

# The THRESHOLD

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## Chairman's Message

Our first priority is maintaining focus on doing a superior job for our clients, demonstrating through our actions that we are accountable for doing that which we say. Our average client tenure and retention rate remains higher than others in the industry, and our growth continues to be increased by the many referrals we receive from satisfied clients.

We remain strategic about planning for the future. Even as WPM's founding partners transition to more advisory roles, I am confident that we have assembled a team of high-performing leaders who will carry on WPM's long history of delivering results and management excellence for our clients.

Please join me in congratulating Jim Dahlgren on his appointment to the role of Chief Executive Officer for WPM Real Estate Management at the beginning of 2023.

Jim has served as President for the past five years and has been instrumental in WPM's continued growth - from expanding our geographic footprint, to revamping compensation and incentive programs for Associates, to updating operational processes and systems that facilitated our ability to quickly pivot when COVID hit in early 2020. He was also just selected by the *Baltimore Business Journal* as a 40 Under 40 Honoree.

We look forward to WPM's ongoing success under his leadership, as CEO.



Mark M. Caplan, Chairman



## Message from the CEO

As I think about 2023 and the future, I'm energized by the passion, the desire to make a difference, and the unwavering dedication of our Associates. WPM has a strong foundation, dating back more than 75 years. We invest significantly in helping our people learn and grow - leveraging the strength that comes from building a team of diverse professionals. In this edition of the Threshold, you'll see new faces joining WPM (page 3), along with some familiar leaders taking on new responsibilities and stepping into new roles as part of our thoughtful approach to long-term sustainability (pages 8 and 10).

Already this year we've welcomed new clients, residents, tenants and homeowners across our divisions. We expanded our Multifamily presence in Central Pennsylvania in early January (see our feature article on page 6) and added new Association (page 9) and Commercial properties (page 8) in Maryland. And our Maintenance and Construction Services emergency response teams had a busy holiday season, responding to and mitigating damage associated with fires and flooding emergencies (page 10).

Our teams continue to deliver results for our clients and earn industry recognition for performance excellence (pages 4 & 5). When faced with a challenge, they will rise to meet it, and more often than not, exceed it. I'm confident that together we will achieve great things - not only in 2023, but for many years to come.



James Dahlgren, Jr., CEO



# Associate Spotlight

## Staci Gelfound Joins WPM as New President of Association Management



Join us in welcoming Staci Gelfound to WPM as the new President of Association Management. She takes over leadership of the division from Barry Yatovitz who has led the division for more than 15 years. Barry will remain a principal with WPM, transitioning to a more strategic advisory role for both clients and Associates.

“We’re pleased to have Staci join WPM and the executive management team,” says WPM CEO James Dahlgren, Jr. “Staci’s shared commitment to delivering value and the highest levels of service to clients, her broad experience and national perspective will be a great asset for both our teams and the clients we manage.”

Staci brings to WPM over 30 years of experience in community association management. She is a well-respected leader in the industry at both regional and national levels and has been a member of the national faculty for the Community Association Institute (CAI) since 2007. She holds multiple industry designations including the Professional Community Association Manager (PCAM®), the highest professional recognition for association management. She also has served as Chair and Vice Chair for the Montgomery County Commission on Common Ownership Communities (CCOC), led education and training programs for Boards, and has testified in Annapolis on legislation affecting community associations.

We look forward to introducing you to Staci as she continues WPM’s strong commitment to excellence.

## Continuing the Conversation: Inclusivity, Diversity, Equity and Advocacy



WPM’s IDEA Council continues to be actively focused on helping to ensure we uphold our commitments to the principles of Inclusivity, Diversity, Equity and Advocacy (IDEA) as we grow and evolve. Here are few highlights:

- We fielded a survey with all Associates to gauge where we are with the concepts of IDEA at WPM. Key learnings and observations from the survey were shared with all Associates and used to celebrate our successes and develop action plans for areas of improvement.
- We implemented several of the Council’s recommendations from the survey results. These included adding Juneteenth



as a paid company holiday in 2023, including the option for domestic partners to be covered in our health insurance plans, giving Associates the option to add pronouns in company email signatures, and creating internal communications to increase awareness among Associates about open positions and career advancement opportunities.

