

GRAYT NEWS

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National Award for GRIGIO

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

GRIGIO has won the 2008 National Apartment Association's PARAGON Award for Best Mid/High Rise Community, post 2000 – over 150 units. At a ceremony later this month, Mike Clow will accept this prestigious honor on behalf of GRIGIO and Gray Development.

The PARAGON Award recognizes the crème de la crème in the multifamily housing industry for top executives, employees, affiliate programs and developments. Says NAA President Douglas Culkin, "As a strong national federation, an annual awards program is one of the most critical programs we provide. By sharing profiles on the winning individuals and organizations, all members of our industry are able to see these models of excellence, and share in best practices."

The National Apartment Association represents approximately 51,000 members responsible for more than 6.1 million apartment homes nationwide. It is the largest organization dedicated exclusively to rental housing.

In order to be considered for best practices in the industry, the entry process is quite extensive and labor-intensive, and the compilation of our submission materials was a team effort. The judging is based on a model of excellence in the following categories:

- **Demonstration of service to builder, owner and developers**
Financials, operational budget, performance against goals, ROI, occupancy and turnover, amenity

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package.

- **Demonstration of service to resident**
Floor plan design, marketing and advertising, customer service and testimonials, personnel training, resident services, and awards and recognition.
- **Demonstration of service to community**
Appropriateness of community design, environmental awareness, positive effects on surrounding neighborhood and community involvement.

This year's PARAGON is the second such honor GDG has won: the company was first recognized by the NAA in 2005, when Camelback Square was recognized as Best Mid/High Rise post 2000 – over 150 units.

The ultimate prize for 2008, Community of the Year, is still unknown. The winner of this prestigious award will be revealed at the National Apartment Association's PARAGON Award ceremony later this month. Stay tuned . . . With luck, I will be able to announce an additional PARAGON honor in next month's newsletter.



June Birthdays

June 6	Erik Larson (Biltmore Club)
June 7	Mike Stentz (GRIGIO Tempe Town Lake)
June 16	Julie Elliott (Corporate)
June 24	Greg Kerrick (Corporate)
June 28	Mike Clow (Corporate)
June 30	Christen Sypolt-Bowers (Corporate)



“As you get older, three things happen. The first is your memory goes . . . and I can't remember the other two.”

– Sir Norman Wisdom

June Anniversaries

June 1	Dan Tilton, Corporate (3 years)
June 4	Adam Kenyon, Corporate (1 year)
June 4	Debbie Stone, Corporate (1 year)
June 14	Ellery Brown, Corporate (2 years)
June 20	Kandice Kraayenbrink, Corporate (3 years)
June 23	Valerie Kraayenbrink, Corporate (5 years)
June 27	Rob McMahon, Barossa PR (3 years)



Recent Team Additions

Gray Development Group extends a warm welcome to these associates, who joined the team in May:

05/12/08	Antonio Estrada (Leasing Consultant at Barossa at The Park)
05/19/08	Nathan Chaplin (CSA at GRIGIO Tempe Town Lake)
05/19/08	Les Smothermon (Service Technician at Barossa Paradise Ridge)
05/28/08	Arlan Eichenberg (Member Account Specialist at GRIGIO Tempe Town Lake)



And a sincere “Nice to have you back” to Service Technician Suzanne Gomez and Leasing Consultant Alecia Reilly, both of whom returned to Gray Development on May 12 and are working at Biltmore Club.

PROPERTY MANAGEMENT UPDATE

An Evening of Tributes

BY MIKE CLOW, SR. VICE PRESIDENT

As you're aware, we had finalists in four categories at this year's AMA Tributes: Rachel Rose, Leasing Consultant of the Year; Mary Marin, Apartment Manager of the Year 200+ Units; and GRIGIO Tempe Town Lake in both the Best Team & Community for Properties Built 2001-2007, and Developer's Award for Best Community Design Built 2006-2007 categories. Congratulations again to GRIGIO for winning its two categories.

