



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, food & beverage 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.



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 2,600 employees based in eight offices across Florida and the Bahamas. From upscale high-rises to stately HOAs and garden-style condominiums, we take pride in the diversity of properties we serve and our ability to meet the unique needs of more than 90,000 units. In 2022, KWPMC became a part of Odevo, a global leader in property management and residential services that leverages the combined power of people and technology.

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**.

Greet everyone (Cortesía)

Respect (Respeto)

Empowerment (Empoderamiento)

Accountability (Responsabilidad)

Trustworthy & Transparent (Confiabilidad 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 continue to expand our great property management service in Southwest, Central and North Florida.

KWPMC has been growing by leaps and bounds throughout Florida. In the Naples-Fort Myers markets, we now manage more than 25,000 units across 50 communities, including some of the most prestigious condos and HOAs in SW Florida. We also have a prominent presence in Downtown St. Petersburg and Tampa, and we have expanded into Jacksonville. We're proud to extend our stellar service into these markets with a dedicated and committed local team.



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.

Paul Kaplan

CPA, LCAM | Chief Executive Officer & Co-Founder

Paul Kaplan co-founded KWPMC in 2004 and since then has enjoyed watching the company grow to become an industry leader that offers 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 manger on numerous successful Florida real estate transactions, including condo conversions totaling more than 1,000 units and office conversions totaling 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 | President & Co-Founder

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 | Chief Financial Officer

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.

Jorge Lago

LCAM | Chief Operating Officer

Jorge Lago is KWPMC's Chief Operating Officer. In this role, he works with the executive team to continue strengthening the company's people, processes and technology while keeping the organization focused on delivering superior customer service. Jorge was most recently Senior Vice President of Property and Asset Management at My Community Homes, a KKR portfolio company, where he led its business growth initiatives and national operations. Prior to that, Lago served as Vice President of Real Estate Asset Management for Wells Fargo Bank in Seattle. In that role, he oversaw all asset management services in the Pacific Northwest. Beginning his career in property management, Lago managed high-rise condominium associations across South Florida. Jorge earned his Master of Business Administration from the University of Miami and a Bachelor of Business Administration from St. Thomas University.



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.



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.

Tim O’Keefe
Executive Director

Tim has more than 25 years of senior leadership positions providing inspiration and direction to growing companies. He was owner and President of Right Choice Services, a marketing services company that he sold to FirstService Corporation in 2002. Tim then served as the Senior Vice President of the company’s supply chain management division. In 2009, Tim became the CEO of the Continental Group, a Florida property management company and then the Regional President of FirstService Residential’s Southeast Division. In his role with KWPMC, Tim is responsible for the company’s strategic growth, emerging markets and client relationships. Tim believes that every problem has a solution as long as all parties want to reach a resolution.

Tim helps KWPMC clients find solutions to problems. He received his Bachelor of Business Administration degree from Rhodes College in Memphis, Tennessee and his Master of Business Administration from the University of Memphis.



Bruce L. Masia
LCAM | Regional Vice President

Bruce is the Regional Vice President for the Southeast Region. He leads a team of 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.



Frank Simone
General Counsel

Frank Simone is an experienced transactional and litigation attorney who is also a Certified Financial Planner. A graduate of St. Thomas University School of Law, Simone has been licensed to practice in Florida for more than 20 years. Simone’s specialty areas include banking law, corporate law, commercial litigation, appellate litigation and trust and estate planning. He has appeared on local news (ABC, NBC, FOX, and CBS) and on national news programs providing insight on legal matters.

Zuly Maribona
LCAM | Senior Vice President

Zuly heads up the company’s Region 2 office, headquartered in Bonita Springs. This region includes the Naples–Ft. Myers area to Greater Tampa, Orlando and Jacksonville. 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 of Arts in Business Administration from Miami–Dade College, and a Florida Mortgage Broker’s License.



Alexander Martin
LCAM | Regional Vice President

In his role as Regional Vice President, 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
Vice President of Human Resources

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).

Oscar Boras
LCAM | Regional Vice President

Oscar has nearly seven years of experience as the Director of Operations at a South Florida-based association management firm, with expertise in developing effective policies and procedures for corporate and field operations teams. His broad base of experience including managing high-rise condominiums, homeowners' associations and commercial properties. Prior to his career in property management, Oscar spent close to 11 years in big box retail management and operations, refining his leadership and operational skills.

A professional headshot of Oscar Boras, a man with dark hair and a beard, wearing a blue blazer over a light pink shirt, standing in front of green foliage.



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.



