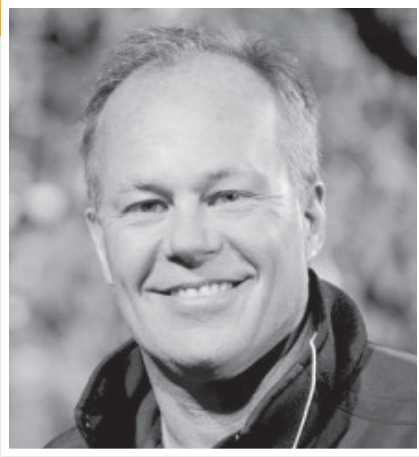


# The Monarch Monitor

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

Fall 2016 | vol. 3 | no. 2



Bob Nicolls, Owner of Monarch Investment & Management Group

## Note from Bob

### FALL IS FOR FOOTBALL!

We know this because the noise out of East Lansing is deafening. Good luck to MSU in the easy Eastern Conference of the Big Ten. I'd have to guess that most everybody is interested in some kind of football, whether it's High School, College, or Pro. We here in Denver enjoyed a great run with a Super Bowl win last year, and all are excited for a repeat this season.

Most coaching starts with controlling the line with blocking and tackling. If you can't execute these fundamental skills, then the "skill" guys (backs and receivers) will get creamed. If you can execute the fundamentals, it allows your skill guys to really perform. Give them a little space and they'll be able to make those big plays.

We just had our annual company meeting. It was great to see the huge number of staff that attended. I had fun and I'm sure everyone else did as well. A lot of the meeting was devoted to fundamentals. Yeah, it's that day and time to grind now; leasing, renewing, resolving resident's issues, completing work orders, picking up grounds, turning units, performing projects, posting rents, processing payables, marketing our properties, protecting our sites, etc.

A lot of people don't like Woody Allen movies, I on the other hand do. One of his great quotes is, "80% of life is showing up" (Woody). Of course now, he's leaving out the "getting it done" part of showing up, but we'll assume he meant that.

If we can get the fundamentals performed in every facet of our business, we'll be ahead of the 80% of other companies. You'd be surprised how mediocre the competition is. Then, with

the fundamentals taken care of (the blocking and tackling), we can go the extra mile and deliver better customer service and performance than anybody else.

This is easy to say, but hard to get done. I was just in Louisiana the other day and just about melted walking around the sites.... doing no real work....in mid-September. It didn't used to be that way, but I guess as an old person I'm used to life in my cave like office. I do remember the summer of '78 in Chicago having painted houses every day but one in June, and hearing that it was the hottest June in history, and thinking wow that could be why I'm so tired.

I appreciate all the hard work that everyone does. And, along with the AM's and RM's try and do your best to reward that hard work with tangible forms of compensation and recognition. Let me know if I/we are failing in that regard.

Back to football and sports. I really hate(d) to lose at any sport. Maybe worse than that, I hate(d) losing and knowing I didn't give my best effort. If I could of made a good block to spring my friend the running back, but didn't, that would eat at me. If I can do something at Monarch to help fellow staff perform, then I want to do it. It all starts with fundamentals in our business, just like blocking and tackling in football. Once that is routinely taken care of, our talent and creativeness can take us to the next level.

Have a good fall with your teams, except against Iowa and the Broncos.

- Bob

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# Giving Back In Romulus, MI

Gateway Townhomes in Romulus, MI is doing great things with their residents! They started working with Gleaners Community Food Bank of Southeastern Michigan in 2015. The “Meet Up and Eat Up Program” provided free lunch to any child under the age of 18 years of age. With the success of that program, Gleaners asked if they could do activities with the children of Gateway one day a week, and Property manager Cathy McCoy said, “yes!” This year she received a call asking if they would like to have activities three days a week, and if they would also like to be a part of the School Food mobile program, in addition to the Meet Up and Eat Up Program.

Of course they were told yes again! From there Gateway was asked to participate in the Mobile Grocery Program.

Cathy says, “In working with Gleaners we have been able to show residents how to budget for food shopping and how to prepare nutritious food for their families. I would like to say thank you to Deborah Smith and Rachel Williams, and their entire team for working with me and educating me on programs that I can offer to my residents. I’m looking forward to 2017.” Thank you to Gleaners, Cathy McCoy, and The Gateway Team Members for partnering to make our communities the best they can be.

