

GRAYT NEWS

Your primary source for all gray matters



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Newsletter Tag Line Added

BY NAN VAN DER STEUR, ADMINISTRATIVE ASSISTANT

Several days after our contest for re-naming the newsletter ended, **LARRY RUSSELL** told me his daughter had come up with a catchy title suggestion: *Gray Matters*. The bad news was, the contest was over, but the good news was, it was too creative not to use in some way.

So since we're keeping *Grayt News* as our newsletter name, we are using Christine's suggestion in the new tag line that appears at the top of this page. I hope you agree this is a nice enhancement to our publication.

Even though the suggestion came outside the deadline for the actual contest, the company still wanted to recognize Larry for the submission, so he won (4) tickets to the Diamondbacks vs. Rockies game on April 11th.

Larry, please extend the company's appreciation to Christine, and be sure she knows she is now part of Gray Development history.

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The original artwork above appears courtesy of Project Superintendent Rose M. Lindsey.

New Grayt Face: Michael Hansen

MICHAEL HANSEN joined Gray Development Group's construction team on January 28, 2008. In his role as Pre-Construction Manager, Michael leads all bidding and buying efforts, and maintains the company's historical cost data for estimating the costs of future projects.

"I grew up in Idaho and moved to Arizona in 1981. I am a graduate of the A.S.U. construction program. I spent some time in the U.S. Army, owned my own concrete commercial/residential company, and have eight years of multifamily experience.

"My family is what life is really about. I have 4 kids: Mike (21) is graduating from Arizona State University this year; Nicole (17) will graduate high school and has received an appointment to the Merchant Marine Academy; Cameron (12) and Catelyn (9) keep me busy with school and sport activities. My wife, Lisa, is wonderful. We were married in St. Thomas on the beach. Definitely something I would highly recommend. (Both the marriage and the time on the beach). We have two pet dogs: Sugar Bear is a large Queensland Heeler and Bailey is a Catahoula/Spaniel mix. Bailey enjoys agility training and anything else that involves jumping.

"If I had a slogan it would be 'Don't ask - Don't get.' Meaning, don't complain that it isn't there if you didn't ask for it. I would like to see more movies with someone similar to John Wayne. Sadly, there are a lot of people who don't even know who he was. I am excited about working here and I am looking forward to contributing to the Gray Team."



April Birthdays

- April 1 Mike Cheney (Pavilions on Central)
- April 4 Allison Brooks (Corporate)
- April 8 Sarah Wade (Corporate)
- April 13 Stacey Hogue (Barossa Paradise Ridge)
- April 24 Amanda Phillips (Biltmore Club)
- April 28 Adam Kenyon (Corporate)



"A birthday is just the first day of another 365-day journey around the sun. Enjoy the trip."

- Author Unknown

April Anniversaries

- April 2 Roger Anglin, Pavilions on Central (1 year)
- April 9 Julie Elliot, Corporate (1 year)
- April 16 Steve Hornyak, Corporate (1 year)
- April 23 David Frazier, GRIGIO San Diego (1 year)
- April 23 Monika Wrona, GRIGIO TTL (1 year)
- April 24 Mindy Dukerich, Barossa Paradise Ridge (2 years)

Happy
Anniversary!



Recent Team Additions

Gray Development Group extends a warm welcome to these associates, who have joined the team since February 1st:

- 03/03/08 James McKennie (Community Specialist)
- 03/10/08 Hollye Goddard (Sr. Project Coordinator)
- 03/10/08 Ashley Moses (Assistant Project Superintendent)
- 03/24/08 Greg Kerrick (Vice President/Controller)
- 03/31/08 Dawn Corey (Director of Talent)
- 03/31/08 Stacey Hogue (Manager, Barossa Paradise Ridge)



PROPERTY MANAGEMENT UPDATE

High Performing Associates

Congratulations to the following associates, who completed the High Performance Leasing course on March 6th:

Areté

- Matt Eakins
- Jessica Ryan

Biltmore Club

- Cole Grantham
- Michelle Vail

GRIGIO Tempe Town Lake

- Stephanie Cox
- Jackie Day
- Jimmie McKennie
- Monika Wrona

Pavilions on Central

- Tish Baca
- Mike Cheney

Your commitment to training endeavors such as High Performance Leasing is what sets Gray Clow Residential apart from all of the other property management firms in town, and your dedication is appreciated.