Brad Baecht
PCAM, AMS, CMCA, LCAM | Regional Vice President

Brad is the Regional Vice President for Palm Beach County. He leads a team of district managers, general managers and association boards in an expanding market. He has more than 20 years of community association experience. Brad most recently served as the Chief Operating Officer, Vice President, and Executive Director of the Boca West Master Association. Prior to community association management, Brad proudly served his country in the United States Marine Corps. He has received numerous awards for leadership excellence and holds the prestigious Professional Community Association Manager (PCAM), Association Management Specialist (AMS), Certified Manager of Community Associations (CMCA), and is licensed in Florida as a Licensed Community Association Manager (LCAM).

Carolina Serrano
LCAM | Regional Vice President

Carolina serves as the Regional Vice President for Miami-Dade luxury properties. She leads a team of district managers, general managers developers and association board members on the vision and strategic direction of properties. With Carolina's extensive hospitality background she is proficient in recruiting, training and coaching managing complex property operations. Carolina's extensive experience in residential property management includes fourteen years with Four Seasons in various roles. She also earned her law degree while living in Colombia. She began her career in hospitality in the accounting department at the Trump International Sonesta Beach Resort before joining Four Seasons Hotel Miami as a Residences Manager. Carolina advanced quickly to become the Director of Residences and most recently Regional Director of Residences before joining KWPMC.

A professional headshot of Carolina Serrano, a woman with dark hair, wearing a black and white patterned top, standing in front of green foliage.



Sheila Diaz
LCAM | Regional Vice President, Internal Promotion

With more than 25 years of experience in asset management, real estate development, property management, accounting, due diligence, and acquisitions, Sheila brings a wealth of expertise to KWPMC. Prior to joining the firm, Sheila worked for a Florida-based real estate development firm, providing financial and operations management services, overseeing a portfolio valued at over \$2 billion. She is also a former Senior Financial Analyst at Starwood Vacation Ownership, contributing to the development of the renowned St. Regis in Bal Harbour. Sheila holds an MBA and a bachelor's degree in Hospitality & Tourism Management from Florida International University.



Erin Fabian
LCAM | Regional Vice President

Erin has almost 20 years of experience in hospitality, residential and commercial management, all in luxury high-rise and Class A real estate. She has worked in residential luxury high-rises, in premier properties throughout South Florida, and brings her expertise to KWMPC’s West Coast operations. Erin’s key strengths are driving operational excellence, leading and mentoring a team, and relationship building. She earned her MBA from the Keller Graduate School of Management, and bachelor’s degree in Spanish and Music from Gustavus Adolphus College.

Mark Sanfilippo
Executive Director of Information Technology

Mark is an innovative technologist with over 26 years experience designing and developing custom-built IT solutions to optimize and improve client experiences. Before joining KWPMC, Mark held key roles as a top IT executive within development and private equity-backed real estate companies. Mark’s analytic mindset, strong leadership capabilities, and organizational skills have proven invaluable in spearheading a diverse range of progressive IT initiatives within KWPMC.

A professional headshot of Mark Sanfilippo, a man with grey hair and glasses, wearing a dark suit and white shirt.



Stephen Clark
CA, CFE | Director of Litigation Support and Fiduciary Services

Stephen brings over two decades of luxury hospitality experience, including 17 years of Food & Beverage experience with Four Seasons Hotels & Resorts. With Four Season, he held leadership roles at properties in California, The Bahamas, Hawaii and Florida, and served as Director of Food & Beverage in Miami for seven years. He earned a master’s degree in International Hospitality Management from the Scottish Hotel School at the University of Strathclyde, and a bachelor’s degree in Computer Science.



“We have built a dynamic and engaged management team that cares deeply about our customers and staff. This personal approach is felt daily by our customers and they appreciate the team’s attention to detail.”

–Paul Kaplan, Co-Founder and Chief Executive Officer



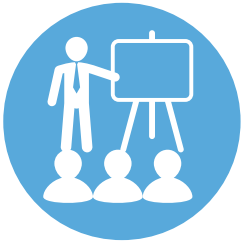
WE ENHANCE PROPERTY VALUE

From luxury high-rise buildings to mid-rise and garden-style condominiums to townhome communities and 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 KWPMC edge.

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

 <p>Maintenance & Operations</p>	<p>We bring our knowledge and experience managing properties of all ages to more than 90,000 units throughout Florida 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>
 <p>Strong Accounting Knowledge and Support</p>	<p>Our accounting department is the best in the industry. With more than a dozen 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>
 <p>Hospitality & Customer Services</p>	<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>
 <p>Technology</p>	<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.</p>



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 key 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

KWPMC is proud to be the most highly recognized privately-held residential property management company in the State of Florida. As an organization we strive to be a place where our people can thrive. With a focus on service excellence, career development, and well-being, KWPMC hires team members who are among the best and brightest in the industry. Our culture is about inclusion, collaboration, high-performance, and opportunity, and we are proud to be recognized by so many incredible organizations and publications as a great place to work and grow.

