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New England Real Estate Journal

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Chestnut Hill Realty

1969 - 2019

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**Congratulations**



On behalf of everyone at  
Bernkopf Goodman,  
congratulations to  
**Chestnut Hill Realty**  
on 50 years of excellence,  
service, and providing great  
places to live.

## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Letter from Ed Zuker, founder & CEO

I'm excited to be celebrating Chestnut Hill Realty's 50<sup>th</sup> anniversary — a true milestone. It's hard to believe that the years have gone by so fast. This is a special time for me and my family to reflect on the Company's beginnings, how it has changed with the times, yet always remained faithful to its core principles, vision and mission.

CHR's portfolio has grown to more than 32 properties comprising 5,000 apartment units, with a value of more than \$1.5 billion. But numbers and statistics are not the only measures of our success; providing places where people are proud to call their homes gives me the most gratification.

Every day, a team of dedicated property managers, leasing professionals, maintenance services technicians, and landscape technicians are working hard to make our vision, "Managing People's Homes with Pride," a reality for our more than 10,000 residents.

Three hundred sixty five days of the year, including holidays, weekends, and sometimes long after normal business hours, they respond to our residents' requests and provide information and conscientious, timely service. I truly believe that the foundation of CHR's success comes from respecting our residents and maintaining our properties to the highest standards.

Another cornerstone of CHR's success is our long-term perspective with regard to operations and ownership. We purchase properties, invest in keeping them up to date with desirable fit, finishes, infrastructure and amenities. We recruit, train and mentor our multidisciplinary teams of professionals so they have the knowledge and resources they need to meet the demands of owning and managing multifamily properties.

I'd like to take this opportunity to thank and acknowledge all the people who have contributed to CHR's success over the years, starting with our residents who have selected our communities and entrusted us with maintaining their homes. It is our honor and privilege to serve them.

I want to thank CHR's more than 200 employees, including our talented senior management team, for their significant contributions over the last five decades. Their teamwork, can-do attitude and creativity have established a strong framework to keep CHR moving in the right direction in 2019 and for many years to come.

I wish to express my gratitude to the numerous caring and professional tradespeople and service representatives — plumbers, electricians, cleaners, painters,

landscapers, carpenters, HVAC technicians - who have contributed their time and expertise to maintaining our properties.

Thank you to the towns and neighborhoods where our properties are located. We will always try to be good corporate citizens and to contribute and make a positive impact on the well-being of the community.

I want to thank all the companies and individuals doing business with CHR, including our lenders and investors, past and present, who have supported and believed in our Company. We could not have succeeded without you.

Finally, I need to thank my family and mentors for sharing their ideas, providing their unwavering support, and, sometimes, just being there as a sounding board. It's been a great ride, and I look forward to continuing this journey with you all.

Now, let's get going on the next 50!



Ed Zuker



Chestnut Hill Realty's employees



CHR makes donation to the Plainville Public Schools



Chestnut Hill Realty's corporate headquarters

"Congratulations to Chestnut Hill Realty on 50 Years of success."

*-Eric Gashin and the entire Walter & Shuffain team.*



## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# CHR: 50 Years and Going Strong



Ed Zuker

Upon returning to Brookline from college in 1969, a 21-year-old recent University of Miami graduate, Edward Zuker, began managing apartments for his father. From an early age, his father told him that to succeed you must be willing to take chances. Heeding this advice, Ed soon opened his own apartment rental office, which he called Chestnut Hill Realty.

50 years later, Chestnut Hill Realty owns and manages 32 apartment communities comprising 5,000 units throughout Greater Boston and Rhode Island, and employs 220 people.

### A Family Business

"When I got started in business, I had an added advantage because both sides of my family had been involved in real estate," said Zuker. "This provided me with a great foundation as well as ready access to lenders and vendors."

"Real estate is in our family's DNA and has always been a part of the fabric of our lives," Zuker said. "When I was a boy, a Sunday drive to get an ice cream cone with my parents usually involved a stop at a building they were interested in purchasing or just wanted to check out."

In 1969, Zuker became the fifth generation of his family involved in real estate when he founded Chestnut Hill Realty. Over the ensuing years, the Company

evolved from being a management office for rental apartments owned by Zuker's father to an owner/operator of apartments when he began acquiring small six- and 12-unit buildings in Brookline, Mass.

Chestnut Hill Realty's earliest real estate acquisitions followed the oil embargo of the early 1970s, during which the prime rate sky-rocketed along with oil prices, forcing many in the industry into foreclosure because of high capital and operating costs. This was the Company's first experience with a depressed real estate market.

"Our approach to the challenges of the market was straightforward," Zuker said. "When meeting with a lender, I made the case that our buildings were well-maintained and fully occupied, and we were up to date with our bills. After confirming this, the loan officer called me and asked me how many more buildings I'd like to manage."

### Stand by your word

Lenders increasingly trusted Zuker and his business acumen, making it possible for him to start building his portfolio. The principles that guided Zuker in the early years of his business and formed his decisions have endured: treat everyone with respect, negotiate deals so there are no losers, and, most importantly, stand by your word.

"This practice is equally important today, where CHR's growth is supported by the strong relationships that have been established with its lenders" said Peter Poras, President, Investment Division. "Lenders are continuously impressed that CHR consistently improves its portfolio by reinvesting in capital improvements. The proof of this is that Freddie Mac considers CHR a 'select sponsor,' a distinction that it only bestows on its best customers. Having this kind of relationship, along with numerous other connections with commercial banks, provides the necessary capital to support CHR's acquisition and capital improvement programs. They recognize that CHR is



Peter Poras

in an excellent financial position with the internal infrastructure to support increased growth." Poras emphasizes that "we are highly selective about our acquisition investments, searching for

their jobs with greater enthusiasm, keeping the property cleaner than before. Zuker came to understand and appreciate that these apartments were people's homes and it was CHR's responsibility to take care of them. "That's when I learned that whether the property is rent controlled, market rate or luxury, your landscaping sets the tone for everyone," said Zuker. To this day, CHR's mission is "Managing People's Homes with Pride."

Zuker built Chestnut Hill Realty by listening to advice from his family and mentors over the years and by maintaining an optimistic vision through several real estate downturns.

In the 1980s, CHR continued to expand its portfolio with purchases of properties in West Roxbury (Ridgecrest Terrace), Norwood (Norwood Gardens) as well as in Providence and Portsmouth, Rhode Island (Regency Plaza, Bay View



Ridgecrest Terrace - Norwood, MA

opportunities in our market area where volume and proximity will support cost savings."

### Lessons learned in the 1970s

In the mid 1970s, Chestnut Hill Realty grew to manage 1,000 units. During this time, an elderly moneylender who later became Zuker's "surrogate grandfather" requested landscaping for a rent-controlled property that he financed for Chestnut Hill Realty. Zuker, unsure of where he would find the funds to do landscaping on a property that charged rents of only \$250 per month, wasn't convinced this would be a good investment, but proceeded nevertheless.

When the landscaping work was completed, Zuker was amazed as rents came in early, accompanied with notes saying what a pleasure it was to live in the community. Residents took pride in the property, picking up debris that they used to complain about. Property managers and janitors also approached

Estates). The Company also acquired properties in Chestnut Hill (Hancock Village Apartments and Shopping Plaza) and Cambridge (Chauncy Court).

