

Owner's Guide

A quarterly newsletter for the employee owners of Rhodes Development Group

July 2021

Better People, Better Results

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ESOP Advisory Board

We have recently formed an ESOP Advisory Board. The Advisory Board has representatives from each company and division. Their purpose is to discuss the best ways to reach employees on a daily basis and reinforce a culture of employee ownership. The Advisory Board will meet quarterly and make recommendations to the company presidents and RDG leadership team. If you have thoughts and recommendations, please reach out to any member of the committee.

Breanna McCoy – Chair
Steve Clark – Secretary
Kim Nicholson
Donna Faith
Jami Snyder

Michelle Cooper
Brittany Caiazza
Jason Hare
Brian Bledsoe
Anthony Good

A Message From The CEO

Last weekend I took my family to a local restaurant for dinner. We were told the wait was going to be 45 minutes, yet I could see at least half of the tables were vacant. The hostess informed us they could not find enough employees to serve any more than half of the restaurant. There were help wanted signs posted everywhere. So we drove to Nick's in New Cumberland. The restaurant was full and I recognized many of the wait staff as having worked there for years. I asked Nick what his secret was. He replied matter-of-factly, there's no secret -- we just care about each other.

It sounds so simple and yet many companies just don't get it. Work is a heck of a lot more rewarding when you realize people care about you there. And clients and customers treat you a whole lot better when they see that you care about them. I think the fact that we care about each other, our clients and customers has a lot to do with our success. Thank you for all you do for this company, and in particular, for caring.



Larry Kluger

CF Acri



CF Acri employees Kenny Myers (on ladder) and Dylan Gilbert (operating the duct jack) work on the Menaker Building project.

CF Acri & Son is working on a project to renovate the historic Menaker Building located on South Second Street in Harrisburg. The building was constructed in 1906 for the Johnston Paper Company. In addition to the paper company, it has housed a business college, trading stamp redemption store, an office furniture dealer, state and county government offices and most recently, a law office.

Harristown Corporation, a non-profit real estate development company, purchased the building last year. The renovated structure will contain a first-floor retail space and 28 luxury apartments. CF Acri has worked with Harristown several times before and we are excited to handle the plumbing and HVAC requirements of this job, which is scheduled to be completed by spring of 2022.

Property Management, Inc.

Hello. I wanted to let everyone know how we handled PMI's PPP loan which was officially forgiven in June. We have given back over \$1,182,000 dollars (yes over \$1 million) to our clients. While many companies continued to bill labor to clients and keep the money provided to them from the PPP loan, we never considered that option. Some of the comments received from our clients:

- Wowzer, you folks continue to impress me. My only complaint is the Eric did not pursue me years ago. So impressed!
- That's a classy move. Thanks for your consideration and we're glad to have you on our side in the management of our building.
- Thank you and I really appreciate your help and forward-looking spirit of your company.
- This voluntary rebate speaks to the integrity of PMI and its leadership.
- Although unnecessary, it is much appreciated. We certainly value our partnership with PMI and all your support as we've navigated our move to Tech Drive and through the pandemic. Your team has really become an extended part of the D&H family.
- You guys continue to validate our choice in property managers!!!
- You have been doing a great job providing safe places for our residents, while managing our properties in the most fiscally prudent way. Thank you for being good financial stewards, and we look forward to our continued partnership.
- PMI has been an outstanding partner since inception of our agreement. This is yet another testament, and indication of your commitment to our organization. We will graciously accept this credit.
- We appreciate the partnership and how you are choosing to allocate the PPP money.
- Once again, we get to see how PMI looks out for its owners and its residents.
- I applaud your position and the integrity shown by PMI to refund the forgiven funds paid previously by the properties.
- Thanks so much. I know you didn't have to do that, but you continue to impress.
- Thanks Breanna – you and your team are doing a great job! Thank you for the “gift” it is very much appreciated - who said you can't have Christmas in July!
- Thank you very much PMI!!!! We appreciate all you do for Silver Fox and the community - keep up the great work.
- Thank you for this, and also thank you for the organization that your team has brought to the table. It has made a world of difference!
- This is wonderful! We can't thank PMI enough for all they have done over the past few years to get our association back on track! This is just one more example of the great company you are! THANK YOU!

Thanks for your hard work and keep it up!
Eric

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.



Gerry Bowerman – Gerry was hired in February, 2020 and currently works in our Commercial Maintenance Division as the Facility Manager for D&H Distributing, one of our newest clients. Gerry was formally recognized by D&H as part of their Business Ops Recognition. D&H recognized Gerry by stating: “Gerry Bowerman from PMI for being very skilled and able to fix things inexpensively.”

Gerry was nominated by Eric Kunkle, PMI President, for being Skilled and Reliable. Eric stated, “Gerry is an employee who goes above and beyond.”



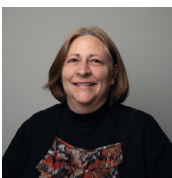
Bill Eshleman – Bill was hired in August, 2020 as a Maintenance Technician at Delbrook Manor. Bill has since been promoted to Maintenance Supervisor at Mountain View Village.

Bill was nominated by Jason Adams, Delbrook Manor Property Manager, for being Skilled, Reliable and a Trusted Team member. Jason stated: “Since I arrived at Delbrook Bill has shown he genuinely cares about his job, the property, and his co-workers. Bill has a vast knowledge of all things maintenance and does not hesitate to educate some of the less experienced staff. Bill maintains a calm and professional demeanor at all times. I know I have had to call him for emergency work orders near the end of the day on several occasions. But Bill’s answer is always “not a problem, I will take care of it.” Bill has really become a trusted employee and someone I have come to rely on during ... daily operations. It’s truly a pleasure working with someone like him and he is extremely valuable to the Delbrook team!”