- For fun, we explored where our Associates were born and mapped the diversity of the origins of our employee base (see map above). We were amazed to learn our Associates come from 5 of the 7 continents!



# Spotlight on Outstanding Achievement

## Mike Mangum Given WPM's Outstanding Achievement Award in 2022!

Awarded by the Executive Management Team only in years when there is a worthy recipient, the Outstanding Achievement Award is presented to an individual or group that exemplifies, at the highest level, WPM's core values and commitment to performance that adds value.

Mike Mangum has been instrumental in WPM's growth over the past year. He worked tirelessly to help WPM and its clients with due diligence and onboarding efforts, coordinating third-party vendors, managing facilities and working to share knowledge and develop others to ensure our collective success. He has demonstrated a positive, results-oriented approach time and again – whether presented with a challenge, project or assignment. He goes beyond simply finding the solution, instead finding ways to address the challenge or improve the project in a way that creates a better result. Join us in congratulating Mike on his continued success!



## WPM Unsung Hero Award



This award celebrates Associates who personify teamwork and selflessness. Congratulations to Christina Yingling and Tracey Kobett for receiving the Unsung Hero Award for 2022! Christina serves as Assistant to the Regional Property Managers in the Multifamily Division. She has endless patience and works tirelessly in support of others, managing competing priorities and keeping so many of us organized – always with a smile and as if you are the only person who is asking for her time. Tracey is the Assistant Controller for Association Real Estate and a well-respected resource and leader to her team. She is a reliable “go-to” person who can be depended on to get the job done. She has played an instrumental role in WPM's recent technology migration – learning, implementing, and managing the work in the new system. Join us in congratulating these two Associates who exemplify WPM's values in all that they do.

## Shining Star Awards



WPM celebrated another successful year at our 2022 Annual Awards Event on December 9, 2022. We recognized the contributions of Associates receiving this year's WPM Shining Star Awards. They continue to serve as WPM ambassadors, embracing our core values and performing at the highest levels in serving our clients. Congratulations!



### Association Real Estate

- Rita Dore, Community Association Manager

### Corporate Services, Administrative Support, and Accounting

- Michelle Warren, Human Resource Generalist
- Donna Arman, Administrative Support
- Kimberly Thorn, Accounting (Association)
- Julie Parks, Accounting (Multifamily)

### Multifamily Real Estate

- Brittany Milan, Assistant Property Manager (500 Park/520 Park)
- Sattie Persaud-Alami, Property Manager (611 Park/The Severn/ 500 Park/520 Park)
- Andre Henry, Leasing Specialist (Twin Ridge)
- Mark Wheeler, Site Technician (Allyson Gardens)
- Dave Faus, Service Technician (Villas of Castleton)
- Allan Polston, Service Manager (Abundant Life II)

### Service and Commercial

- Aaron Skinner, Foreman

### Lighthouse Senior Living

- Nicole Stewart, Business Manager (Hopkins Creek)
- Rachael Morris, Receptionist (Ellicott City)
- Annie Yolain, Caregiver (Ellicott City)
- Angie Cuffie, Caregiver (Hopkins Creek)

## 2022 MMHA Star Awards & 2022 PAA Best of Apartment Living Awards

Once again, WPM Real Estate Management and its teams were recognized for outstanding performance in property management at both the Maryland Multi-Housing Association (MMHA) Star Awards and the Pennsylvania Apartment Association (PAA) Annual Best of Living Awards (BOLA)! These honors recognize members for professional excellence in the industry. WPM couldn't be prouder of our Associates and communities honored for their excellence. Congratulations!