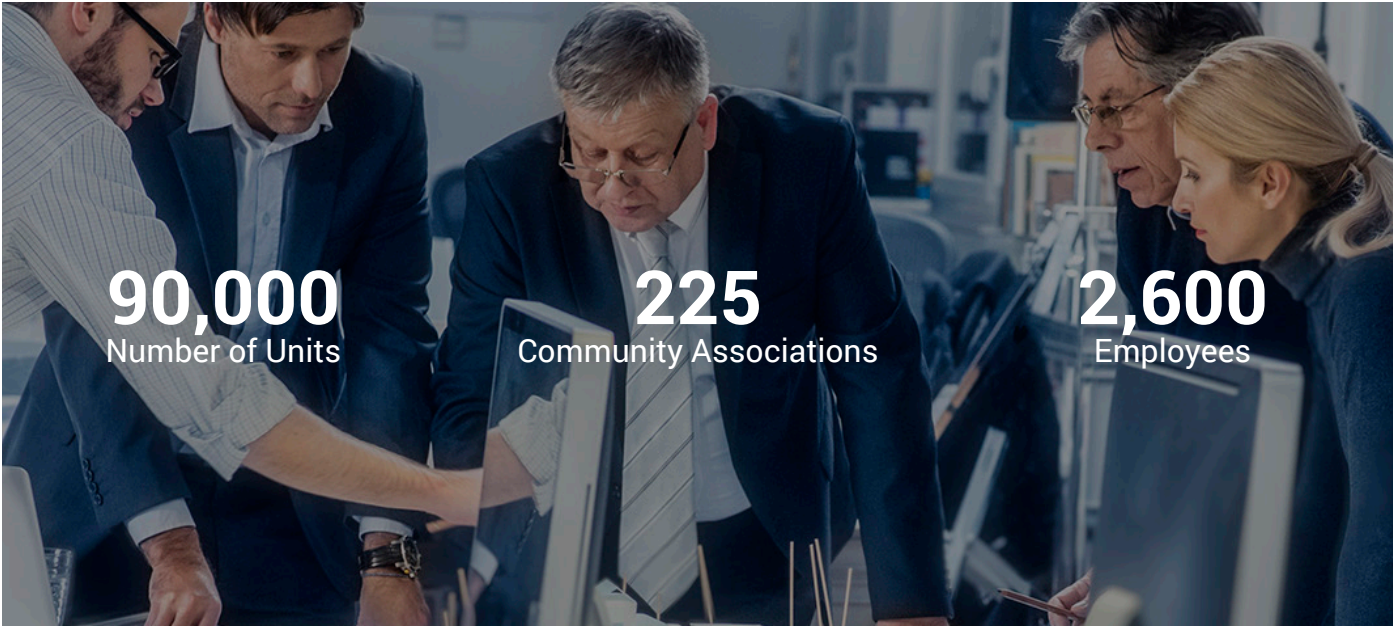
From luxury high-rise buildings to mid-rise and garden style condominiums to townhome communities to homeowner associations, we create a custom designed program for your community. This tailor-made approach combines our expertise, specialized skills, and exceptional industry knowledge to suit your specific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



CUSTOMIZED COMMUNITY MANAGEMENT

We enhance 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 companies in Florida with a dedicated team of hospitality experts to train your staff and deliver an exceptional lifestyle for your community.



90,000

Number of Units

225

Community Associations

2,600

Employees

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 presence and appearance. 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.



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.



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.



TECHNOLOGY TOOLS

We enhance community through connectivity.

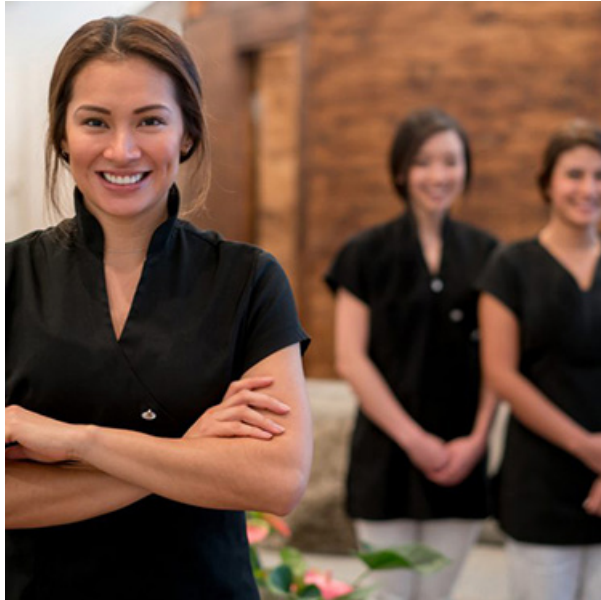
Our technology software and support systems can be game-changers for your community. From an intuitive, interactive association website to the ease of online payments, automated notifications, handling service requests, even tracking package delivery, our technology solutions give you real-time insight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



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.



