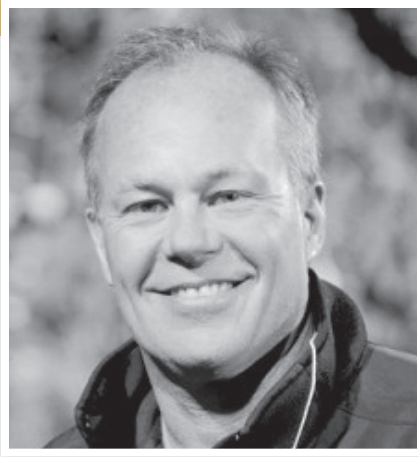


the monarch monitor

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

Summer 2016 | vol. 3 | no. 2



Bob Nicolls, Owner of Monarch Investment & Management Group

A note from Bob

Chuck Lavezzi to Chief Operating Officer

In the last newsletter, I mentioned that we made it into the Top 50 Owners in the United States. We presently own over 30,000 units and have another 4,000 in contract. I could see us with 37,000 units by the year's end.

This necessitated more time focused on Operations than I could devote, being an old person. I approached Chuck Lavezzi about becoming the COO, and he agreed. We developed a transition plan of taking him off his role as Asset Manager in Michigan with Bob III replacing him. Additionally, we identified areas of attention in overall Operations for Chuck to focus on.

Some of the areas have been discussed previously such as expanded training for all staff, cohesive and comprehensive Operations across all regions, further emphasis on project teams, and marketing within regions and from corporate. Employee Relations will also increase and improve vendor support issues and increased initiatives. These are just a few areas of discussion along with a host of other Operational matters.

Once we buy a property, I want to Operate the hell out of it forever. This change will help ensure that is the case.

Other matters

John Carr decided to start his own business, and I wish him well. His two Analysts, Blake Shannon in TX and David Shaffer in NM, have taken over John's former region and will be performing all functions of an Asset Manager. The three of us and the Regional Managers took a trip to all the properties in that region last month. Blake and David have a great team there, and I am confident that they, as "Senior Analysts," will progress into the role of Asset Manager.

Our growth continues to provide challenges of all kinds as it relates to hiring good staff. I know I sound like a broken record, but keep thinking about ways to help in hiring staff, including utilizing the referral programs and gaining monetary rewards from it.

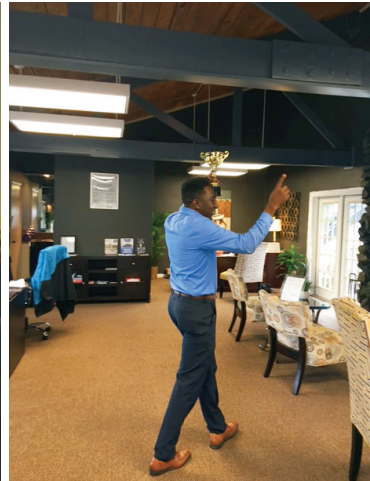
As noted above, we have 4,000 units in contract and more that we're looking at. Pricing has held up well, and interest rates are great. So we're striking while the iron is hot. This creates a great environment for opportunity and advancement at Monarch. Take advantage of it, and let your supervisor know of your personal plans and ideas.

Lastly, it's summer. A lot of vacation is obviously taken now. Enjoy yourselves on your well-earned and deserved time off. Have fun!

-Bob

In the Summer 2016 issue:

Team Building in Little Rock	2
Staff Swap at Eden Park	3
Internships at Monarch	4
New Partnership with 24 Hour Fitness	4
Monarch Anniversaries	5
Maintenance Mentors	6



Team Building in Little Rock

By Antonio King

We started a tradition of running through the leasing office screaming P.S.A. (Public Service Announcement) whenever something good happens, such as getting a positive review or anytime someone does something that we think deserves some recognition. Once we have everyone's attention we energetically announce the good news. We do a lot of fun things to keep our staff motivated. Here are a few of our most popular programs.

- We have pins that we award to employees for consistently going beyond. This pin goes on their name badge, and it is very

well known in our region that if someone has a pin, they have been doing great things. Employees get really excited about being pinned! Ms. Donna, the manager of Pleasant Pointe/Valley Crossing, had a wonderful reaction to being pinned; she was so excited that she was almost moved to tears!

- We purchased a gong for the assistant manager, and whenever she gets a renewal she hits the gong and we come out dancing and throw candy all over her desk.
- Our properties have a Brag Board where employees can brag about the good things that other employ-

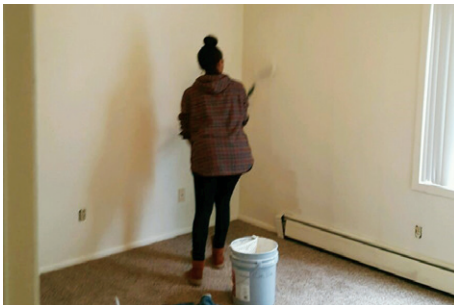
ees do, and whoever has the most compliments at the end of the month receives a pin. Our board is filled with employees bragging about each other! Sometimes it's just a simple "thank you," and sometimes it's more detailed.