The late 1980s and early 1990s ushered in another period of tough times for the real estate industry. CHR, along with numerous other real estate companies, were struggling to survive when Zuker did the unexpected: he turned outward and began to focus on helping others, often in communities where CHR owned and managed housing. The experience of contributing both time and money to numerous charitable foundations and causes was gratifying, and over time CHR recovered its equilibrium and began to grow and thrive again. This tradition of giving continues to the present day with CHR making regular contributions and encouraging employees to do the same.

It is widely known that real estate is a cyclical industry. Over the decades



St. Paul Gardens - 1970s

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## CHR: 50 Years and Going Strong

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CHR has amassed enough experience and institutional knowledge to not only survive but thrive through every subsequent downturn, including the commercial real estate crash of the '90s, the Dot-com bust in 2001, and the Great Recession of 2008-2010.

Caring for its apartment communities and providing quality customer service, including 24/7 maintenance, are top priorities for the Company. "Our buildings are often confused for condos because of how they look and how well they are maintained," remarked Zuker. "The CHR way is to continue to reinvest and add value to our properties."



Regency Plaza - Providence, RI



Chauncy Court - Cambridge, MA



The company is similarly committed to its 220 employees, (more than half of who have worked for CHR for more than five years, and 35 percent have worked at the company for more than 10 years). "We take care of our employees and they, in turn, look after our residents," Zuker added.

### Solid Foundation

After five decades of operation, Chestnut Hill Realty is prepared to take on emerging market opportunities and new challenges with strong fundamentals that include a seasoned and dedicated leadership team, a cycle-tested business acumen, a balanced and profitable property portfolio and a well-trained and motivated staff. CHR has a solid foundation for future growth and continued success.

### CHR 50<sup>th</sup> Anniversary

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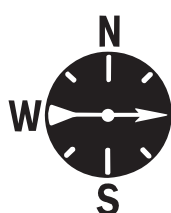
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# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

Property

*Locations*



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Visit us online at  
[www.CHR-Apartments.com](http://www.CHR-Apartments.com)  
for more detailed information about  
all of Chestnut Hill Realty's properties.

## Chestnut Hill • Brookline • Boston

### Hancock Village

Leasing Office: (617) 469-3500  
298 Independence Drive, Chestnut Hill



These upscale one, two and three bedroom townhomes feature private entrances and patios with courtyard views.

### Hancock Estates at Chestnut Hill

Leasing Office: (617) 969-3515  
200 Estate Drive, Chestnut Hill



Boasting high quality interiors and amenities, the brand new luxury residences at Hancock Estates are located in one of the finest neighborhoods in Newton.

## Boston

### Fenway Diamond

Leasing Office: (617) 975-2880  
9 Miner Street, Boston



The newly built luxury apartments at Fenway Diamond in the heart of Kenmore Square are at the epicenter of dining, nightlife and culture in Boston.

## Brookline • Brighton

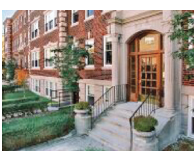
### Brookline & Brighton Properties

Leasing Office: (617) 734-7300  
1223 Beacon Street, Brookline



**Brookline Properties**

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



**Brighton Properties**

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

## Brookline

### Longwood Towers

Leasing Office: (617) 975-2880  
20 Chapel Street, Brookline



Longwood Towers, combining classic architecture and luxury living, is located in one of Brookline's most desirable neighborhoods.

### 1443 Beacon

Leasing Office: (617) 566-1443  
1443 Beacon Street, Brookline



The spacious luxury residences at 1443 Beacon offer the ultimate in sophisticated living. Enjoy easy access to the best of Brookline.

## Cambridge

### Cambridge Properties

Leasing Office: (617) 876-8600  
One Langdon Street, Cambridge (at Mass Ave)



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

## Canton

### Waterfall Hills at Canton

Leasing Office: (781) 821-8028  
55 Waterfall Drive, Canton



Situated on 20 park-like acres adjacent to Bolivar Pond, Waterfall Hills offers spacious one and two bedroom apartments.

## Framingham

### Water View Apartments at Framingham

#### The Terrace

Leasing Office: (508) 872-8854  
1400 Worcester Road, Framingham

#### The Village

Leasing Office: (508) 872-8851  
1296 Worcester Road, Framingham



Water View Apartments, conveniently located on Route 9, makes commutes to Boston, Worcester and other locations easy and stress free.

## Norwood

### Norwest Woods

Leasing Office: (781) 762-1111  
One Norwest Drive, Norwood



These spacious one, two and three bedroom townhouse and single-level apartments are nestled in a quiet residential neighborhood.

### Norwood Gardens

Leasing Office: (781) 762-8880  
105 Hampden Drive, Norwood



Norwood Gardens features spacious single-level one, two and three bedroom floorplans, woodland views, a swimming pool, fitness center and tennis court.

## Plainville

### Village Green

Leasing Office: (508) 643-0700  
71 Messenger Street, Plainville



Village Green, located on 23 acres of beautiful grounds, features a wide variety of studio, one and two bedroom floorplans.

## West Roxbury

### Ridgecrest Village

Leasing Office: (617) 469-3505  
5120 Washington Street, West Roxbury



Ridgecrest Village, located near the Dedham Line, offers studio, one and two bedroom units just minutes from downtown Boston.

## R H O D E I S L A N D

## Providence

### Regency Plaza

Leasing Office: (401) 861-0400  
One Regency Plaza, Providence



Regency Plaza is located in the heart of downtown Providence. Luxury studio, one, two and three bedroom floorplans are featured.

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## A Winning Philosophy

*"I truly believe that the foundation of CHR's success comes from respecting our residents and maintaining our properties to the highest standards. We manage people's homes with pride and everyone prospers."*  
**Ed Zuker, Founder and CEO**

Chestnut Hill Realty has a strong and enduring set of core values that not only inform how it does business, but also function as a code of conduct within the organization. These values - first-class service, excellence, teamwork, integrity and caring - are the driving force of the special relationship the Company has with its residents, its employees, its apartment communities, and the neighborhoods where these communities are located.

### Respect for Residents

Chestnut Hill Realty understands that the place where you live and call home is at the center of your life. Good living is the basis for many of the decisions regarding reinvestments in apartment renovations, amenity upgrades, and all the services CHR provides. Customer satisfaction is the number one priority and this is achieved through active, and often proactive, outreach by the onsite property management and maintenance services teams. Representative of this commitment is CHR's 24-hour maintenance guarantee, which assures that repair emergencies are addressed immediately and routine repair requests are responded to within 24 hours.

### Teamwork

Chestnut Hill Realty's senior management and leadership teams have a depth of experience, expertise and longevity that is increasingly rare in today's business environment. All have been with the Company for 25 years or more. To encourage long-term tenure, CHR trains, mentors and educates its staff, promoting from within whenever possible. The Company believes that employee longevity ensures a cross-functional and cross-departmental spirit of cooperation, synergy and institutional memory.

The continuing contributions of an experienced, dedicated and knowledgeable team of managers and



The CHR executive team: 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 present: Carl Andersen, Richard Lappin, John Shevlin, Bobby Zuker.

professionals at CHR are at the forefront of identifying new and better ways for the Company to do business, serve residents, and provide personal and professional growth opportunities to its employees. In 2019, as in previous years, there are several noteworthy

and exciting initiatives underway, including customer service, eLearning and a mentorship program.

