

# Owner's Guide

A quarterly newsletter for the employee owners of Rhodes Development Group

October 2021

Better People, Better Results

## Inside



CF Acri pg4



RCS pg3



PMI pg3

Milestones pg4

Welcome pg4

Spotlight pg3



## Fall Picnic

Nothing quite like spending an afternoon with our co-owners to say goodbye to summer and hello to fall. The company picnic was held September 23rd at the West Shore Lodge in Camp Hill. COVID has really tested what we can do as a company to show our appreciation for all you do but we are proud we had a chance to spend time sharing in food and games. The rain forecast made the day trickier, but with the challenges of the last year or so we've all had - it fit the theme.



With so many new faces as our companies grow, we are excited at the prospect of providing more opportunities to connect. The Events Committee is working diligently on the planning of the holiday party to celebrate the season and our company's successes. The holiday party will be held on Friday, December 3rd at the Penn Harris Hotel. We hope to share lots of drinks, food, prizes and laughs with you.

## A Message From The CEO

Would you pick up the paper?

Several years ago, some researchers did an experiment where they dropped a crumpled-up piece of paper in a busy spot in a company's office. Then they watched to see how many people would pick it up and throw it away versus how many would just walk by, thinking, "That's not my problem."

The researchers asked the ones who picked it up why they did so. The answer was simple: "This is my place and I want to keep it nice."

Now let's think about our company. **This is your place.** I am hopeful your recent stock award made that even more clear. We do not have excess staff – everyone in this company is critically important to our success. We all need to be the ones who would stop to pick up the paper.



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.



**Connie Neidig** – Connie was hired in January, 2012 and is our newest member of the Home Office Computer Support Team. Connie was nominated by Suzane Neiman.

“Connie has all the Results values all rolled up into one person. She is extremely reliable including responding to requests from staff and myself very quickly. Connie’s ethics are beyond reproach including doing the right thing for all our customers and clients. Her skills with Yardi and Rent Café have added tons of value to all projects she works on. Connie listens to the needs of the staff, brings them to my attention and includes her thoughts on a solution. Finally she is what you think of when you hear Trusted Team. I could not do my job without her. Thanks Connie!!”



**Jessica Corl** – Jessica was hired in October, 2018 and is a Property Manager in our State College Residential Office. Jessica was nominated by Kristen Dzvonyicsak after receiving the following note from a new client.”

“We are so thrilled with Jessica! She has been amazing at filling our vacancies! This has been an unexpected surprise. She is always professional and efficient. We have emailed several questions and it is like ping pong--she emails us right back not only with an answer but with a solution. This is probably business as usual for your firm, however we feel her attitude and go-to approach is outstanding and quite refreshing. We have managed our properties for a couple of decades, so some of our questions are process oriented. On more than one occasion when we ask Jessica a question, we learn that she was ahead of us and had already addressed our concern. This has put us at such ease that not only will our properties be filled, but also that they will be taken care of as we have cared for them for years. Kristen, we came to PMI property management because of you--your exuberant integrity, positive attitude and professional approach to property management. We plan to stay with PMI because of you and your team. Cheers to a long and profitable business relationship!”



**Suzane Neiman** – Suzane was hired in September, 1996 and is the Application System Manager in the Home Office. Suzane was nominated by Brenda Ickes

“I would like to nominate Suzane Neiman. Suzane is a Skilled and Reliable Team member. Suzane has been a tremendous help to me since starting with PMI. There are numerous example I could give, but here is the most recent one. East High, Hamilton I, and Hamilton III has received Emergency Rental Assistance due to COVID. Since PMI has never had this type of assistance in the past, it has been a learning experience for all of us. Suzane has taken her time to sit with me each month since it started to help me handle the Affordable RD Monthly Tasks. She proactively scheduled meetings with me, and we sat together to look at each resident’s situation. She has given me guidance on handling the Emergency Rental Assistance checks and assisting the Property Managers with their duties on their end. This is just one example. But Suzane is always a reliable source of information to me and many others. Thank you, Suzane!!”