The nomination for Rachel praised her for genuinely caring about her residents, saying that whenever they come in the office or call, she always has a kind word and smile. "If a resident has a problem, she will go out of her way to solve it, then she will follow-up to make sure it was completed to the resident's satisfaction." Rachel walked each apartment prior to move-in to make sure it was perfect and also planned and hosted all of the resident events and Sunday brunches.

For over a year, Mary managed the most complicated asset in the Gray Clow portfolio. She was instrumental in customizing the many specialized "Your Wish, Our Pleasure" services, which are the most unique aspect of the brand. One of her associates praised Mary for how informed and hands-on she is in all of the diverse aspects of the development. Observers say Mary is upbeat and maintains her cool demeanor, whether she's overseeing her team or speaking with a Member. She is respectful of others and never hesitates to compliment their work and thank

them for their efforts.

In the team nomination for GRIGIO, associates were recognized for their experience in the property management field. The community's staff of approximately 30 associates has 126 years of combined experience. Last year, tours of the community numbered 1,857; the community garnered 504 gross leases, netting 319, with no concession offered while in lease-up. Rent increases were 14% above proforma and, at \$1,582, GRIGIO averaged the highest rent in the Phoenix area.

GRIGIO's Developer's Award nomination noted the innovative architectural elements, such as three internal courtyards each with pool, spa and lounging areas; hotel quality corridors that are brightly lit and tastefully designed, and the facilities required to provide the many unique services that are part of the GRIGIO brand. The community offers 48 unique floor plans from efficient studios to expansive and dramatic townhome units along the lake, with all units featuring energy efficient appliances and mechanical systems, excellent sound control design and state-of-the-art connectivity. All top floor units provide elegant loft style living.

These nominations speak volumes about the caliber of our associates, and the superlative job they do. The significance of an AMA Tributes nomination cannot be overstated, and I personally extend my appreciation to all of the nominees for helping to set the standard for our business.

Star of the Month



Charles Smith (left) is our "Star of the Month" for May, 2008. He joined Gray Development in September of 2002.

Biltmore Club Service Technician **CHARLES SMITH** received the Star of the Month award for May. According to Community Manager Erik Larson, Charles epitomizes what the "Star of the Month" award is all about.

Due to unforeseen circumstances, Charles was the only able-bodied maintenance person on the property for the past month. Charles took care of the work orders, turned apartments, and maintained the grounds almost entirely by himself. He was also on call for thirty days without a day off.

Even though he was

always on a deadline, the quality of his work never diminished. When a new Service Technician was hired, Charles happily took on the role of supervisor and mentor.

Charles did every task asked of him not begrudgingly, but with a smile on his face and a positive attitude.

Because of Charles's devotion and hard work, not only did Biltmore Club survive, it flourished.

Charles is an invaluable asset to his community, his team, and to the Gray Clow Residential family.

Congratulations on receiving this honor, Charles!

June's Training Tips

BY CLAUDIA GIANNETTA, DIRECTOR OF TRAINING

Closing Tip #6 to help get more "YES" answers:

Help them visualize themselves living at your community, and using your amenities and services. "If you leased this apartment, how would you set up your living room?" Or, "Where would you spend most of your time?"



CONSTRUCTION UPDATE



THE PARK: The project is rolling! We expect to turn it over to Property Management this month.



Final Certificate of Occupancy for the site and last building completed on May 15, 2008.
Final site walk with Gray Management scheduled for June 10, 2008.



90° PARADISE RIDGE: Clubhouse is 75% complete.



90° PARADISE RIDGE: Building 4 (4 floors) moving along nicely.

BAROSSA AT TRIANNA: Recently we had a chance to do some community involvement when the Phoenix Fire Chief, referred to us by Peoria Fire Marshall, requested the possibility of bringing a bus load of trainees by to walk a multi-family/ multi-level building to see the components that go into them. On June 4th, the site was descended upon by a bus carrying 30 trainees and 2 instructors with hardhats, who crawled in, out and around building 4.