Chris Martin – Chris Martin was hired in January, 2001 and is currently working in our Home Office as a Residential Senior Property Manager specializing in affordable housing.

Chris was nominated by Kelly Morrison for being Skilled and a Trusted Team member. Kelly stated: “She has been so incredibly helpful to me with Hamilton, Roxbury, Cherry Grove and Roth. Even though they are no longer her properties, she makes sure I have everything I need, keeps me apprised of deadlines and yearly reporting that needs done, keeps up to date with income limits, etc. The list goes on. She definitely did not “wash her hands of them” when they came out of her portfolio. I would be lost without her continued guidance.”



Tammy Miller – Tammy was hired in September, 1997 and is currently working in our Home Office as the Accounts Payable Manager.

Tammy was nominated by Dave Dyson and Steve Clark for being Reliable and a Trusted Team member. They stated: “We all know Tammy Miller is incredibly dedicated to the company. Coincidentally, Tammy showed up today and came to my office first thing not feeling well, but came in today because it was the day of the Final ACH for April... my purpose is to point out how well Tammy defines that part of what we highly value in our team.” Tammy is focused on getting the job done right because she understands her critical role as a member of the Accounting Team.

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 they will receive ½ day of PTO.

2nd Quarter 2021 Milestones

20+ YEARS

DAVE DYSON - 41
 JOHN FOGELSONGER - 34
 EARL WILSON - 32
 JOANNE BRUBAKER - 29
 MARIANN ACRİ STAYKOV-28
 RONALD POTTEIGER - 28
 CARRIE TRAEGER - 27
 DUANE DROZDOWSKI - 25
 DENNIS JONES - 24
 KIMBERLY BREWER - 22

15-20 YEARS

EDWARD SNYDER - 20
 ROBERT MAURER - 18
 KENNETH MEYERS - 18
 LESTER KEEFER JR - 16
 ERSSELL WESTRY - 15
 LINDA PICARDO - 15
 MARY LESSER - 15
 TRESSA DAVIS - 15

10-15 YEARS

KIM NICHOLSON - 14
 MERVIN BRICKER - 14
 JEFF MILUSKI - 14
 CHARLES BARGE - 13
 ROBERT GROHMAN - 13
 BREANNA MCCOY - 12
 COURTNEY PETROWSKI - 12
 DENISE HUDSON - 12
 PAUL KRASOVIC - 11
 TODD TOLLAND - 11

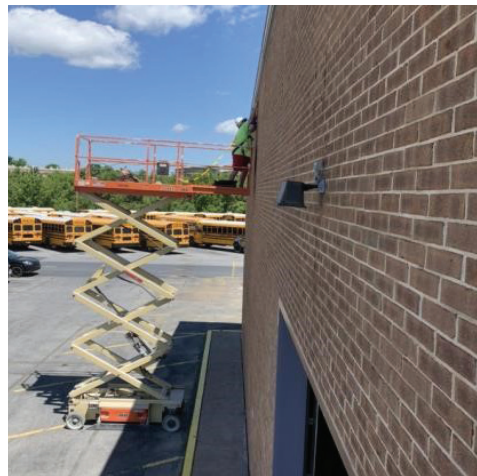
5-10 YEARS

MICHAEL TOIA - 8
 RYAN JURY - 8
 JASON ADAMS - 7
 SUE WOLF - 7
 CRYSTAL MATHUS - 6
 BETSIE FEIGNER - 6
 GERALD KANOUFF - 6
 JAY MANGANELLO - 6
 PAUL WEIST - 5
 RICHARD HINES - 5
 KEVIN COVERT - 5
 WILLIAM SHUGHART - 5

Welcome New Owners

- James Clever
Hamilton Park
- Jack Cobb
RCS
- Ebony Craft
Bard Townhouses
- Carrie Fogel
Home Office
- Zachary Hardy
Commercial Maintenance
- Crystal Jackson
Briarcrest Garden
- Earnest Jones
Wilshire Hills
- BreAnna LeCadre
Home Office
- Ryan McMurtrie
State College Residential
- Collin Nester
Commercial Maintenance
- Nathan Quinlan
CF Acri
- Kimberly Rivera-Vega
Breckenridge Village
- Petrit Tolaj
Allentown Town House
- Brian Trowbridge
Twin Lakes
- Maxwell Wilson
CF Acri

Rhodes Construction Solutions



RCS's Kevin Kozak on the scissor lift and Scott Kerstetter and Clayton Bower hanging cabinets at the CD School District Transportation Building

Rhodes Construction Solutions has about a dozen projects going on at any given time. Ben Nace of RCS typically schedules teams of two or three guys to work on each project, which enables the RCS guys to be productive and agile, while maintaining safety protocols. RCS recently began using a construction management software to schedule work and document progress. The software enables us to share updates with the project scheduling team and our clients.

One of the projects currently underway is an office renovation at the Central Dauphin School District Transportation Building. RCS is doing a variety of tasks including metal studs, insulation, drywall, windows, doors and vestibules, mechanical, electrical and plumbing rough-ins, ceilings and cabinets. This project is expected to be wrapped up in mid-August.