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Ethical

Skilled

Understanding

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Trusted Team

Successful

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OWNER'S GUIDE

A QUARTERLY NEWSLETTER FOR THE EMPLOYEE OWNERS OF RDG COMPANIES

CHARITABLE FOUNDATION

The Foundation's mission is to support individuals in improving their lives, especially in family life, by providing financial aid to those who would otherwise lack the means. We aim to inspire people to strive for personal success and better circumstances. The Foundation funds non-profits focused on human dignity for economically, educationally, and emotionally challenged individuals. Key areas include education, employment, and affordable housing. To date, we've contributed over \$750,000 to local causes. Recently, through employee-owner giving and Foundation matching, we've supported the following organizations:

In October, we supported Making Strides Against Breast Cancer (MSABC), a movement uniting communities to end breast cancer. Over 30 years, these non-competitive walks have become the largest breast cancer movement, supporting survivors, thrivers, caregivers, and families. We raised \$97, and with the Foundation's \$200 contribution, sent \$297 to Making Strides.

In November, we supported the Midwest Food Bank of Central PA. In Pennsylvania, 1 in 8 households faces food insecurity, while 40% of food is wasted. The Food Bank aims to distribute food where it's needed, estimating \$24 million worth of food this year. We contributed \$97, matched by the Foundation's \$200, totaling \$297.

In December, we supported the Nativity School of Harrisburg, which aims to break the cycle of poverty through education and foster lifelong learning and moral character. We contributed \$97, with an additional \$200 from the Charitable Foundation, totaling \$297.

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

CVEP

You can't pave when it's 5 degrees outside. Frankly, it's not an ideal time to be outside for any reason, but Capitol View Excavating and Paving is out in the elements nearly every day. While many excavating and paving businesses grind to a halt this time of year, CVEP continues to work on utility trenching at Briarcrest Gardens. And when it snows, they have a few snow plowing contracts that keep the staff busy.

Winter is a tough time of year for this type of business, but our team is tough too and we're getting 2025 off to a great start!

- Neil McCoy

MESSAGE FROM THE

CEO: Artificial Intelligence

If you haven't used Artificial Intelligence engines yet, give it a try. I was stuck in an airport in San Francisco a few months ago and asked Chat GPT what I should do with my extra time. It recommended the places I should go, how to get there and what the costs were. I just typed the question in my phone, and it gave me the answer in 2 seconds. Amazing!

Chat GPT uses artificial intelligence, a type of technology that is taking off. As an example, all of the cabs in San Francisco are driverless. And robots, many of which use AI technology, do millions of jobs that used to be filled by humans.

Don't worry, I don't see any of us being replaced by a robot anytime soon. But I do think every one of us will be using AI at work and at home in the years ahead. Just as we all adopted smart phones, AI and robots will soon be a part of our standard day.

Microsoft Co-Pilot, similar to ChatGPT, is our approved and secure AI tool for work here at RDG Companies. Our leadership team is looking at the uses of AI and other technologies to make us better. If you become aware of an AI application or any other technology that might make sense for one of our companies, please pass along the tip. We're listening!

- Larry Kluger

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.



Vickie Morris Submitted by Kristen Dzvonycsak

I am nominating Vickie Morris for the Employee Spotlight. Vickie started as a leasing agent for Student Housing in State College. She quickly outgrew that position and became an Affordable Housing Property Manager. In that role, she had the opportunity to work with our client to open 3 brand new properties, from construction to lease up. She has handled all of the compliance for our 6 properties and assisted in training new managers. Her dedication and expertise have helped create success in our Affordable Properties. One of her recent accomplishments was completing the lease up at Evergreen Heights by herself and getting flawless file reviews from both the PHFA and RBC. We are so proud of her. Her latest role is as our Office Manager. She wears many hats in this role, and no matter what needs to be done, you can count on Vickie to take care of it. Vickie is dependable, loyal and a joy to work with. She is the glue that holds State College Residential together.



Alison Brady Submitted by Toni Stockdale

This quarter, we are excited to spotlight Alison Brady, our incredible Community Director for 12 communities, 509 homes scattered over 5 counties. She joined PMI back in October of 2023 and is known for her dedication and can-do, will-do attitude. Alison has recently gone above and beyond to support the Alistair team in PMI's most recent lease up community in downtown Lancaster. Alison joined the team at a critical time, and not only did she take on additional responsibilities to help assist teammates, but she has made an exceptional impact on the needs of a lease-up with her natural understanding and visions. Lease-ups are both challenging and time-consuming with every small detail. Outside of work, Alison loves hanging out with her family and friends and going to concerts and shows with her fiancé, Andrew. While she loves the beach, being a foodie and wine connoisseur, she also loves to just relax at home. She also enjoys going home to Jersey to hang out and see her mama and visit her favorite bagel shop while there.

