



**KW PROPERTY MANAGEMENT & CONSULTING**

WE DON'T JUST MANAGE  
**WE ENHANCE**



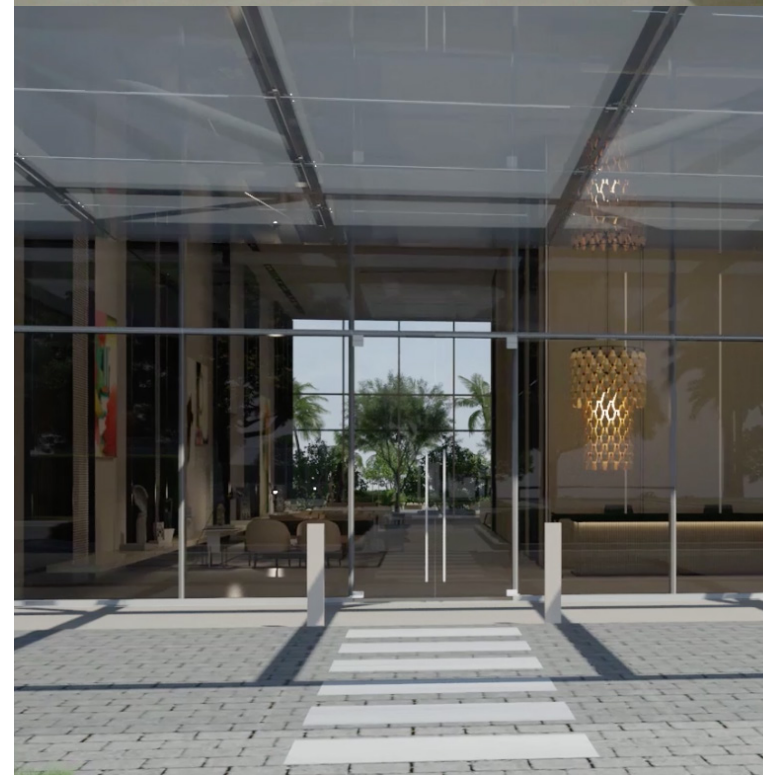


KW PROPERTY MANAGEMENT & CONSULTING


At [KW Property Management & Consulting \(KWPMC\)](#), our team of professionals goes above and beyond the scope of property management.

We provide full-scale property management services to homeowner associations and condominium boards—working to maximize property values and create inspired lifestyles for residents to enjoy. Our comprehensive approach includes operations, finance, administration and concierge community services.

We offer unparalleled levels of service and expertise, with a focus on building long-lasting relationships with associations and boards of directors who share our vision and commitment to excellence.







ABOUT US

## WE ENHANCE RELATIONSHIPS

Our company exceeds the standards of everyday property management by mastering the approach to exceptional hospitality, customer service, maintenance and accounting.



### Who we are.

Founded by CPAs Paul Kaplan and Robert White in 2004, Miami-based KWPMC has fast become an industry leader in each region the company operates, with more than 1,500 employees based in eight offices across Florida and the Bahamas. From upscale high-rises to stately HOAs and garden-style apartments, we take pride in the diversity of properties we serve and our ability to meet the unique needs of more than 70,000 units.

### Our mission.

**To provide the highest quality property management services including exceptional accounting, knowledge-based maintenance and dedication to superior customer service and hospitality.**

The strength and competence of our management teams consistently sets us apart from others. Each member comes highly qualified, is exclusively trained on all aspects of service, and with a strong emphasis on fiscal responsibility.

### Our core values.

The principles that we follow, the professionalism of how we treat others, and the way we do business all add up to **GREAT**.

**G**reet everyone (Cortesía)

**R**espect (Respeto)

**E**mpowerment (Empoderamiento)

**A**ccountability (Responsabilidad)

**T**rustworthy & Transparent (Confiable y Transparencia)



“KWPMC is a valued partner of Swire Properties. Their wide range of expertise in high-end customer service and management provides the best experience for our residents at RISE and REACH.”

Regina Lacayo  
Senior Public Relations Manager  
Brickell City Center

### We're expanding our portfolio in Southwest Florida

KWPMC recently added four large luxury communities in the Naples-Fort Myers market to its portfolio, totaling more than 4,000 units. The new communities include Tiburon Estates in Naples, Island Walk Naples, Paseo Condominium Association, and Paseo Master Association in Fort Myers. This is in addition to many other upscale communities across Southwest Florida, totaling nearly 12,000 homes.