BAROSSA AT TRIANNA: Progressing quickly, with the framers putting up sticks like an army of ants. Photos above show what has been accomplished in less than 3 weeks.



Seasoned Associate: ASHLEY MELLOR



Jon and Ashley, Lily and Lola.

ASHLEY MELLOR joined the company December of 2006 and is our Development Administrator.

Where did you grow up? I am Texas born and raised but relocated here in 2004 for my husband's new job. I haven't looked back! I love Arizona and its weather and have to admit that there isn't much I miss about Texas except for my dad.

Do you have a spouse/significant other? I will have been married to my husband, Jon, for 10 years in August of this year. We got married in the Bahamas.

Do you have kids? Jon and I have a mixed family consisting of my 12 year old daughter, Gretta, and Jon's 3 kids: Chelsea (17), Ryan (19) and Nathan (22). Gretta and Chelsea are still in school but Gretta wants to be a Web Designer and Chelsea wants to be a Pastry Chef and is also a strong supporter of the Susan G. Komen foundation. Ryan is taking the first steps to obtaining a Respiratory Therapist degree and Nathan is in the Navy stationed in Coronado Island in San Diego, California.

In your position, what are some of things you do for the company? I am the liaison between Dan Tilton and the Development

Department and all other departments within GDG and assist with a myriad of tasks which include the basics such as drafting letters, fielding incoming calls and filing to the complex tasks of contract preparation to gathering information and preparing documents for a project's feasibility analysis, due diligence, and entitlements. I also work with Dan on obtaining information and preparing documents related to new business opportunities. I have the distinct opportunity of interfacing with land use attorneys, consultants, City staff and litigation attorneys on a daily basis on a variety of our projects.

What are your favorite foods?
SUSHI!

Favorite movies? Great Expectations, Clueless, Pretty Woman, and Closer.

Do you have any hobbies? I have lots of hobbies! love to shop and love traveling, especially travel to the Caribbean! I love to snorkel and be anywhere near the ocean. I even pretend I'm in the Caribbean and snorkel in my pool sometimes! I have a new Koi Pond that consumes a lot of my time. I also love to pretend I am a singer at home, even though I cannot carry a tune to save my life. My family has learned to tolerate it!

What sort of music do you like?
Country - I'm absolutely OBSESSED with Kenny Chesney!

Do you have pets? Yes: 2 Jack Russells named Lily and Lulu, 1 Yorkshire Terrier named Lola, 2 Fancy Goldfish named Goldie and Einstein, 4 Koi named KTM, Checkers, Pearl and

Dreamsicle, and one Hamster named Bella.

Want to share something quirky or unusual about yourself that no one would suspect? I actually attended college to obtain a degree as a Registered Nurse but realized half-way through school that it wasn't the right fit for me. However, I wanted to prove to myself and my family that I could succeed so I graduated, obtained my Registered Nursing degree but never practiced nursing outside of the school setting.

What's the most beautiful or memorable place you've ever been?
St. John in the US Virgin Islands. I have only been once and fell in love! The beaches are so pristine and there are so many islands to hop to and from. The snorkeling is

AMAZING! I plan on going back next year and as often as I can after that. I would love to live there some day.

How would others describe you?

Easy going, impulsive, stubborn. I never worry about anything if I can help it! What can I say? I'm an Aries!

If you could meet one person, alive or dead, who would it be and why? I would want to meet Kenny Chesney to talk with him about his music and our common interest in the Caribbean Islands and that particular pirate/gypsy-like lifestyle. Or Marilyn Monroe because I am intrigued about her life story and the controversy surrounding her relationship with John F. Kennedy, and the details of her death.



At right, Ashley and Jon pose in Chicago with Nathan following his graduation from boot camp.

Refer a Pal, Make Some Moola

Keep in mind that current employees who refer a new hire will be paid a referral reward of \$1,000. Here are the points you need to keep in mind when you refer someone:

Your name must be included on the candidate's original GDG job application as the person who referred him/her; employees hired through referrals must remain on the job for a minimum of 90 days; regular, full-time employees who are current employees at the time the referral is made on the job application, and at the time the referral fee is due to be paid, are eligible for an employee referral fee; and referral fees are paid only for regular, full-time jobs.

