



**CHRCares**

*2019 Annual Report Highlights*

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# The Importance of Living Our Values

As far back as I can remember, from my early childhood years when my mother taught me the value of helping others, through early adulthood and establishing a business in real estate and starting a family of my own, I carried on the tradition of giving back that was so deeply and indelibly instilled in me. It was second nature to consider ways I could contribute, and I always conveyed the importance of giving to those around me.

One of CHR's core values is Caring. As a business owner, employer and community leader, CHR takes seriously its role as a responsible steward of all the resources that intersect with our operations, and to look toward making investments to assure positive and sustainable outcomes. These resources, be they people, places, or things, require constant and thoughtful care and attention.

Over the years, I've also advocated for humanitarian causes to my peers in the industry. A prime example was when I first got involved with the Greater Boston Real Estate Board in the 1980s. Back then, the economy was booming, but many were being left behind. I introduced this issue at a board meeting, and proposed proactive strategies. As a result, the board decided to set up a Homeless Committee and asked for a volunteer to chair it. All eyes were on me as I raised my hand, and then began recruiting volunteers. The committee that was formed put together a plan to conduct a food drive for Pine Street Inn so families in need would have Thanksgiving dinner, and a toy drive to support the Marine Corp's Toys for Tots program. Now, nearly 40 years later, Pine Street Inn and Toys for Tots are still among those organizations CHR supports through our Charity of the Month program.

As an employer, I take very seriously the part CHR plays in the development and well being of our employees and their families. With the guidance and assistance of our leadership team and the Human Resources Department, CHR offers an impressive range of benefits and incentives, among them a 401(k) matching program that matches 50% up to 5% of an employee's salary, and contributes 90% of an individual health insurance plan.

Is there more we can do? Yes, there always is. We've made great strides in minimizing our impact on the environment, and continue to look for opportunities to reduce our carbon footprint. I am optimistic and confident we will continue to make great strides.



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Ed Zuker, Founder and CEO

# Program Scope

Chestnut Hill Realty prides itself on its long-standing commitment to philanthropy and giving back to the community. This commitment also extends to its employees, residents, and the environment. Taken as a whole, this is the foundation of the Company's Corporate Social Responsibility program, CHR Cares.

The framework of this program comprises 5 primary areas of focus.



## Environmental Sustainability

Preserving and conserving natural and non-renewable resources through thoughtful and effective planning and programs.



## Employee Development and Well Being

Investing in the continuing education and enrichment of CHR's employees to facilitate career development and personal growth. Providing benefits and services that empower them to sustain or improve their health, sense of well being and plan for their financial futures.



## Philanthropy and Community Service

Contributing funds and donations of labor and materials to non-profit organizations and neighborhood/community organizations.



## Resident Outreach

Encouraging interactions that help to establish positive and meaningful relationships between residents and build a sense of community at our properties.



## Community Outreach

Providing neighborhood associations and non-profit groups free access to amenity spaces at our properties for meetings, mixers, and other gatherings that support community development.

# CHR At-A-Glance

**Chestnut Hill Realty is a leading owner/manager of multifamily communities in New England.**



**The Chestnut Hill Realty Executive Committee: Shown (L to R)**

Row 1: Lauren Zuker-Siff, Ed Zuker, Danyel Rodgers

Row 2: Peter Poras, George McHugh, Tracy Mahoney

Row 3: Chris Rodgers, Marc Levin, Cathie Morat, Lisa Collentro, Dave Risko

Not Pictured: Carl Andersen, Richard Lappin, John Shevlin, Bobby Zuker

## YEAR FOUNDED

1969

## MISSION

Managing People's Homes with Pride

## VISION

Chestnut Hill Realty is dedicated to sustainability and long-term strategic growth through its commitment to our residents, employees, investors, and the greater community.

## FOUNDER AND CHIEF EXECUTIVE OFFICER

Edward E. Zuker

## HEADQUARTERS LOCATION

Chestnut Hill, MA

## EMPLOYEES

220

## AVERAGE EMPLOYEE TENURE

8 years

## PROPERTIES

32

## UNITS

5,000

## PORTFOLIO VALUE

\$1.5 billion

## PROPERTY LOCATIONS

### Massachusetts

Boston, Brighton, Brookline, Cambridge, Canton, Chestnut Hill, Framingham, Newton, Norwood, Plainville, West Roxbury