### Pride in Properties and Neighborhoods

Apartments are a commodity that can be provided by anyone. The difference, as CHR sees it, is to also provide a place where people want to make their home. To achieve this, the Company continually reinvests in the apartment interiors and brings award-winning landscaping to all its properties. When a resident returns home after a day of work or travel, and when friends or relatives come to visit, being greeted by well-maintained buildings, lush landscaping and seasonal flowers can help to create a feeling of pride of place.

CHR's investments in horticulture extend to the neighborhoods surrounding its properties. The Company donates labor and materials to maintain several public spaces and parkways. In addition, the company actively supports many charitable and civic organizations that contribute to the enjoyment of residents of its properties and the community at large.

### Long-Term Perspective

Every day, CHR earns its reputation for quality and stability by applying a long-term perspective to all aspects of its business, focusing on operational excellence, exceptional customer service and high-value investing.

### Operational Excellence

Chestnut Hill Realty is built from the ground up to



Norwood Gardens clubhouse and pool - Norwood, MA





## 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.



## 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.

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## A Winning Philosophy

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master every detail of owning and managing real estate. CHR has developed a synergistic infrastructure that includes specialized departments dedicated to each management function, including property management, leasing, marketing, construction, information technology and horticultural management. Every department is led by a seasoned manager who collaborates with their peers, thus creating a spirit of cooperation and a collegial, open-door working environment. The result is cost savings, efficiency, profitability and highly satisfied residents.

### Exceptional Customer Service

As it is stated in the Company's mission, Managing People's Homes with Pride, CHR values its residents by understanding that their apartments are their homes. Taking good care of residents and meeting their needs results in long-term satisfied customers, better maintained properties and lower turnover.

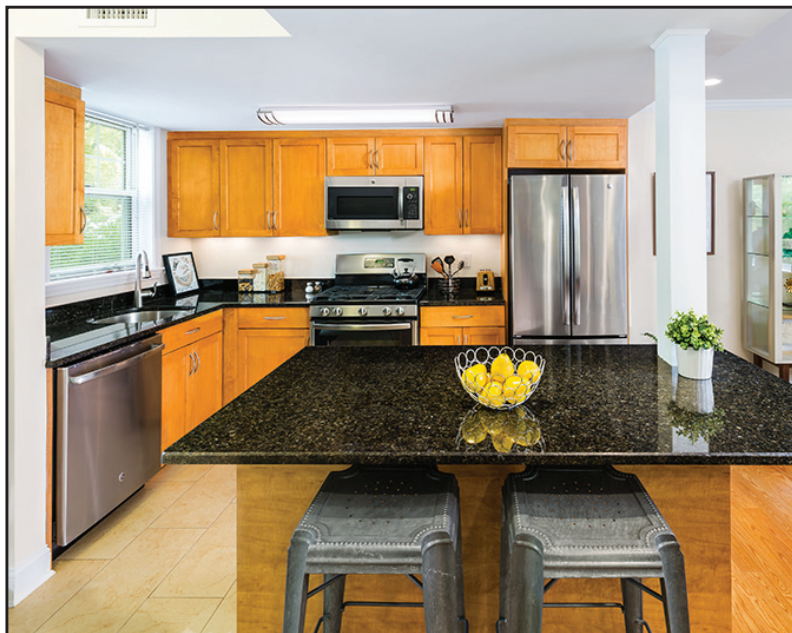
The resident experience is paramount, and CHR has also focused on making the leasing process and the transition to resident status as seamless as possible. Resident Services Professionals are committed to delivering exceptional customer service and remain a constant point of contact and communication for



Waterfall Hills - Canton, MA



Hancock Village kitchen (before renovation)



Hancock Village kitchen (after renovation)

prospective residents throughout the leasing process, and continue this relationship once the leases are signed. Residents' issues are courteously and promptly addressed, and often times requires the staff to work late to ensure that their apartment homes meet or exceed expectations, and sometimes just offering to lend a hand by carrying in shopping bags or boxes.

Chestnut Hill Realty provides a superior level of customer service. All of the apartment homes are well maintained and equipped. The grounds feature beau-

tiful landscaping and a wide range of amenities from swimming pools, fitness trails and business centers. Customer service response is available 24 hours a day, seven days a week.

Residents have access to a secure, passcode protected app, Rent Café, to help enhance the enjoyment of their apartment home and neighborhood. They can use Rent Cafe to submit and track maintenance requests, pay rent, view account balances and renew their lease.

### High-Value Investing

Over the years, CHR has remained true to its business acumen by investing for the long term. Chestnut Hill Realty's portfolio strategy is focused on value. CHR looks for smart values, buying underutilized properties in attractive, high-demand locations, then strategically reinvesting in these assets and controlling expenses to bring them to their highest and best use.

With strategic exceptions, CHR tends to build rather than buy, because high demand

and convenient locations within the Company's footprint are better opportunities for cost-effective new construction. Chestnut Hill Realty "polishes the apple" by remodeling and repositioning its properties. CHR updates the buildings' infrastructure and unit interiors, improves the landscaping to reflect pride of ownership and adds amenities such as clubhouses, exercise rooms and Wi-Fi cafes – all of which help the company compete for quality residents.

### Technology Excellence

Chestnut Hill Realty is a leader in the real estate industry in its use of technology. CHR's new state-of-the-art website offers prospective residents real-time availability of specific apartments, the ability to view videos and photos of the properties, neighborhoods and floor plans, and even rent an apartment without going to a leasing office.

The firm invests in leading-edge technology, including the latest versions of property and asset management software to manage many aspects of day-to-day operations, online project management and collaboration. The result is increased revenues, improved efficiencies and greater accountability.



Alvaro Ramirez, service technician



McKinley Fichtner, resident services professional

*Congratulations  
on  
50 years  
in business  
from your friends  
at...*

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## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Building Communities



George McHugh

### Immersive Community Experience

"Simply providing a safe, secure and clean place to live is no longer enough for today's apartment residents," said George McHugh, President of Property Management. "What people now are looking for is an immersive community experience with extensive on-site amenities and services without the responsi-

bilities and time commitments of home ownership. CHR is committed to not only providing our residents beautiful apartment homes in which to live, but also to enhance their enjoyment of the community experience," McHugh said.

Many of the apartment properties owned and managed by CHR include amenities such as community rooms, swimming pools and tennis courts. "Now we're going beyond that and expanding opportunities for community interaction," McHugh added.

### A Focus on the Customer

In a highly competitive real estate market, a customer-oriented approach can help to differentiate a company from its competitors. CHR seeks to extend the longevity of its customer relationships by offering a menu of services and lifestyle-oriented amenities that meet

their evolving housing needs. From short-term furnished apartments to long-term unfurnished apartments, CHR can assist young professionals looking for their first apartment to retirees who are downsizing to smaller quarters or choosing a luxury apartment community

for their retirement.

"CHR sponsors many community-building activities and events that bring residents together," said David Risko, Vice President of Property Management. "This goes along with the goal of building community at our sites. The

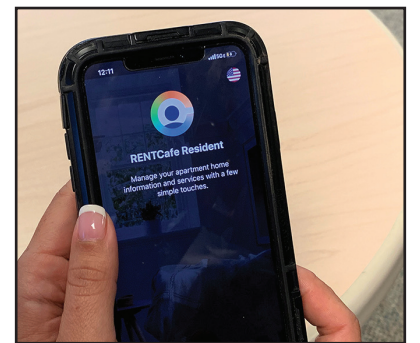
fact that CHR sponsors numerous resident events over the course of the year provides a number of opportunities for residents to interact with both the staff and their neighbors. The events are always fun and many come with a charitable component allowing the properties and its residents to give back in some way."