When you need it, our referral form can be found on the Shared drive at S:\Forms Permanent\HR Forms.

Talent Management Update

BY DAWN COREY, DIRECTOR OF TALENT

EXCITING TIMES!!!

In the past ten weeks since I joined GDG, it has been a very exciting time ~ never a dull moment or a lackluster day! We have some amazing talent already here at Gray and I am honored to be a part of the Gray Team.

As a company in a competitive industry, our talent management mission is to maximize opportunities to attract and retain the most talented professionals in the market. Our goal is to become an Employer of Choice and a Best-Place-to-Work company at the same time. With that said, we are identifying the initiatives and tools that will help us achieve

this.

Currently, we are designing our company hiring process which we plan to introduce next month. In the meantime, we want to ensure each of you is aware of our new online GDG Career Center. The Center is initially geared for our external career seekers, but will ultimately be utilized by our own internal career seekers (employees) too! The GDG Career Center is located on our company website under Careers; click on the Career Center link to see our current employment opportunities.

In an effort to streamline our recruitment practices, our intent is to direct all qualified

candidates to our GDG website to apply for an *open* position within the company. This is a new company practice. In the past, we accepted résumés or employment applications at any time regardless of whether we had an open position or not. This practice was a difficult one to manage.

Please note there is no longer a link to download our employment application on our website. We have redesigned our GDG Employment Application and only candidates we *interview* will complete an application in the future.

If you know of anyone who

is interested in working at Gray Development Group, please refer them to our website. In lieu of accepting a résumé, referring someone to the Career Center will allow them to determine if we are currently recruiting for their particular type of talent.

We appreciate your support as we continue to implement best employment practices here at GDG. Look for more Talent Management updates and articles in future editions of *Grayt News* as we make GDG the best place to work!

Weary Worker's Wrist Warrants Warm Up

BY CRABBY FUSSPOT

DEAR CRABBY: I am a diligent and tireless worker here at GDG. Data entry is my life, but lately I've noticed some tingling and numbness in my hand and wrist. I have tried to grin and bear it, but last week I experienced a piercing pain that shot through my wrist and arm. I fear this could be carpal tunnel syndrome; what should I do? – TINGLY TYPIST

DEAR TINGLY: My first inclination is to tell you to suck it up and quit complaining. (I *am* Crabby, after all). But on second thought . . . you raise a valid issue.

Carpal tunnel syndrome occurs when the median nerve, which runs from the forearm into the hand, becomes pressed or squeezed at the wrist. At the workplace, on-the-job conditioning, rest breaks, wearing splints to keep wrists straight, and using correct posture and wrist position may help prevent the occurrence of CTS. Before beginning each work day, you might also consider warming up with these stretching exercises:

- Stand and extend both arms straight out in front of you. Extend your wrists and fingers acutely as if they were in a hand stand position. Hold this position for 5 seconds.
- Now straighten your wrists and relax your fingers.
- Keeping your wrists straight, make a fist and squeeze it tightly. Hold for 5 seconds.
- Keeping your fists clenched, bend you wrists down. Hold this position for 5 seconds.
- Straighten both wrists and relax your fingers again.
- Repeat these steps 10 times.

If you continue to have discomfort, see a doctor.

Or like I said – just suck it up.



Dear Crabby

Dear Crabby is written by an associate who wishes to remain anonymous. While the tone is intended to be tongue-in-cheek, this column can be used to address actual office situations. Questions may be e-mailed to nan@graydevelopment.com, who will forward the query to Crabby Fusspot for her (his?) expert advice in a future issue.