### Our team.

We bring together experienced CPAs, a seasoned management team, licensed and experienced association managers, maintenance professionals and hospitality experts, who handle it all with finesse and confidence. We are responsive at the highest level, hands-on and ready to tailor our expertise to your needs



**Robert White, CPA, LCAM | Managing Director**

Robert White co-founded KWPMC with Paul Kaplan in 2004, and together they have enjoyed success building relationships with associations through Florida, the East Coast and the Bahamas. He has also served as a project manager on numerous successful Florida real estate transactions, including condo conversions totally more than 1,000 units. He has served as a receiver on residential assets in key markets throughout Florida.

Previously he was an accountant at Campos & Stratis, an international accounting firm specializing in litigation and insurance support, and at Berkowitz Dick Pollack & Brant, where he focused on accounting and auditing services. Robert received his Master of Science in Taxation and his Bachelor of Business Administration from the University of Miami. He is a member of the American Institute of Certified Public Accountants and the Florida Institute of Certified Public Accountants.



**Paul Kaplan, CPA, LCAM | Managing Director**

Paul Kaplan co-founded KWPMC with Robert White in 2004, and together they have enjoyed success offering property management, accounting services and consulting for real estate assets throughout Florida, the East Coast and the Bahamas. Paul has also been a general partner and project manager on numerous successful Florida real estate transactions, including condo conversions totally more than 1000 units and office conversions totally more than 100,000 square feet. In addition, he has been a receiver or monitor on both residential and commercial assets throughout Florida.

Prior to founding KWPMC, he was with Berkowitz Dick Pollack & Brant as an auditor. He began his career with Arthur Andersen, the international accounting and consulting firm. Paul received his MBA from The University of Miami and his Bachelor of Business Administration from Tulane University. He is a member of the American Institute of Certified Public Accountants and the Florida Institute of Certified Public Accountants.



**Katalina Cruz, CPA, LCAM | Managing Director of Operations**

Katalina heads the consulting division of KWPMC. Prior to joining the firm, she was with Ernst & Young providing audit services to clients in industries that included real estate, government and generic pharmaceuticals. She began her career as an auditor with Arthur Andersen.

Katalina earned her Master in Business Administration and Bachelor in Accounting from Florida International University. Her professional memberships include the American Institute of Certified Public Accountants and the Florida Institute of Certified Public Accountants.



**Trycia Arencibia, CPA, LCAM | Managing Director, Department of Finance and Technology**

Trycia manages the finance and technology department as well as the corporate office, and ensures that all clients receive accurate, dependable and timely financial reporting. She also meets with board members of communities to help clients thoroughly understand the financial reports provided, and plays an integral role in the implementation and operation of the firm's diverse software portfolio. Prior to joining KWPMC in 2005, Trycia was an auditor with the accounting firm of Berkowitz Dick Pollack & Brant. She received her Master of Accounting and Bachelor in Accounting from Florida International University.



**Sandra Bennett, CPA, LCAM | Executive Director**

Sandy has been a Certified Public Accountant in the State of Florida since 1984. Prior to joining KWPMC in 2012, she was the accounting and audit partner at Bennett & Bennett, CPAs, PA. She has been a member of the Florida Institute of Certified Public Accountants, American Institute of Certified Public Accountants, American Woman's Society of Certified Public Accountants and Community Associations Institute. She is a member of the Common Interest Realty Association (CIRA) Committee for Florida Institute of Certified Public Accounts and has served on their CIRA Section Steering Committee, Resource Council and Conference Planning Committee.



**Roxana Dorigo, CPA, LCAM | Executive Director**

Roxana is the Director of Association Finance for the Community Association Management Division at KWPMC. She oversees all the accounting departments that account for and report on the financial information for condominium and homeowner associations. Roxana is also involved in the company's Community Service Committee to support organizations that assist the needy in the states where KWPMC provides management services. Her background includes positions as controller for financial, restaurant and import/export firms, and she began her professional career with KMPG LLP. Roxana earned her Master in Business Administration and Bachelor in Accounting from the University of Miami. She is a member of the Florida Institute of Certified Public Accountants.





**Tim O'Keefe, | Director**

In his role as a director with KWPMC, Tim O'Keefe's focus is to provide strategic planning, support the growth of emerging markets and build lasting relationships. Tim has spent nearly 25 years in senior leadership positions providing inspiration and guidance to growing companies. He was president and owner of Right Choice Services, a marketing services company that he sold to FirstService Corporation in 2002, and then served as senior vice president of the company's supply chain management division. In 2009 he became the CEO of The Continental Group, a Florida property management company.

Tim received his Bachelor of Administration degree from Rhodes College in Memphis, TN, and his Master in Business Administration from the University of Memphis.