April's Training Tips

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

Closing Tips #3 & #4 to help get more "YES" answers:

3. Ask for commitment with conviction.
4. Those who expect more, get more. Don't sell yourself short when asking for the sale: ask big!



Immigration Reform & Housing

BY MIKE CLOW, SR. VICE PRESIDENT

Immigration reform is a hot topic and could significantly impact the rental industry in our state. Recently introduced in the Arizona legislature, House Bill 2625 will, if enacted, make it illegal to "knowingly" rent or sell real property to illegal immigrants.

The bill received its first hearing last month in the House

Appropriations Committee. The bill was amended to address some of our industry's preliminary concerns, but there is still work to be done. Below are some of the outstanding issues:

- This bill will likely increase the number of Fair Housing complaints, and does not offer protection from

Star of the Month

Based on his performance last month, Areté Service Manager **AARON GREENE** received the Star of the Month award for March. He has been with Gray Clow Residential since 2002.

Aaron unexpectedly found himself short-handed and without being asked to do so, he immediately took the initiative to come in early and stay late to ensure work orders and turns were completed in a timely manner. Because of Aaron's tremendous time management skills, the residents have not felt any decrease in service, as all maintenance requests have continued to be completed within a 24-hour time frame.

The quality of work that Aaron produces continues to exceed the expectations of his team members and, most importantly, our residents.

He has also displayed great



Aaron Greene, "Star of the Month" for March, 2008

dedication to his job by accepting the on call responsibilities for the past month. Despite the challenge of carrying the Service Department on his own, Aaron still earned a 97.6% on his recent Standards of Excellence Inspection.

Most impressive has been the positive attitude Aaron displays despite any obstacles. He is upbeat and experienced, and is very deserving of this honor.

Federal Fair Housing complaints.

- Landlords do not have a clearing house like the employer e-verification system provides.
- There is no notification provision that will advise owners of residential properties of these new changes.
- The bill will increase the possibility of racial profiling.
- It is unclear how long landlords must keep the documentation or required information.
- Canadian "snowbirds" who do not have a U.S. visa would be unable to rent.
- Many rental agreements are

automatically renewed and do not result in a new agreement. Does the leasing agent then ask for legal status documentation for renewals, even if the resident has been living on the property for several years? If the resident is found to be illegal, will the landlord face a per-day charge for the term the individual resided there?

- The owner of a property is subject to forfeiture of the entire property if one unit is used as a drop house.

This bill has not passed yet, so you will be informed as changes occur to its status. Stay tuned for updates.

GDG CONSTRUCTION PROJECTS LIST

JOB NAME: Barossa at Paradise Ridge (BPR)
Job Location: 17950 N. 68th St. Phoenix, AZ 85054
of Units: 204
Clubhouse Opening: February 12, 2008
Project Manager: (see S. Hornyak for historical information)
General Superintendent: John Dudek
Superintendent: Sean Cavanaugh (Asst. Ken Blackburn)
Project Assistants: London Montgomery / Mindy Dukerich
Architectural contact: John Conto
Development contact: Julie Elliott

JOB NAME: Indigo @ The Park (IATP)
Job Location: 7725 W. McDowell Rd., Phoenix, AZ 85035
of Units: 306
Clubhouse Opening: August 8, 2008
Project Manager: Luis Uribe
Project Superintendents: Dale McCormick / Matthew Shropshire
Asst. Superintendent: Ashley Moses
Project Assistant: Shelby Franz
Project Engineer: John Sawyer
Architectural contact: Woody Woodling (Steve Parady) (John Conto)
Development contact: Derek Cayton