AMENITY MANAGEMENT & LIFESTYLE ACTIVITIES:

We enhance lifestyle.

KWPMC fosters a strong sense of community among residents through a landmark resort program that ensures your amenities are world-class and readily available. We have experience managing amenities such as clubhouses, tennis centers, spa operations, hair & nail salons, and marinas. Our impeccable attention to detail and commitment to treating residents like guests at a five-star resort make KWPMC the right choice for embracing the finer things in life.

To enhance the lifestyle of residents using these amenities, our Lifestyle Concierge Services Team work to foster new friendships and enhance the health and happiness of residents every day. Our team works on planning and hosting daily activities from large special events, to daily fitness classes and workshops. These include:

- Wine tastings
- Block parties
- Special fitness and yoga classes
- Nutritional classes
- Art class/shows
- And more

Additionally, your on-property team will be there to handle each and every daily request, large or small, including housekeeping, grocery shopping, catering, online food deliveries, event planning and much more.



FOOD & BEVERAGE

We enhance the experience.

KWPMC offers a full range of food & beverage services to enhance the lifestyle your residents enjoy and fuel their enjoyment of each and every day. Whether relaxing poolside, dining with family and friends, or commemorating a special occasion, expect exceptional service delivered with a true touch of class. Our full-service programs focus on creativity and professionalism and include daily culinary operations, customized menus, poolside dining and cocktails, as well as elegant clubhouse dining – all while strictly adhering to health and safety guidelines.



RV RESORT & MOTORCOACH RESIDENTIAL COMMUNITY MANAGEMENT

We enhance your park communities.

We support owners and investors from purchase or a new build to management and sale – whether the property is run as a resort or as a community managed by a homeowners association. We can handle it all, from build-out, branding, and property design consulting to day-to-day property management including staffing, financial management and reservation management. With over fifteen years of award-winning experience in traditional residential and multi-family property management, we understand RV parks and Motorcoach Communities better than anyone else. We manage luxury resorts and properties from the North Carolina mountains all the way down to the Florida coastline.





RESIDENT PORTAL



KWIC

The Technology to Support Talent

We've gone to great lengths to create an advanced portfolio of technology tools to bring out the best in our professionals and yours – from the most advanced and user-friendly accounting software to document storage and reporting to the industry benchmark in property management systems.

Our platforms work in concert and are fully customizable to the specific requirements and challenges of your community. Additionally, we'll provide your residents and Association Members with a feature-rich community website and a mobile app that streamlines accounting and operations.



WE ENHANCE COMMUNICATION

Convenience is key. That's why we offer owners a resident portal that offers 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



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

Boca Raton/West Palm Beach Office

2385 NW Executive Center Drive, Suite 100
Boca Raton, FL 33431
T: (561) 332-1360
F: (561) 332-1359

Tampa/St. Petersburg Office

100 South Ashley Drive, Suite 1750
Tampa, Florida 33602
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

Bahamas Office

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



Miami/Dade



SW Florida/Naples



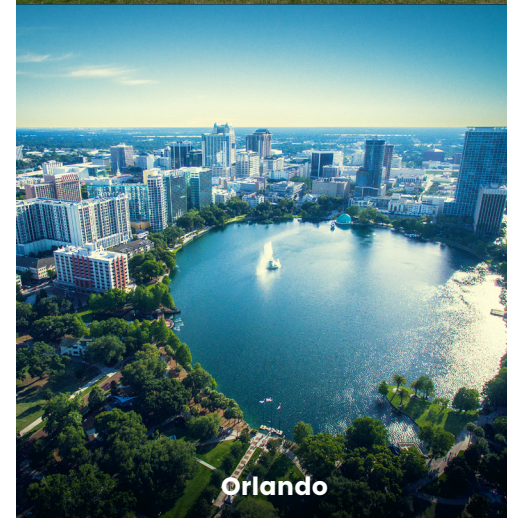
Broward/Ft Lauderdale



Palm Beach



Tampa/St. Petersburg



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

To get a proposal for your community, go to

kwpmc.com/property-management-pricing-proposal



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