***\*If you are aware of charitable programs in your area which help our residents, please contact [knicolls@monarchinvestment.com](mailto:knicolls@monarchinvestment.com) with donation information.***



## Tips to Keep Residents Happy

- ☺ Educate residents on your community policies when they first move in. They can't follow the rules if they don't know them.
- ☺ Be ready for them during and at move-in. Be sure you are handing over the keys to an apartment that they can be proud of.
- ☺ Stay on top of maintenance requests and communicate the status. Nothing makes a resident unhappier, than when repairs aren't taken care of in a timely manner.
- ☺ Send your residents a welcome note, and have everyone in the office sign it. Its a nice touch that will be very appreciated.
- ☺ Let your residents know that you are glad to have them, and remind them of how they can contact you if there's a problem.
- ☺ Contact residents the month after they move in. Ask them if everything is ok, and make sure they know you're available to them.
- ☺ Train your residents to pay on time. Be consistent with an early rent reminders.

## IS YOUR SOCIAL MEDIA PROFESSIONAL?

Social media faux pas can be more than embarrassing, these blunders can cost you a job. A little thought should be put into what you want to display or share on your social media profiles. You should almost act as if your social media posts are going to be shown on the front page of the New York Times, helping you think before posting something questionable. Here are a few other tips listed that might keep you from landing in your boss' office.

- 👍 **Don't post anything you would not be comfortable discussing at work**
- 👍 **Don't disclose personal information or confidential information**
- 👍 **Be considerate of others while making posts**
- 👍 **Remove comments or pictures you have been mentioned or tagged in, that could get you in trouble**
- 👍 **Think twice before posting something questionable**

  
**PECAN GROVE**  
 APARTMENTS

*One of Monarch's first acquisitions in the state of Louisiana.*



# Golden Hammer Award Recipients

**C**ongratulations to the 2016 MIMG Golden Hammer Award Recipients. The Golden Hammer is awarded to the Maintenance Team by Region who maintains the most orderly and safest shop. These Properties exemplify the BEST of the BEST within MIMG.

The awards were presented to the Regionals during the Company Management Meeting on September 15, in Denver, CO. In-turn the Regional's will present this honorable award to the Property Team at Each location. Here are all the maintenance teams that will be receiving this honorable award!



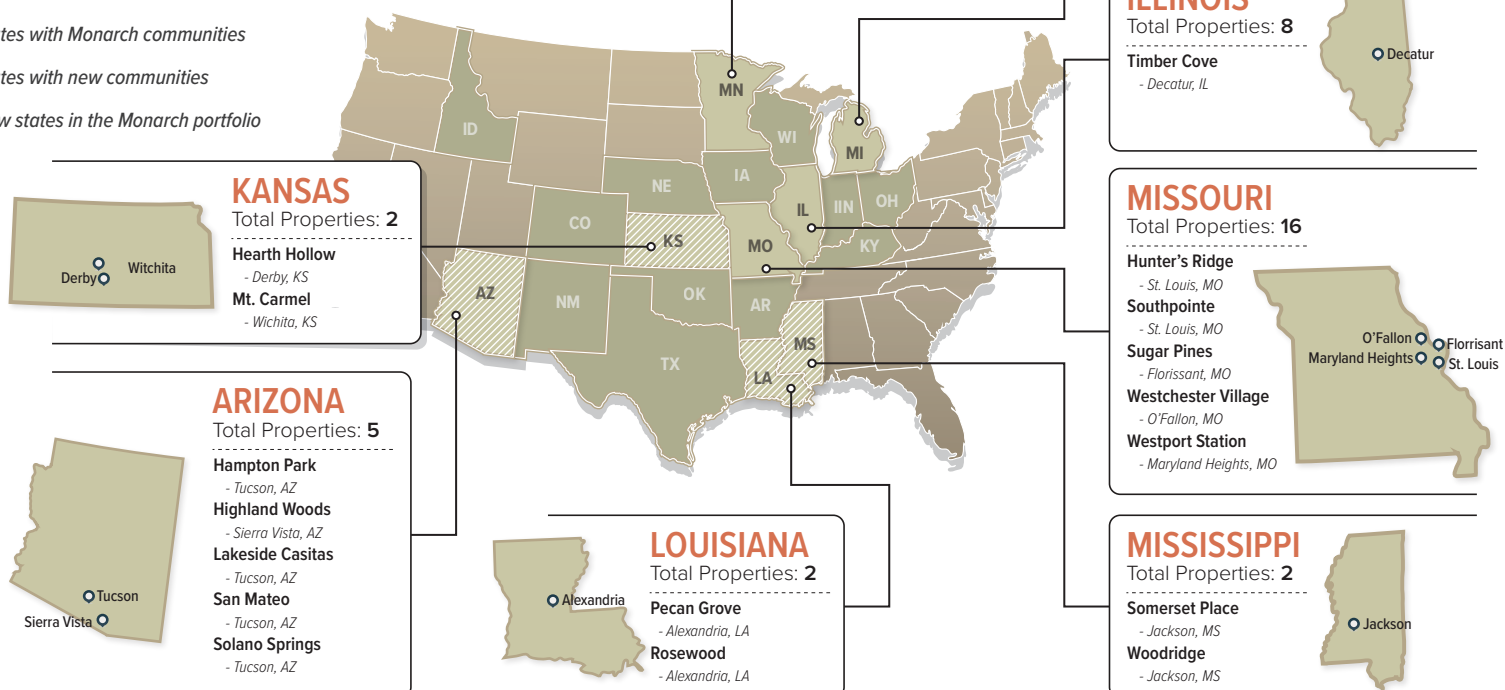
*Chelsea Park Apartments-Taylor, MI*  
*Eden Park Apartments - Eden Park, MN*  
*Greenmar Apartments - Fenton, MO*  
*LeClaire Apartments - Moline, IL*  
*McMillen Woods Apartments - Newark, OH*