The Company's onsite property staff maintains regular and timely commu-



Hancock Estates' Home Office Center

nication with residents through a series of channels. There is an emphasis on quality and timely customer service. Apartment residents, for example, have 24x7 access to a comprehensive online resident portal Rent Café, which allows them to process rent payments and maintenance requests. Each property has its own Facebook page, which provides community information, lifestyle-related posts on topics ranging from decorating their homes to events happening in the neighborhood, and a channel to connect with other residents.



Rent Café phone app

CHR is building a series of resident services and lifestyle centers at select properties, with a focus on creating amenities that offer flexible spaces that transition seamlessly from business to leisure pursuits, and encourage community interaction. These centers offer entertainment suites with multimedia capabilities, resident lounges, complimentary gourmet coffee, fitness centers and swimming pools. For those residents that work from home, CHR has designed Home Office Centers, which provide attractive, state-of-the-art workspaces.

# Congratulations to Chestnut Hill Realty

on

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## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Building Communities

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Ed Zuker is especially pleased to introduce the Home Office Center to the Company's mix of amenities. "People want and need flexibility with regard to where they work," he said. "The workplace is no longer exclusive to a building where a company is based. Today's workplace is anywhere you can find a Wi-Fi signal, comfortable seating, and a little quiet space. We're excited to be able to provide attractive, state-of-the-art spaces where residents can work independently, or even invite their colleagues for meetings."

The Company's efforts to create or improve the resident experience at all of its 32 apartment rental properties are ongoing. David Risko added, "People often ask if we're done enhancing our rental communities, if we've completed everything we've set out to do. The answer to that is an emphatic 'no.' The CHR way is to continually invest in our properties and keep them up to date while making them as livable as possible. We look forward to maintaining the highest levels of customer service and opportunities for further enhancements in the future."

"Our jobs are to provide people with homes," commented Risko, "a place where they can feel comfortable and at ease at the end of their day. The goal of building community within our sites is an extension of that theme. Besides being generally the right thing to do, the building of community from a business standpoint helps to foster greater resident retention and ultimately lower turnover costs. Residents will develop a greater pride in their community and neighbors and may have no interest in leaving."

### Be Our Guest

Also in the spirit of creating communities, CHR has launched a program called "Be Our Guest" to invite and encourage community organizations to use its amenity spaces at no charge.

The 'Be Our Guest' program provides local businesses and non-profit organizations com-



Dave Risko

plementary use of Chestnut Hill Realty's amenity spaces for meetings, mixers, or events. The locations include Brookline, Chestnut Hill, Norwood, Framingham, and Plainville. The Be Our Guest spaces include conference rooms, swimming pools, movie theatres, ball fields, tennis

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Longwood Towers - Brookline, MA

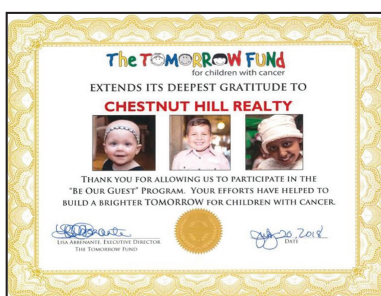
*"The relationship between myself and CHR has been extraordinary over the past 30 years.*

*The professionalism of all has been wonderful besides the friendships developed.*

*Congrats to all!"*

*Ron Zaiger, Willis Towers Watson*

**Willis Towers Watson**



Be Our Guest event - The Tomorrow Fund

## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Building Communities

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and basketball courts, catering kitchens, activity rooms and lounges.

Three notable examples of these enhanced communities are Regency Plaza, a landmark Providence, R.I. apartment community, Water View Village Apartments in Framingham, MA and Village Green Apartments in Plainville, MA.

### Regency Plaza

A five-year improvement project at the Regency Plaza in Providence, R.I., was geared toward attracting a growing segment of apartment residents who are seeking more lifestyle choices by moving to more urban areas and selecting apartment communities that offer a broad array of on-site amenities.

Residents at the Regency Plaza property now enjoy a plush, newly designed lounge, fitness center, movie theater, catering kitchen, state-of-the-art conference rooms and an Internet cafe to accompany the existing swimming pool, hot tub, tennis court, putting green and grilling area. The interiors follow the owners' mandate: subtle, elegant, timeless furnishings and finishes that instill a sense of comfort and pride for the residents.

Also added was the newest style apartment home, the Arlington, which features an open concept kitchen with breakfast bar, choice of custom cherry wood or neutral painted kitchen cabinets, hardwood floors, granite countertops, upgraded stainless steel appliances, an in-unit washer/dryer and generously sized closets.

"A growing number of apartment residents are seeking to greatly augment their lifestyle and activity choices by choosing apartment communities that offer a wide variety of on-site conveniences," said George McHugh. "Their home is not just within the four walls of their units; it is the community space that they live in. For this group, less time spent commuting and more time doing equates to a higher quality of life."

### Water View Village

In 2016, CHR celebrated the completion of a new 8,950 square foot resident services and lifestyle center at Water View Village apartments in Framingham, MA. The lifestyle center is part of a multimillion-dollar property improvement program.

Since acquiring the 281-unit Water View Village apartment complex (originally known as Edgewater) in 2012, CHR has focused on improving the resident experience at the community by upgrading its infrastructure and amenities. These investments include renovating apartments and hallways and building and/or redesigning desirable amenities including a new resident services and lifestyle center.

The new resident services and lifestyle center includes a community room, movie theatre, activity room, fitness center, and an innovative home office center that are designed to extend the living area of Water View Village residents, promote more interaction and opportunities for social activities, and enhance their enjoyment of Water View Village.

"It's gratifying to see our vision for Water View Village come to fruition," said Ed Zuker. "The investments we've made to improve the property and build a community our residents can be proud to be part of have been well worth it. Not only can you see the positive changes, but also you can feel a renewed vitality at Water View Village. And, we're not done yet. We want to be known as one of the finest apartment home communities in Framingham."

### Village Green

In 2016, Chestnut Hill Realty completed the construction of a new 9,075 square foot resident services and lifestyle center at Village Green Apartments in Plainville, MA. The center represented the final phase of a \$13 million property improvement program launched in 2009.

Since acquiring the 400-unit Village Green apartment complex in 2007, CHR has focused on enhancing the image and appearance of the community and



Hancock Village resident event



Hancock Village resident event

upgrading its infrastructure and amenities. These investments include new landscaping and hardscaping to create a more welcoming entrance and park-like feeling to the property, resurfacing and painting building exteriors, renovating apartment units and hallways, and building and/or redesigning desirable amenities including a new resort-style pool and sundeck, tennis court, basket-

ball court, and a resident services and lifestyle center, which includes a Wi-Fi lounge, movie theatre, activity/function room, conference room, fitness center and an innovative Home Office Center, all of which are designed to extend the living area of Village Green residents, promote more interaction and opportunities for social activities, and enhance their enjoyment of Village Green.



Village Green Apartments clubhouse (before renovation)



Village Green Apartments clubhouse (after renovation)

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## CHR Awards & Recognition



"Chestnut Hill Realty's industry peers, professional organizations and other entities in the business community have recognized our company and professionals with numerous awards on a regional and national level," said David Risko, Vice President of Property Management. "Everyone at CHR is proud that as a local mid-sized company we have received both state and national recognition for our properties and staff members, often times being selected over much larger industry players."