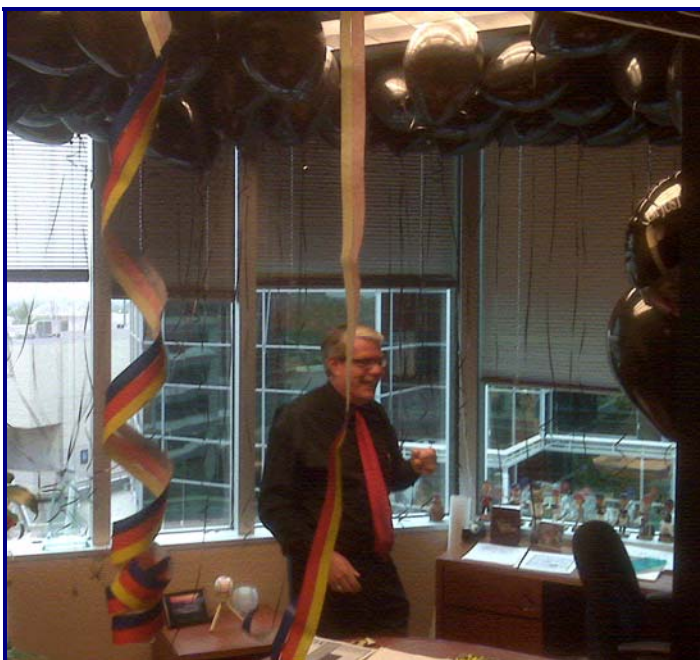


GRAYT EVENTS



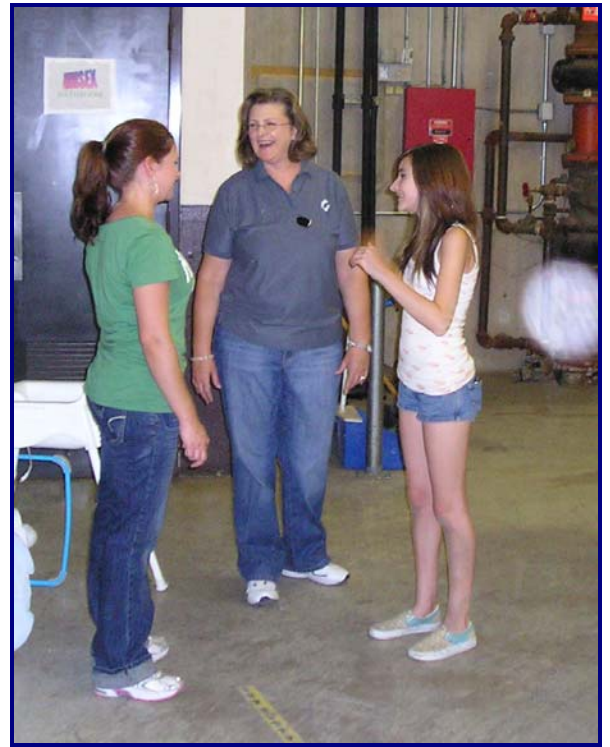
LEARNING FROM THE MASTER: At left, GDG associates surround leadership authority and teacher Dr. Stephen R. Covey. Our group attended the Franklin-Covey Greatness Summit on May 7th, which focused on building greatness in individuals, organizations and teams. The common thread throughout the day was a simple framework that all great leaders follow, which is:

- Clarify purpose,
- Align systems,
- Unleash talent and,
at the center,
- Inspire trust.



HAPPY BIRTHDAY: Above left, Regional Manager/Regional Service Manager **Rick Bjorgo** celebrates his birthday on May 21st. (An unknown party decked his office with boughs of black balloons). Above right, Property Accountant **Valerie Kraayenbrink** dons a festive party hat while celebrating her special day on May 22nd.

VOLUNTEER EVENT: On May 28th, GDG associates spent the morning assisting Project C.U.R.E., which is currently the world's largest distributor of donated medical supplies and equipment. Among other duties, our team members assisted with managing inventory of donated medical supplies, sorting surgical instruments and bio-medical consumables, stacking items, and setting up/adjusting warehouse racking.



THANK YOU
VOLUNTEERS!