**Bruce L. Masia, LCAM | Regional Manager**

Bruce is the regional manager for the Southeast Region. He leads a team of nine district managers and a workforce of over 400 employees. Bruce plays a pivotal role in KWPMC's continuing education program. He developed and continues to run programs for the further advancement of key building personnel. Prior to joining KWPMC, he spent 12 years as the Vice President of Operations with Shelby Homes, one of the largest independent builders in South Florida. He graduated with a business degree from Buffalo State College in New York and while living in Manhattan, he worked in commercial and residential real estate for over 14 years.



**Zuly Maribona, LCAM | Regional Manager**

Zuly heads up the company's Region 2 office, headquartered in Bonita Springs. This region includes the Collier, Lee and Hendry county areas. She has been integral in the growth of the region over the past year, and continues to focus on team member growth and development, customer service, client retention and professional process management. She joined KWPMC in 2008 as a Community Association Manager, and was promoted to Regional Manager in 2011. Zuly holds an Associates in Arts in Business Administration from Miami-Dade College, and a Florida Mortgage Broker's License.



**Alan Ramsay, LCAM | Regional Manager**

As regional manager, Alan oversees district, property and general managers and works with developers and association board members in Orlando/Melbourne, Tampa and Jacksonville. Prior to joining KWPMC, Alan was a portfolio manager for a small Central Florida management firm, managing over 2,500 units for 13 homeowner associations in the Central Florida area. Alan's management experience also include five years of retail management, ten years of construction management with a national homebuilder in Central Florida, and ownership of his own construction firm.

Alan received his Associate of Arts from Palm Beach Community College and his Bachelor of Science in Business Administration degree from the University of Florida.



**Alexander Martin, LCAM | Regional Manager**

In his role as regional manager, Alex oversees district, property and general managers and works with developers and association board members on the strategic direction of properties in KWPMC's vast portfolio. Alex brings nearly two decades of hospitality industry experience to KWPMC and he is instrumental in recruiting talented professionals for the company's Hospitality Luxury Services division. Martin's extensive hospitality experience includes over 10 years at Ritz-Carlton and director of residential services at St. Regis Bal Harbour Resort. He has managed more than 300 ultra-luxury residential and condo-hotel units valued at more than \$1 billion. Martin earned a bachelor's degree in business administration from Universidad Simon Bolivar in Venezuela.



**Suzette Diaz | Human Resources Manager**

Suzette Diaz oversees the human resources department at KWPMC, and has been with the company since 2007. She began her career in human resources working for a mortgage loan company in Atlanta, GA. Suzette received her Bachelor of Arts in International Relations from Florida International University. Suzette is a member of the Society for Human Resource Management (SHRM).



**Kolman Kenigsberg, CA, CFE | Director of Litigation Support and Fiduciary Services**

Prior to joining KWPMC in 2010, Kolman worked for a leading national forensic accounting and litigation support firm providing operational reviews and consulting as well as litigation support engagements. Throughout his career that spans more than 30 years, Kolman has provided forensic and consulting services to federal and state agencies, numerous law firms and private companies.

Kolman received his Chartered Accountant license through the Canadian Institute of Chartered Accountants from McGill University in Montreal, Canada. He is a member of the Association of Certified Fraud Examiners, National Association of Certified Valuation Analysts, American Institute of Certified Public Accountants, Florida Institute of Certified Public Accountants, Turnaround Management Association, and Bankruptcy Bar Association of Southern District of Florida.





WE ENHANCE PROPERTY VALUE

From luxury high-rise buildings to mid-rise and garden style condominiums to townhome communities to homeowner associations, we create a custom designed program for your community. This tailor-made approach combines our expertise, specialized skills, and exceptional industry knowledge to suit your specific needs.



The KWPM edge.

These pillars distinguish our company and enhance the services we deliver to each and every property. How can we best help you?

 <p><b>Maintenance &amp; Operations</b></p>	We bring our knowledge and experience managing properties of all ages to more than 65,000 units across the East Coast and the Bahamas. We provide every association with a preventive maintenance program that guides our team through daily, weekly and monthly procedures that preserve the life of the property and its assets.
 <p><b>Strong Accounting Knowledge and Support</b></p>	Our accounting department is the best in the industry. With 11 CPAs on staff, internal controls are put into place, and we conduct second reviews on every financial statement, meet regularly with boards of directors and conduct comprehensive review and analysis of association budgets.
 <p><b>Hospitality &amp; Customer Services</b></p>	Our in-house hospitality program was developed based on training in The Ritz-Carlton Gold Standards. This commitment to customer service excellence together with our in-depth knowledge of the condominium market created the foundation for our Signature Services program.
 <p><b>Technology</b></p>	We work in a paperless environment for accounting and operations, and all systems are accessible 24/7. Our interactive app enables residents, property managers, board members, maintenance personnel and security staff to manage all aspects of daily life.