### ★ 2022 MMHA STAR AWARD WINNERS

**WPM Real Estate Management** - Bronze Property Management Company of the Year

#### Gold

- Townhome Community of the Year - Gray Haven
- Assistant Property Manager of the Year - Roneisha Pierce
- Service Team of the Year - The Charles

#### Silver

- Elevator Community of the Year - Jefferson House
- Garden Community of the Year - Meadow Creek
- Best Community Team of the Year - 611 Park

#### Star-Certified

- 1111 Light Street
- 500 Park
- Boston Crossing
- The Fitzgerald
- Twin Ridge



### ★ 2022 PAA BEST OF APARTMENT LIVING AWARDS

#### Union Flats

- 3rd Place, Maintenance Excellence
- 10th Place, Regional Top 10 Overall Excellence



## WPM Earns Top Workplace Recognition

Thank you to our Associates for once again making WPM a Top Workplace, as recognized by *The Baltimore Sun*. This marks the 11th consecutive year we have earned this honor. WPM was also the highest ranked property management company in the region and placed sixth overall among Large Employers in the region.

It is our team of Associates who continue to raise the bar for what it means to be performance-driven. Their commitment to embrace our values of integrity, strength, excellence and energy, to make positive contributions to the community, and to create a welcoming and supportive culture are what continue to make WPM a great place to work. Join us in celebrating our Associates and this award!



# Featured Communities



## WPM Expands Multifamily Portfolio in Pennsylvania

In January, WPM expanded its footprint in Central Pennsylvania, taking over the management for B&F Properties' portfolio of multifamily residential properties totaling 899 units. Founded in 1980, B&F Properties specializes in the development of resort-style, luxury apartment communities. The firm was interested in transitioning management of its properties to a third-party manager and underwent a search process to find one that shared their values and commitment to delivering the best possible apartment experience. WPM is excited to be selected as that partner.

These five communities join WPM under the direction of Regional Property Manager, Jennifer Torres. Daily management is provided by Senior Property Manager, Caroline Schompert who is supported by Assistant Property Managers Andrea Stanley and Audrey Caleca and Service Managers Kevin Wagner and Chris Latsha, along with the rest of the team. Please join us in welcoming these five new properties, their residents, and 16 new Associates to the WPM family!

### Eclipse at Belmont (Lancaster, PA)

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

One of the newest B&F properties, Eclipse at Belmont was built in 2022 and offers 72 one- and two-bedroom layouts located close to Lancaster's best shopping areas, while nestled in a private retreat overlooking a quiet lake. The community welcomes furry friends and offers residents secured buildings, covered bike storage, detached parking garages, private patios and balconies, and 24-hour maintenance. It is merely a 5-minute walk to Whole Foods with easy access to restaurants, retail, and area hospitals.





## Charleston Townhouses (Lancaster, PA)

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

A multi-time winner of Pennsylvania Best of Living Awards, Charleston Townhouses gives its residents a quality of life that is like home ownership without the headaches or taxes. The community consists of just 68 townhouses on a private street with no thru traffic. All homes feature large floor plans, some with a daylight family room, along with two bedrooms and one and a half baths. Built in 1987, the community is currently undergoing an extensive remodel to update homes with brand new kitchen appliances and bath fixtures.



## Highlands at Warwick (Litiz, PA)

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

Offering three different types of homes across its 195 units, the Highlands at Warwick gives residents the feeling of living in a custom-designed home with access to luxury amenities. The community includes a clubhouse, fitness center, swimming pool, business center along with a walking path and play areas. The Manor Townhomes are large, multilevel, two- or three-bedroom townhomes with attached garages. The Carriage Homes are comfortable three-level townhomes with fully finished basements. Some feature a loft and first floor primary bedroom suite, while all are filled with charm and spaciousness. The Garden Homes offer luxury, single level living with soundproof construction, cathedral ceilings, and designer kitchens.

