# 2021 Annual Report Highlights CHR Cares



# Table of Contents

Letter from Ed Zuker				
Program Scope:				
community. a whole, this	Il Realty prides itself on its long-standing commitment to philanthropy and giving back to the This commitment also extends to its employees, residents, and the environment. Taken as is the foundation of the Company's Corporate Social Responsibility program, CHR Cares. ork of this program comprises five primary areas of focus.			
S)	Environmental Sustainability			
	Employee Development and Well Being			
	Philanthropy and Community Service			
	Resident Outreach			
	Community Outreach			
Company Le	eadership			
CHR At-A-Glance				
Core Values				
CHR Apartment Home Communities				



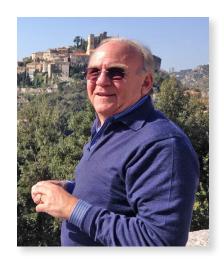
# When Your World Gets Small, Nature Helps Us Live Large

f there's at least one silver lining to emerge from the dark clouds of the COVID pandemic, it's a greater appreciation for the outdoors. A recent survey reported that nearly 6 in 10 Americans have a new appreciation for nature because of the pandemic. The same survey also found that nearly three-quarters of respondents reported a boost in their mood while spending time outside. Being in natural settings can enliven and inspire us.

Another indicator of this positive trend was reflected in the popularity of bikes and other outdoor equipment. Bike sales grew 55% between December 2020 and February 2021, when compared to that same period in 2019. Demand for outdoor furniture and heaters skyrocketed. We dined outside in greater numbers, took longer walks, and spent more time in our backyards and neighborhood parks. And we did this not just in the interest of protecting ourselves and our loved ones from a highly contagious and often fatal airborne virus; we reconnected with nature, and by doing so, alleviated our stress and anxiety.

I came across a quote recently that sums up this experience quite nicely: "When your world gets small, nature helps us live large." I'm a long-time proponent of investing in the landscaping of our apartment properties, as well as the public areas, parks, and preserving conservation land in nearby communities. With an emphasis on creating amenities that contribute to the lifestyle, health, and overall sense of wellbeing of our residents, we continue to build or upgrade fitness centers, putting greens, fitness trails, swimming pools, playgrounds, basketball courts, tennis courts and barbecue areas.

Spring is here, a season of renewal, fresh starts, and new beginnings. The masks we've worn for two long years are literally coming off and being discarded now. It would be easy to fall back on old patterns of behavior and retreat indoors to our sofas and computers again. But I hope we won't. Let's continue to explore and enlarge our world and to experience more of it. It can be as easy as just stepping outside into the fresh air and sunshine.



"We dined outside in greater numbers, took longer walks, and spent more time in our backyards and neighborhood parks... we reconnected with nature, and by doing so, alleviated our stress and anxiety."

Ed Zuker, Founder and CEO





# Environmental Sustainability

The conservation of natural resources has been a company-wide priority for decades. CHR continues to make great strides in adopting new technologies and practices to reduce our carbon footprint.





Convenient and affordable alternative to fossil fuel – Residents can access EV stations from the comfort of home.



The new resident move-in gift makes easy work of household chores and errands.

- More Electric Vehicle Charging Stations Installed at CHR Properties
  - Dual head stations in operation at Hancock Estates, Regency Plaza, Ridgecrest Village, Waterfall Hills, Water View Terrace and Water View Village
  - CHR is only charging residents enough to cover the cost of providing the service
  - Greenhouse gas savings year to date is 3,786 KG, which is equivalent to planting 97 trees and letting them grow for 10 years
- New Resident Move-In Gifts Introduced
  - The gift features several sustainable items, including a reusable insulated shopping bag and travel coffee mug.
- Reusable Coffee Mugs Given to All Employees
  - To announce the company's new customer service philosophy, Committed to Excellence, employees received a Yeti mug, emblazoned with the company's Core Values