**Independence**

In today’s marketplace, some of the many growing problems surface when management companies find themselves not independent from the property when making a decision that financially impacts the association. KWPMC takes pride in not owning or having any kind of financial affiliation with the companies used in their vendor network, putting their clients’ best financial interest at hand.



**Education & Training**

We go the extra mile to ensure increased professionalism through continuing education so the highest level of service can be rendered to its managed properties. The company actively encourages its employees to obtain higher designations through external organizations such as Community Association Institute (CAI) and Building Owners and Managers Association (BOMA).



**Value Optimization**

To ensure that associations get the most value from their vendors, we analyze all contracts to ascertain maximum services and best pricing, through cost comparisons with other similar properties in the area. Our clients also enjoy cost savings as a result of our relationships with multiple national accounts.



**Awards and Recognition**

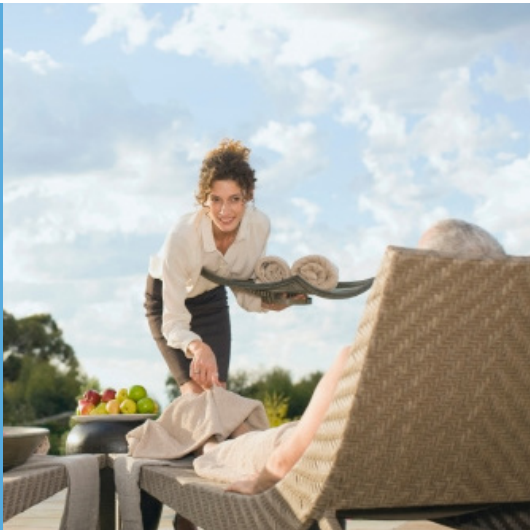
Our industry and our peers continue to acknowledge our success as a dynamic, creative and solutions-driven company.



**CUSTOMIZED COMMUNITY MANAGEMENT**

**We enhance beauty & performance.**

We understand the complexities of working with associations, boards and homeowners, and deliver innovative solutions that are uniquely tailored to each property. The properties that we manage are beautiful to live in and exceptionally well-maintained with lifestyle services far beyond expectations. We are one of the largest property management providers in Florida and the East Coast, with a full staff of CPAs and accounting professionals, providing you with accurate, timely reporting, strict financial controls and sound budgeting.



**HOSPITALITY CONCIERGE SERVICES**

**We enhance convenience.**

From elite comforts to the simplest day-to-day needs, our lifestyle concierge services understand that for your residents, time is often the most precious commodity. Allow us to source expert help from housekeepers to catering firms, assist with grocery shopping, online food deliveries, event planning and much more. We believe that hospitality is a top priority, and that your residents be treated like long-term guests of a quality hotel. Resort-style services, personalized and attentive interaction and an impeccable attention to detail all contribute to welcoming environments, where people enjoy living. Let us create a customized solution for your community and its residents. The possibilities are limitless.



**CREATING AND SUSTAINING VALUE**

**We enhance operations.**

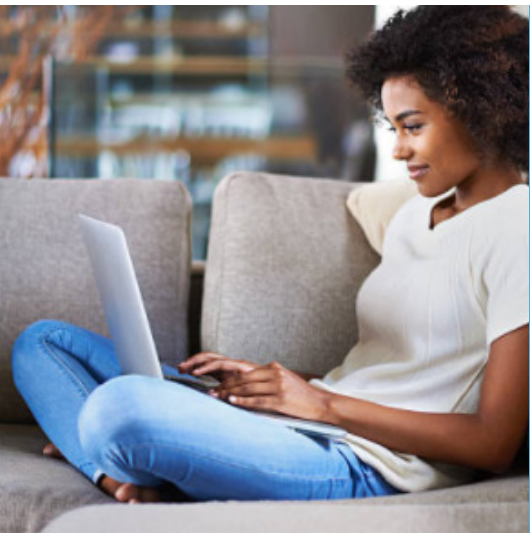
It's the details that matter. Regardless of the age of your property, we have the processes, systems and staffing in place to enhance its life. We set priorities to build successful action plans, job descriptions, curb appeal checklists and maintenance plans, always with an eye to value optimization, to ensure that every dollar is spent wisely. From the smallest landscaping detail to the largest maintenance emergency, you can rest assured that our staff and those with whom we contract will respond immediately, professionally and courteously to the needs of clients and residents alike.