## Crest at Elm Tree (Mount Joy, PA)

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

Located in Mount Joy, PA, just minutes from Rt. 283 and major retail centers, Crest at Elm Tree consists of 280 units, including one-, two-, and three-bedroom apartments. Offering single level living with attached garages, these luxury homes offer premium features, including 9- and 10-foot ceilings, recessed lighting, private entrances, European kitchen cabinets and faux marble counters, and select units with energy-efficient fireplaces. The community offers a clubhouse, resident car wash pad with vacuum, gazebos with grills, a saltwater swimming pool, fitness center, walking paths and a putting green.



## Meridian West Shore Apartments (Mechanicsburg, PA)

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

Meridian West Shore Apartments features 284 luxury apartments in three styles of buildings. From 600 sq. ft. foot one-bedroom apartments to 1400 sq. ft. townhomes with double attached garages. Meridian West Shore offers resort-style amenities in a location with easy access to downtown Harrisburg, Mechanicsburg, Gettysburg and Carlisle. The community includes a saltwater pool, fitness center with cardio theater, business center, car care pad with vacuum, gas grills and a fire pit, bocce ball court, walking and fitness path, and concierge services.

# Multifamily Real Estate

## Welcome 101 Ellwood Apartments & Lofts

On December 30, 2022, WPM took over management for 101 Ellwood Apartments & Lofts. Formerly Patterson Park High School, this historic building was redeveloped as multifamily housing in 2013 and is located in Baltimore's Caton neighborhood. It includes 140 luxury apartment homes with one- and two-bedroom floor plans with modern features, while retaining details from its past, such as hand-painted murals from the school's library and classic wall-sized chalkboards. The community also includes a Zen courtyard, rooftop deck, fitness center with yoga room, and dog washing station as well as an attached parking garage with 146 spaces. The property is being managed by Brandis Lee, under the guidance of regional property manager Kenneth Smith.



## Herman Martin Promoted to Multifamily Maintenance Operations Advisor

Congratulations to Herman for his recent promotion to Maintenance Operations Advisor for Multifamily Real Estate, replacing Mike Mangum who was promoted to Director of Operations for WPM's Maintenance and Construction Services division. Herman joined WPM in 2021 and has over 30 years of industry experience. Well versed in the service needs of the division, he provides continuity to the role with his expertise and proven track record. As part of strategic restructuring for services, this position will move under the Maintenance & Construction Services Division reporting to Mike Mangum, while maintaining a focus to support the maintenance needs of the Multifamily Real Estate Division.



# Commercial Real Estate

## Rita Dore Promoted to Senior Commercial Manager

We're pleased to announce Rita Dore has joined the division as Senior Commercial Manager. Most recently, she served as a Community Association Manager with the Association Real Estate Division. During her 17-year tenure with WPM, Rita has held roles in the Association, HR, Commercial and Services divisions. She has strong relationships with clients and in-depth knowledge and experience with WPM's processes, technologies and operations. Her added leadership in WPM's Commercial Real Estate Division will help drive continued growth in this line of business.



## WPM Awarded Management for Music Fair Road Commercial Property

WPM took over management of the Music Fair Business Center, LLC in Owings Mills, Maryland, on January 13, 2023. A small business park with 12 units, the property is currently fully occupied by five different tenants. Planned renovations include refacing the front of the building, adding new awnings and lighting, redesigning and relocating signage for greater visibility, replacing the roof, and addressing needed entrance repairs as well as parking lot asphalt repairs. WPM was selected as the property manager based on our track record of improving and managing other commercial properties for Music Fair's owner, including Gateway in Bel Air and McCormick at CCBC. The property is being managed by WPM Senior Commercial Manager, Rita Dore.





