

# GRAYT NEWS

Your primary source for all gray matters



Gray Development Group • 2555 East Camelback Road, Suite #1050, Phoenix, Arizona 85016 • (602) 954-0109

## When Sick is Too Sick to Work

Presenteeism is the opposite of absenteeism. In contrast to absenteeism, when employees are absent from work, presenteeism refers to the problems faced when employees come to work in spite of illness, which can have similar negative repercussions on business performance.

An employee who arrives at work despite illness will likely operate at a fraction of his or her normal capacity, and may also be more prone to mistakes. Worse yet, a sick employee could transmit the illness to fellow employees, causing even greater fallout in the office.

As the cold and flu season approaches, here are some symptoms to watch for that can help you determine if you're too sick to come to work:

**A high fever:** If you have a high fever (above 101°), please don't come to work. Fever is a common sign that whatever you have is contagious.

**A very sore throat:** White patches on your throat plus a fever are common signs of strep throat, which is highly contagious. A very sore throat is also associated with a number of other common contagious ailments, so call your boss, then call your doctor.

**A cough:** A minor cough can be due to allergies or minor irritants – which you can work through – but if you have a cough

### FEATURES INSIDE . . .

October Birthdays, Anniversaries & Recent Team Additions	2
Property Management Update	3
Construction Update	4
Get to Know Me , Volume 1	5
Halloween Crossword Puzzle	6
Seasoned Associate: Ben Sargent	7
Dear Crabby	7
Grayt Events	8

plus aches and a fever, you may have a cold. You won't get over it unless you get rest, so stay at home. You won't feel well enough to get much accomplished anyway.

**Stomach problems:** According to experts, if you can't hold down food, don't go to work. You could have a contagious stomach virus, which typically lasts one or two days.

**Pinkeye:** A bright red, irritated eye is highly contagious – if it's the most common form of pinkeye. See a doctor, because this infection will need to be fought with antibiotics.

If you have one of these or other signs, chances are you are too sick to be at work. Sure, it's a hassle to play catch up when you return from an illness, but sick leave exists for a reason. If a bug bites you this cold and flu season, please do yourself, your boss, your GDG coworkers and our vendors a favor: call in sick.

## Help in Tough Times

BY JUDY EISNER, DIRECTOR, HUMAN RESOURCES

With the recent downturn in the economy, you or someone you know may be facing some very difficult times. Constant worry can be incredibly stressful and leave you wondering how to manage. Many of us have had the good fortune of making ends meet in the past, but now find we're struggling and don't know where to turn.

Provided here are some resources available that can assist families in need. Please share these resources with

anyone who may benefit:

**ARIZONA SELF HELP**  
**(800) 352-8401**

**www.ArizonaSelfHelp.org**

This website is easy to navigate and completely free of charge. It's a confidential way to find out if you may qualify for different kinds of assistance.

You complete the data in one place, then the site pre-screens eligibility and provides information on different programs.

### COMMUNITY INFORMATION AND REFERRAL

**(602) 263-8856**

**www.az211.gov**

This website provides a complete list of services, money management resources, and ideas for how to make your dollar stretch further.

### FREE/LOW FLAT FEE CLINICS

- Care Partnership:  
[www.carepartnership.org](http://www.carepartnership.org)
- Hope Community Health Center:  
[www.hopcommunityhealthcenter.org](http://www.hopcommunityhealthcenter.org)
- Well Care Foundation:

[www.wellcarefoundation.org](http://www.wellcarefoundation.org)  
Additionally, the Keogh Health Foundation can, at no cost, assist you with applying for state sponsored health care plans like AHCCCS (Medicaid) and KidsCare.

More leads for assistance are in an October *Grayt News* "EXTRA", located on our Shared Drive at **Company Information\Grayt Newsletter\2008\Extra 10-10-08.pdf**. Information you will find in the "EXTRA" includes resources for help with mortgage troubles, family stress, fuel saving and money management.