Risko believes there is great significance in being the recipient of these accolades for a number of reasons, which include personal recognition and individual achievement.

"Having others take notice of your hard work, dedication and performance is a tremendous validation. It sends the message that not only does CHR value their contributions and successes, but that the leaders in the industry believe that they stand out amongst their peers and should be recognized for their accomplishments."

CHR invests in the professional development of its employees through CHR University, an internal training program, industry certificate programs to earn professional designations, and other skills enhancement and devel-

opment courses. All leasing staff members are required to earn their National Apartment Leasing Professional (NALP) credential and to date, four have received the National Apartment Association's Paragon Award. The Rental Housing Association, based in Boston, has also honored seven members of CHR's leasing staff with On-site Leasing Professional of the Year awards.

"Being the recipient of prestigious honors and recognition provide further validation of the quality of our internal CHR training programs and the significant investments we make in each individual's professional success," said Risko. Further emphasis is on growing talent from within the organization and preparing them for greater responsibilities at the company. There is significant time and energy devoted to training individuals at every stage of their careers to help them realize their potential, enrich their teams and/or departments, and contribute to CHR.

"There have been a number of occasions where CHR has not only been a repeat recipient of an award in consecutive years, but also a "three-peat" recipient," said Risko. "I'd like to think that we are well on our way to building a dynasty of achievement, one that will solidify our reputation for excellence in the industry for many years to come."

### AWARDS AND RECOGNITION



#### National Apartment Association

Certified Maintenance Technician of the Year:  
2018, 2017, 2016, 2008

#### Rhode Island Hospitality Association

Employee of the Year – Allied Division:  
2018, 2017, 2016, 2015, 2014, 2013, 2012

#### Rental Housing Association

Community of Excellence:  
2017, 2016, 2014, 2009

Leasing Professional of the Year:  
2017, 2016, 2013, 2012, 2011, 2009

Maintenance Manager of the Year:  
2016, 2014, 2012, 2003

Maintenance Technician of the Year:  
2018, 2015, 2014, 2013, 2012, 2010, 2009, 2007



#### National Association of Landscape Professionals

Landscape Award of Excellence: 2016

#### IREM Boston Chapter

Landscape Award: 2016

#### Professional Grounds Management Society

Award: 2012



#### Builders and Remodelers Association of Boston

PRISM Awards: 2018

#### Hancock Estates at Chestnut Hill


Best Rental Community  
Best Direct Mail Campaign  
Best Design for Outdoor Living  
Best Landscaping Design  
Best Interior Model in a Rental Community



**Woodstock**


- Baby boomers entering the workforce

1969



- Hyperinflation during oil embargo
- Rent Control 1970

1970's



- Interest rates peak
- Prime tops 21%
- US Treasury bonds at 15%

1980's



- Commercial real estate crash
- Bank failures
- Credit squeeze

1990's

1969 1970's 1980's 1990's



MILESTONE

Ed Zuker founds CHR



- Ed Zuker in 1969 graduates from University of Miami
- Ed gets RE brokers license
- Ed manages property owned by Alan Zuker (father)



CHR Acquisitions

**Cambridge:**  
John Harvard and Wendell Terrace

**Brookline:**  
Auburn Harris, Hampton Court and St. Paul Gardens



John Harvard ..... 1976



Hampton Court ..... 1977

**W. Roxbury:**  
Ridgecrest Terrace

**Norwood:** Norwood Gardens

**Chestnut Hill:**  
Hancock Village apartments and shopping center

**Cambridge:** Chauncy Court

**Providence:** Regency Plaza

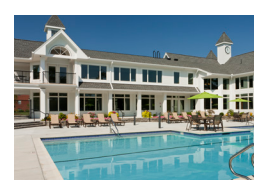
**Portsmouth:**  
Bay View Estates

**Worcester:** Bancroft

**South Concord, NH:**  
South Concord Meadows



Ridgecrest Terrace .. 1981



Norwood Gardens .. 1983



Hancock Village ..... 1986



Regency Plaza ..... 1986

**Norwood:**  
Norwest Woods



Norwest Woods ..... 1998

CHR Development/Capital Improvements



2,000 condo conversions

**Walpole:** Swan Pond condos

**Wareham:** British Landing condos

**Portsmouth:** Bay View townhomes

**Vermont:** Sugarbush

**Chestnut Hill:** Began total renovation of Hancock Village at Chestnut Hill shopping center



British Landing ..... 1985

**Chestnut Hill:** Completed renovation of Hancock Village shopping center



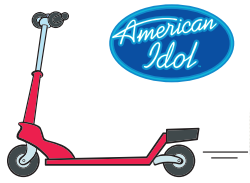
Hancock Village Shopping Center ..... 1986





THE NEW MILLENNIUM

- Dot Com bust
- The Great Recession
- Interest rates approached double digits for mortgages
- 9/11 terrorist attack
- Bank foreclosures



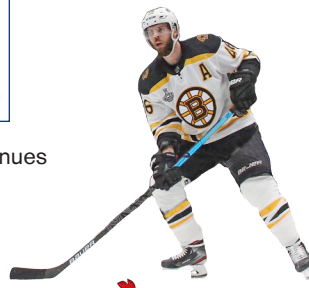
The curse is broken!

facebook



- Economy continues slow recovery

YOLO



CELEBRATING 50 YEARS



Chestnut Hill Realty

1969 - 2019



2019 – Chestnut Hill Realty grows to 220 employees!



2000's

2010's



Number of employees 175

Chestnut Hill Realty



MILESTONE

**Brighton:**  
Kilsyth Court,  
Kilsyth Manor,  
Kilsyth Hall,  
Selkirk Place  
and Newton Park  
(condos)



Selkirk Place ..... 2001



Ridgcrest Green ... 2003

**West Roxbury:**  
Ridgcrest Green

**Cambridge:**  
Brattle Arms



Brattle Arms ..... 2006



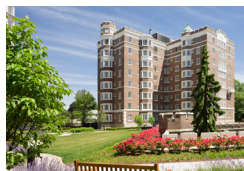
Village Green ..... 2007

**Plainville:**  
Village Green

**Canton:**  
Waterfall Hills



Waterfall Hills ..... 2007



Longwood Towers .. 2009

**Brookline:**  
Beacon Fairbanks  
Manor, Harvard Terrace,  
Longwood Towers  
(Alden)

**Cambridge:**  
Dupont portfolio  
around Harvard  
Square: Charles  
Chauncy



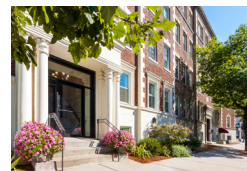
Water View Terrace . 2012

**Framingham:**  
Water View  
Village and Terrace

**Brookline:**  
1443 Beacon



Water View Village .. 2012

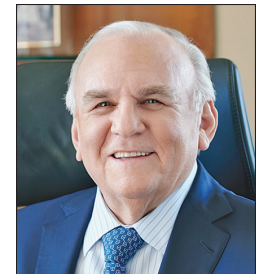


Charles Chauncy .... 2011



1443 Beacon ..... 2015

Celebrating 50 Years!