## Welcome Amy Switzer, Community Association Manager

In November, Amy Switzer joined the Association Management team, bringing nearly 20 years of experience in the real estate industry to her role as a Community Association Manager. She has held multiple positions in new home construction and property management, each adding to her extensive knowledge and customer-service mindset in meeting the needs of communities, homeowners, and contractors. Known for her thoughtful approach and positive spirit, Amy is committed to open and responsive communication. She previously earned her Certified Manager of Community Associations (CMCA®) designation and has the reputation of being a solutions-oriented problem solver. Striving for continual improvement and operational efficiency, Amy shares WPM's passion for creating great communities for people to live. Join us in welcoming Amy to the WPM team!



## WPM Awarded Management of Beckett Green Condominium

On January 1, WPM welcomed the Beckett Green Condominium Association, Inc., to its management portfolio. Developed by David S. Brown Enterprises in the late 1990s, this condominium community is nestled in a quiet wooded area in Owings Mills, Maryland, just west of Owings Mills Boulevard. There are 168 units across seven mid-rise, elevator-equipped buildings, with only six units per floor in each building. The

Board of Directors remains focused on the long-term health of the property grounds and buildings, engaging in preventive maintenance and social and fiscal health of the community, as well as planning for upcoming elevator modernization. The Community Association Manager is Patricia Lall assisted by Destini Henry.

## Stoneridge Condominium Joins Association Management Portfolio



WPM was awarded management of Stoneridge Condominiums, effective February 1, 2023. Established more than 25 years ago, the 12-building neighborhood includes 168 condominium units known for their open living space. The community is conveniently located in Pikesville, Maryland, just South of McDonogh High School and less than one mile from the Owings Mills Metro Centre. Stoneridge is managed by Brian Black and assisted by Karen Lall.

# Maintenance & Construction Services

## Mike Mangum Promoted to Director of Operations

Mike Mangum joined WPM's Maintenance and Construction Services Division in January as Director of Operations. Since coming to WPM 14 years ago as a service technician, Mike has continued to take on additional responsibility within the Multifamily Real Estate Division, serving as Service Manager for 10 years and eventually being promoted to Maintenance Operations Advisor in 2021. He has been critical to WPM's operations, training, and overall success. His move into this new role is part of strategic restructuring within the division that will allow us to expand our services offerings and create greater cross-company collaboration on maintenance and services, resulting in increased value for clients.



## WPM Emergency Response Team Responds to Pipe Bursts and Fires Over the Holidays

It was a busy holiday season for our Maintenance and Construction Services Team, as crews responded to several emergencies heading into the new year. Thanks to all our crews for their quick response and commitment to helping manage these unexpected events for our residents and clients.

### Flooding at Lighthouse Senior Living in Ellicott City

On December 27, WPM service teams were called to Lighthouse Senior Living in Ellicott City to address a frozen sprinkler pipe that burst and flooded multiple units, temporarily displacing residents. Quick to respond, our teams immediately started the remediation process, cutting away wet drywall and installing drying equipment, and coordinating the repairs. All in all, the team worked quickly over the next few days to replace drywall, repaint, and ensure residents could get back in their units with as little downtime as possible.



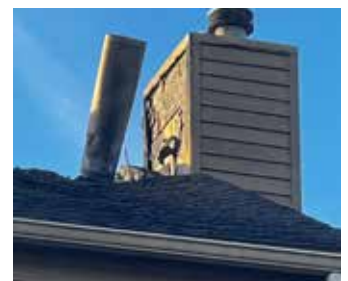
### Fire at Catons Villas North Townhomes

On the afternoon of Friday December 30, WPM received the call that there was an active fire at the Catons Villa North Townhomes. WPM immediately sent two crews to the property to start the process of securing and stabilizing the building as soon as the fire was extinguished. The team boarded up all windows and doors, installed a temporary cover on the roof to protect against additional weather and elements, inspected the units surrounding the affected area to assess damage, and installed air scrubbers to help clean the air. Once the building was secured to mitigate any other damage, the team began removing multiple dumpsters full of debris and material to eliminate potential safety hazards from the scene. They also worked with the utility services to provide temporary lighting and power for heat to prevent pipes from freezing and causing additional damage.