JOB NAME: Barossa @ The Park (BATP)
Job Location: 7777 W McDowell Rd, Phx, AZ 85035
of Units: 273
Clubhouse Opening: June 9, 2008
Project Manager: Luis Uribe
Project Superintendents: Dale McCormick / Matthew Shropshire
Asst. Superintendent: Ashley Moses
Project Assistant: Shelby Franz
Project Engineer: John Sawyer
Architectural contact: Woody Woodling (Steve Parady) (John Conto)
Development contact: Derek Cayton

JOB NAME: Indigo @ Trianna (IAT)
Job Location: Address TBD, Peoria, AZ 85381
 (101 North to Thunderbird Road)
of Units: 485
Clubhouse Opening: December 30, 2008
Project Manager: Steve Hornyak
Lead Superintendent: TBD
Project Assistant: Melissa Williamson
Project Engineer: Amanda Moore
Architectural contact: Woody Wooding (Steve Parady)
Development contact: James Kiel

JOB NAME: Barossa @ Trianna (BAT)
Job Location: 13720 N. 88th Avenue, Peoria, AZ 85381
of Units: 246
Clubhouse Opening: December 1, 2008
Project Manager: Steve Hornyak
Lead Superintendent: Rose Lindsey
Project Assistant: Melissa Williamson
Project Engineer: Amanda Moore
Architectural contact: Woody Wooding (Steve Parady)
Development contact: James Kiel

JOB NAME: 90° at Desert Ridge (N2H or NDR)
Job Location: 20175 N. 56th Street, Phoenix, AZ 85054
of Units: 431
Clubhouse Opening: April/May 2009
Project Manager: David Frazier
Lead Superintendent: TBD
Project Assistant: Kandice Kraayenbrink
Architectural contact: Brian Cassidy
Development contact: Julie Elliott

JOB NAME: GRIGIO at Desert Ridge (GDR)
Job Location: NWC Deer Valley & Marriott
of Units: 441
Clubhouse Opening: TBD
Project Manager: TBD
Project Superintendent: TBD
Project Assistant: TBD
Architectural contact: TBD
Development contact: Larry Russell

JOB NAME: Pavilions at Desert Ridge (PDR)
Job Location: NWC Deer Valley & Marriott
of Units: 224
Clubhouse Opening: TBD
Project Manager: TBD
Project Superintendent: TBD
Project Assistant: TBD
Architectural contact: TBD
Development contact: Larry Russell

JOB NAME: GRIGIO Tempe Town Lake
Job Location: 1001 E. Playa Del Norte Dr., Tempe, AZ 85281
of Units: 523
Clubhouse Opening: December 2006
Project Manager: Ron Burton
Project Superintendents: Bill Bedwell / Rick Hernandez
 Tom Baldonado / Doug Guilkey
Project Assistant: Linda Phibbs
Architectural contact: John Conto

CLARK WAYLAND PROJECTS

JOB NAME: Equinox (ETT)
Job Location: 1811 E. Apache Blvd. Tempe, AZ 85281
of Units: 408
Clubhouse Opening: March, 2009
Project Manager: Mike Shaw
Project Superintendent: Tony Jenson
Project Assistant: Linda Phibbs
Construction Intern: Ben Sargent
Architectural contact: LB Architecture – Rex Boyes & Shan Harris
 (Steve Parady) (John Conto)
Development contact: Derek Cayton

JOB NAME: 90° at Paradise Ridge (NPR)
Job Location: 18440 North 68th Street; Phx., AZ 85054
of Units: 348
Clubhouse Opening: December 2008
Project Manager: Mike Shaw
General Superintendent: John Dudek
Project Assistant: London Montgomery / Mindy Dukerich
Architectural contact: John Conto
Development contact: Julie Elliott



Seasoned Associate: CLAUDIA GIANNETTA



Claudia, beau Jason, and puppy Lola

Terrier, Lola. My other sweetie, (that would be Jason), and I have been dating for a little over 2½ years. We live in the most charming neighborhood in Phoenix, the Downtown Roosevelt Historic District. I absolutely love our condo and take advantage of morning and evening walks with Lola through the breathtaking historic homes district.