- Each week, we have a different competition on various areas that may need improvements. One week it can be closing ratio, another week it can be net leases. The competitions depends on what we feel is most needed at the time. The winning employee has bragging rights all week long and a trophy filled with candy on their desk as proof!



Welcome to Hunter's Way
Apartments, one of Monarch's
newest acquisitions in Lubbock, TX.

HUNTER'S WAY
APARTMENT HOMES



Staff Swap at Eden Park

By Brian Hamilton

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Here are some of the comments from each team as they expressed appreciation for what each other goes through on a daily basis

Office Staff: "I never want to trash out another eviction again."

Office Staff: "This apartment smells funny."

Office Staff: "I touched it ... ewww."

Maintenance: "I never knew there were so many rules of what you could and could not say to residents."

Maintenance: "When do the office staff get a break?"

Maintenance: "So much details that they need to know, and how they have to multi task-phone ringing, helping residents, answer radio calls from the field."

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JOB OFFICE MAINTENANCE SWAP

5/13/16
9AM - 1PM
LUNCH PROVIDED @ 12PM BY MONARCH

2 OFFICE LEADING STAFF WILL SWITCH JOBS WITH 3 FIELD MAINTENANCE STAFF
GOAL: ACHIEVE A BETTER UNDERSTANDING OF WHAT EACH OTHER DOES DURING THE DAY

We held a staff swap at Eden Park in May where office staff and maintenance staff switched jobs for half a day. Our goal was to help our team to appreciate the efforts of their co-workers.

Both groups were ready promptly at 9:00 a.m. Our office staff Gigi and Maria were ready for work outside the office, while Harold, Howard, and Chris spent their time working from the office. Below is brief list of some of the things they did:

Gigi & Maria's Day

- Trash out a new eviction unit
- Paint
- Change toilet seats
- Install door stops
- Trim blinds
- Snake a toilet and check boilers
- Work on a turn AND
- Be constantly interrupted with "emergencies"

Harold, Howard & Chris' Day

- Showing units
- Taking calls
- Writing and closing out work orders
- Helping customers (without hanging up on them ...)
- Learning how to process applications
- Day-to-day office procedures.

After the event, the entire staff was treated to a BBQ lunch at the community room. The staff swap was a great opportunity for our team to better understand what their co-workers do during the day. However, it was unanimously decided that they were all happy where they were. I guess the grass isn't always greener on the other side.

Internships Within Monarch

By Anthony Petrone

In recent years, some universities started offering four year degrees in Residential Property Management which was unheard of just 10 years ago. This was a chance for MIMG to connect with students interested in our field of operations and tap into a possible great source of team members.

In 2014 Michael Breiner, asset manager, proposed that Monarch offer property level internships because while there were several interns in the Franktown office over the years, there had been none at the property level. Balthazar Ely with the marketing team started out as a Franktown intern and is now works full time in the Marketing Department. Michael sent an e-mail to all the properties, and two sites agreed to host interns that summer.

During the summer of 2015, Monarch was able to secure five property interns, two who are currently working with us in some capacity and two others who are interested in joining Monarch after they graduate. This summer, we have eight property interns and three interns in the Franktown office. We are so excited to foster this program and watch it grow.

We want to take MIMG internships to the next level and open things up to maintenance related roles for those in trade schools looking to get real world experience. If you have ideas on how to grow a maintenance related program or on internship programs in general we would love to hear from you.

2016 Monarch Summer Interns

Joseph Tuzak

Town & Country

Benjamin Fritz

Omaha Portfolio

Alex Didlake

Ramblewood

Benjamin Lieben

Mountaineer Village

Mitch Maloney

Kansas City Portfolio

Brittany Wright

Little Rock Portfolio

Casey Kitchen

Castle Bluff

James Rafferty

Columbus Portfolio

Wu Juan (Sophie)

Franktown, CO

Max Pavlec

Franktown, CO

Stephen Stanis

Franktown, CO

New Partnership with



We are excited to announce our new partnership offers special (month to month) pricing with \$0 initiation to all of our employees and their families! Enrolling is easy! Simply follow the link below and enter Corp # 108446 to join, or stop in your local club and bring your company ID, badge, or pay stub and get started!

Special Monarch Investments Rates!