### Rhode Island

Providence



# Environmental Sustainability

## Natural Resource Conservation



### Water-saving devices (meet WaterSense criteria) (all properties)

- Low-flow toilets
- Bath and kitchen faucets
- Shower heads
- Aerators



### Energy-efficient (Energy Star)

- Appliances (all properties)
  - Kitchen
  - Washers and dryers
- Lighting (13% of properties)
  - Apartment community common areas
- Heating systems (6% of properties)



### Landscape Management

- Irrigation smart controls (all properties)
  - Using 30% less water than before
- Proper plant selection (new installations)
  - Select right plant for the right place
  - Criteria include disease and pest resistant qualities
  - Less reliance on pesticides
- Hand pruning shrubs (all properties)
  - Creates healthier plants that require less fertilizers
  - Plants are less susceptible to pests and diseases
- Composting of grass clippings and leaf mulching (all properties)

## Emissions Controls



Hancock Estates ~ 100% smoke free

- Battery powered landscaping equipment (48% of properties)
  - Less noise pollution and zero emissions
- Smoke-free living (23% of properties are 100% smoke free)
- Electric car charging stations
  - Hancock Estates: 4



## Recycling

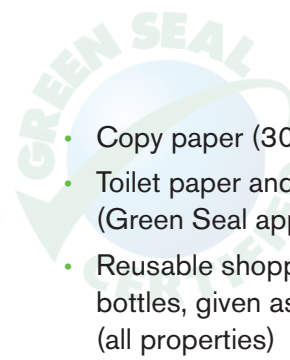


- Household waste
  - Recycling centers (6% of properties)
  - Recycling collection (all properties)
- Office waste (100% companywide)
  - Paper recycling
  - Toner cartridge recycling
  - Electronics recycling
- Commercial waste (Hancock Village Shopping Center)
  - Cardboard recycling

## Paperless Workflows (100% companywide)

- Online rent payment
- Resident lease records
- Payroll
- Invoice processing

## Sustainable Purchasing (100% companywide)



- Copy paper (30% recycled)
- Toilet paper and paper towels (Green Seal approved)
- Reusable shopping bags and water bottles, given as resident gifts (all properties)



# Employee Development and Well Being

## Professional Development



### CHR University



- LEAD (2-year long leadership development program)
  - Group 1 class began year 2
  - Group 2 class began year 1
- Mentoring program
- TENS (Training and Education for New Supervisors) ~ launched
- PACE (onboarding program)
- CPR/AED training (all employees)
- WISE (Walk in Someone Else's Shoes Day) ~ encourage more effective collaboration by doing a coworker's job for one day

### Center for Maintenance Excellence

- CHR-owned and managed training facility for maintenance technicians



## Continuing Education Credential Programs (Employer paid)

### Leasing and Property Management

- National Apartment Association
  - National Apartment Leasing Professional
  - Certified Apartment Manager

### Maintenance Services

- National Apartment Association
  - Certified Apartment Maintenance Technician
- OSHA 10-hour Certification

### Horticulture

- MA and ISA Certified Arborist
- MA Certified Horticulturist
- MA Certified Landscape Professional
- MA Pesticide Applicator

### Construction

- OSHA 10 and 30-hour Certification
- Construction Supervisor License



## Health and Well Being



CHR Spirit Day ~ June 2019

- Wellness incentives and reimbursement
- Actively Coming Together (ACT)



ACT at Supercharged ~ October 2019



Construction and Development Appreciation Day ~ July 2019



CHR 50th Anniversary Gala ~ September 2019

## Insurance and Financial Planning

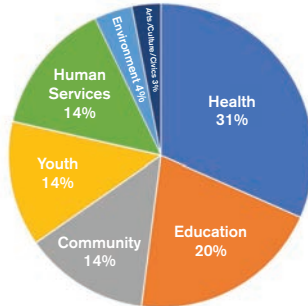
- Medical • Dental • Vision Care • Pet Health • 401(k) • Legal Services
- College Savings Plan • Student Loan Repayment



# Philanthropy and Community Service

## Corporate Philanthropy

**2019 Charitable  
Donations =  
\$609,101**



Health	31%
Education	20%
Community	14%
Youth	14%
Human Services	14%
Environment	4%
Arts/Culture/Civics	3%

Supporting  
Toys for Tots &  
Pine Street Inn  
since 1987!