# Environmental Sustainability continued

### Summary Highlights 2019 2020 2021

Sustainable Purchasing			
Reusable coffee cups		8 properties (residents); 11 properties (office staff)	100% companywide
Copy paper	100% companywide	100% companywide	100% companywide
Toilet and paper towels	100% companywide	100% companywide	100% companywide
Reusable shopping bags	100% companywide	100% companywide	100% companywide
Reusable water bottles	100% companywide	100% companywide	100% companywide
Natural Resource Conservation			
Water saving devices (low-flow toilets, bath and kitchen faucets, shower heads, aerators)	All properties	All properties	All properties
Energy efficient appliances (kitchen, washers, dryers)	All properties	All properties	All properties
Energy efficient lighting (common areas)	All properties	All properties	All properties
Heating systems (condensing boiler)	2 properties	3 properties	3 properties
Irrigation smart controls	All properties	All properties	All properties
Sustainable plant selection (new installations)	11 properties	22 properties	22 properties
Hand pruning (trees and shrubs)	All properties	All properties	All properties
Composting (yard waste)	All properties	All properties	All properties
<b>Emissions Controls</b>			
Battery powered landscape equipment	14 properties	22 properties	22 properties
Smoke-free living	7 properties	7 properties	9 properties
Electric car charging	1 property	4 properties	7 properties
Recycling			
Household waste recycling centers	2 properties	2 properties	2 properties
Office waste	100% companywide	100% companywide	100% companywide











Winter King Hawthorne

Heritage River Birch

Cornelian Cherry Dogwood

Donald Wyman Crabapple

Stellar Pink Hybrid Dogwood

Smart plant selection is the single most effective way to create a low-maintenance, high-enjoyment garden. Sustainable plants are noteworthy for their non-invasive habits, as well as for their resistance to disease and insects. Once established, these plants require minimal watering and fertilization.





# Employee Development and Well Being

CHR takes a holistic approach to caring for its employees. These activities and initiatives support professional development and education, reinforce team building, provide a generous benefits package that incorporates health care and financial planning, promotes diversity and inclusion, and encourages the formation of peer support networks.







The Property Management Appreciation Day included an escape room activity designed to boost camaraderie and encourage teamwork.



Plant and Pour was one of the most popular and well-attended virtual employee events.

- In a national survey of multifamily –
  In a national survey of multifamily companies conducted in October 2020 by the Best Companies Group, Chestnut Hill Realty was ranked 35th as a best place to work, and 10th as a best place to work for women. CHR is among only four companies in the rankings that have a presence in New England. The survey is conducted on an opt-in basis, and the respondents consisted of current CHR employees. This marked the first year that CHR has participated in the survey.
- Wellness Day Site offices were closed for one day so employees could take some time off to relax and de-stress
- Department Appreciation Days In recognition of their dedication, hard work and contributions, employees throughout the Company are treated to a day off with their team members to enjoy a series of fun activities, good food, and special surprises.
- ACT Plant and Pour Terrarium kits were sent to 80 CHR employees. A virtual host instructed them on how to create and take care of their terrariums. To add to the festive atmosphere, they also received a gift card to purchase wine or a beverage of their choice.



## Employee Development and Well Being continued









Tickets to Sports and Entertainment Events





- The Diversity, Equity, Inclusion and Belonging (DEIB) initiative makes progress in its second year - With a mission to develop and nurture an organization where everyone can reach their full potential, the DEIB Committee, with the support of the Executive team and Ownership, is facilitating CHR's efforts to foster a more inclusive community. They are committed to advocating for policies that promote DEIB while engaging the voices of the CHR community to promote equality and compassion. 17 CHR employees completed Inclusion Boston, a six-week training program that focuses on change management processes that support inclusive policies and practices. Then, the committee developed an action plan that was approved by senior leadership. The plan focuses on employee training and education, workplace informational systems and workplace culture.
- Tickets to Sports and Entertainment Events

   For a small donation to benefit CHR's charity of the month, employees enjoyed going to live games and cheering on hometown favorites including the Bruins, Celtics and Red Sox.
   A total of 558 sports tickets were claimed, generating over \$10,000 for charity.
- Training and Education for New Supervisors
  (TENS) Another group of 8 participants
  completed this intensive one-year course.
   Topics included encouraging collaboration,
  mind your metrics and the art of planning.
- LEAD ~ Year 2 Our second group of leaders completed the LEAD (Leadership Education and Development) program. Each of the 14 participants in the 2-year program gained new skills in leadership and self-awareness.
- Mental First Aid This free 15-minute course offers coping strategies that can be used during stressful times.