MEMBERSHIP TYPE	MONTHLY DUES
All Club Sports	\$26.99
All Club Super Sports	\$36.99

Start TODAY! For Easy Enrollment, visit 24HourFitness.com and click on **Corporate Membership**. Make sure to use **Monarch Investment code: 108446**

Questions? Please contact your dedicated Account Manager:
Michael Gabriel at mgabriel@24hourfit.com Phone: **720.315 .6997**
Or Monarch's Employee Relations Department at: employeerelations@monarchinvestment.com



Monarch **Anniversaries**



Monarch would like to thank everyone for their hard work and dedication, and honor those who have reached milestones in their career this quarter.

Monarch is growing! We no longer have enough space in our newsletter to include anniversaries for every year, so for 2016 moving forward we will be recognizing Milestone Anniversaries!

Every anniversary is special, but we will be recognizing those associates who have completed their first year with the company and then every five year anniversary thereafter. Congratulations to our growing team!

15 Years

Julie Bailey
Arturo Bandera
Miguel Lopez-Pena

5 Years

Vickie Dartis
Roger Howes
Jeremiah Tafoya
Brittany Wronski

1 Year

Mohamed Abdi
Stacy Allacher
Lana Baker
Stacy Banks
Liza Barnhart
Nicole Beard-Bunch
Cole Beauchamp
Domingo Becerra
James Beglin
Nichole Blackburn
Andrew Blair
Lillian Blake
Jason Brooks
Kathleen Bynum
Jeffrey Campbell
Brian Carroll
Delia Castro
Stearns Charles
Tyler Christiansen
Alyssa Classi
David Cline
Lacee Cruson
Candace Cunningham
Martin Darius

Donald Demecs
Laura Donatucci
Blackburn Dwayne
Thomas Engelman
Bruce Evans
Bailey Fillmon
Faustino Florido
Kelly Galay
Reina Gallegos
Victor Gamboa
Natalie Gates
Gifti Geleta
James Gillespie
Abe Gonzales
Cindy Groff
Christopher Hagerman
Krishalena Heilig
David Hinojos
Timothy Holter
Thompson Houseman
Richards Ibitayo
Nickel Jeffrey
Shavon Johnson
Goran Karim
Jamie Kelly
Steven Kersey
Douglas Laughlin
Taylehr Lazuwick
Robert Lewandowski
Jeff Leyk
Brandon Linck
Veronica Mares
Shelly Marks
Julio Martinez
Sheri Mason
Alisa Mausolf
Scott Mayle

Tyler McDermott
John Minor Sr.
Catherine Mitten
Christopher Moreland
Casandra Mosier
Kaleb Munro
Lindsay Olsen
Andrew Owens
Jason Pahlmann
Uolanda Payne
Michelle Pearson
Richard Rael
Kristopher Riley
Zachary Rollen
Rodney Satz
Rael Scott
Rebecca Senecal
Henry Shiflett II
Eric Smith
Tarina Stewart
Ben Taylor
Kathrina Tedesco
Dusty Tobias
Chris Tomasheski
Garrett Tow
Matthew Urbanowicz
Leann Ustad
Jesus Valenzuela
Michelle Vanderschaaf
Elshad West
Shelly Wheeler
Kenneth White
Tanya Williams
Amber Williams
Adam Wilwerding

Maintenance Mentors

Employee Relations recently conducted a survey for all maintenance technicians. Each respondent was asked if any Monarch employee has served as a mentor to them. The following people were named by at least one person. All those recognized were honored and thanked with a certificate and a maintenance tool backpack.



Michael Brandon receiving his award.

TJ	Property Inspector
Cheri Loudenbeck	Regional Property Manager
Jermaine Yates	Analyst
AJ Sproles	Maint Rover
Shawn Cumming	Maint Rover
Danny Vertovec	Maint Rover
Mark Imray	Maint Rover
Rudy McNeal	Maint Tech, Valley Stream
Chad Powell	Maint Super, Town & Country
Gary Madison	Maint Super, River Chase Apartments
Douglas Huff	Maint Tech, Greenmar Apartments
Daniel Brown	Maint Tech, Woodland Ridge
David Baldwin	Maint Tech, Woodland Ridge
Jeff Burton	Maint Super, Fox Crest
Michael Brandon	Maint Super, Vantage Point
Roy Oliver	Maint Super, Castle Pointe
Christopher Waters	Maint Tech, Woodman Park
Scott Graham	Maint Tech, Camelot Place
Gary Binder	Maint Rover, Drakes Pond

Additionally, each regional was asked to comment on those who were mentioned as a mentor. The below comment is a good representation as to how our managers feel about these mentors:

“Michael Brandon is a great mentor to his peers. One of his strengths is his ability to train and work with other maintenance techs in all areas of maintenance. He has helped work with techs at other properties on more than several occasions and they have always given positive feedback. After a recent group training we had in Little Rock, the maintenance team at Block 2 asked us to send Mike to the property to help give them some additional training.” - **Leslie Murray, property manager**

Thank you to all our Maintenance People for the fine job you do keeping our properties in good repair!