- 220 employees
- 5,000 apartment units
- Portfolio value over \$1.5 billion



**Brookline:** Longwood Towers renovation and repositioning

**Norwood:** Norwest Woods 48-unit building; 12-unit building and 8-unit building

**Chestnut Hill:** Designed and built corporate headquarters

MILESTONE



CHR builds headquarters at 300 Independence Drive, Chestnut Hill



125 Edgemere ..... 2012

**West Roxbury:** Ridgcrest 48-unit building (125 Edgemere) and 12-unit building (Mann St)

**Norwood:** Norwood Gardens - clubhouse, 12-unit building

**Plainville:** Village Green clubhouse

**Cambridge:** 1-3 Chauncy gut rehab and Langdon Square rehab

**Boston:** Fenway Diamond

**Chestnut Hill:** Hancock Estates



Norwood Gardens .. 2012



Fenway Diamond ... 2015



Hancock Estates .... 2017

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary



## CHRcares

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, the community, and the environment. Taken as a whole, this is the foundation of the Company's Corporate Social Responsibility program, CHR Cares. Following are some program highlights.

### ENVIRONMENTAL SUSTAINABILITY

#### Natural Resource Conservation



#### Conservation Program

CHR has reduced its footprint by over 60% since the 1970's and continues to seek further reductions.

- Water and sewer
- Gas
- Fossil fuel
- Oil
- Electric
- HVAC



#### 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
  - Factor in disease and pest resistant qualities
  - Less reliance on pesticides
- Composting of grass clippings and leaf mulching (all properties)

#### Emissions Controls

- Battery powered landscaping equipment (6 properties)
  - Less noise pollution and zero emissions
- 100% smoke-free living (23% of properties)
- Electric car charging stations (1 property)

#### Recycling



- Household waste
  - Recycling centers (2 properties)
  - Recycling collection (all properties)
- Office waste (100% companywide)
  - Paper recycling
  - Toner cartridge recycling
  - Electronics recycling
- Commercial waste
  - Cardboard recycling (Hancock Village Shopping Center)

#### Paperless Workflows (100% companywide)

- Lease applications
- Online rent payment
- Lease records

#### 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 move-in gifts



*“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,” said Ed Zuker. “These resources, be they people, places, or things, require thoughtful care and attention.”*

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## EMPLOYEE DEVELOPMENT AND WELL BEING

### Professional Development



#### CHR University

- LEAD (Leadership development program)
- Mentoring program
- Onboarding program for new employees
- WISE (Walk in Someone Else's Shoes Day)
  - Facilitate stronger collaboration by doing a coworker's job for one day



WISE (2018)



### Center for Maintenance Excellence



- CHR-owned and operated 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

#### Horticulture

- ISA Certified Arborist
- MA Certified Horticulturist
- MA Certified Landscape Professional

### Health and Well Being

- Wellness incentives and reimbursements
- Paid time off to volunteer
- Employee Assistance Program (EAP)
- Actively Coming Together (ACT)
  - Team building events for employees



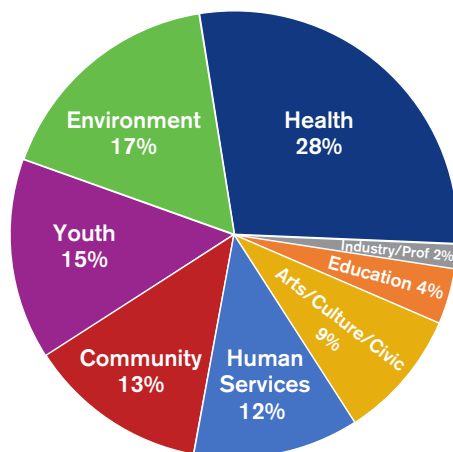
### Insurance and Financial Planning

- Medical
- Dental
- Vision care
- 401(k)
- Legal services
- Paid parental leave
- Student loan debt repayment
- Flexible spending account
- Short and long term disability

## PHILANTHROPY AND COMMUNITY SERVICE

### Corporate Philanthropy

Charitable Donations = \$593,902 (2018)



### Charity of the Month

- Toys for Tots
  - 650 toys (2018)
- Pine Street Inn
  - 365 bags of food (2018)
- The Jimmy Fund



### Horticulture Department

#### Hope in Bloom



- Create home gardens for cancer patients

### Property-Based Philanthropy

- Move For Hunger
  - 369 lbs of food = 308 meals (2018)

## RESIDENT OUTREACH

### Resident Events

#### Property-sponsored Resident Events



## COMMUNITY OUTREACH

### Be Our Guest

- Eight community organizations used facilities at Regency Plaza, Water View Terrace and Hancock Village (2018)



Coloring for a Cause

## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Development/Construction A Promising Trend



Marc Levin

Enhancing, building and supporting our communities are core to CHR's guiding principles. The Company will continue to enhance its existing communities by upgrading and renovating existing residential units, building new units and offering onsite property amenities. CHR will continue to selectively acquire new communities, based on their potential relationship with our portfolio and prevailing economic conditions.

"CHR's strategy is to continually improve the lifestyle of our residents and the appeal of our properties," said Marc Levin, President of Development and Construction. "We are constantly renovating and upgrading the living units on

these properties, and in many instances the Company builds new ground-up apartment buildings, as well as community amenities such as swimming pools and clubhouses."

"CHR's renovation and new construction projects share certain key characteristics," said Levin. "Both endeavors result in upgrading Chestnut Hill Realty's property portfolio to reflect

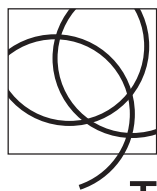


Norwest Woods 54-unit building

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*on*

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modern trends in housing. Both emphasize high levels of finishes and amenities. Both rely on creative designs that optimize use of space and functionality to maximize resident comfort and experience."

Levin said that some of CHR's new ground up projects have been developed on the campuses of existing apartment home communities in our portfolio. These include three newly constructed apartment buildings at Norwest Woods, three at Ridgecrest Village and one at Norwood Gardens. Other ground up projects created brand new modern, upscale apartment buildings on self-contained sites including Hancock Estates and Fenway Diamond.

Ground up projects also include the creation of community/amenity centers at Norwest Woods, Norwood Gardens and Village Green. "These investments serve to reposition older properties to compete with newly constructed apartments offered in the marketplace. Water View Village/Terrace and Hancock Village are excellent examples," said Levin.

This approach is taken to an even higher level at "Signature Collection" properties. The CHR "Signature" level of renovations is elevated with the finest finishes to meet the demand in more affluent markets. Amenity spaces are likewise upgraded.

### **Transforming Norwest Woods**

An example of enhancing an existing property is the extensive renovation of Norwest Woods in Norwood, MA. In 2012, Chestnut Hill Realty completed construc-

## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Development/Construction A Promising Trend

continued from page 18

tion of 54 one-bedroom apartment homes at Norwest Woods, capping a 12-year transformation of the apartment home community from a neglected cluster of apartment buildings to a community of choice now totaling 406 units.

The addition of the new one-bedroom apartments at the property continued CHR's vision for Norwest Woods of offering residents a wider selection of apartments and floor plans. Residents are now able to choose from one-, two- and three-bedroom apartment homes. The increased range of floor plans and improved facilities are attracting a broader demographic of residents, which has seen substantial increases in both resident satisfaction levels and profitability since the 21-acre property was acquired by CHR in 1999.

"Norwest Woods is another Chestnut Hill Realty success story," said Ed Zuker, who notes that the Company's patient, value-added strategy has paid off at the property. "Vacancy rates are down, the resident population, which includes working professionals, is more diverse and financially stable and the property is well positioned for many years to come."

