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An Employee Owned Company

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Our Core Values

Reliable

Ethical

Skilled

Understanding

Local

Trusted Team

Successful



OWNER'S GUIDE

A QUARTERLY NEWSLETTER FOR THE EMPLOYEE OWNERS OF RHODES DEVELOPMENT GROUP

A Look At Our Charitable Foundation



One of our Core Values is that we are local, which means we are involved with the communities in which we live and work. Dozens of our co-owners are volunteers, board members, or donors to not-for-profit organizations in the regions we serve.

Our commitment as a company goes further though. Through an organization called the PMI Charitable Foundation, we donate tens of thousands of dollars every year to worthy local causes. From the Foundation's mission statement, the funds are used to "enhance human dignity for those who are economically, educationally, and emotionally challenged."

If you are involved with an organization or an event you think we should consider funding, please reach out to one of the board members: David Dyson, Annette Lucas, Betsy Feighner, Carrie Traeger, Eric Kunkle, Larry Kluger, Steve Clark, Suzane Neiman and Traci Bitting.

Message from the CEO:

Mission & Vision - Employee-Owners First

Our management team is working on a strategic plan for the company. A strategic plan starts with identifying who we are and what we want to be.

Employee-owners creating exceptional results for real estate owners. That's our mission statement – it's who we are.

When we think about the future, what do we want to see happen? Well, we want to grow, to be profitable, and to maintain our good reputation. But those are just part of the equation. For this company, the highest priority is to win with you, our employee owners. That, in turn, will result in us winning with our clients. Our vision statement is: Be the leading choice for employee-owner fulfillment and real estate services.

I know, they're just words on a page. But you can be assured that every investment, project, new hire, basically, every business decision, will be made with our end goal in mind -- to make this the best place for you, our employee-owners.



Larry Kluger

Employee Spotlight

In this quarterly employee spotlight, we are highlighting employees who have demonstrated what it means to be an Employee Owner in our Better People, Better Results culture. These employees demonstrate our RESULTS core values: Reliable, Ethical, Skilled, Understanding, Local, Trusted Team, and Success. Our employee-owners often go above and beyond, for clients, customers, co-workers, and community. If you would like to nominate a co-worker or yourself for this spotlight, please forward your nomination to hrsupport@rentpmi.com. Nominations will be reviewed each quarter by the ESOP committee, and the selected employees will be highlighted in the newsletter and will receive ½ day of PTO.



Jamie Talley

**Community Director
Roxbury Ridge Apartments**

Nominated by Chris Martin

Jamie is a long-term PMI employee of 20+ years. She has worked at several different properties in different roles during her time with PMI. Since 2019 she has been the Community Director at Roxbury Ridge Apartments. Jamie's background is Conventional Housing and at Roxbury Ridge it's Affordable Housing. This has been a big change for Jamie, and she has had to learn a lot of new information for two different Affordable Housing programs. She has been doing well.

This past year has been a challenge due to staff turnover for various reasons out of her control. Jamie has done her best to keep things running both maintenance-wise and in the rental office. There is a lot that needs to get done, and she has been able to keep the property running and has met all important deadlines.

There is a light at the end of the tunnel since all positions have recently been filled. She is now busy training a new Leasing and Compliance Specialist who recently started and is new to this line of work. It continues to be challenging, but Jamie is patient and works through this to build a better team than she had before. Thank you, Jamie, for all of your patience and hard work and sticking it out through the tough times along with the good times!



Beth Perez

**Community Director
Mount Joy Senior Housing**

Nominated by Chris Martin

I would like to nominate Beth Perez, the Community Director at Mount Joy Senior Housing for the employee spotlight.

Beth has been with PMI since 2/20/23. Mount Joy Senior Housing opened on March 1, 2023. Mount Joy Senior Housing is an elderly property for persons 62 years of age and older. It's located in a rehabbed shoe factory that had employed many Mount Joy residents years ago. The building has a lot of history and some of the features remain intact. Beth learned quickly and worked diligently along with Kristen Mansberger to process applications to rent the 36 apartments. Beth was able to get all the apartments rented by August 1, 2023.

She has been busy organizing and holding monthly resident meetings among other things since her first group of residents moved in on March 1, 2023. She felt it was important that all the residents meet each other and she went over helpful information with them about the building and expectations. Residents have been able to connect with each other and are getting along well. She has also worked hard to make the property look appealing and has created a sense of community among the residents.

Beth is a people person and has a lot of energy! She loves to dance, which we learned about while attending the PHFA Affordable Housing Conference with us in July. Mount Joy Senior Housing is a great place for seniors to live because of Beth Perez! Thank you, Beth, for all that you do!!!



Heather Nelson

**Division Manager
State College Commercial**

Nominated by Eric Kunkle

Heather Nelson, who leads our State College Commercial Office, started her career with PMI on February 1, 2013. She agreed to take a leap of faith by leaving a very successful career with a national real estate company and joining PMI when we had just one commercial client (Penn State) and four management contracts. Since then, she is directly responsible for growth to over 18 locations and 700,000 square feet. She and her team seamlessly handle day to day commercial property management in the State College area.

In addition, Heather handles large construction management projects for our clients. She is an all-star who exemplifies integrity, expert knowledge, independence, professionalism, and common sense. We are very fortunate to have her on our team. I'd like to thank Heather for getting the job done at a very high level on a day-to-day basis. She makes it look easy but trust me, it's not. If you see her around, congratulate her for a GREAT job.

