

IN THE LOOP



Vol 1. Issue 2. | Q1 2024

Out with Q1, and in with Q2!

It's hard to believe that we're already in the second quarter of the year! Our departments have been actively collaborating to focus on customer service, new business growth, streamlined processes, fostering a strong sense of community, and making data-driven decisions. With this renewed sense of teamwork, we are excited to share the latest edition of In The Loop! This issue reflects on some of the positive developments that took place in Q1 and discusses the areas of focus for each department in Q2.

PROPERTY MANAGEMENT

Resident Event Spotlight

At 33, we take pride in organizing events for our residents. It gives our property managers a chance to connect with tenants and cultivate a sense of community. We are so grateful to our awesome property managers who work tirelessly to make these events a reality every month. In this issue, we will be highlighting a few of the many fantastic resident events we've had in the past few months!

In February, residents at 606 Blue celebrated National Chili Day with a variety of homemade chili and an array of toppings and sides. In March, the residents at Low-Line Commons celebrated National Pi Day with delicious slices of pie and sweet treats from Klein's Bakery. In April, Motif on Belden hosted a fun-filled "Burgers & Bingo" night where residents enjoyed sliders and drinks while trying their luck at bingo for some cool prizes.

Monthly KPI Contests

Our Property Management KPI Contests aim to draw attention to the Key Performance Indicators (KPIs) that each team or member measures and monitors to track their growth. We organize a healthy competition every month to incentivize our teammates, with \$100 in gift cards up for grabs!

Congratulations to our 1st Quarter KPI Winners!

- January: Most Google Reviews - Ingrid Larson
- February: Lowest Delinquency - Ingrid Larson
- March: Highest Maintenance Scores - Chicago 1 Portfolio

Keep an eye out for our 2nd Quarter KPI Contests!

- April: Highest Task Completion
- May: Most & Highest Scoring Move-Out Surveys
- June: Most & Highest Scoring Move-In Surveys

February - National Chili Day at 606 Blue



March - Pi Day at Low-Line Commons



April - Burgers and Bingo at Motif on Belden





Blue Island Apartments and Growth in Q1

In Q1, we took over management of Blue Island Apartments, a 7-building scattered site portfolio in the south side, Blue Island neighborhood. Our team has been working tirelessly to improve the delinquency, deferred maintenance, and overall condition of the property. Our total growth in Q1 was 115 scattered site units and 95 on-site units. Moving into Q2, we will continue to focus on customer service while we plan to standardize our owner agendas, introduce the enhanced owner portal to select owners, and focus on QAQC to encourage our team to think more like property owners.

Above: Blue Island Apartments

LEASING

Motif hits 98% Occupancy!

Just in time for busy season, Motif on Belden has hit 98% occupancy! This property is both leased & managed by 33. Special shoutout to Kaylee Kreutz & Marté Pratt for all of their hard work bringing this project to life!

Prepping for Busy Season

The leasing team is officially in the midst of their busy season, they are already renting apartments for June & July! The team is busy throughout the city and suburbs, renting scattered site apartments along with brand new construction. Our largest lease-up to date, Hugo River North, is more than 60% leased and projecting to be leased up ahead of schedule!



Above: Motif on Belden

MAINTENANCE

Expanding Service Offerings

We have some exciting news from our maintenance department! Spring has finally arrived and we are thrilled to announce that our team is now starting our annual professional HVAC condenser cleaning services. This will ensure that your system is running at optimal performance and energy efficiency. Additionally, Maintenance Integration is now offering kitchen cabinet painting services to refresh and enhance the appearance of your asset!

HVAC Condenser Cleaning



Kitchen Cabinet Painting



ACCOUNTING & FINANCE

Accounting & Finance Ops Buzz: Streamlining & Connecting in Q2 2024!

Streamlining Ahead: We're all about efficiency this quarter!

We're focusing on cutting the clutter and streamlining our processes to boost productivity and keep things running smooth like butter.

Connecting the Dots: Time to bridge the gap between numbers and action! We're all in this together, so we're continuing to strengthen those connections with our colleagues in all the business lines. Collaboration = Success!

Data Driven Decisions: Numbers don't lie, right? In Q2, we'll be diving deep into the data to uncover insights that guide smart decisions across the board. Knowledge is power folks!

Future Focus: With our eyes on the prize, let's charge into Q2 with confidence and enthusiasm. Together, there's nothing we can't achieve! Cheers to a stellar quarter ahead!



Congrats, Ángela!

Congrats to Ángela Mejía on her well-deserved promotion to Finance Operations Director!

