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Our Core Values

Reliable

Ethical

Skilled

Understanding

Local

Trusted Team

Successful

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OWNER'S GUIDE

A QUARTERLY NEWSLETTER FOR THE EMPLOYEE OWNERS OF RDG COMPANIES

CF ACRI Transforming CF Acri



Alex Evitts, DJ Green-Kniss, Brandi Walker, Roy Thoman, Marcie Bellis, Mike Chubb, Jr. and Lamont Brown

Times are a, Changin' at CF Acri. After nearly six decades of leadership by the Acris, the entire family has retired. What does that mean? First, it means we have a new president at CF Acri: Roy Thoman. Roy has decades of experience running HVAC and plumbing operations, and he will be a superstar at CF Acri. Second, it means many of the manual, (i.e. pen and paper and electric typewriter) processes will be updated with 21st century technology. And lastly, we are going to have to rebuild our pipeline of work because it was not left in a good place. So, Roy and the team are working hard to rebuild. Cf Acri from the ground up, and I am certain in a matter of a couple of years it will be larger and more profitable than ever!

STATE COLLEGE

State College Commercial is excited to congratulate our very own Luke Evert for obtaining his HVACR certification. We welcomed two new employee owners- property manager, Tabatha Shomo, and maintenance technician, Kyle Reitz. Beginning in July we added 4 new properties to our portfolio: 101 Radnor Road, 250 Reese Road, Commercial Boulevard and Park Center Boulevard, all professional office buildings.



Luke Evert

Message from the CEO:

Why We Have to Be Better

You see and hear our tagline, Better People = Better Results. It's our culture, and I love it. Having Better People is an absolute necessity for us. You see, when we add our employee wages, health insurance, ESOP stock, 401(k) match and the many other benefits we offer, our cost per employee is higher than most of our competitors.

That's not necessarily a bad thing. Maybe we should even be proud of it. But it only works if we have Better People.

We have to do a better job, a more complete job, every time, exceeding customer expectations. In short, our customers have to get more bang for their buck from every one of us or we're just a high-cost vendor.

Think about your role in our company. Are you better than the person doing the same job at another company? Are you learning from your co-workers and asking your supervisor for training to hone your skills and pick up new ones? Are you a better team member now than you were a year ago? Are you helping us fill open positions?

Better People = Better Results.

Let's always strive to be better.

Shout Outs

There's no way to recognize all the amazing things our co-owners do every day. Here are just a few Shout Outs for co-owners who truly exemplify our core values. If you want to thank someone for being awesome, email your Shout Out to marketing@rentpmi.com.



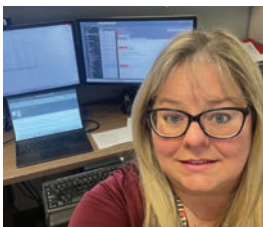
Betsy Evans Submitted by Suzane Neiman

Betsy Evans is an exceptional co-owner. Betsy loves helping our tenants and owners and does it with a smile every time. She also goes above and beyond her normal day-to-day activities by asking for projects that will benefit all our co-owners and clients. Her help has enabled Connie and me to bring in more transactional work to our team that allows the staff that works with the tenants/owners more time to provide excellent customer service. Betsy covers our core values by being reliable, ethical, skilled, understanding, and is a trusted team member. Thank you, Betsy!



John Cox & Bob Barnes Submitted by Chris Martin

John Cox, the maintenance supervisor at Cherry Grove Apartments works above and beyond with the aid of Bob Barnes, the part-time maintenance technician. Since January of this year when the owner of the property added DirectTV, Amazon lockers and bike racks to the property to get higher contract Section 8 rents, John and Bob have been working diligently getting this work completed, along with turning over vacant units and snow removal. They also managed to get the past 3 vacant units turned over in 10 days. Way to go, guys!



Donna Faith Submitted by Carey Twigg

Donna Faith earned her PCAM- Professional Community Association Manager, the pinnacle of community association management. The PCAM designation is the highest professional recognition available nationwide to managers who specialize in community association management. These individuals have advanced skills and knowledge and are recognized as one of the best and most experienced managers in the nation. Congrats, Donna.



Deyna Spizzirri & Larkée Goodwin Submitted by Carmen Veale

I'm excited to shine a spotlight on two remarkable individuals whose dedication and hard work have truly made a difference in our division: Deyna Spizzirri, our Association Coordinator, and Larkée Goodwin, our System Utilization and Technology Implementation Manager. It's hard to pick just one when everyday these two go above and beyond to ensure a smooth operation within our division. Their attention to detail and proactive approach have been amazing in tackling challenges head-on and finding innovative solutions. They have made our jobs and tasks as division managers easy. We as division managers rely on them every day and thank them for the hard work they do.

