

# Owner's Guide

A quarterly newsletter for the employee owners of Rhodes Development Group

April 2021

Better People, Better Results

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## Better People, Better Results



RELIABLE

ETHICAL

SKILLED

UNDERSTANDING

LOCAL

TRUSTED TEAM

SUCCESSFUL

We do what we say we are going to do.

We do the right thing.

We have the experience, proficiency, and credentials to be called industry experts.

We give people the benefit of the doubt.

We do business where we live and have a positive impact on our communities.

We go the extra mile for our clients, customers, and employees.

We have been exceeding client expectations for more than 50 years.

## Core Values

I'm pleased that we are all partners in this company and I have never felt more confident in saying we together are Better People delivering Better Results. You are all aware our core values are Reliable, Ethical, Skilled, Understanding, Local, Trusted Team and Successful. I would like to expand upon the Understanding core value which means "We give people the benefit of the doubt". This means we don't judge people or what their intentions are or are not. If someone (a co-worker, client, customer) is communicating with you it's because they have something important to discuss. We don't discount their question or statement or say "Well they should already know that" or "That's a stupid question". Rather, we listen generously and with an open mind. We get the facts rather than making assumptions. We get clear expectations to create clarity and avoid misunderstandings. We speak straight with honesty and compassion. If we all strive to approach every day with understanding, we will be a better company with better teammates and happy clients and customers. Thank you, Eric Kunkle

## A Message From The CEO

Welcome to the first Owner's Guide newsletter!

Every quarter you will receive an update from each of our businesses, and news about people, properties, and projects. We will also list new employees and employees with anniversaries of five years or more.



John Rhodes

the foresight to put a development company

together with a construction company and a property management company.

John loved this company. And while many of us knew him as a tough businessperson, we also remember how proud he was of our leadership team and the talented employees in our various companies.



Larry Kluger

As our founder, board chair and largest shareholder, we could not have created an ESOP without John leading the way. And so, in this, our inaugural Owner's Report, we should take a moment to remember John Rhodes, the man who made all of this possible. Rest in peace, John.

## CF Acri



From left to right: Kim Yoder, Dan Tress, Jeff Wagner, Ryan Jury, Brian Bledsoe

C.F. Acri is a busy place. Despite starts and stops due to the pandemic, 2020 was a great year for the business. In addition to hundreds of service, installation and replacement projects, the team completed large apartment building projects at 116 and 124 Pine Street in Harrisburg, a new Comfort Suites in Camp Hill near the new Sheetz and the new office of the Attorney General in Harrisburg.

As we planned for 2021, we were reminded that the most important part of our growth strategy is having the best people on our team. With that in mind CF Acri has made some key hires and promotions to set us up for many years of continued strong performance. In the photo above you will see Kim Yoder, new administrative assistant, Dan Tress, new HVAC technician, Jeff Wagner, a 28-year veteran of CF Acri who is showing Dan the ropes, Ryan Jury, an 8-year employee of CF Acri who was just promoted to Residential Estimator and Brian Bledsoe, our new Commercial Construction Operations Manager.

Better people get better results. We see it at CF Acri & Son every day.

## Rhodes Construction Solutions



From left to right: Jim Walter, John Fry, Merv Bricker

Welcome to spring and outdoor construction weather! RCS has been busy on a variety of projects for PMI, some fire and water restoration companies and the project shown above: Hershey High Pointe. We are building approximately 38 townhouse units for Integrated Development Partners.

The townhouses are an adaptation of units we built in Admiral's Quay a couple of years ago. They are approximately 2100 square feet, 3-bedroom units that IDP is selling for more than \$300,000. The gentlemen in the photo on the right are John Fry and Merv Bricker, some of the talented craftsmen working for RCS. On the far left is Jim Walter, RCS's foreman on the High Pointe job.



# Property Management Inc.

## PMI Growth



Briarcrest Gardens Staff Picture

Since September 1, 2020, the PMI Residential Division has grown by 34%. This incredible growth comes from two exciting new management opportunities. The Everest Properties, which include Allentown Towne House Apartments, Lancaster House North Apartments, River Front Apartments (Sunbury), Sencit Towne House Apartments (Shillington) and Susquehanna View Apartments (Camp Hill), joined the Residential Division on September 1, 2020. Each of the properties are federally subsidized high rise communities designed for persons 62 and older and handicap/disabled tenants. We welcome the dedicated teams of employees at these properties, many of whom have been with the properties for years.



River Front Staff Picture

Briarcrest Gardens Townhomes & Apartments in Hershey, PA is an 804 unit, conventional, market-rate community. The property, located within walking distance of the Penn State Milton S. Hershey Medical Center and the Hershey Lodge, has a wide variety of 1, 2, and 3-bedroom garden style apartments, mid-rise apartments and townhouses. Briarcrest and its team of talented employees joined the Residential Division on January 1, 2021.

This exciting growth comes to us through our strong reputation and long-term relationships within the region. Focusing on our core values we continue to demonstrate that Better People, Better Results generates growth and exciting opportunities.