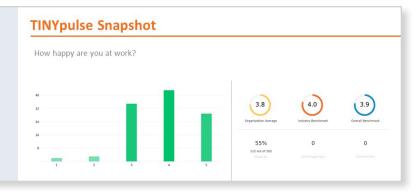


# Employee Development and Well Being continued

### Summary Highlights 2019 2020 2021

Employee Development				
LEAD (2-year course)	Since 2018	14 students (year 1)	29 students	14 students
TENS (1-year course)	Since 2019	15 students	15 students	8 students
WISE	Since 2015	20 participants	0 participants (program paused due to COVID)	O participants (program paused due t COVID)
Credential Programs				
NALP	Since 2005	10	32	21
CAM	Since 2005	_	39	16
CAMT	Since 2005	23	23	27
CAPS	Since 2005	3	3	3
ISA Certified Arborist	Since 1996	3	3	2
EPA 608	Since 2015	_	15	15
MA Certified Horticulturist	Since 2005	3	2	2
MA Certified Landscape Professional	Since 1998	3	3	3
MA Pesticide Applicator	Since 1998	3	3	3
OSHA 10 Hour	Since 2011	43	43	43
CSL (Construction Supervisor)	Since 2017	4	5	5
OSHA 30 Hour	Since 2018	5	6	5
Benefits (Partial List)				
Health Insurance	Comprehensive medical coverage through Blue Cross Blue Shield of MA			
Dental Insurance	Comprehensive dental and orthodontia coverage through Blue Cross Blue Shield of MA			
Vision Care	Comprehensive supplemental vision plan through EyeMed, includes glasses and frames			
401(k) and Roth	Retirement plan through Transamerica with options to defer to traditional 401(k) plan and/or Roth plan			
Student Loan Repayment	CHR pays \$100 towards an employee's student loan principal per month ~ has paid \$15,400 towards loans as of 2021			

TINYpulse Survey – Anonymous, one-question surveys that measure and track employee engagement so CHR can use feedback to keep improving CHR and their work experience.



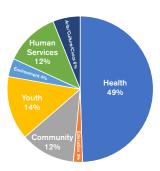




# Philanthropy and Community Service

Since its founding in 1969, CHR has proudly supported charities and community-focused organizations.

Corporate
Philanthropy
\$558,338
donated in 2021!



Health
Education
Community
Youth
Environment 4%
Human Services
Arts/Culture/Civics 6%







Danyel Rodgers (2nd from left) and Lauren Siff (3rd from left) joined their father, Ed Zuker, to support the Brookline Teen Center.



Waterfall Hills Property Manager Sandy Gudiel (center) and Maintenance Services Manager Martin Schoolcroft (left) presented a check to Fire Chief Charles Doody of the Canton Fire Department.





- Spreading Joy with a New Holiday Toy
   Thanks to the generosity of CHR's employees
   and residents, \$6,000 dollars was donated
   to Toys for Tots. Economically disadvantaged
   children were gifted with approximately 600 toys
   for Christmas.
- Reaching Out to the Next Generation
   A check for \$25,000 presented to Alicia
   Adamson, Executive Director of the Brookline
   Teen Center, on the occasion of the ribbon cutting ceremony to celebrate new construction at Hancock Village. The donation will support their mission to be a critical resource for Brookline youth a safe space for discovery, creative expression, and social change.
- Supporting Community Safety
   Waterfall Hills donated \$1,000 to the Canton
   Fire Department.
- A Taste of Tradition During the Holidays
  Employees and residents donated \$10,870
  for the Pine Street Inn's Turkey Truck. The funds
  supported bulk purchases of protein-rich
  foods to provide much needed nourishment
  to individuals living in emergency shelters.
- Hitting the Links for a Good Cause
   CHR sponsored an annual golf tournament to
   raise funds for the Parkway Community YMCA.
   The funds raised will support neighborhood
   child care and health and wellness programs.