*Mill Creek Apartments - Abilene, TX*  
*Mission Hill Apartments - Albuquerque, MN*  
*River Oaks Apartments - Kentwood, MI*  
*Nemoke Trails Apartments - Haslett, MI*  
*Tower at Speer Apartments - Denver, CO*  
*The Retreat at Walnut Creek - Kansas City, MO*  
*West Haven Apartment Homes - Omaha, NE*  
*Town and Country Apartments -Urbana, IL*  
*Willowpark Apartments - Lawton, OK*  
*Valley Stream Apartments - Maumee, OH*  
*Woodman Park Apartments - Dayton, OH*  
*Woodland Ridge Apartments - Spring Lake, MI*  
*The Pines at Southmoor - Greeley, CO*

## The MONARCH ACQUISITIONS MAP

FALL 2016

- States with Monarch communities
- States with new communities
- New states in the Monarch portfolio





# Internships Within Monarch

By Preston Geremia

An internship is much more than hiring seasonal or temporary help at our properties. This is a chance for Monarch to connect, educate, and grow with students as they prepare for graduation. Many schools across the nation are offering Property Management degrees and certificates, and Monarch has been able to recruit and train students to be successful in the daily operations of Monarch at a site-level.

This past summer, Monarch had nine property management interns, and three interns in Franktown. Based on feedback from interns, property managers, analysts and regional managers, our interns performed extremely well and have exceeded expectations.

Though summer is over, we are in the process of bringing two interns on-board for seasonal employment this winter, and are in communications with five interns to hire after graduation. Our second year intern, James Rafferty, is currently working full-time for us in Cincinnati, OH.



Recruiting at its finest, held by one of Monarch's Regional Recruiters Kane, at the 2016 SVSU Cards Party in Saginaw, MI.

## Employee Perks

Monarch has a ton of perks, as well as discounts to offer to employees! Did you know that we have an employee referral program? You can earn some money by referring friends to come work for Monarch. Monarch also has a fabulous tuition and certification reimbursement program. Do you enjoy skiing? Come visit Monarch Mountain in Colorado. Make sure to refer to the employee benefits poster in your office for details on all of these fabulous programs. Or go to the MIMG Employee Intranet: <http://mimg.us/links.aspx> and click on employee relations. You will find all the reimbursements and information on discounts available as an


MIMG employee. If you have any questions on eligibility for any of these programs just ask your manager. Here are a few more perks we offer for our employees at Monarch.





### EMPLOYEE DISCOUNTS

 - Up to 18% discount + 25% off select accessories

 - Additional 10% off Expedia rate hotel bookings

 - 15% discount on affordable legal protection

 - Employees save an average of \$1900

 - Discounts on monthly memberships

### Maintenance Teams!

**Tool Reimbursement Program:** We have a program to help you pay for new tools and power tool batteries every year.

**Work Shirts:** Monarch offers free property logoed work shirts, that provide you with a professional look.

**Work or Snow Boot reimbursement:** A program is offered to help make sure employees are equipped with the appropriate footwear.