**TECHNOLOGY TOOLS**

**We enhance community through connectivity.**

Our technology software and support systems can be game-changers for your community. From an intuitive, interactive association website to the ease of online payments, automated notifications, handling service requests, even tracking package delivery, our technology solutions give you real-time insight that streamlines operations and gives residents peace-of-mind.





DEVELOPER & INVESTOR SERVICES

We enhance your bottom line.

Protecting, maintaining and enhancing your property value is our priority. From the pre-closing process of the development process to your first sale and through transition, we bring together our collective experience to create great communities. Using the developer's vision, our customized services include financial review/preparation of budgets, governing document review, establishing association rules and regulations, assistance with vendor contracts and much more.



MULTIFAMILY PROPERTY MANAGEMENT

We enhance property efficiency.

Our sister company **Rivergate KW Residential**, has extensive experience in acquiring, developing, repositioning and managing multifamily real estate. With our do-what-it-takes customer service, state-of-the-art technology and business intelligence, we offer comprehensive services for investors and property owners including property management, resident services, advisory services and construction management.



RECEIVERSHIP SERVICES

We enhance your assets.

We have a strong team of professionals versed in fiduciary responsibility. Our expert accountants may be appointed as receivers to oversee the successful execution of turning around a property or business and stabilizing the income of the entity. Our team has a keen understanding of the receivership processing, focusing our efforts on taking quick control of the entity, preserving it and maintaining the flow of income. Well-established checklists and controls are used to ensure full compliance with the court order.







WE ENHANCE COMMUNICATION

Convenience is key. That's why we offer a resident portal that offers them easy online access so they can make the most of their home and community.



WE ENHANCE OPPORTUNITIES

We're strong. We're growing. And we're looking for talent.  
Come join our responsive and results-driven team.

To see our latest job postings, go to [kwpmc.com/careers](https://kwpmc.com/careers)





WE ENHANCE THE INDUSTRY

We aim for excellence and take great pride in everything we do.  
It's why we're a recognized leader in our field.



Where to find us.

We’re a leader in major markets throughout Florida. But you will also find us along the East Coast and beyond. Experience our expansive and growing list of properties and discover the range and diversity of our clients.

Corporate Headquarters:

**Miami-Dade Office**  
8200 NW 33rd Street, Suite 300  
Miami, FL 33122  
T: (305) 476-9188 F: (305) 476-9187  
Toll Free: (800) 514-5770

Regional Offices:

**SW Florida/Naples Office**  
3365 Woods Edge Circle, Suite 102  
Bonita Springs, FL 34134  
T: (239) 495-3428  
F: (239) 495-6292

**Broward/Ft.Lauderdale Office**  
13794 NW 4th Street, Suite 208  
Ft. Lauderdale, FL 33325  
T: (954) 933-5644  
F: (954) 933-5654

**Palm Beach Office**  
1645 Palm Beach Lakes Boulevard, Suite 570  
West Palm Beach, FL 33401  
T: (561) 332-1360  
F: (561) 332-1359

**Bahamas Office**  
Bimini Bay Homeowners Association  
P.O. Box 024009  
Bimini, Bahamas  
T: (305) 476-9188  
F: (305) 476-9187

**Tampa Office**  
2963 Gulf to Bay Boulevard, Suite 265  
Clearwater, FL 33759  
T: (813) 448-3981  
F: (727) 253-4949

**Orlando Office**  
5401 S Kirkman Road  
Orlando, FL 32819  
T: (407) 203-7758  
F: (407) 203-7759

**Jacksonville Office**  
673-B Kingsley Avenue  
Orange Park, FL 32073  
T: (904) 524-1128  
F: (786) 363-0345



Miami/Dade



SW Florida/Naples



Broward/Ft Lauderdale



Palm Beach



KW PROPERTY MANAGEMENT & CONSULTING

WE DON'T JUST MANAGE

WE ENHANCE



Tampa



Orlando



Jacksonville



Bahamas



# LET US ENHANCE YOUR PROPERTY

Get in touch, and let us know how we can be of service.

[kwpmc.com/contact-us/email-form](http://kwpmc.com/contact-us/email-form)

To get a proposal for your community, go to

[kwpmc.com/get-proposal](http://kwpmc.com/get-proposal)



**KW PROPERTY MANAGEMENT & CONSULTING**

**Corporate Headquarters**

8200 NW 33rd Street, Suite 300

Miami, FL 33122

T: (305) 476-9188 F: (305) 476-9187

Toll Free: (800) 514-5770

[kwpmc.com](http://kwpmc.com)