### Luxury Living at Hancock Estates

Hancock Estates at Chestnut Hill, an award-winning 88-unit luxury community in Newton, MA, is a brand new upscale apartment community built from the ground up.

"We believe the trend is moving away from home ownership and toward renting to free up capital to invest in other ways," Zuker said, noting that the company offers extended lease terms at many of its properties. "Our residents range from young professionals to retiring Baby Boomers. We want to provide quality housing at all price points for both ends of the age spectrum."

Hancock Estates has an impressive array of amenities, open



Hancock Estates at Chestnut Hill - Newton, MA

concept floor plans, high-end finishes and state-of-the-art "smart technology" including lighting and heating/cooling

systems. The project, which began construction in December 2015, is the fulfillment of Zuker's vision. He was looking to create a truly unique property that would meet the needs of current and prospective residents of Newton and surrounding communities. Like many areas of Boston and other parts of the country, there is a shortage of quality housing.

"We were approached back in 2014 with this very challenging site which was characterized by rugged, rocky terrain and beautiful, unspoiled natural vistas that were directly adjacent to an established community of single family homes," said Zuker. "As a native of the area, long-time resident and owner/developer of apartment communities, I saw great potential to create something that didn't previously exist in the Boston suburbs – a luxury condo-level quality apartment property. In conversations with friends and neighbors who have resided in the Chestnut Hill area for decades, I learned several things that

continued on page 21

tat the architectural team

building meaningful  
**RELATIONSHIPS**

congratulations  
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on 50 amazing years!



Hancock Estates grill area

architecturalteam.com

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*The entire Slifka family*

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# Chestnut Hill Realty's 50<sup>th</sup> Anniversary

## Development/Construction A Promising Trend

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informed my concept for Hancock Estates. They wanted to give up their large homes without giving up the amenities of a large home. They wanted to maintain their current living standards. And, probably most importantly, they wanted the security of a long-term lease, and the flexibility to use the proceeds from the sale of their homes to travel or make other investments. The outcome has exceeded our expectations, delivering a heritage site that blends seamlessly into its natural surroundings, while providing high quality housing and lifestyle amenities."

The spacious, sun-filled, open concept one- and two-bedroom units boast high-end finishes and features including 10 foot ceilings, hardwood floors, custom closets and spa-like bathrooms. Residents have a choice of kitchen styles (contemporary or traditional) with custom cabinets, quartz or granite countertops, and top-of-the-line appliances. Convenience features include a



Hancock Estates putting green

keypad controlled lighting system, motorized window coverings and in-unit full-size washer/dryer. The property offers a range of amenities and services, such as concierge, secure package acceptance lockers, theater gaming room, community lounge, videoconference room, an activity room with kitchen, guest suite, fitness center, Home Office Center, grilling area and community garden. Pet owners may avail themselves of the fenced dog run area and grooming station.

"We've always managed people's homes with pride," said Zuker. "Now we have created an environment where our residents



Hancock Estates apartment unit



Hancock Estates resident lounge

can build their own communities at CHR properties." Hancock Estates has engaging and creative monthly resi-

dent events that are planned by the onsite property management team so neighbors have opportunities to meet and get to know each other. "I was delighted to find out recently that even after a relatively short period of time, Hancock Estates residents have started to create and sponsor their own book clubs, exercise groups and social events. It's nice to know the seeds of community we have planted are taking

root and flourishing," Zuker said.

### "Signature Collection" Properties

Hancock Estates is one of Chestnut Hill Realty's Signature Collection properties. Each individual Signature property represents the finest in apartment living. In their unique features, amenities and character, they stand out as great places to truly enjoy an apartment lifestyle. Zuker has put his personal stamp on each of these properties, from location, design and layout to finishes and amenities.

The Signature properties include Brattle Arms, an historic apartment building in the heart of Harvard Square

continued on page 24



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NATICK      WAKEFIELD

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## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Development/Construction A Promising Trend