### New Year's Eve Fire at The Lodge Condominiums

While most of the region was ringing in the New Year, WPM received an on-call emergency notification for a fire at The Lodge Condominium in Baltimore. Our teams responded quickly, working with local authorities to make sure the building and its residents were safe. At 9am on New Year's Day, WPM was in full swing at the site with four crews starting the mitigation process, which included building a temporary roof able to support a snow load, working with BGE to restore power to surrounding homes, and removing damaged drywall and debris. WPM is continuing to manage the rebuilding process as the roof and homes are restored. "This was a large mobilization for emergency support," says Mike Mangum, WPM Director of Operations for Maintenance and Construction Services. "Our teams responded quickly on New Year's Day and worked for 10 hours to safeguard the building and its contents. It was a complex process, involving coordination among multiple homeowners and vendors. I'm extremely grateful to our teams for their dedicated response and hard work."





# Lighthouse Senior Living

## LIGHTHOUSE ELLICOTT CITY

### Ellicott City Welcomes New Health and Wellness Director

Lighthouse Ellicott City welcomed Victor Jaiyeola as its new Health and Wellness Director in January. Victor shares the Lighthouse approach to quality and holistic care, having worked with diverse patient populations across a variety of settings, including long-term care, mental health, maternity, pediatrics and medical surgical environments. Most recently, he served in the roles of Resident Care Director and Charge Nurse in assisted living, memory care, and long-term care settings. He has experience creating individualized care plans, ensuring compliance with Maryland Office of Health Care Quality standards, and working closely with medical teams to ensure quality patient care. Join us in welcoming Victor to Lighthouse!



### Celebrating the Holidays, Culture and Ladies Outing

We were thrilled to be able to celebrate the holidays in earnest for the first time since the pandemic began. We hosted many families for our annual holiday party, baked Christmas cookies, made ornaments, and enjoyed a caroling visit from Bethel Baptist Church.

Two of our medicine technicians, Hannah and Menbe, helped celebrate our cultural diversity by sharing some Ethiopian

traditions and customs and hosting an afternoon Ethiopian “welcome coffee” ceremony, complete with authentic Ethiopian bread.

The ladies of Lighthouse enjoyed a day out, traveling to “Sweet Simplici-Tea” Tea Room in Sykesville for afternoon tea, complete with savory and sweet options, great company and delicious tea!



## LIGHTHOUSE HOPKINS CREEK

At Lighthouse Hopkins Creek, things are revving up with new life enrichment activities. The team recently added a number of exciting offerings, including line dancing, wood burning and stained-glass classes that are being delivered in partnership with the local senior center. A newly formed men’s group recently headed out to Top Hat Pool Hall to play a few rounds of pool.

Residents have enjoyed visits from Pets on Wheels, as well as new volunteer support for Memory Care residents.

We’re also pleased to share that we are fully staffed with our caregivers and dining team. We’ve even returned to consistently offering our Educational Eating Program, where residents have the opportunity to explore different ethnic foods.

## About WPM Real Estate Management

WPM Real Estate Management is an Accredited Management Organization (AMO®) and an Accredited Association Management Company (AAMC®), providing a full suite of property management services for over 26,000 units and 50,000 people in the Mid-Atlantic and MidSouth regions. While maintaining a large portfolio of commercial, industrial, and retail properties, WPM is one of Baltimore's largest residential property managers, boasting an extensive portfolio of multifamily, condominium, senior housing, student housing and homeowner association communities.

Our leadership team has years of experience both as owners and as managers of residential communities and commercial properties. It is that experienced owner's perspective and our management style to proactively identify issues and opportunities that ensures our actions and decisions add value for those living, working or investing in the properties we manage.



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