**Safety Equipment:** Monarch pays for essential safety equipment to help you do your job safely.

# 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.

## 10 Years

Gary Binder

## 5 Years

Laura Lawrence  
Leslie Murray  
Andy Newell  
Robert Quillen  
Adrian Tucker  
Amber Velasco

## 1 Year

Jovita Cruz  
Elyse Allen  
Christine Allen  
Jessica Barnes  
Sally Benavides  
Jordan Bennett  
Austin Bladel  
Kevin Bradley  
Ronald Brown  
Micheal Brown  
Johnny Buck  
Jeff Burton  
Jesus Calix  
Alyson Canary  
Meagan Carrigan  
Vivianna Castro  
Donna Cepec

Dimitriy Chernyak  
Dale Cook  
Dejia Cooper  
Leah Crowley  
Ebony Davis  
Julio Delgado  
Tyrone Dixon  
Patrick Duffy  
Jessica Esaw  
Marc Farias  
Luciana Fernandez  
Rachel Fletcher  
Leyonda Foote  
Harold Freeman Jr.  
Jose Garcia  
David Gardner  
Florence Garza  
Amelia Giasson  
Travis Graham  
Micheal Harty  
Joel Hively  
Trisha Hoffman  
John Hughes  
Claire Johnson  
Scott Kautzmann  
LaKisha Kelly  
Anthony Kile  
Antonio King  
Benjamin Kingston

Stephanie Koch  
Alicia Larson  
Marleina Latigue  
Jason Lemak  
Caleb Letner  
Kyle Letner  
William Lewis  
Shevawn Lindgren  
Brenda Manqueros  
Gabriel Marckstadt  
Jose Marquez  
Samuel Marr  
Daniel Martin  
Tyler McLearn  
Patty Mcleod  
Daniel Nicolls  
Nestor Noe-Avila  
Heather Olson  
Brad Peck  
Norma Pereida  
Steven Peters  
Raymesha Pickens  
Brian Prickett  
Jesus Ramirez  
Cassidy Ramsey  
Martha Ramirez  
David Reyes  
Linda Salinas  
Guadalupe Salinas

Jeffery Schwarzkopf  
Katrina Scott  
Heather Scott  
Marquise Scott  
Stephanie Settle  
Brandi Shackelford  
Jason Shepherd  
Tabitha Sherman  
Jason Slone  
Christine Smith  
Jose Sostre  
Stuart Spratt  
Chella Stivers  
Patrick Sullivan  
David Turner  
Melaney Uhrlich  
Cassidy Uptergrove  
Elise Van Hoek  
Zeljko Vaskovic  
Sergio Wagner  
Jessica Ward  
Gwendolyn Washington  
Kenneth Wiggins  
Emmanuel Williamson  
Jayden Woods  
David Woods  
Samantha Wroblewski



**WOODRIDGE**  
APARTMENTS

*Woodridge is one of Monarch's newest acquisitions in Mississippi.*

# Medal Of Honor Awards

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. This is an exclusive club!



## **Adrian Vallejo from Stone Bridge in Beavercreek, OH**

"Adrian started in August 2014; was promoted to Maintenance Supervisor in 2015. This summer he was again promoted to the Maintenance Roving team. He managed and coordinated an entire building remodel for a building damaged by fire. Adrian has a great attitude and goes above and beyond anything that is asked of him. He has been a huge part of our region's success and we are lucky to have him on our Monarch team."

-Heather Faulkner

## **Andrew Owens from Castle Pointe Apartments in East Lansing, MI**

"Drew Owens leads by example with a calm, steady, consistent 'get it done' leadership style. Drew has a 100% Employee Retention rate at the highly 'student' based Castle Pointe. He actively participates in using the Yardi Purchase Order System to effectively control expenses. Nothing rattles him, because he is always 'solutions driven'. He successfully held two 'classroom style' training sessions for over 20 Maintenance Tech's this year. He mentored a Seasonal Hire to the point of promotion to a Maintenance Technician position. Because he actively maintains a Preventative Maintenance routine with his team, we can always count on Drew to be thorough and accurate with his work." -Cheri Loundenback

## **Alfredo Lopez from Meadow Lark in Aurora, CO**

"Alfredo has been a valuable employee and has made a substantial contribution in the improvements at Meadow Lark for the past 9 years. He successfully leads a team of 4-5 on site employees and he is always willing to travel to other parts of the country to assist whenever and wherever he is needed."