## October Birthdays

October 3	Gregoria Mendoza (GRIGIO Tempe Town Lake)
October 5	John Conto (Corporate)
October 7	Brian Goodfellow (GRIGIO Tempe Town Lake)
October 7	Brittany Tarnow (GRIGIO Tempe Town Lake)
October 8	Fae Kuehne (Corporate)
October 12	Linda Phibbs (Corporate)
October 21	Kristin Heiple (Pavilions on Central)
October 26	Alex Polanco (Pavilions on Central)
October 27	Jonel Kern (Pavilions on Central)
October 30	James Richter (GRIGIO Tempe Town Lake)



*"Won't you have some birthday cake," this little mouse asks, "please? I made it with my own two paws - it's even filled with cheese."*

## October Anniversaries

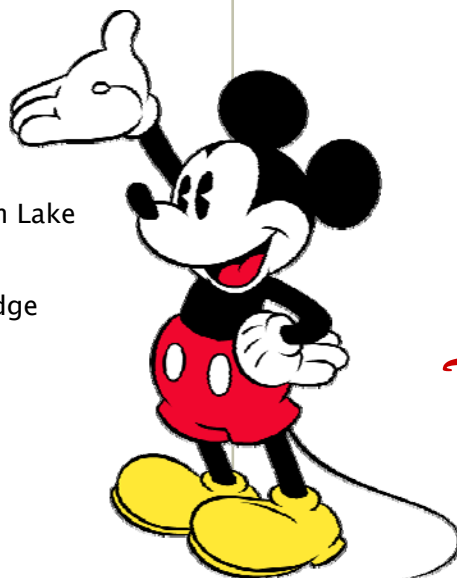
October 1	Ron Burton (1 year) GRIGIO Tempe Town Lake
October 1	Sean Cavanaugh (1 year) Indigo at The Park
October 1	Matt Eakins (1 year) Biltmore Club
October 1	Jessica Ryan (1 year) Barossa at The Park
October 3	Christina Pantier (3 years) Corporate
October 8	Ashley Fiala (1 year) Areté
October 15	Brian Kearney (1 year) Corporate
October 16	Enrique Guevara (2 years) GRIGIO Tempe Town Lake
October 29	Randy Anfinson (1 year) Barossa Paradise Ridge

## Recent Team Additions

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

September 8	Bill Callahan, Service Technician Biltmore Club
September 29	Yolanda Moreno, Community Manager Areté
September 29	Sarah O'Daniel, Leasing Consultant Ninety Degrees Paradise Ridge

**HAPPY  
ANNIVERSARY!**



**WELCOME TO  
GRAY  
DEVELOPMENT!**

## PROPERTY MANAGEMENT UPDATE

### AMA Service Training

BY RICK BJORGO, REG. MANAGER/REG. SERVICE MANAGER

Gray Clow Residential is very pleased to congratulate four of our Service Techs for completing the Arizona Multihousing Association Certified Apartment Maintenance Technician course.

**SUSIE GOMEZ** at the Biltmore Club, **NICK CERVANTES** at Pavilions on Central, **JIM DIERCKS** at Areté and **LES SMOTHERMON** at Barossa Paradise Ridge participated in the four-day class.

The CAMT course covers the critical aspects of our maintenance industry from customer service to plumbing, electrical and HVAC. This is literally the basic training that all maintenance employees need. Not only did they learn fundamentals, Susie, Nick, Jim and Les also reviewed the intangibles that will help make them more successful over their careers, such as teamwork time management, organization, professionalism, ethics, fair housing, and an

overview of the financial side of the equation.

Gray Clow Residential strives to keep our talented associates performing optimally. One of our top strategies for motivating our team members is to make sure they feel good about themselves, and confident about the work they have to perform. Offering ongoing opportunities for education is key to making sure Gray Clow associates stay happy on the job, and remain confident their training is the best available.

We would like to commend these four outstanding members of our team for their commitment to their profession, and to our company, by electing to continue their education in the maintenance field. GCR is very proud of you, and we thank you all for your dedication.

Susie, Nick, Jim, and Les will receive their designations at a future AMA dinner meeting. Congratulations to ALL of you on your success!

### Star of the Month

**JODI RILEY** joined GRIGIO in June of 2008 as the Director of Member Services. She has done a fabulous job in adjusting to the complexity of GRIGIO, and continues to strive to “make a difference”.

In just her third month at GRIGIO, Jodi led the Membership team in making sure all 72 move-ins for August were successful for the new Members. Her teammates have expressed how impressed they have been with Jodi’s willingness to “get the job done”.

Jodi’s biggest asset is she comes to work each



*JODI RILEY, “Star of the Month” for September, 2008.*

day with a smile on her face and a positive attitude. Her creative wittiness in the office keeps everyone laughing and brings such a positive touch to the overall morale of GRIGIO.

Thank you, Jodi, for all you do, and know you do “make a difference”!



where families break the cycle of homelessness

Along with other local property management companies, Gray Clow is currently participating in the AMA’s “Big Hearts for Little Hands” fundraiser. All donations will go to UMOM New Day Centers, which provide homeless and low-income families with food, shelter, and the tools to build a bridge to self-sufficiency. Our goal is to make Gray Clow #1 with collections contributed.

