



4th Quarter 2017

55 West Monroe

Newsletter



Thank you!

Food & Toy Drives Offer Final Highlight of Successful 2017

Generous tenant donations to 55 West Monroe's recently concluded **holiday food and toy drives** represented yet another highlight in a year that was full of them. Others include the installation of our new **high-efficiency chiller system**, fun-filled **seasonal tenant events**, and welcoming new Team members **Jessica Roberts** and **Kevin Singh** to the building.

It has been our privilege to serve you this past year. We wish you a very happy holiday season and a healthy, prosperous 2018!

Welcome to 55!

Please join us in welcoming our newest tenant, **Sinars Rollins LLC**, to 55 West Monroe.

Building Engines Work Order System Ensures Reliable Tenant Service

Please submit all work order requests through Building Engines, 55 West Monroe's web-based work order system, to ensure the fastest, most reliable service.

Requests for service submitted via Building Engines are categorized electronically and sent directly to members of the Engineering, Security, and Cleaning teams for prompt follow-up.

"Tenants gain satisfaction knowing that their requests for service are automatically logged and processed, without the need for a follow-up call to the Management Office," Senior Property Administrator Patti Pangrcic explained.



Access Building Engines with the system's mobile app or on 55 West Monroe's homepage.

The system also helps Team members track the progress of all requests to ensure that work is promptly completed.

Access Building Engines at www.55wmonroe.buildingengines.com or the BE-Mobile app.

55 West Monroe Offers Proximity to Chicago's Best Holiday Traditions

There's no place like Chicago for enjoying the spirit of the season, and 55 West Monroe's prime Loop location offers tenants and their families convenient access to some of the city's best holiday-themed activities:

Macy's Holiday Windows – This seasonal favorite celebrates its 50th anniversary in 2017, as Macy's on State Street (111 N. State) again presents its festively-decorated window displays. This year's theme: "Reasons to Believe." Holiday Windows will be on display until January 7th, 2018. Call 312-781-1000 for more information.



Christkindlmarket Chicago – The city's Christkindlmarket transforms Daley Plaza into an open-air European market with "unique shopping experiences," festive entertainment, German food and drinks, and more. Admission is free. Now in its 22nd year, Christkindlmarket Chicago was inspired by the original *Christkindlmarkt* in Nuremberg, Germany. It runs through December 24th. Visit www.christkindlmarket.com to learn more.

Ice Skating at Millennium Park – The McCormick Tribune Ice Skating Rink in Millennium Park draws over 100,000 people each season for FREE ice skating in the heart of downtown Chicago. The rink, open daily until March 4th (weather-permitting), is located on Michigan Avenue, between Washington and Madison Streets. Skate rentals are available for \$12 (Mon – Thurs); \$14 (Fri – Sun & holidays). Learn more at www.millenniumpark.org.



55 West Monroe
Chicago, IL 60603

Management Team

Danica Munson

Property Manager

Jessica Roberts

Assistant Property Manager

Patti Pangrcic

Senior Administrative Assistant

Angelo Miceli

Chief Engineer

Mick McGowan

Assistant Chief Engineer

Reinhard Dietz

Engineer

Mike Novak-Pepper

Engineer

David Freel

Engineer

Mike Gerardi

Apprentice

Mike Elam

Day Maintenance Supervisor

Biljana Tomovic

Maintenance Supervisor

Kevin Singh

Director of Security

Regional Staff

Christine Choi-Moore

Leasing Director

Michael Basic, CPM, CCIM

AVP and Managing Director



Strong Work Ethic, 'Great Team' Help Cynthia Aguilar Achieve Success at 55 West Monroe...and Beyond

It is entirely fitting that Cynthia Aguilar arrived at 55 West Monroe in early 2017 as a temp before being hired full time over the summer: her tenure here was only temporary.

In November, she learned she was being promoted to Senior Administrative Assistant and would be joining the team at 191 North Wacker, another Chicago property managed by John Hancock. It marks the next step in Cynthia's professional education – one that began in earnest this past year at '55.'

"Property management is a fascinating industry; one that I didn't really know existed until I got here," she admitted. "I'm so thankful to have worked with such an incredible team. I'm excited for what's ahead, but I will definitely miss everyone here."

Receptionist was Cynthia's "official" title here at 55, but she contributed in multiple ways. Her responsibilities included everything from helping coordinate tenant events and booking onsite amenity reservations to providing support to tenant-initiated suite improvement projects.

She credits her Team members – Property Manager Danica Munson, Assistant Property

Manager Jessica Roberts, and Senior Administrative Assistant Patti Pangrcic, for any success she has achieved thus far.

"Everyone was so welcoming when I arrived, and really shared their knowledge about the different facets of property management," Cynthia recalled. "I was able to learn from everyone here. It was a great education."

Cynthia graduated from the University of Illinois in late 2016 with a degree in History. The subject always fascinated her because it allowed her to learn more about different perspectives and cultures. That interest helped her appreciate the chance to work with many different tenant companies based at the building.

"Every tenant has its own story and their own unique reasons for being here. One of the things I enjoyed most at '55' was learning more about their operations, and figuring out how we as a Management Team could best meet their needs," she explained.

Congratulations, Cynthia!



Cynthia Aguilar

Tenant News*

Prestigious Legal Publications Recognize Wexler Wallace Partners

Congratulations to Wexler Wallace LLP Senior Partners **Kenneth A. Wexler** and **Edward A. Wallace** for being named "Local Litigation Stars" by *Benchmark Litigation*, the definitive guide to America's litigation firms and attorneys.



In addition, Mr. Wallace and another firm Partner, **Kara A. Elgersma**, were named "Legal Lions" by *Law360*, a trusted provider of legal news and analysis. *Law 360's* Weekly Verdict: Legal Lions & Lambs column highlights significant victories (Lions) and setbacks (Lambs) for attorneys and firms.

**Send us your news – including company milestones, anniversaries, and awards – for possible publication in future issues of the 55 West Monroe newsletter. Please submit information for consideration to 55westmonroe@jhancock.com.*

Building Briefs

America Recycles Day Drives Offer Document Shredding, Toner Collection

Free document shredding and a week-long toner collection drive helped 55 West Monroe tenants take part in the building's celebration of "America Recycles Day." The annual event, observed nationwide every November 15th, is dedicated to promoting and celebrating recycling in the United States. For more information, please visit www.americarecyclesday.org.

Mail Monthly Lease Payments to Lock Box

Tenant lease payments should be submitted to the lockbox address indicated on the invoice. Please include our building project number (81095) and your lease ID number. Building policy prohibits members of the Management Team from processing payments delivered to the Management Office.

Send payments to:
John Hancock Pool 1, P.O. Box 3667,
Carol Stream, IL 60132-3667