With three years of outstanding service at 33, Ángela brings a wealth of expertise and enthusiasm to this role. Her proven track record in finance, dedication to 33 and client service excellence are just some of what makes her the perfect fit for this new role.

Welcome to the team, Eleanor!

We're excited to welcome Eleanor on board as she joins the team as a Senior Property Accountant!



Eleanor is passionate about accounting integrity and is looking to pursue her master's degree to further her expertise. She's an avid baker and attributes her amazing memory to all the time she spent in marching band as a flutist!

PEOPLE

FEB-APRIL ANNIVERSARIES

FEB:

- 2/6 - Gamaniel Flores, 1 year
- 2/12 - Joice Anderson, first day!
- 2/16 - Caroline Fiermuga, 7 years

MARCH:

- 3/1 - Ángela Mejía, 3 years
- 3/1 - Molly Cox, 3 years
- 3/7 - Anna Filipowska, 2 years
- 3/8 - Eusebio Figueiredo, 2 years
- 3/10 - Asenath Duron, 2 years
- 3/20 - Arnulfo Pazos, 5 years
- 3/20 - Rick Storck, 7 years
- 3/28 - Connie Tomski, 2 years

APRIL:

- 4/1 - Bennie Aguirre, first day!
- 4/2 - Erin Lally, 5 years
- 4/12 - Cristi Stitz, 3 years
- 4/12 - Edgar Ojeda, 3 years
- 4/22 - Jennifer Vazquez, 5 years
- 4/29 - Eleanor Stevenson, first day!
- 4/30 - Nicole Soto, 5 years

May Step Challenge!

We just kicked off our annual step challenge here at 33! Our team members are tracking their steps through the Incentifit app, and the challenge will continue throughout May. The person who records the most steps will receive a \$200 Amazon Gift Card as a reward!

Participants are split into two teams, and the winning team will receive a half-day off!

Team A: Nathan and Ángela

Team B: Barbara and Anna

Good luck to both teams! Happy stepping!



Q1 Promotions!

Congrats to all of our team members who received promotions in Q1!

Cyan Merritt- Assistant Property Manager for Chicago 1

Ángela Mejía - Financial Operations Director

Lauren Sandoval- Floating On-Site Property Manager

MARKETING

February 28th - Future of the Chicago Suburbs

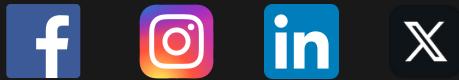


April 25th - Chicago Women Leading Real Estate



Follow 33 on social media!

Click the buttons below!



Video Shoot at the Office



On May 2nd, our marketing partner, Impact Managed Marketing, stopped by our office to film a client testimonial video to share the story of our partnership. It will be featured on their website and their social media. Elana was interviewed, and we had a handful of 33 team members featured. Thank you to everyone that participated! We can't wait to see the finished product and share it with you all!

www.33realty.com

Bisnow Events Highlight

As a partner with Bisnow, we have had the privilege of having our teammates featured at some of their networking events over the past few months.

On February 28th, Molly Cox was a panelist at the Future of the Chicago Suburbs event at Bell Works Chicagoland in Hoffman Estates. On the "Future-Proofing Suburban Development" panel, Molly touched on the demographics of current suburban renters and their selling points, sustainability in the suburbs, and preparing for density shifts. These are things she witnesses first-hand in her current suburban lease-up projects, such as Morris Station in Mundelein and R&B Towers in Oak Park. We were proud to have additional team members in attendance as well.

On April 25th, we had several team members attend Bisnow's 2nd annual Chicago Women Leading Real Estate event. During the event, Elana Napp recognized the accomplishments of the 2024 Rising Stars on stage with awards. Each of the nominated women are making significant strides in transforming the commercial real estate industry and breaking barriers.

On June 13th, Janh Gaffud will be speaking on the "Technology, Operations, and the Resident Experience" panel at the Bisnow Multifamily Annual Conference Midwest. The conference is a great opportunity to make connections with other multifamily professionals in our industry. If you would like to attend, please reach out to our marketing team!

Annual Winter Party



Maddie and Lilly hard at work!

[CLICK HERE TO SEE PHOTOS!](#)

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COMPANY CULTURE

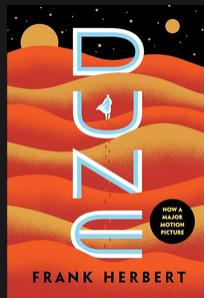
Tech Drive for Compudopt Chicago

In April, we launched our first ever Tech Drive for Compudopt Chicago at the office. We asked our team members to bring in personal tech items to donate (whether they work or not!) to be recycled and repurposed for undeserved communities in the Chicagoland area (especially kids!). 33 is thrilled to be supporting Compudopt in their mission to provide technology access and education to under-resourced youth and their communities.