"Jason is a Detective for Phoenix and has worked on the force for 13 years. We met at Gold's Gym. He smiled, I winked, he walked over and purposely stood in front of my work out mirror so I had to say something, 'You're in my way, but I don't mind' . . . the rest is history. We still work out together, hike with Lola, and take advantage of the downtown sporting venues, concerts and festivals.

"I love all foods, but have to say my favorites are Sushi and Mexican. Nothing, however, compares to my mother's

homemade lasagna and pasta sauce. Yum. We have a rule in my family: we are not allowed to eat out Italian, only mama's home cooked meals. (Admittedly, I've broken that rule a few times).

"I LOVE music, art, makeup, jewelry, clothes and movies. I played the piano for eight years. Music is absolutely in my blood. I dance, sing and whistle every chance I get. I love it all.

"One of the most memorable places I've ever been was Cancun. One of my most unforgettable moments was swimming with dolphins in the ocean. Amazing! I have such a passion and love for dolphins and whales. I always thought I was going to be a dolphin or whale trainer at Sea World. Now that we are finally building a project in San Diego, I may be pressed to reconsider my 'training' roles.

"I love to laugh, a lot. I'm a bit of a wise-crack, but it's because I

like you. I feel my best when I can make someone smile and offer a helping hand. I think others would describe me as confident, genuine, fun-loving, bright, someone they look up to and can count on, classy and a bit of a risk-taker. My best friend describes me as sunshine smile, passionately optimistic, sincerely concerned about the comfort and the well-being of the people I love, super dependable, very charming, a true leader, great dancer with an incredible sense of style! (She knows me the best, so I went to her for that question).

"I hope I am remembered as the kind of person who instantly puts you in a better mood just by walking in the room." ☺



Jason and Claudia

CLAUDIA GIANNETTA joined GDG in November of 2003 and is our Director of Training.

"Born and raised in 'Chi-town' for the first 15 years of my life. Enjoyed the last 17 years of my life in good-looking Arizona. I attended McClintock High School and graduated onto A.S.U. (nothing but the best of course), where I received a Bachelor of Arts in Communication.

"No kids, not yet at least, but I have the most adorable Boston

Suggestion for New Feature

No paper is complete without an advice column, so this type of feature will be launched sometime in a future issue of the *Gray News*.

Dear Crabby is a column that will be written by an anonymous associate. As the title (and picture) suggest, this feature is designed to be fun and tongue-in-cheek, but it will address actual workplace issues, and share real world solutions.

Questions for Crabby – or suggestions for column topics – may be e-mailed to Nan van der Steur at nan@graydevelopment.com. Nan will forward all queries to Crabby for her (his?) expert advice in a future issue.

Consider this your chance to have any office-related topic addressed with wit, as well as wisdom. Start sending your questions and column suggestions in today!



Dear Crabby



FOR SALE: (2) tickets to Kenny Chesney's Poets and Pirates Tour, with guests Keith Urban, Sammy Hagar, LeAnn Rimes & Gary Allan.

Location: University of Phoenix Stadium

Date: Saturday, May 31st

Time: 3:30 p.m.

2 Floor Seats: Section G, Row 21, Seats 11 and 12

Contact Ashley at amellor@graydevelopment.com if interested.

Arizona Fun Factoids



- ⚙ In Tombstone, it is illegal for men and women over the age of 18 to have less than one missing tooth visible when smiling.
- ⚙ At one time, camels were used to transport goods across the state.
- ⚙ In Glendale, cars may not be driven in reverse.

GRAYT EVENTS

HEROES' PICNIC: On March 27th, GDG associates spent a fun afternoon at Steele Indian School Park with residents and staff from the Veterans' Home. Associates were able to pair up one-on-one with residents, so they had the opportunity to give each one individual attention. We were able to really make an impact and got as much or more enjoyment from the event as the folks we were there to serve. You may view all of the pictures of the event at [S:\Veterans' Picnic 03-27-08](#).



B A B Y N E W S

Barossa Paradise Ridge Project Assistant **LONDON MONTGOMERY** gave birth on March 25th to Gregory, who weighed in at 6.11 oz. and was 20" long. The shots at right were taken on April 8th, when London and little Greg dropped by the Corporate office for a visit.