Every dollar makes a difference so if you’re able to donate, please see **CHRISTINA PANTIER** or **LIL VERHELST** at Corporate, or you may stop by any of our communities. This fundraiser ends November 7th.

Thank you for considering a donation to this cause.

# CONSTRUCTION UPDATE

Indigo at The Park (taken October 7th)



Above: the grading and paving for Phase 1 will be completed by November 1st.



The Park community has certainly come a long way since this past February!



The Clubhouse and pool (above) will be completed 12/12/08.

The community's Clubhouse should open in late December, and the community will be ready to rent the first units in January of 2009.



The Clubhouse is shaping up beautifully.

The Box Culvert was substantially complete on July 29, 2008.

The next milestone is to pave the first half of the project by the end of this month.


**GET TO KNOW ME!**
**Volume 1**

How well do you know your fellow employees? See if you can match the associate name on the left with the true statement about that person on the right.

Answers in the next issue!

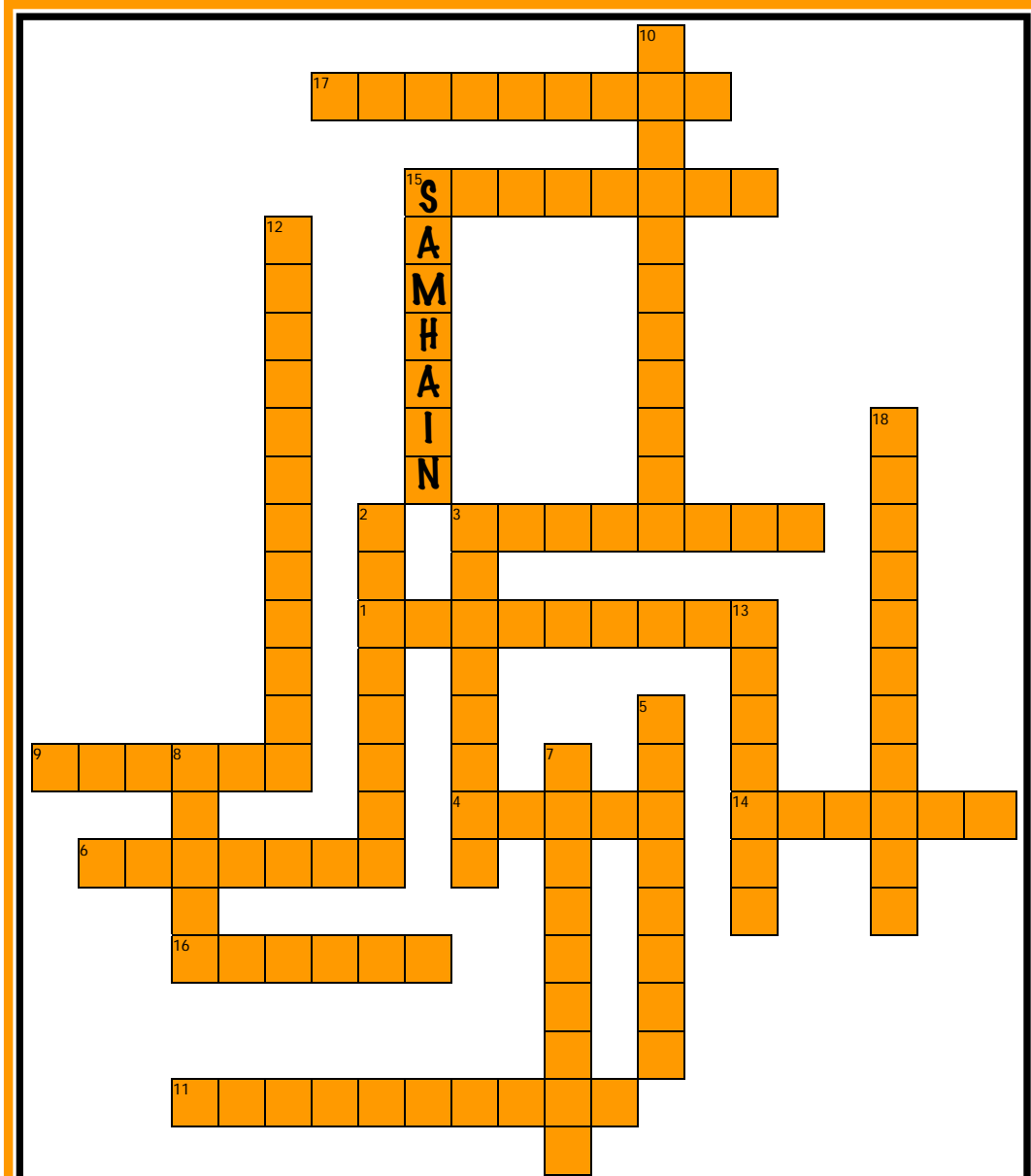
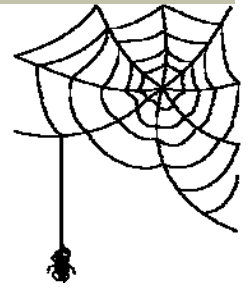
- 
- |   |  |
|---|--|
| <p>_____ <b>LOUISE HARRIS</b><br/><i>HR Assistant, Corporate</i></p>            | 1. This associate was crowned “Queen of the Corn” at the annual Oakfield Corn Roast.   |
| <p>_____ <b>DEBBIE STONE</b><br/><i>Operations Admin. Asst., Corporate</i></p>  | 2. In high school, this associate took 1st place in a statewide culinary arts cooking competition for Vocational Industrial Clubs of America, and won a trip to the national competition. (The associate placed 7th there).  |
| <p>_____ <b>ANNA ALEXANDER</b><br/><i>Asst. Controller, Corporate</i></p>       | 3. For two years, this associate was a proud member of the Honeybees, a professional cheerleading squad for a national soccer team.  |
| <p>_____ <b>BRIAN KEARNEY</b><br/><i>Chief Operating Officer, Corporate</i></p> | 4. This associate has visited Castle Dracula in Transylvania.  |
| <p>_____ <b>JODI RILEY</b><br/><i>Director of Member Services, GTTL</i></p>     | 5. In the middle of winter, this associate managed to safely scale a steep hill – and return unharmed – while wearing ice skates. Then, immediately upon making it to the ice rink without falling, the associate promptly fell flat in front of a neighborhood hockey team, suffering a broken arm. ☹ |
| <p>_____ <b>MIKE CLOW</b><br/><i>Sr. Vice President, Corporate</i></p>          | 6. The Tiger mascot for the cheerleading squad in high school, this associate also played alto saxophone all through school.   |
| <p>_____ <b>BRENNA BACKER</b><br/><i>Asst. Manager, POC</i></p>                 | 7. This employee attended school with actor David Spade.   |
| <p>_____ <b>ROB McMAHON</b><br/><i>Asst. Manager, Barossa PR</i></p>            | 8. “When I was 13 years old, I went to an audition for the <i>Bad News Bears Part II</i> but was turned away because they said I was too big for my age.”  |
| <p>_____ <b>DAWN COREY</b><br/><i>Director of Talent, Corporate</i></p>         | 9. This associate danced for the Denver Nuggets, and also happened to be JonBenét Ramsey’s dance instructor.   |
| <p>_____ <b>RICK BJORGO</b><br/><i>Regional Manager, Corporate</i></p>          | 10. While representing the Boys Town of Los Angeles at a charity ball, this associate (dressed in a ball gown) dined with Archbishop Ochoa of Los Angeles.   |