November, 2023

Property Spotlight

Oakwood Hills



Edwin Ramos, Katie Manzullo-Thomas, Krista Green, Cindy Crossley, Jeremy Leake

PMI signed a contract to manage Oakwood Hills before the developer even broke ground for construction on the 316-apartment community. Oakwood Hills, located in Mechanicsburg across from Messiah University, is a unique property in many ways. The ownership is a for-profit corporation but is a spin-off company of Messiah University, a private Christian university. The ownership mission is to generate a recurring stream of income for the university's endowment that's not dependent on tuition.

While Oakwood Hills is located directly across from the university, this community is not intentional student housing and does not typically rent to Messiah University undergraduate students. However, during Covid, two buildings came on board just in time for the Messiah University semester to begin. Messiah University leadership approached ownership about temporarily housing students in response to new regulations resulting

from the pandemic. The timing fell in line to help Messiah University during this crisis time. In the summer of 2021 one building was released and in the summer of 2022, with no more need for this temporary housing, the additional building became available to the public at the same time many other leases were expiring. The Oakwood Hills team quickly filled the 59-unit building as well as other units, impressing ownership with the minimal vacancy.

Current Oakwood Hills staff includes three PMI employees and two direct ownership employees. This mix of staff works together to keep the property leased and maintained. This team has proven to be adaptable and is always eager to try new leasing techniques.

Capitol View Construction

Getting Fit

Sometimes CVC acts as a construction manager, meaning they oversee a project from the selection of the architect, bidding out the work, obtaining permits, monitoring the construction, approving payments...pretty much everything except doing the hands-on construction. We are the construction manager for the Jewish Federation of Greater Harrisburg, who purchased and is renovating the former Dixon University campus.

One part of that project involves converting 11,000 square feet of office space into a state-of-the-art fitness center. The project is nearly complete, and equipment will be installed in a few weeks. It is going to be awesome!



CF Acri & Son

Every customer counts



Dean Faiola and Adam Lambert installing a new unit

We usually highlight CF Acri's large commercial construction jobs in the newsletter, because they are complex, require lots of teamwork and the photos are interesting. But that's just one part of CF Acri. Every bit as important is our service team, which provides world-class service to our residential and commercial clients every day.

Thousands of people in central Pennsylvania rely on CF Acri & Son to keep their air conditioning, heating and plumbing in good working order. And clients stick with Acri for decades. Of course, price and quality are critically important, but what customers rave about is our service. Every one of these guys acts like an owner and we are truly fortunate to have such a talented and dedicated service team.

Employee Milestones

21+ Years

Willie Orsinger	42
Marlene Radosevic	40
Eric Kunkle	32
Dean Faiola	27
Bob Crum	27
Suzane Neiman	27
Tammy Miller	26
Rodney Keller	23
Bob Gross	23
Bruce Brewer	22

16-20 Years

Stephanie Russell	19
Crystal Matthews	19
Ross Blosser	16
Steve Clark	16

11-15 Years

Jason Hare	12
Annette Lucas	12
Carey Twigg	11
Eric Patton	11

5-10 Years

Donna Faith	10
Angelica Haverstock	9
Betsy Evans	9
Curt Diffenderfer	9
Jerry Vogel	7
Kristen Dzvonysak	7
Douny Krout	6
Miguel Colon	6
Mariah English	5
Ed Yanus	6
Heather Stough	5
Ken Semple	5
Shane Dawson	5
Will Cook	5

Welcome New Owners

- Zora Beecher
- David Blankinsop
- Jared Bricker
- Michelle Cintron
- Jeff Dzikoski
- Jess Evans
- David Flinchbaugh
- Kevin Hannon
- Rosey Hoskie
- Cortnee Kelly
- Sage Komidar
- Josh Lawrence
- Jermev Leake
- Evan McKenney
- Justin Mitchell
- Daniel Quiles Flores
- Ethan Reinfeld
- Jeremy Stroock
- Scott Vaillancourt
- Erick Watts
- Allen Weaver
- Joel Wenger
- Alexi Wintrade
- Greg Wise
- Charles Yaeger

Property Management, Inc.

Moving into 2024



State College Residential Team consisting of Drew Spicer, Sage Komidar, Paul Hughes, Sean Corl, Jess Corl, Greg Friday, Jay Stitzer, Nick Zakucia taking a break after a mass move in

I hope everyone is having a great fall and looking forward to a great winter with an abundance of snow. Clearly joking, as snow is a nemesis for us property managers, that is unless you are a skier (which I happen to be). Now that I have your attention, I wanted to give everyone some updates. I am completely focused on working with every division to develop a strategy which will position us to leverage technology to create better customer and client experiences and position us for growth. With that in mind, we have created a transaction accounting division to streamline certain functions that are consistent for all our divisions. More news about this in the future.

Manufactured Housing Division is recovering after adding over 1,100 units (over 50% growth) in August. Thanks to all that made that happen.

Commercially we continue to grow and tweak operations to continually enhance our services. This division will be providing project management services for over \$12 million of work in our managed facilities in 2024, which is a heavy lift.

Our Association Management Division has evolved over the past eighteen months by making operational changes to respond to our clients more quickly. We are poised for significant growth in 2024.

Residentially we have had quite the transition within our home office since April and I am confident we have assembled the right team to grow that division in the coming years. In addition, we (with help from CVC) continue to provide construction and project management services for Briarcrest which will likely be a \$56 million dollar project.

Thanks for all you do when nobody is looking. It may not be seen but is felt by all our clients and customers. Have a great holiday season and I look forward to seeing you soon. If you have any questions, suggestions or comments, please reach out to me at any time. My direct line is 717-635-2415. Thanks, Eric Kunkle