Thank you for your continued commitment to our division's success.

Larkée Goodwin Submitted by Carrie Traeger

AMD is implementing a new operational software, Vantaca. We are all learning the system. Creating internal controls that protect our clients and employee owners has been a challenge. Setting up the new security requires a lot of trial and error. In addition to her normal role and the challenges of helping the AMD team implement the new system, Larkee was tasked with promptly identifying security issues. In every case she informed me and computer support of issues that allowed us to timely fix security to minimize the impact on our employee-owner users and clients.

Thank you, Larkee!



Kevin Keller Submitted by Breanna McCoy

Kevin Keller has the challenging position as a Commercial Facility Manager in a large owner occupied complex. Owner occupied facilities require a different set of skills that is ever evolving based on the client's needs. Kevin has adapted to meet this challenge head on and is successfully producing exemplary results. We've recently received an email, from the client boasting about third party contractors complimenting Kevins flexibility and "accepting strange assignments with a sunny disposition." The client further exclaims how much they appreciate him. Way to go, Kevin!

August, 2024

Property Spotlight CenterPointe Apartments



Built in 2019, CenterPointe Apartments joined the PMI family just a few years ago. Centerpointe Apartments is a stylish, luxury community right in the heart of Camp Hill. This community is just minutes away from our home office, right off Erford Road. These spacious apartments provide residents with open concept floorplans, slate appliances, Luxury Vinyl Planking throughout, a kitchen island, walk-in closets, and much more. This community has the latest technology in smart-lock entry, as well as a fitness center and picnic area for our residents. Surrounded by the Camp Hill Commons (which PMI also manages) our residents have a wide variety of choices, such as Starbucks, First Watch, and Hawaii Poke.

CenterPointe Apartments is managed out of the home office by our Internal Residential Team. This is one of the 15 communities effectively supervised by the Multi-Site Community Director Alison Brady and Assistant Community Director Elizabeth (Liz) Conrad.

Sue Wolf is the Supervisor of our Maintenance

Service Division. She is responsible for coordinating the dispatch of the entire fleet for incoming work orders, supply orders, billing, preventative maintenance scheduling, and so much more. Eric Covington meets with residents and vendors daily for quality control, pre-move out and move in inspections, turnover scheduling and work orders. Our Maintenance Service Division is rounded out with our specialists: George Bowman, Tim O'Halloran, Chris Case and our newest member Darrin Morningwake. They take an immense amount of pride in their communities and in building a relationship with each of the residents.

We are blessed to have such caring and capable co-owners at CenterPointe Apartments and all our communities!

CVC

Working for PMI at Thea Drive

CVC is doing a multi-million dollar fit out for PMI at 2400 Thea Drive in Harrisburg. The PA Department of State will be moving in this fall, and a large portion of the building needs to be gutted and rebuilt to meet their needs.

It would be nice if PMI could just give a job like this to CVC, but that would not be fair to the building owner, who expects PMI to represent their interests. So, PMI puts jobs like this out to bid to several construction companies. Sometimes we win, sometimes we lose, but for our company, integrity is everything. In this case, not only did CVC come up with the lowest bid, but they committed to completing the job in less than three months. That requires a ton of day-to-day project management and coordination of subcontractors, but CVC is up to the task.

We think the Department of State is going to love their new space!



PROPERTY MANAGEMENT, INC. Summer Highlights



2101 N Front St Maintenance



Briarcrest Maintenance

I hope you are all enjoying your summer. Here are some updates on PMI. First, our Association Division is just about 2 months into using new software called Vantaca. It's designed specifically for association management and has been well received by our clients and customers. This change will result in more efficiencies and dramatically enhanced communication with our customers. The team will continue to leverage the software and then we will make a push for growth. Thanks to all who made this a successful conversion.

In our Commercial Division, we have some large construction management projects occurring as well as growth in our State College office by picking up four new clients.

In our Residential Division, we are onboarding a new construction 72-unit luxury apartment complex in Lancaster (the Alistair). The team is actively planning the marketing and initial lease up. In addition, we received approval to proceed with a \$60 million property wide upgrade at Briarcrest

Garden Apartments. PMI will be their construction manager and team with CVC to do a lot of the work.

In State College, the team has been actively onboarding a new property that has over 275 beds, which is a great addition for our company.

In our Manufactured Housing Division, we have a few new opportunities for growth which we are exploring.