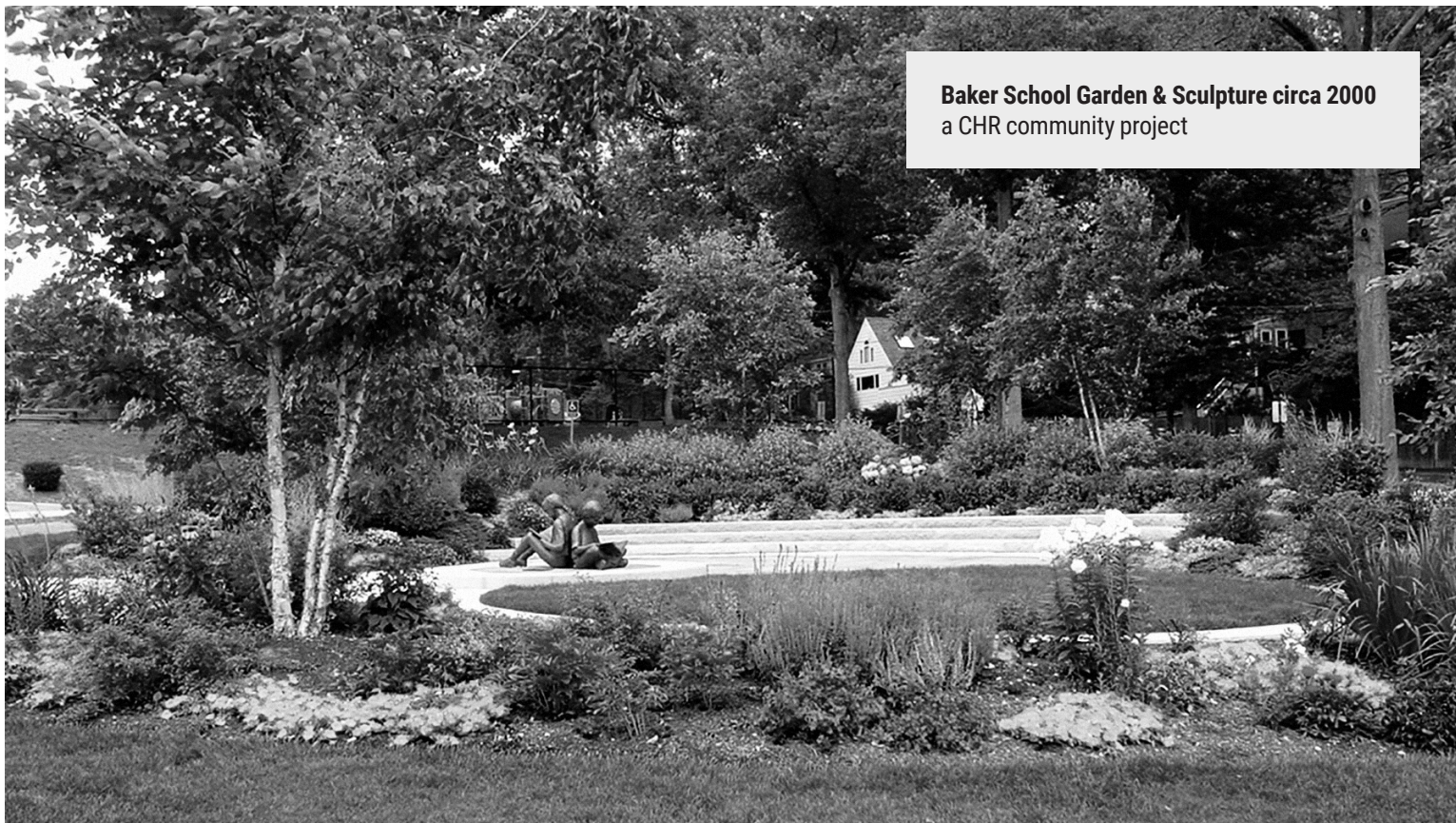
Water View Village - Framingham, MA



Regency Plaza - Providence, RI



Fenway Diamond Apartments - Boston, MA



Baker School Garden & Sculpture circa 2000  
a CHR community project

continued from page 21

in Cambridge; Charles Chauncy, an expertly maintained and renovated historic building near Harvard University; Fenway Diamond Apartments, a new downtown Boston construction with all the best features and finishes; 1443 Beacon and Auburn Harris Courtyard (currently undergoing restoration and updating) in Brookline; Longwood Towers, prestigious, historic luxury apartments in the Longwood Medical Area; and Regency Plaza, a landmark luxury apartment building in downtown, Providence, R.I.

### Baby Boomers and Millennials

The Company recently completed work on two projects geared toward CHR's largest renter bases: Baby Boomers and Millennials. Hancock Estates is geared to Baby Boomers and Fenway Diamond, a 49-unit building near Fenway Park, completed in 2015 is marketed toward young professionals. Chestnut Hill Realty is currently renovating 1443 Beacon Street, a 116-unit building in Brookline's Coolidge Corner neighborhood that appeals to Boston-based professionals and empty nesters.

CHR's plans for the next decade include an exciting expansion and amenity improvements at Hancock Village and a new mixed-use development in Coolidge Corner at Waldo/Pleasant/John Streets. The Coolidge Corner project will include a multi-story apartment building as well as an adjacent hotel, all constructed over two levels of underground parking.

Unit renovations currently



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**communities** thrive

Design with community in mind  
stantec.com



continued on page 25

## Chestnut Hill Realty's 50<sup>th</sup> Anniversary

# Development/Construction A Promising Trend

continued from page 24

derway at existing communities include Chauncy Court in Cambridge, MA, with the creation of nine additional one-bedroom units, some with patios, plus the total renovation of six existing units. An outdoor bike storage shed, small fitness area and consolidated laundry facilities will be completed as part of this project. At 1443 Beacon, plans include unit renovations, a new fitness area and deck accessible from the existing amenity space, and a new grilling area off the current pool deck. The expansion of the deck and replacement of the pool is slated for next year.

Kitchens and bathrooms are being upgraded at St. Paul Gardens in Brookline. Each renovated unit will have granite countertops, white shaker cabinets and stainless steel appliances, subway tile on the bathroom walls with a



St. Paul Gardens - Brookline, MA

basket weave tile floor, updated closet systems, recessed lighting and refinished hardwood floors.

At Auburn & Harris, unit renovations are underway and include new kitchens and bathrooms, washer/dryer in each unit, recessed lighting and refinishing floors. In addition, CHR is upgrading the heat, adding through-wall A/C, renovating hallways, and installing upgraded building systems.

#### Looking to the Future

"After 50 years of success in a very competitive and ever-changing real estate industry, Chestnut Hill Realty is moving into the future from a position of strength and confidence," George McHugh, President of Property Management.

Markets may move up and down, but Chestnut Hill Realty always moves forward. Whatever the economic climate, CHR stays focused on steady, controlled expansion.

#### Positioned for Growth

Chestnut Hill Realty is commit-



1443 Beacon - Brookline, MA

ted to strategic growth and sustainable profitability. It will capitalize on its value-based company culture and its established management infrastructure to handle new acquisitions seamlessly. CHR will look to invest in properties with a footprint large enough to accommodate potential expansion.

CHR will look at opportunities to acquire properties in prime locations, ensuring that its diverse portfolio performs well through changing market conditions. The Company will keep its apartments competitive in the marketplace by making capital improvements and adding units and amenities, always keeping resident satisfaction as its number one priority.

# SUPREME

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# Chestnut Hill Realty's 50<sup>th</sup> Anniversary



# Chestnut Hill Realty President's Club

## 35 Years



Carl Andersen Tracy Mahoney Dave Losordo George McHugh

## 25 Years



Linda Ayoub Lisa Colletto Tom Dooley David Frye Steve Lasalvia Paul Levesque

## 15 Years



Francine Dube-Vehr Melissa Gladstone Eduardo Gudiel Sandy Gudiel Melissa Hartman Paula Korklan Jennifer McCauley Ron Migneault Todd Pauling



Ivan Pena Chris Rodgers Lauren Siff Patricia Stilwell Liliya Taycher Delroy Thomas Jeff Vanderveen Phil Washko

## 10 Years



Mynor Arevalo Ken Arnold Kelly Blanford Holli Bogner Walter Brush Kelly Fichtner Michaela Gibbons Grant Haggerty Kyetta Haney



Maureen MacLean Gina Madaio Molly McHugh-Minghella Paul Metcalf Flo Monteiro Rachel Obara Leonel Perez Heather Perry Fernando Portillo



Justin Reilly Christeen Restante Steve Robotnick Martin Schoolcraft Ray Tomasso Jane VanVleck Mario Vidal Jaimie Wallace Deb Williams

# Chestnut Hill Realty's 50<sup>th</sup> Anniversary



# Chestnut Hill Realty President's Club

## 30 Years



Joe Branco



Donna Coccia



Paulo Desouza



Mark Lawrence



Marc Levin



Manny Picanco



Peter Poras



David Risko



Sam Smart

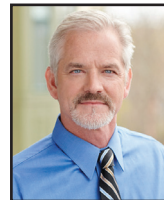
## 20 Years



Victor Cabrera



Carol Camiel



Tim Dolan



Steve Gladstone



Larry Goodwin



Mark Larson



Paul Melo



Cathie Morat



Jen Murphy



Lynn Raymond



Danyel Rodgers



Bobby Zuker

## 5 Years



Felipe Almanzar



Donna Bengloff



Lee Brown



Josh Chisholm



Alex Clymer



Abbey Collyer



John DeMunda



Nicole DiRino



Brad Goldstein



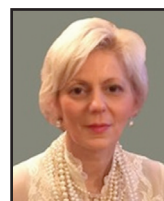
Kaitlyn Hesse



Tom Higgins



Steffon Holman



Edie Kekezi



Sing Li



Rose Liu



Amelia Lopez



Chris Magboo



Cara Martin



Frank Matchett



Mike McHugh



Marianne McKay



Jose Medina



Eneas Mendez



Jaclyn Mergl



Saige Munroe



Marina Plowman



Alvaro Ramirez



Chris Raposo



Brianne Reardon



Patricia Roach



Terri Romanelli



David Sak



Jefferson Saldivar



Carlos Siqueira



Stephanie Staires



Miguel Tirado



Corey True



Jose Valdez



Emily Zambruski

# Congratulations to Chestnut Hill Realty on 50 years!

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*Congratulations  
from the  
Park family.*

**We are honored to have shared  
decades and generations  
of success with  
CHR and the Zuker family**



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# *well*done

Congratulations to

CELEBRATING 50 YEARS



**Chestnut Hill Realty**

1969 - 2019

on its 50<sup>th</sup> anniversary!

We are honored to work with you.

*goulston*&storrs

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