkeley Apartments in Little Rock, AR

Kenneth is always eager to help any of his sister properties and is a team player. He is excellent at training staff, and his entire team works on projects together. He takes great pride in his work and loves to show off after completing a project. Kenneth always has a positive attitude and is willing to try to resolve repairs in-house before we contract them, which saves us money. Kenneth is not only deserving of this award but is someone that will be very grateful and appreciative.



OMAR ZABALZA

San Mateo in Tucson, AZ

I can't say enough about Omar. He works non-stop in 110 degrees and leads his team with integrity and a positive energy every day. An example of Omar's dedication is the time he waited 6 hours outside an apartment overnight where a burglary had just occurred, because the door was kicked in. The residents were not home, and he couldn't reach them, so he did the repair and then waited to make sure they were safely in their apartment with new keys before leaving. I also consider Omar to be our local talent "recruiter." He has referred six new employees to Monarch in the last year alone. Above and Beyond is his middle name, and his residents and team love him.

Continued from pg. 8



CHRIS MORELAND

Madison Grove Townhomes in Columbus, OH

Chris Moreland, the former Maintenance Supervisor for Three

Rivers Apartments) was instrumental in bringing the property from affordable housing to a Market Rent property. Since then, Chris has been promoted to HVAC Rover and has been significant in his new role.



ANDREW WADE

The Pines at Southmoor in Greeley, CO

Andy is a fantastic supervisor who leads and motivates. He has

earned trust and respect with his superior knowledge and skill set along with his willingness to jump in and do anything for and with his team. Andy has saved his property thousands of dollars on plumbers and roofers with his experience and knowledge as well as his willingness to go above and beyond to fix things in-house.



MICHAEL JACOBSEN

Georgetowne Apartment in Omaha, NE

Mike started as a Maintenance Tech, and in January of 2018, he was

promoted to Maintenance Supervisor. He stepped into the role with pride and honor. During the summer months, the property experienced a shortage in maintenance staff, but that didn't stop Mike. He made sure that the property didn't suffer. He worked long days in the Nebraska heat and took the on-calls when others needed a break. Mike offered his services to other techs if they were backed up, all the while continuing to be patient and kind. Mike also participates in events for the Apartment Association of Nebraska, including the 2018 Maintenance Mania competition. He also attends numerous Maintenance training seminars.



CHRIS WATERS

Woodman Park Apartments in Dayton, OH

Chris Waters has been an integral part of Woodman Park's

success. They are consistently under ten work orders. They have been able to remain at 96% occupancy with Chris's supervision on turns. Year-to-date Chris has only spent 82.04% of his maintenance budget. He also has 0% turnover for the year with his maintenance team. Chris is always willing to help wherever he is needed.



COREY GREGORY

Oak Park in St. Louis, MO

Corey came to Monarch with over 15 years of experience. He shows his skilled leadership

abilities as he builds excellent teams around him. Not only does he have the ability to bring a great team together, his skill in training new, inexperienced technicians to go out and lead their team is second to none. In June 2018 Corey was promoted to Maintenance Supervisor at one of the largest properties in the entire Monarch portfolio. Corey is one of the team members that will make Oak Park a great success.



GARRETT GARBER

Timber Cove Apartments in Decatur, IL

Garrett started with us in August 2016. Garrett is a team player that

jumps right in and trains his guys to do whatever it takes to get the job done. Garrett is budget conscious and tries to do as much as he can in house. We recently purchased a paint sprayer to do the cabinets and countertops; they look great. Now Garrett is mentoring others in the process. He always is happy to be at work, and his ownership shines through his property!



CRAIG WALTERS

Hunter's Ridge Apartments St. Louis, MO

Craig is always willing to put in the extra time and effort to make sure

that each job is completed correctly while being mindful of the budget. He goes above and beyond being well mannered and polite to all residents (and staff). Craig once received a call after hours from a resident about a cat that was locked out/stuck on a neighboring balcony. Craig used his own time to check into it, tracking down the owners who were out of town, and explaining the situation. After obtaining permission to enter, he made sure the cat was secured indoors with food and water, and the residents were extremely grateful!



DAVID ALLEN

Drakes Pond in Kalamazoo, MI

Since becoming a supervisor at Drake's Pond a year ago, David

has been able to maintain a reliable staff. He keeps the team motivated even during the most challenging of times and continues to execute his job with the highest level of standards. David always has the property's best interest at heart and wants it to be successful. He stays late and comes in early when necessary, and his customer service skills are outstanding. David is the kind of supervisor Monarch is proud to have on our team.



CHRISTOPHER MADORIN

Mt. Carmel in Wichita, KS

Christopher Madorin leads his team in a professional and organized

manner. He is a team player and is never afraid to help out at a sister property. Chris takes direction well and is knowledgeable in all aspects of maintenance. He is a real asset to Monarch.

Continued from pg. 9



GARY BINDER

Rover in Michigan

We want to give Gary special recognition as a Medal of Honor Mentor.

When Gary Binder

started with us, we knew right away how much of an asset he would be to our, at the time, small Monarch family. His understanding of the “Big Picture” along with his whatever-it-takes attitude, to work anywhere, anytime, on anything, has propelled him to the top of his game. It has been a pleasure to have a role model like Gary on our team.