In our Accounting Division, Angelica Haverstock is now firmly in the controller's position and is excelling.

Computer support makes everything work by managing the backbone of our technology.

And for all those that I didn't mention who just get the work done, thank you! What we do isn't possible without the entire team rowing in the same direction. I appreciate all that you do, even when no one is looking. Eric

Employee Milestones

21+ Years

John Fogelsonger	37
Earl Wilson	35
Carrie Traeger	30
Denny Jones	27
Kim Brewer	25
Ed Snyder	23
Ken Myers	21
Robert Maurer	21

16-20 Years

Tressa Davis	18
Linda Picardo	18
Bob Spizziri	17
Kim Nicholson	17
Jeff Mluski	17
Merv Bricker	17
Rob Grohman	16
Charlie Barge	16

11-15 Years

Courtney Petrowski	15
Breanna McCoy	15
Paul Krasovic	14
Ryan Jury	11
Mike Toia	11

5-10 Years

Sue Wolf	10
Crystal Mathus	9
Jay Manganello	9
Bill Shughart	8
Richard Hines	8
Dylan Gilbert	7
Cassandra Simpson	7
Dan Romanie	7
Brian Joliet	7
Zane Anthony	7
Mariah English	6
James Howley	6
Anthony Fisher	5
William Berrier	5

Welcome New Owners

- Bernard Adams
- Dane Alterio
- Kortnee Amato
- Chris Aragno
- Morgan Barnhart
- Marcie Bellis
- Tanya Brown
- Lamont Brown
- Dalton Buffington
- Gabe Buss
- Mike Chubb
- Ed Cintron
- Devin Cox
- Paul DeSando
- Ashton Dickerson
- Mark Edmonds
- Darlene Flanders
- Evan Frank
- DJ Green-Kniss
- Evan Haupt
- Dave Kerns
- Tim Lamer
- Angelies Martinez
- Marybeth McCoy
- Chuck Miller
- Kyle Reitz
- Anthony Rodriguez
- Tito Roman Ruiz
- Yadira Rosa
- Mattee Stoicheff
- Amy Tennis
- Brandi Walker

Ladder Safety

Ensuring safety at our properties and on our job sites is extremely important to every co-owner. Ladders are a regular and vital tool many of us use on a daily basis. Let's take a minute to look at types of ladders, when to use them, and how to use them safely.

Choose the right ladder:

Step Ladders: Ideal for tasks that require two-handed work, such as painting, installing lights or accessing shelves.

Extension Ladders: Best for tasks requiring access to higher areas like roofs, walls, or ceilings.

Platform Ladders: Provide a stable working platform with a wider base and often have a guardrail.

Multi-Position Ladders: Ladders that can be adjusted into a variety of positions.

Safety Guidelines for Ladder Use:

- Inspect before you use – Check for damages, missing parts, or defects. Dispose of broken ladders immediately.

- Set up correctly – Place ladders on stable, level surfaces. Always make sure extension ladders are angled correctly.
- Climb Safely -Always maintain three points of contact when climbing up or down a ladder, and always face toward the ladder, and avoid leaning too far to either side.
- Work Zone Awareness – Keep the area around the ladder clear of obstacles and foot traffic.
- Weather Considerations – Avoid using ladders outside in bad weather like strong winds, rain or snow.

Using the correct ladder for each task and following these safety guidelines will help us maintain a safe working environment. Remember, safety is everyone's responsibility, and together, we can ensure a productive and accident-free workplace for all co-owners, customers and clients.

Thank you for your commitment to safety and excellence in all that we do.

Charitable Foundation

Through employee-owner giving and by match from the Foundation, our companies were recently able to support deserving organizations.

During the month of May in honor of National Military Month, we as owners contributed \$192 to PA Wounded Warriors, Inc. The Foundation matched the minimum of \$200, so \$392 was donated to this group as proposed by Will Cook.

Pennsylvania Wounded Warriors, Inc. was founded on one major goal - to help over 1200 veterans and families each year with over \$1,500,000 in assistance. We provide emergency financial assistance to veterans to help pay for housing, utilities, and transportation.

For June, we supported Vision Resources of Central Pennsylvania which was proposed by Lori Zavinsky. The Mission of Vision Resources is to facilitate independence, enrich the quality of life, and empower individuals who are visually impaired or otherwise disabled through prevention, employment and educational awareness programs. \$142 of owner contributions were added to \$200 from the Foundation to send a total of \$342 to Vision Resources.

Thank you all for your continued support of the mission of the Foundation, and for your generous giving to these important causes.