-Maureen Damon

## **Antonio Aguirre from Mission-Hill in Albuquerque, NM**

"Antonio started as a Maintenance Tech at our very challenging Canyon Vista. He was then promoted to Maintenance Supervisor and now works at Mission Hill overseeing a large staff and the daily challenges of a 448 unit property. Antonio's current Manager, MJ Clark, says "Antonio is always overextending himself for any situation, he never needs to be asked to do something, it's already done. He is a great leader and focuses on training staff every day. Antonio never complains, he is always in a great mood and smiling." Antonio's former Manager, Nikki Love says, It is never a "me" thing with Antonio but a "Team" thing." -Lori Watkins-Gurule

## **Andres Lucero from Ramblewood in Fort Collins, CO**

"Andres (Andy) Lucero has managed between 5-9 techs at Ramblewood since 2012. He has acquired many new skillsets during his time with us, making him a valuable asset to Monarch and his team. Andy epitomizes the dedication, work ethic, skillset, and spirit Monarch seeks in all team members."

-Alisha Classi/Monique James

## **Billy (Curly) McFalls from Stephenville Apartments in Stephenville, TX**

"Billy McFalls (Curly) oversees 5 of our properties in Stephenville. Curly has been a maintenance technician for 36 years and transitioned to Monarch after our acquisition in 2014. The entire Stephenville staff looks to Curly for guidance and advice not only in emergencies, but for daily operations as well. Curly is someone who will ensure his properties are top notch while also adhering to the budget. His work ethic and demeanor continually increases employee morale in the work place."

-Lucy Fernandez

*Continued on next page...*



### **Chad Powell from Town and Country in Urbana, IL**

"Chad has been a dedicated employee with Monarch Investment & Management Group for 4 years. He goes above and beyond expectations. Chad fulfills employment responsibilities with little supervision and is always willing to help out at other properties. He has set a great foundation to ensure his employees have the right building blocks for success and is a great team leader. Chad has set the standard for all Maintenance Supervisors to follow and has Monarch key values. He is without a doubt the right person in the right seat." -Lisa Devito

### **Doug Huff from Greenmar Apartments in Fenton, MO**

"Doug has led his Maintenance team to winning the Golden Hammer Award for a neat and orderly Maintenance Shop. He is able to work under pressure and has always managed to solve stressful situations promptly. Doug's attention to detail is a contributing factor to the success of beating the NOI goal of \$78K year to date. Doug consistently maintains a very positive and friendly attitude towards all our residents and employees." -Brenda Conway

### **Chase Shelton from The Retreat at Walnut Creek in Kansas City, MO**

"Besides keeping current on his own Gracehill training, Chase, makes sure his employees stay current on their safety training. He trains and cross-trains his employees and fills in for others when they are on PTO. His shop is always organized and stocked. He has made cost effective decisions to help improve our budget. In addition to his Monarch duties, he is a yearly volunteer for Girl Scouts and teaches fire and electrical safety." -Brenda Barmann

### **Henry Rodriguez from Victoria Square in Lawton, OK**

"Henry demonstrates fine leadership, overcoming the most challenging obstacles year after year, at Victoria Square. He presents a positive heart-felt attitude each and every day, pushing himself and team to the next level. His outstanding performance has contributed to the property's success, making him a perfect candidate for this award." -Julie Bailey

### **Dan Brown from Woodland Ridge in Spring Lake, MI**

"Since his promotion to Maintenance Supervisor, Dan has excelled in keeping Woodland Ridge apartments in top condition. Dan has brought some contract services in house over the year to help control expenses and quality. Work orders are consistently below the rest of the region, and turns are completed within policy and resident standards. The staff has the lowest turnover in West MI, and they work like a well-oiled machine, producing happy residents and great numbers. Dan is always eager to learn and teach his team new techniques and methods to improve their already stellar performance." -Connie Bryant-Paynter

### **Mark Scherphorn from Timber Ridge in Wyoming, MI**

"Mark has created a standard of excellence in his ten years of working at Timber Ridge that is not seen at most apartment communities. Whether he is maintaining what is consistently named one of the cleanest pools in the city of Wyoming, to continuously educating himself and his technicians, or staying on track with all scheduling and ordering, Mark is one of the most necessary aspects of what makes our community run smoothly. Residents have always enjoyed seeing Mark throughout the property, and I believe he is a key component to a high retention rate at Timber Ridge." -Brandy Stallworth



*Monarch's 2016 Medal Of Honor Award Recipients.*