*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 [hrrsupport@rentpmi.com](mailto:hrrsupport@rentpmi.com). Nominations will be reviewed each quarter by the ESOP committee and the selected employees will be highlighted in the newsletter and they will receive ½ day of PTO.*

## Property Spotlight



This quarter we had a PMI properties whose staff was nominated because of their exceptional work for our customers and clients. Cherry Grove Apartments, in Altoona, is a very-low income, multi-family housing community with one, two, and three bedroom floor plans. We offer unit based Section 8 subsidy through the Federal Department of Housing and Urban Development (HUD), administered by Pennsylvania Housing Finance Agency (PHFA). Kelly Morrison, Senior Property Manager, nominated the property staff for our property spotlight. Kelly stated:

"I would like to give a shout out to the entire Cherry Grove Crew. We had a tax credit inspection yesterday with PHFA and there were zero findings. The property looked the best I have seen it in a while with respect to landscaping and all of the work was done in house because they couldn't get a landscaper in due to the employment conditions. Wendy Salyer (Property Manager) has worked hard with enforcement and getting patios/porches cleaned up and John Cox (Maintenance Supervisor) and Bob Barnes (Maintenance Technician) spent endless hours in the heat getting the property looking good! Donna Miller (Social Services Coordinator) just pulled off the first property picnic event in years. The efforts are truly appreciated."

## Rhodes Construction Solutions

Every job is different. That's what makes RCS a go-to contractor for property owners and managers. Whether it's new windows, kitchens, plumbing, roofing, or in this case, the repair of water damaged gables and siding for Manor Communities in York, RCS can do the job.

RCS employees a trusted team of highly experienced craftsman. We rely on them to make on-site decisions about the best ways to get projects done. It is a small company but we intend to grow it in the coming years.



*Jason Hare and Greg Moyer repair and re-side the buildings*

## Property Management, Inc.

Under Pressure? Thinking of the song from Queen or maybe Ice, Ice, Baby by Vanilla Ice (for you young folks, GOOGLE it)? If you are not feeling any pressure, stop here and thank your lucky stars. Otherwise read on.

Pressure. We all feel it, we are all living it and sometimes we just need to take a moment to pause and breath. For example, I walked into a restaurant on Saturday afternoon with my daughter Riley at 1:45 after her three softball games. We were tired and hungry (aka hangry) and even though the restaurant was practically empty, we were told it would be a 30-minute wait. Rather than reacting, I paused and realized I should be grateful there was a place we could eat, even if it was going to take a while. I sent Riley to the car to wait (She's 16 and the car didn't move - I was watching I promise you) and I grabbed a beer at the bar. The meal was awesome, the service was spectacular, and we left happy. I guess what I'm trying to communicate is that rational people, given a chance to absorb and process information, will be reasonable. They may react badly initially, but in these situations we need to be patient, explain the circumstances and let them know what will be happening. Then, and perhaps most importantly, we need to deliver on our promises - this is the KEY, if you promise a response by a certain time, you must deliver it otherwise you will lose credibility. That's what the restaurant did for us, and we left a happy customer.

We all deal with challenges at work, such as inability to find contractors, supplies, appliances, and employees. Customers and clients are pulling at us daily and the list goes on and on. Please realize it's the world we are living in. We can't change it and you need to take the job in stride or you will burn out. Handle situations professionally, honestly and deliver on your promises. That will work in almost every situation and if it doesn't, we have your backs because you probably aren't communicating with a rational person. I am truly grateful to our trusted team for the hard work you do in an upside-down world. And I encourage you to show some appreciation and understanding for your co-workers who are very likely under the same pressure as you. Eric