Submitted items that are not included in this issue of Grayt News will appear in the November edition, so please stay tuned!



# HALLOWEEN

## Crossword Puzzle



**ACROSS:**

- 1. A place where coffins are stored
- 3. A place where the dead reside
- 4. Board used to contact spirits
- 6. Name for supernatural creature
- 9. A small, mischievous creature
- 11. Evil-natured person or being
- 14. Television's "Mistress of the Dark"
- 15. The inner structure of the body
- 16. It's carried by the grim reaper
- 17. Often found in a corn field

**DOWN:**

- 2. A witch's friend and protector
- 3. Used by witches for making brew
- 5. Noisy tool used to dismember
- 7. A bright flash in a storm
- 8. He waits for The Great Pumpkin
- 10. Ghost that causes disturbances
- 12. He created a monster from parts
- 13. Bladed tool for cutting limbs
- ~~15.~~ Old Celtic name for Halloween
- 18. Don't say his name three times



## Seasoned Associate: Ben Sargent

**BEN SARGENT** has been working at GDG as Construction Clerk–Intern since October of 2007.

“Being an intern, I get a taste of everything. I get to review plans, schedule subcontractors, review bids, etc. I’m a little bit project engineer, superintendent, and project manager all wrapped in one.

“My parents have been in residential construction and development for years, so I have always been around construction. However, commercial construction and multifamily building are totally different from what I’m used to back on the east coast.”