# Philanthropy and Community Service continued

Summary Highlights	2019	2020	2021

Corporate Philanthropy			See chart on page 9 for total
Donations by charity category and dollar amount	\$609,101	\$811,163	\$558,338
Health	\$193,197	\$295,350	\$275,470
Education	\$127,290	\$40,040	\$13,830
Community	\$77,608	\$155,944	\$69,493
Youth	\$80,330	\$174,502	\$76,000
Environment	\$22,725	\$23,780	\$21,950
Human Services	\$89,181	\$90,352	\$68,080
Arts/Culture/Civic	\$18,770	\$27,145	\$33,515
Property-Based Philanthropy			
Move for Hunger	<ul> <li>1,198 lbs of food</li> </ul>	<ul> <li>45 lbs of food</li> </ul>	Pending
Hancock Estates		<ul> <li>\$375 to The Nature Conservancy</li> <li>\$400 The Greater Boston Food Bank</li> </ul>	<ul> <li>\$725 to The Greater Boston Food Bank</li> </ul>
Waterfall Hills		• \$1,000 to American Parkinson Disease Association	<ul> <li>\$1,000 to Canton Police Department</li> <li>\$1,000 to Canton Fire Department</li> <li>\$1,000 to Canton Public Schools</li> </ul>
Water View Village		167 items donated to Salvage Army food drive	258 school supply items donated to Framingham Public Schools
Department-Based Philanthropy	1		
Maintenance Services		<ul> <li>\$1,000 to Family Reach</li> <li>\$1,000 to Birthday Wishes</li> </ul>	• \$1,000 to Family Reach



Water View Village school supply donation drive – Each resident who brought in five school supply items received a free boxed lunch from Bertucci's.





# Resident Outreach

There's no shortage of ideas for resident events at CHR's communities. Gatherings are a great opportunity for residents to get to know their neighbors, experience new things, express their creativity, and enrich their lifestyles. In 2021, 23 in-person and virtual events were held.



Making memories and spreading good cheer.



Waterfall Hills frozen lemonade truck.



Water View Village residents had their choice of four delicious pies!

- Selfies with Santa Santa paid an early holiday visit to the children at Norwest Woods.
- Frosty Fun in the Sun Tasty frozen treats provided a welcome relief from the summer heat at Waterfall Hills where residents enjoyed free frozen lemonade.
- Fun and Games in Framingham Water View Village residents enjoyed 10 special events throughout the year, including virtual cooking night, 14 days of fun activities leading up to Valentine's Day, and a pie giveaway just in time for Thanksgiving.
- Beautifying Our Communities –
   The Horticulture Department sponsors an annual flower giveaway, which offers free annuals to residents at CHR communities.

   The residents are encouraged to use these plants to dress up the entrances, balconies and terraces of their apartment homes.
   For a small donation, there are large potted plants and hanging baskets available, with proceeds going to CHR's Charity of the Month.



Residents received free plants and lots of helpful advice.





# Community Outreach

CHR has a long tradition of leading or participating in activities that engage, educate, and enrich residents living in or around their properties.



SolBe Learning provides an inventive, adaptable environment.



Horticulture interns learn skills that prepare them for a rewarding career.





Community spirit was on full display at Norwood Day. Taylor Sudalter (center) joined Norwest Woods' Maintenance Services Manager Larry Goodwin (left) and Property Manager John Cullen to welcome attendees at CHR's booth.





Regency Plaza Property Manager Carol Camiel-Turner tapped into her Spider-Man skills to great effect.

- Inspiring Little Learners CHR has partnered with SolBe Learning to offer scholarships for infant, toddler and preschool-aged children at Hancock Village to attend SolBe on a fullor part-time basis.
- Cultivating the Next Generation of Green
  Thumbs For the past two years, the
  Horticulture department has sponsored an
  internship program. This hands-on experience
  exposes aspiring horticulturists to landscaping
  principles and best practices.
- Family Fun and Something for Everyone Norwood Day, an annual celebration of community that attracts roughly 16,000 people in September, featured over 200 different tables comprised of various local businesses and organizations, including CHR who is a long-time sponsor. The entertainment included amusement rides, gaming trucks, a water gun trailer, rock wall, stage, and racing trailer!
- Going Over the Edge for a Good Cause –
  For the third year in a row, Regency Plaza
  sponsored Providence Community library in their
  fundraising event, Over the Edge. The event,
  which had 30 brave participants scaling down
  the side of one of Regency Plaza's 12 story
  high rise buildings, raised over \$40,000.
- Promoting Equal Access to Employment
   Opportunities in Boston The Urban League
   Career Fair helped job seekers to connect with recruiters and network their way to a brighter future. CHR participated in this virtual event.