We would like to formally thank Alison for her hard work, positivity, values, work ethic and commitment. You've truly made a difference, and we're grateful to have you as part of the team!



Carey Twigg Submitted by Donna Faith

Carey Twigg, recently promoted to Assistant Association Division Manager, exemplifies the outstanding leadership and dedication of our co-owners. She is not only a vital part of the association team but also represents the entire RDG family and PMI's presence in the local association industry.

We eagerly anticipate her presence at our employee events, just as our board members look forward to her engaging "Board Member Bootcamps." However, her contributions don't stop there. Carey serves on the Central PA Regional Council of the Keystone Chapter of the Community Associations Institute, where she represents PMI locally, collaborates on training topics, and helps plan both training and social events for our industry. A special shout-out to Carey for being added to the Keystone Chapter's Speaker's Bureau and her upcoming presentation on association compliance issues with a local attorney on February 19th. Additionally, she has taken on the task of ensuring PMI has the best booth at our first-ever attendance at the CAI Tradeshow this May at the Lancaster Convention Center!

Carey's creative energy does not stop with PMI and the industry. It's been several years since her daughters graduated from Cedar Cliff, but she continues to volunteer each year with their musical productions and with Girl Scouts in the Heart of Pennsylvania. When we think of PMI's RESULTS mission, Carey is truly nailing it!



Ethan "Little E" Lutz Submitted by Roy Thoman

I want to give a HUGE shoutout to Ethan for being such an outstanding team player! During the recent cold snap, he put in an incredible 22 hours of overtime, going above and beyond to ensure our customers were well taken care of. Ethan was up late into the night, consistently showing his commitment and dedication to our team. His grit, determination, and unwavering work ethic have set a high standard for all of us, and he's been an inspiration to everyone around him. Ethan is always willing to step up, no matter what the challenge, and he continually delivers exceptional results.

Thank you, Ethan, for your tireless efforts, your positive attitude, and for the invaluable impact you make every single day. We truly appreciate all that you do!

Property Spotlight

Long Meadows Apartments



Mullen (2017-present). We are also proud to acknowledge Scott Lucas, our esteemed leasing specialist, who will mark his 20th year with us this March.

The maintenance team, led by Chris Aragno, has skillfully overseen numerous renovations over the years. Weston Kemble, Gabriel Buss, and Jonas Snyder diligently manage 286 homes across two townships, East Pennsboro and Wormleysburg. This team consistently rises to challenges, excelling in in-house tub renovations, executing a meticulously planned production schedule, and demonstrating exceptional teamwork.

Recent years have seen Long Meadows Apartments thrive with significant capital

improvements, including new roofs, windows, and doors, the addition of a fitness center, and the conversion of an aging in-ground pool into much-needed parking spaces. While these enhancements have made the property a prime location, it is the dedication and care of the Long Meadows team that have truly made it a cherished community.

We are also thrilled to announce Robin Mullen's promotion to Regional Community Director and eagerly welcome Brittany Caiazza as the new Community Director for both Mountain View and Long Meadows, starting in February 2025. Our heartfelt thanks go to everyone involved in maintaining such a high level of collaboration and care in this exceptional community.

CVC

CVC is working in a beautiful, enormous residence just a few miles from our home office. To give you a sense of scale, this home has 10 bathrooms! We are renovating 1/4 of the master bathroom, which is more than a one hundred-thousand-dollar job.

You can imagine, the owners and their architects are watching very closely to ensure CVC maintains a level of finish consistent with the rest of this remarkable house.

CF Acri is helping with some of the plumbing, and CVC is doing a variety of flooring, casework, drywall, electrical and other miscellaneous work.

We have not mentioned the name of the client out of respect for their privacy, but CVC is truly honored to have been selected for this awesome project.



Property Management, Inc.

Change. It happens every day in everyone's life. There are people who embrace it, people who endure it and people who despise it. Regardless of what type of person you are, you can't change the fact that change will happen. All we can do is our best to manage it with the best of intentions. As a growing organization, it is often very difficult to communicate proactively with all co-owners as situations are evolving. If you ever find yourself confused or wondering what direction we are headed, please ask. You can ask your manager / supervisor or a division leader or me. Keep asking until you get the clarity you are seeking. You will find that we are fully transparent about our intentions unless there is a level of confidentiality that needs to be maintained. In those situations, the answer will be "I can't answer that question right now but will be happy to answer it in the future." We have had significant changes in our residential division as we evolve for growth and client services. Some highlights:

Consolidation of our Affordable Division, which was previously scattered between State College and Camp Hill. This will allow us to centralize compliance and provide room in individuals' schedules to focus on day-to-day management. In addition, we now have a full team handling the

management of affordable assets. This has been a goal of ours for many months.