## Continuous Improvement

We all know 2020 was a challenging year. As a group of companies, we were able to end the year on a high note by converting to an Employee Stock Ownership Plan (ESOP). With this exciting opportunity where ownership of the company now falls to our employees, we are all challenged to think not only as employee's, but also think as owners. As owners we challenge ourselves to continuous growth and continuous improvement. But please remember, you can't fire your boss! The structure of our company remains the same and employment policies outlined in our employee handbooks still apply to each and every one of us.

In the spirit of continuous improvement, we have done several things. First, we have taken a survey of all PMI employees with the intent of evaluating our strengths and weaknesses. Our goal is to identify how we can work together to improve our company. Second, we have implemented Microsoft Teams for many of our employees. The intent of this software is to improve communication and collaboration, as well as provide us with a better opportunity to conduct employee training. Third, we have created an IT liaison committee with representatives from all PMI divisions to identify how we can best use and implement technology throughout the company.



Allentown Towne House Staff Picture

Working together as owners, we have an incredible opportunity to grow and improve our company and culture for the benefit of our employees, customers, clients and the community.



Sencit Staff Picture



Susquehanna View Staff Picture

## 1st Quarter 2021 Milestones

### 20+ YEARS

MARK ACRI - 40  
LESLIE MENEAR - 37  
DON ERNST - 26  
SUSAN EGOLF - 25  
MICHAEL CAMPBELL - 23

### 15-20 YEARS

GREGORY RHODES - 20  
CHRISTAL MARTIN - 20  
CANDI WALTER-CLARK - 19  
CINDY BLOOD - 18  
ROBERT KOCH - 18  
DAVID WHALEN - 18  
SCOTT LUCAS - 16

### 10-15 YEARS

JOHN COX - 15  
PAMELA YOCUM - 15  
ROBERT ENGLISH - 14  
ELLEN ACRI - 13

### 5-10 YEARS

MELODY WAGNER - 10  
JASON HARE - 10  
CONNIE NEIDIG - 9  
HEATHER NELSON - 8  
MATTHEW SHOWERS - 8  
CLARENCE WILDMAN III - 8  
ROBERT RICHARDS - 7  
DEBRA STAKE - 7  
VERONICA MILLER - 7  
PETER KOCIOLEK - 7  
JESSICA BECK - 7  
BRITTANY CAIAZZO - 7  
LORI ZAVINSKY - 7  
BRENDA BREON - 6  
JAMES DEPALMA - 6  
WILLIAM MCDANIEL - 6  
ANTOINETTE BLACK - 6  
LARKEE DESAQUE - 6  
CINDY PARDEE - 5  
RICHARD STETTS - 5  
TAMMY BENNETT - 5

## Welcome New Owners

- Bechtel, Kevin F.  
Briarcrest Gardens
- Blanton, Martin L.  
Briarcrest Gardens
- Bledsoe, Brian L.  
CF ACRI
- Brew, Leah M.  
Briarcrest Gardens
- Brosnahan, Darlene M.  
Briarcrest Gardens
- Comp, Tyler M.  
RCS
- Crossley, Cindy A.  
Mountain View Village/Roth
- Eisenhuth, Valerie Y.  
River Front
- Halow, Phil  
Briarcrest Gardens
- Harner, Madison L.  
Breckenridge Village
- Hummel, Taylor D.  
Briarcrest Gardens
- Kamin Jr, Charles R.  
Briarcrest Gardens
- Kramer, Crystal L.  
Oakwood Hills
- Kveragas, Francis  
Briarcrest Gardens
- Mack, Sadie Jo M.  
Roxbury Ridge
- Menear, Andrew M.  
Oak Knoll
- Miller, Sharon L.  
Briarcrest Gardens
- Morningwake, William D.  
Susquehanna View
- Ness, Ryan M.  
Bard Townhouses
- Noss, Robin D.  
Briarcrest Gardens
- Preston, Douglas R.  
48 N Broad Street
- Reynolds, Zachary c.  
Delbrook
- Ritter, Coby L.  
RCS
- Schools, Jeremiaha R.  
Apartments at Lititz Springs
- Snyder II, Michael S.  
Briarcrest Gardens
- Sparks, Jessica N.  
Twin Lakes
- Stack, Stephen J.  
Briarcrest Gardens
- Stremmel, Tracey M.  
Briarcrest Gardens
- Tarbell, Kristina E.  
PMI Home Office
- Yoder, Kim S.  
CF ACRI
- Zimmerman, Eric L.  
RCS

## Employee Spotlight

When we discuss our culture, we focus on the tagline “**Better People, Better Results.**” What sets us apart as a company is our focus on our people and our RESULTS core values: Reliable, Ethical, Skilled, Understanding, Local, Trusted Team and Success.

One of the focuses of this newsletter is to spotlight employees who demonstrate these values in their personal and professional lives. Going forward, we are asking employees to nominate co-workers or themselves for our employee spotlight.

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.