Ben grew up in Bolton, Massachusetts, about 25 miles west of Boston. He’s currently pursuing a bachelor’s degree in construction management at Arizona State, where he has only one semester left. Together for almost eight years, Ben met girlfriend Ricki–Ann in high school. She came out to Arizona to attend ASU with Ben.

As for pastimes, Ben says, “I used to be the president of my fraternity, Kappa Sigma, so that still takes up a lot of my time. My fraternity has always put on a fundraiser each year to benefit ASU Breast Cancer Research. Other than that, I am a huge sports fan, and you can catch me at the golf course or out tailgating at an ASU game almost every weekend. I have a huge passion for Boston sports teams, and am infatuated with the Red Sox.” He adds, “I am obsessed with the *Godfather* movies, and I have this weird thing for Donald Trump real estate books.”

Ben took a cruise in the Caribbean a few years ago, and says he “could not get over how beautiful the Cayman Islands are.” When it comes to music, Ben says, “I like pretty much everything, depending on the mood I’m in. But ever since moving to Arizona, I have become a country fan.” He loves to cook and considers anything he gets to grill a favorite food. Ben may come across shy at first, but he’s very outgoing and fun. A dog lover, Ben has a half–pug, half–miniature pincher named Bruin.



## Opinionated Oaf Offends Office



### 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.*

*Silly (or serious) questions may be e-mailed to Nan at [nan@graydevelopment.com](mailto:nan@graydevelopment.com), who will forward the query to Crabby Fusspot for her (his?) expert advice in a future issue.*

**DEAR CRABBY:** There’s a big mouth in my office who makes his opinion known about the presidential candidates on a daily basis. Because I don’t happen agree with his views, it sets my teeth on edge to hear him spout them. His boorish behavior makes me reluctant to even go near him, let alone work with him. Am I overreacting? – PEEVED IN PEORIA

**DEAR PEEVED:** With the current presidential election being one of the most spirited in recent memory, some employees may find it difficult to check their political preferences at the office door. For folks accustomed to voicing their likes and dislikes with people they are comfortable with and see on a daily basis, the sheer nature of the heated contest means it may be tempting to talk politics as the race comes down to the wire. My one word of advice to everyone on this temptation is: DON’T!

While some individuals can “agree to disagree” and will be able to conduct civil conversations about political matters, others may have a hard time dealing with differences of opinion when it comes to issues they feel passionately about. You’re not overreacting, because engaging in discussions about politics could very well impede your ability to work effectively with the “big mouth” – who obviously doesn’t appreciate that not everyone wants to hear his opinion. (Don’t you just hate people like that?)

If you are uncomfortable with the discussion of politics at your workplace, make your feelings known and politely assert your wish to avoid political discussion at the office. Your associate should get the hint loud and clear, especially if others give him the same feedback. (And hey – shouldn’t Big Mouth be focusing on his *work*, instead of discussing affairs of state?)

When it comes to politics, Peeved, I say it’s best to hold your tongue at work. But on November 4th, make your voice heard loud and clear by going to the polls to VOTE!

# GRAYT EVENTS

## GOAL GETTER'S GETAWAY

The teams of **BILTMORE CLUB**, **PAVILIONS ON CENTRAL** and **BAROSSA** at **THE PARK** enjoyed a jeep tour and relaxing outdoor BBQ in Sedona after achieving the Goal Getter Challenge. Each property was challenged to meet a specific occupancy and/or leasing goal. Every community was very close to reaching its goals, through great teamwork and hard work!



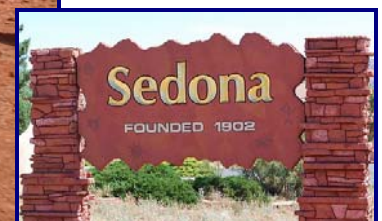
Above, L-R: **JOHN CADY**, **JAN RAYBURN**, **JONEL KERN**, **CLAUDIA GIANNETTA** and **CHRISTINA PANTIER** await their off-road adventure.



*Top Right: The jeep tour guide decided to get up close and personal with a bull snake – yikes!*

*Above: The guide also picked prickly pear fruit, and carved it out for the group to try. (It was delicious).*

*Left: The entire crew poses in front of the majestic red rocks.*



# SERVICE APPRECIATION WEEK

## SERVICE ASSOCIATES RECOGNIZED

Each year, Property Management recognizes the hard work of our dedicated Service teams by giving them their own Service Appreciation Week. This year's event, held September 15th - 19th, had a racing theme. Service Associates received various surprises and treats throughout the week, which concluded with an afternoon of indoor kart racing at F1 Race Factory.

To all of our Service Associates, THANK YOU for your "grayt" work!