Restructuring our home office and State College teams. The goal was to have a team coordinating the management of properties, and a team that will focus on marketing, leasing and training. We feel those changes will help us better create future opportunities for our co-owners, provide necessary support in our leasing activities and establish a formal on-board/training platform.

We will continue to make changes that will expand collaboration of co-owners companywide.

I would bet that most of our co-owners seek consistency and want to have a clear direction of where we are headed. We are committed to providing such clarity to the best of our abilities. However, as we continue to grow, leverage and embrace technology, and hire new talent, change is inevitable. I ask that you embrace it and ask any questions that you have. I am certain any one of our regional or divisional leaders would be happy to talk. And as always, I'm available. I love sharing the vision of PMI to anyone who is willing to listen.

- Eric Kunkle

Employee Milestones

21+ Years

David Rodriguez	26
Stacey Campbell	24
Jamie Talley	24

16-20 Years

Barbara Ball	20
Traci Bitting	19
Michelle Cooper	17

11-15 Years

Warren Edwards	15
Howard Covington	14
Jami Snyder	12
Robert Myers	12
James Burkhead	12
Michael Toia	11
Kenneth Mccracken	11

5-10 Years

Lauren Duvall	10
Robin Mullen	10
Kevin Keller	8
Roy Taylor	7
Vickie Morris	7
Michael Garrison	7
Lawrence Kluger	7
Jessica Corl	6
Brandon Eldridge	5
Edward Dougherty	5
Russell Miller	5
Eugenia Reyes	5

New Team Members

- Kierstine Younce
- Anette Rodriguez
- Brayden Nerys
- Steve Zeiders
- Jeremy Bauman
- April Hannon
- Russ Lamer
- Nate Mize
- Mike Ciavarella
- Bill Elder
- Ryan Baker
- Bill Norvell
- Stacy Allen
- Justyce Sanchez
- Sandra Diaz
- Jeffrey Elicker
- Julie Henry
- Alex Rau
- Charise Walker
- Riley Kunkle
- Brad Arzner
- Lia Lopez
- Tom Pettersson
- Jonathan Gomez Cantaderio
- Jen Rhoads
- Nikki Stehman
- David Griffin
- Keith Brown
- Jennifer Nicrone
- Will Rivera
- Jayrell Weaver
- Sue Martin

Winter Safety

As winter approaches, it's vital to ensure outdoor workers' safety. Cold weather can lead to frostbite, hypothermia, and cold stress. Here are key tips to keep everyone safe and healthy:

1. Dress Appropriately: Layering is key. Wear several layers of loose-fitting clothing to trap warm air. Insulated, waterproof boots will keep your feet warm and dry, while a hat and gloves will prevent heat loss from your head and hands
2. Recognize Cold Stress: Know frostbite (numbness, tingling, pale skin) and hypothermia (shivering, confusion, slurred speech) symptoms. Seek medical help immediately if noticed.
3. Stay Dry: Wet clothing can increase heat loss

from the body. Make sure to stay dry by wearing waterproof gear and changing out of wet clothes as soon as possible

4. Take Regular Breaks: Schedule frequent breaks in warm, dry areas to prevent prolonged exposure to the cold. Use these breaks to warm up and hydrate with warm liquids
5. Emergency Preparedness: Have a clear emergency plan, know where first aid kits and emergency contacts are, and conduct regular drills.

By following these guidelines, we can create a safer work environment for everyone. Let's work together to ensure that safety remains our top priority, even in the coldest weather.

CF Acri

I wanted to take a moment to highlight the fantastic teamwork and swift action displayed on 12/18/24 when we received a service call from PMI regarding the water heaters at Long Meadows Apartments. The two water heaters there serve 22 units, and one of them had failed, putting the tenants at risk of losing hot water.

This was an "All Hands" situation, and everyone stepped up to ensure a quick resolution. Robin immediately took charge, ordering 3 Navien tankless water heaters to replace the faulty unit. At CF Acri, we adjusted our schedules to ensure we had the necessary manpower on-site to carry out the replacement. In the meantime, we kept the one

functioning water heater in service to provide hot water to the residents.

Thanks to the combined efforts of the teams at PMI and CF Acri, we were able to restore hot water to all 22 units in record time.

A special thank you goes to Robin and Chris at PMI for their quick response, and to our team—Cody Kerrick, Chris Wade, Pedro Villalta, and Alex Evitts—for their dedication and hard work. You all truly exemplify the spirit of employee ownership and what it means to get the job done.

- Roy Thoman