## 3rd Quarter 2021 Milestones

### 21+ YEARS

WILLIAM ORSINGER - 40  
MARLENE RADOSEVIC - 38  
ERIC KUNKLE - 30  
JEFFREY WAGNER - 28  
DEAN FAIOLA - 25  
ROBERT CRUM - 25  
TAMMY MILLER - 24  
STACEY NEIDIGH - 22  
DAVID RODRIGUEZ - 22  
RODNEY KELLER - 21  
ROBERT GROSS - 21

### 16-20 YEARS

BRUCE BREWER - 20  
CRYSTAL MATTHEWS - 17  
STEPHANIE RUSSELL - 17

### 11-15 YEARS

MELISSA BOHR - 15  
STEVEN CLARK - 14  
ROSS BLOSSER - 14  
JUSTIN LONG - 13  
KIMBERLY LOSH - 13

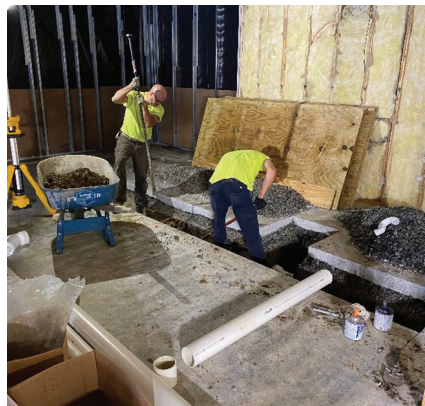
### 5-10 YEARS

JASON HARE - 10  
ANNETTE LUCAS - 10  
CHARLES MCGOWAN - 10  
CAREY TWIGG - 9  
MARSHA HECK - 9  
ERIC PATTON - 9  
DONNA FAITH - 8  
CURTIS DIFFENDERFER - 7  
ANGELICA HAVERSTOCK - 7  
BETSY EVANS - 7  
CHARLES GROSS - 7  
BRIAN NOEL - 6  
DIANE HINES - 5  
JERRY VOGEL - 5  
KIMBERLY HATZFELD - 5  
KRISTEN DZVONYICSAK - 5

## Welcome New Owners

- Leslie Weaver  
Home Office - Manufactured
- Eric Shirley  
Briarcrest
- Robert Hoffman  
Commercial
- Mariely Torres-Hernandez  
Allentown Towne Hosue
- Robert Wirth  
River Front
- Bernard Adams  
Oakwood Hills
- Elijah Byler  
Twin Lakes
- Gary Hoover  
Home Office - Accounting
- Eric Shipe  
Commercial
- Chris Lynch  
Commercial
- Mat Blosser  
Commercial
- Teresa Stimpson  
Lancaster House
- Christina Pearson  
Lancaster House
- Scott Mickley  
Breckenridge
- Nathaniel Cole  
Home Office - Manufactured
- Jules Sybert  
Home Office - AMD
- Shannon Nash  
State College - Residential
- Lexi Broderick  
Apartments at Lititz Springs
- Nick Whiting  
CF Acri
- John Williams  
CF Acri
- Michael Long  
State College - Residential
- Taylor Bonner  
MSP
- Bill Rinker  
Woodland Park
- Jada Loreman  
Bard Townhouses

## CF Acri



*Anthony Good and Cody Kerrick on site at Vibrant Church in Mechanicsburg*

CF Acri & Son is busy. The firm handles residential and commercial plumbing and HVAC jobs within a 50-mile radius of Harrisburg. So whether it's a house call to unclog a pipe to a large commercial construction project, we can do the work.

The project shown on the left involves both plumbing & HVAC work at the Vibrant Church on Lambs Gap Road in Mechanicsburg. We are a subcontractor of Pyramid Construction on this project, which includes a renovation of the existing facility and a new addition.

As with all of the RDG companies, CF Acri enjoys an excellent reputation for quality work and fair prices. Our growth is limited only by the tight labor market. If you know anyone who might be interested in working for us in the HVAC or plumbing fields, please talk to them and make a referral. If we hire them, you will get a \$300 referral bonus and if they continue to work for us six months later you will receive another \$300 bonus.