Pine Street Inn Food Drive



**703 toys!**



**500 lbs. of food**



**Boston  
Children's  
Hospital**

**\$150,000 donated**



**CHARITY  
OF THE MONTH**

**\$18,597 donated**

Corporate & Employee Donations

## Horticulture Department



Baker Street School Amphitheatre

- Donate labor and materials to beautifying and maintaining public spaces
- Baker School, Chestnut Hill
- Construct and maintain student amphitheatre for outdoor events
- Ohrenberger and Beethoven Schools, West Roxbury
- Rotaries: Aspinwall (Brookline), Holy Name (West Roxbury)
- Adopt a Spot (West Roxbury Parkway)

## Property-Based Philanthropy



**1,198 lbs. of food  
= 999 meals!**

# Resident Outreach

## Property-Sponsored Resident Events



Water View Village Paint Night



# Community Outreach

## Be Our Guest

## Be Our Guest



Water View Terrace Mazie Mentoring

**Be Our Guest ~ 121 events hosted for 45 community organizations!**



# Core Values



## FIRST CLASS SERVICE

- We provide the highest level of service to our residents.
- We are committed to being responsive, cooperative and helpful to coworkers, teams and departments.
- We recognize our place in the community and proactively seek opportunities to make positive impacts.



## EXCELLENCE

- We consistently seek to exceed expectations.
- We strive to achieve clear communication between individuals, teams and departments.
- We seek continuous improvement and encourage innovation.
- We encourage personal and professional development.



## TEAMWORK

- We appreciate that the team is greater than the sum of its parts.
- We identify shared goals and strive to achieve them as a cohesive unit.
- We trust co-workers to do their jobs faithfully, accurately and in a timely manner.
- We collaborate and share accurate and timely information to enhance team efficiency.
- We listen to and give voice to the ideas of others.



## INTEGRITY

- We trust each other and are trustworthy.
- We are honest, truthful and transparent with ourselves and others.
- We hold ourselves and our coworkers accountable.
- We align our individual goals to achieve the company's goals.
- We always do what we believe is the right thing.



## CARING

- We are respectful in our communication with people inside and outside the organization.
- We display consideration of the feelings of others and demonstrate compassion for coworkers' experiences, perspectives and challenges.
- We appreciate the value that family brings to our lives and support a good work/life balance.
- We celebrate and take pride in organizational, team and individual successes and accomplishments.
- We respect and appreciate our differences.



# CHR Apartment Communities



Fenway Diamond



1443 Beacon



Hampton Court



Longwood Towers



Auburn Harris Courtyard



Selkirk Place



Brattle Arms



Chauncy Court



Langdon Square



Hancock Village



Ridgecrest Village



Waterfall Hills



Water View Terrace & Village



Hancock Estates



Norwest Woods



Norwood Gardens



Village Green



Regency Plaza

## Greater Boston

### BOSTON

- Fenway Diamond

### BROOKLINE

- 1443 Beacon
- Auburn Harris Courtyard
- Beacon Fairbanks Manor
- Hampton Court
- Harvard Terrace
- Longwood Towers
- St. Paul Gardens

### BRIGHTON

- Kilsyth Court
- Kilsyth Hall
- Kilsyth Manor
- Selkirk Place

### CAMBRIDGE

- Brattle Arms
- Chauncy Court
- Charles Chauncy
- John Harvard
- Langdon Square
- Wendell Terrace

### CHESTNUT HILL

- Hancock Village

### WEST ROXBURY

- Ridgecrest Village

## Boston Suburbs

### CANTON

- Waterfall Hills

### FRAMINGHAM

- Water View Terrace
- Water View Village

### NEWTON

- Hancock Estates
- The Chestnut Hill

### NORWOOD

- Norwest Woods
- Norwood Gardens

### PLAINVILLE

- Village Green

## Rhode Island

### PROVIDENCE

- Regency Plaza



### **About This Report**

This edition marks the first in a series of annual Corporate Social Responsibility Reports. It was compiled and prepared by the newly formed CHR Cares committee, comprising employees from diverse roles and departments across the Company.

### **CHR Cares Committee**

- **Kelly Blanford** ~ Property Management
- **Josh Chisholm** ~ Property Management
- **Alexandra Clymer** ~ Construction/Development
- **Mark Lawrence** ~ Maintenance Services
- **Gina Madaio** ~ Corporate Communications
- **Cathie Morat** ~ Executive
- **Saige Munroe** ~ Human Resources
- **Grafton Pease** ~ Horticulture

In addition to reporting on Chestnut Hill Realty's established CSR activities, the committee will endeavor to identify opportunities to enhance and expand the program.

Please feel free to share your feedback with us.

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