# Company Leadership



Carl Andersen
Executive Leadership Team and
Strategic Operations Committee



Alex Clymer Senior Leadership Team



**Donna Coccia** Senior Leadership Team



Lisa Collentro Executive Leadership Team



**Tim Dolan** Senior Leadership Team



**Tom Dooley** Senior Leadership Team



Kelly Fichtner Senior Leadership Team



Melissa Hartman Senior Leadership Team and Strategic Operations Committee



Kaitlyn Hesse Senior Leadership Team



**Tom Higgins** Senior Leadership Team



Paul LaVoie Senior Leadership Team



Mark Lawrence Senior Leadership Team



Marc Levin
Executive Leadership Team



**Gina Madaio** Senior Leadership Team



George McHugh Executive Leadership Team



Cathie Morat Senior Leadership Team



Jen Murphy
Executive Leadership Team and
Strategic Operations Committee



Heather Perry Senior Leadership Team and Strategic Operations Committee



Peter Poras Executive Leadership Team



**Dave Risko**Executive Leadership Team and Strategic Operations Committee



**Steve Robotnick** Senior Leadership Team



Chris Rodgers
Executive Leadership Team



Sam Smart Senior Leadership Team



Jaimie Wallace Senior Leadership Team and Strategic Operations Committee



Phil Washko Senior Leadership Team



# CHR at-a-Glance

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



### YEAR FOUNDED

1969

### **MISSION**

Managing People's Homes with Pride

### **CUSTOMER SERVICE PHILOSOPHY**

Committed to Excellence

### **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**

205

### AVERAGE EMPLOYEE TENURE

8 years

### **PROPERTIES**

31

### 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



# CHR at-a-Glance continued

### AWARDS AND ACCOLADES 2020 - 2021

Chestnut Hill Realty's industry peers, professional organizations and other entities in the business community have recognized the achievements of the Company and its professionals with numerous awards.

### 2021

•	Massachusetts Apartment Association (MAA) Industry Excellence Award	George McHugh
20	020	

- Metro Housing Boston Housing Champion Award...... Ed Zuker
- Boston Real Estate Times Lifetime Achievement Award..... Ed Zuker
- Massachusetts Apartment Association (MAA) Apartment Manager of the Year . . . . . Mike McHugh
- Massachusetts Apartment Association (MAA) Community of Excellence . . . . . . . . . . Hancock Estates

### PROFESSIONAL AFFILIATIONS

CHR maintains constructive, collaborative and supportive relationships with many professional industry groups. Our management team and professionals also hold designations and accreditations from the following associations, boards, and committees.















Builders and Remodelers Association of Greater Boston

Building Owners and Managers Institute

Corporate Housing Providers Association (CHPA)

Greater Boston Real Estate Board (GBREB)

Housing Forward-MA

Institute of Real Estate Management

International Society of Arboriculture

Massachusetts Apartment Association (MAA)

Massachusetts Association of Landscape Professionals

Massachusetts Housing Coalition (MHC)

National Apartment Association (NAA)

National Association of Landscape Professionals (NALP)

Northeast Human Resources Association

Professional Grounds Management Society (PGMS)

Real Estate Finance Association (affiliated with GBREB)

Rhode Island Hospitality Association

Society for Human Resources Management (SHRM)

Society of Real Property Administrators

World at Work



# 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 Home Communities



**Fenway Diamond** 



1443 Beacon



**Hampton Court** 







Selkirk Place



**Brattle Arms** 



**Auburn Harris Courtyard** 

**Chauncy Court** 



Langdon Square



Hancock Village



Ridgecrest Village



Waterfall Hills



Water View Terrace & Village



**Hancock Estates** 



**Norwest Woods** 



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

### NORWOOD

- Norwest Woods
- Norwood Gardens

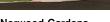
### **PLAINVILLE**

Village Green

### **Rhode Island**

### **PROVIDENCE**

Regency Plaza



**Norwood Gardens** 



### **About This Report**

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

### **CHR Cares Committee**

- Kelly Blanfort ~ Property Management
- Alexandra Clymer ~ Construction/Development
- Kelly Coughlin ~ Property Management
- 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.

CHRCares@rentchr.com