

Owner's Guide

A quarterly newsletter for the employee owners of Rhodes Development Group



Sue Wolf, Debbie Stake, Traci Bitting, Jami Snyder, Stacey Campbell, Eric Zimmerman, Sherry Baney, Stacey Karns, Angelica Haverstock, Scott Kinney and Gary Hoover.

A Message From The CEO: New Technologies In The Months Ahead

Our economy is going through some twists and turns. It is growing, but there is inflation. People are trying to buy things, but many products are in short supply. Companies want to hire, but there are not enough applicants to fill the jobs.

These are worldwide problems that were largely caused by COVID. The Biden and Trump administrations and the Federal Reserve pumped trillions of dollars into the U.S. economy to prop it up during the pandemic. In my view, despite the best of intentions, they overdid it. The economy came back too fast, which just added to the inflation, supply chain backlogs, and labor shortages. And now the war in Ukraine and our uneasy relationship with China both are exacerbating the problems.



Larry Kluger

RDG is subject to the same challenges as everyone else, but we will be fine. We have a variety of initiatives underway to counteract the economic uncertainties. Specifically, we are working on a plan to buy things more directly to save time and money for our clients and for us. We are looking to use technology to increase efficiency in how we work, and we are even considering expanding into eCommerce. I look forward to updating you on our progress in the months ahead.



Krista Greene, Cindy Crossley, Dave DeWitt, Amy Paris-Vazquez, Casey Wildman

Welcome New Owners

Christopher Case | Laura Acres
 Cassandra Consagra | Home Office
 Jason Driver | Home Office
 Elijah Gibb | Commercial
 Jacqueline Glass | Briarcrest Gardens
 Eden Gourdier | Market Square Plaza
 Kevin Knipe | RCS
 Adam Lambert | C.F. Acri
 Robert McCoy | RCS
 Alexandra Muniz | Sencit Apartments
 Timothy O'Halloran | MSD
 Osvaldo Pagan | Allentown Apartments
 Harry Rice II | RCS
 Angela Rodriguez | Twin Lakes
 Kim Still | Susquehanna View
 Mary West | Lancaster House North
 Devon Wrightstone | Twin Lakes

ESOP Advisory Board Members

Breanna McCoy	Steve Clark
Jami Snyder	Bill Eshelman
Michelle Cooper	Brian Bledsoe
Larry Kluger	Eric Zimmerman
Eric Kunkle	Jason Hare
Mark Stephens	Casey Wildman
Brittany Caiazzo	Jeff Miluski
Carrie Traeger	Tony Good

1st Quarter 2022 Milestones

21+ Years

MARK ACRI - 41
 LESLIE MENEAR - 38
 MICHAEL CAMPBELL - 24
 DON ERNST - 21
 CRISTAL MARTIN - 21

16 - 20 Years

CANDI WALTER-CLARK - 20
 ROBERT KOCH - 19
 CINDY BLOOD - 19
 DAVID WHALEN - 19
 SCOTT LUCAS - 17
 DOUGLAS SCHWARCZ - 17
 JOHN COX - 16
 PAMELA YOCUM - 16

11 - 15 Years

ELLEN ACRI - 14
 MELODY WAGNER - 11
 JASON HARE - 11

5 - 10 Years

CONNIE NEIDIG - 10
 MATTHEW SHOWERS - 9
 HEATHER NELSON - 9
 PETER KOCIOLEK - 8
 VERONICA MILLER - 8
 DEBBIE STAKE - 8
 ROBERT RICHARDS - 8
 LORI ZAVINSKY - 8
 BRITTANY CAIAZZO - 8
 JESS BECK - 8
 WILLIAM MCDANIEL - 7
 JAMES DEPALMA - 7
 BRENDA BREON - 7
 LARKEE GOODWIN - 7
 ANTOINETTE BLACK - 7
 RICHARD STETTS - 6
 CINDY PARDEE - 6
 SUE KUNKLE - 5
 KENNETH DAVIS - 5
 LUCAS EVERT - 5

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 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.



Miguel Colon , Kimberly Nicholson, & Mike Kevorkov

The Pennsylvania Manufactured Housing Association's (PMHA) 2022 Industry Networking Conference was held in Gettysburg in March. Kim, Miguel, and Mike were in attendance as Manufactured Housing property management reps for PMI. Over the 2 day conference they interacted with many industry vendors, experts, and even other property management companies. They sat in on guest speakers and Q&A sessions that provided updates on various parts of the industry and interacted with several people in the industry who own or self-manage, not only Manufactured Housing communities but also residential properties as well. This was great experience that not only enhanced their knowledge of Manufactured Housing but enhanced others' knowledge of PMI and how established we are in the world of Manufactured Housing, and our other divisions of Property Management as a

PMI: Aspire Software

ASPIRE – What is it and how will it help you in your everyday life?

The RDG Family of Companies are excited to provide a highly requested tool which includes Education, Events, Resources, etc. for ALL employees. Yes, even Residential/Commercial Maintenance Staff, Acri Staff and RCS Staff will get a benefit from Aspire. This software can be viewed on a computer, tablet, or phone.

All employees will have access to the 700+ courses and 50+ learning plans, which will continue to grow over time. Aspire will be used for both new co-owners and ongoing training/certifications.

The end user will be able to watch an informative short video (with some software simulations) on any task including how to help tenants with their online payment, how to deal with difficult situations, how to use Excel, and how to deal with Lead Safety. In the future, we plan to expand the videos to include how to fix an appliance, replace a ballast, use TEAMS, etc.

New hires will be able to take their time and absorb classes as they go, instead of a one-day "I hope you got all of that" training session. Existing employees can attend any class they want, or if they just need a refresher, they can look in the resource section and read a one-page document, or watch a 3 min or less video on tasks such as scanning a check, creating a WO on a phone, or creating a charge. All employees can also start a learning plan in hopes for a future promotion. Everyone can be an Expert in his/her Field.



RCS: More Commercial Work

RCS has ventured further into commercial work by serving as the go-to vendor for dock repair at the ABF trucking terminal in Carlisle. Victor Morales and Bob McCoy of RCS, pictured below, have the specialized welding skills required by this client.

The dock repair work is recurring, meaning we will be asked to come back again and again. And by doing exceptional work on the docks, RCS is becoming a contractor of choice for the client. As a result, we have been invited to price out a facility renovation project, and there may be even larger opportunities in the future. Good work, fair prices, and responsiveness are always noticed by the clients.

Behind each successful project RCS does is a skilled team. They are efficient, professional, and they have each other's backs. Well done guys!



Victor Morales and Bob McCoy take a quick photo break at the ABF Terminal in Carlisle.

C.F. Acri: Industrial Boom



Cody Kerrick from CF Acri operates a front-end loader.

Industrial real estate is red hot. We all see it – huge warehouses going up left and right near the exits of our interstates and the turnpike. CF Acri is working on one of those jobs right now. It is an 800,000 square foot spec warehouse being built by Newville-based Penntex Construction near Exit 37 of I-81. The developer is Transwestern.

CF Acri is filling several roles at the project. They are doing building heating, sanitary sewer, storm drainage, and domestic water supply. They expect to be working onsite until the project is completed next fall.