AJ SPROLES

Rover in the Florence, KY Region

AJ Sproles started his career at Monarch as a Maintenance Supervisor

and through hard work and dedication was promoted to Rover. He has been instrumental in the growth in Ohio and Kentucky helping to hire and train many of our current supervisors and rovers. AJ has traveled to help other regions when asked and is always willing to share his knowledge and expertise with others.



THOMAS HOWARD

The Hills Apartments in Kansas City, MO

Thomas Howard came on with us in July of 2013 and was a Rover

for Kansas City until he transitioned into a Maintenance Supervisor at The Hills last Fall. Tom helps with training and troubleshooting items that others cannot figure out. Tom is also the go-to guy and can fix anything and typically does it under budget because of his excellent researching skills. Tom has also helped with every new acquisition in Kansas City since 2013 and is a tremendous representative of Monarch.



JAMES HUNT

Rover in the Albuquerque, NM area

James was a successful Maintenance Supervisor before being

promoted to Project Rover. He has consistently gone the extra mile including filling sandbags after hours, in the rain, attempting to protect the property from potential flooding. His broad skill set has contributed to significant cost reduction on several in house projects and tasks. We are lucky to have James Hunt on our team.



ROGER HOWES

Rover in the Amarillo, TX area

Roger embodies characteristics that make Monarch the great company that it is today. He

consistently goes above and beyond his job responsibilities and leads by example no matter what project he is working on. In 2013, Roger was promoted to Maintenance Rover, and through his hard work has saved countless dollars with his willingness to tackle any project in-house. I am genuinely thankful to have Roger as a leading member of the Texas Team and appreciate his positive, team-oriented attitude that he brings day in and day out.



JESSE GUTIERREZ

Country Club Villas Abilene in Abilene, TX

Jesse joined Monarch with the acquisition of CTTX in August of 2017.

He takes pride in his work, tools, shop, and his community. His positive outlook and his personal ownership is displayed daily when you tour the property. Even with employee turnover, he never skips a beat in operations. We are proud to have him on our team, and we appreciate his hard work and diligence.



JERMAINE YATES

Multifamily Analyst

Jermaine has helped us grow our Medal of Honor program since its inception in 2016.

He currently works with Asset Managers in analyzing new multifamily deals for acquisition, analyzing facility mechanics and building structures, as well as assists in special project crew management for the Michigan portfolio. Jermaine joined Monarch in 1997 in the maintenance department and became the company's first Maintenance Rover in 2006 before becoming a full-time Analyst in 2015.



ROGER RIESGRAF

Eden Park Apartments in Brooklyn Park, MN

Roger joined Monarch in late 2014 and has been a stable force to

help re-position Eden Park into a highly successful investment property. Roger overcame numerous challenges to create and mentor a team that would adhere to Monarch's principles and strive for excellence. Roger's many years of experience in the industry helped prepare him for some of the challenges he and his team faced at Eden Park. Roger's knowledge of plumbing, electrical systems, and appliances have enabled him to not only help preserve the assets at Eden Park, but allowed him to train other techs at Eden Park who have gone on to supervise other sites in the region.



JAMES CANFIELD

Rover in the Toledo, Ohio area

James is available day or night to assist the team with projects large and small. As an

example, James rebuilt the chiller system at one of our high-rises, which saved the company approximately \$30,000. This is just a small part of how he saves us money. He is a leader in our region, and we couldn't do it without him.

THE MONARCH HALLOWEEN CHALLENGE

Check out some of the amazing department costumes from the last Halloween at corporate!

Christmas has come and gone, but these pictures weren't available for our last newsletter. In honor of all the new babies born in the previous few years to our Franktown Staff, Anastasia Rudnic and The Accounting Department challenged all the Franktown departments or families to dress up for Halloween with a theme. There were quite a few creative Departments, with the Data Base Team's Snow White and the Seven Dwarves, and Training Department's S'mores: "Do you need S'more Training?" Everyone involved had a wonderful time.



The Tokarskis



The Legal Zoo



The Training S'mores



The Fraziers

Continued from pg. 12



Fairy Godmother & Tinkerbell



The 80's Rockers of Accounting



Snow White, The Seven Dwarves, and The Evil Queen



Forest Gump & Lt. Dan

TEAM BUILDING IN IOWA

On Friday, December 7, team members from the Hampton at Coral Ridge, Eagle's Pointe at Kirkwood, Alexandra Apartments, Granite Valley Apartments, and LeClaire Apartments gathered for an afternoon of teambuilding, followed by celebration and fun. Following a delicious lunch at Vue Rooftop in Iowa City, staff from each property were challenged to build a recreation of their property out of (almost) completely edible ingredients.

Everyone's creativity was challenged, and you could see the innovation that was used when trying to make each structure look as accurate as possible. It was great seeing the staff from each property work together and have fun!

After the finishing touches were in place, we headed to Colonial Lanes for some bowling and friendly competition. The buildings were on display for friends and family to vote on – and the winner was the Hampton at Coral Ridge! Everyone bowled their own perfect game and then

we moved on to a fantastic dinner with our families at St Burch Tavern. It was a great day filled with tests of creativity and teambuilding, mixed with fun and stress relief!