Shoutout to our Office Manager, Chloé West, for organizing the drive, and bringing awareness to an amazing cause!



BOOK CLUB



- Currently Reading: Dune by Frank Herbert
- Read until the end of Book 1/Chapter 22 by the next meeting (May 21)
- June meeting - full book recap and in-person meeting!

Workplace Wellness Tips

May is Mental Health Awareness Month! It's a great time to prioritize taking care of our mental health and wellbeing, and to celebrate the journey of those who have overcome mental illness.

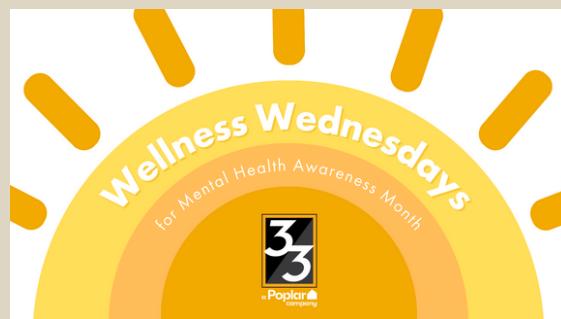
Click the buttons below to check out some fantastic resources for promoting mental wellness in the workplace!

Science-Backed Workplace Wellness Tips

Tips for Burnout Prevention

Management Tips for Supporting Employee Wellbeing

Wellness Wednesdays for Mental Health Awareness Month



The Diversity, Equity, and Inclusion Group is excited to launch the Wellness Wednesday meeting series, in honor of Mental Health Awareness Month! The meetings will be every Wednesday in May from 12-12:30 PM. Here is the schedule:

- May 1st, Mental Health Walk & Chat (get your steps in for the Step Challenge!)
- May 8th, Meditation led by Pablo Esteban's Father-in-Law!
- May 15th, Desk Yoga led by Uzoamaka Okeke Ewo
- May 22nd, Meditation led by Devencie Ervin
- May 29th, Mental Health Walk & Chat (get some steps in before the end of the Step Challenge!)



Succulents & Sips Happy Hour!

Thursday, May 16th at 5 PM in the break room!

Come sip with us while we paint pots for mini succulents! We will provide succulents, soil, pots, and craft supplies along with some snacks and beverages (both alcoholic and non-alcoholic). Additionally, if you are crafty and want to bring your own supplies to share, please feel free to do so!

Recreational Sports

We, at 33, believe in teamwork both in the office and on the field! With spring and summer approaching, we have planned to play beach volleyball in the spring and kickball in the summer. We are always in need of subs, and everyone is welcome to come cheer for Team 33!

For more info, please contact Nathan Mireles.



Spring Beach Volleyball

North Ave Beach
Wednesday nights
5 weeks, Starting 5/22

Summer Kickball

Jonquil Park
Tuesday nights
7 weeks, Starting 6/18

Company Culture Committee - GROUPS!

Do you want to play a hand-on role in making a portion of 33's company culture shine? Join a GROUP!

In Q1, Groups were introduced to the Company Culture Committee as a way for people to get more hands-on in a particular category that they are interested in. You don't have to be in a Group to be a part of the committee. The committee meetings are a general discussion of ideas, and the Group members are the ones that bring the ideas to life. The responsibilities of Group members are to execute the ideas of their choice discussed in monthly meetings, and to help plan and assemble events. Check out our current Group assignments below:

Happy Hour Group

- Lilly Harrington
- Marté Pratt

Diversity, Equity, and Inclusion Group

- Pablo Esteban
- Uzoamaka Okeke Ewo

Philanthropy Group

- Chloé West
- Devencie Ervin
- Todd Banks

Morale Group

- Chloé West
- Pablo Esteban

Recreational Sports Group

- Nathan Mireles

It's not too late to join a Group! Please contact Maddie Mueller if you are interested.

Next Company Culture Committee meeting: Tuesday, May 28th at noon!

Thank you to all of the team members who contributed to this quarter's issue!

Property Management

- Janh Gaffud
- Nicole Soto

Leasing

- Mark Kurgan

Maintenance Integration

- Rick Storck

Accounting & Finance

- Ángela Mejía
- Anna Filipowska

People Team

- Genevieve Barba
- Alysha Teater
- Chloé West

Marketing

- Elana Napp
- Maddie Mueller
- Lilly Harrington

Do you have a suggestion for the next issue?

Is there something you would like to see in a future edition of our new In The Loop newsletter? We are all ears, submit your feedback here!

CLICK HERE!

