



The THRESHOLD

Second Edition 2025

**Featured Community:
Reserve at Sawmill - Page 3**



Reserves at Lewes Landing - Page 6

...a look inside one of the region's
premier property management firms

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Message from the CEO

A look at how our people and planning continue to drive results.

We often say that people are our greatest strength, and this spring, that's been on full display. Across departments and divisions, our teams have stepped up to support new projects, onboard associates, lead trainings, and strengthen client relationships. Whether it's sharing at industry events (pages 4, 5 & 7), responding to emergencies (page 8), onboarding new communities (page 6), or helping high school students prepare for interviews (page 10), we continue to show up – for the work and each other.



The momentum we're seeing now is the result of planning, persistence, and collaboration. The growth we've experienced – from expanding our presence in the coastal markets of Delaware and Maryland (pages 3 & 6) to welcoming new hires and celebrating promotions (pages 4, 10 & 11) – isn't just a reflection of market demand. It's a reflection of trust. Our clients trust us because we've built a team that knows how to deliver. We embrace the power of team, leveraging the individual talents and expertise of our Associates to adapt to the needs and goals of each client. And we do it while finding time to celebrate, give back, and have fun along the way (pages 5, 7, 10 & 11).

As we look ahead to the second half of the year, we remain focused on delivering the service, insight, and responsiveness our clients and communities expect. The pace of work is fast, but the commitment across our team is strong. That's what drives real results.

We're grateful for your continued trust and partnership, and we're excited for what's ahead.

A handwritten signature in blue ink, which appears to read "J. Dahlgren, Jr." The signature is fluid and cursive.

James Dahlgren, Jr.
CEO

Featured Community: Reserve at Sawmill



Nestled in the heart of Milford, Delaware, Reserve at Sawmill offers garden-style apartment living with spacious floorplans, thoughtful amenities, and a strong sense of community. WPM assumed management of the 149-unit property in March 2025, continuing our growth in the coastal Delaware market and our commitment to delivering high-quality residential experiences.

Built in 1995, the community features a mix of one-, two-, and three-bedroom apartment homes with private patios or balconies and generous layouts designed for comfort and convenience. Residents enjoy beautifully landscaped grounds, a 24-hour fitness center, and easy access to local shopping, dining, and recreational areas—including Delaware’s nearby beaches.

With new ownership in place, plans are underway to invest in enhancements that elevate daily life for residents. Common areas are being refreshed, and a new dog park has been added offering additional opportunities for connection and outdoor enjoyment.

WPM’s management approach focuses on responsiveness, operational excellence, and resident satisfaction. That commitment is already taking shape at the Reserve at Sawmill through stronger communication, proactive maintenance, and a community-first mindset that reflects the values of both WPM and ownership.

Milford’s small-town charm and accessibility to the broader coastal region make Reserve at Sawmill a standout choice for residents seeking both comfort and convenience. As we continue to support the community, we’re proud to spotlight the people and places that make it a great place to call home.

To learn more about the community, visit reserveatsawmillapartments.com.

Multifamily Leadership Grows with Senior RPM Annemarie Hobson

We're proud to welcome Annemarie Hobson as a Senior Regional Property Manager. With over 30 years of industry experience, Annemarie brings deep operational expertise, a passion for mentoring, and a proven ability to drive performance across teams and properties. In this role, she will oversee four communities and provide direct leadership to three Regional Property Managers and their portfolios. A former President of the Delaware Apartment Association and two-time Regional Manager of the Year, Annemarie enjoys all things sun and water—and never turns down a karaoke mic (even if she claims she can't sing!).



Ashley Williams Promoted to Property Manager Specialist

Congratulations to Ashley Williams on her promotion to Property Manager Specialist! Ashley has 20+ years of multifamily experience and a strong background in training, team development, and operations. In her new role, she'll support lease-ups, onboard new assets and Associates, train Property Managers, and assist with special projects and new initiatives. She was named MMHA's Gold Property Manager of the Year in 2023 and led her community to earn Gold Community of the Year in 2024. Outside of work, Ashley is a proud Girl Scout troop leader who loves to glamp, travel, and explore the world as a true foodie!

WPM Builds Talent Pipeline at Regional Job Fairs



WPM continues to invest in future property management professionals through participation in regional career fairs. On March 26, team members attended the IREM Job Fair at Stevenson University, connecting with students exploring careers in real estate. On April 29, WPM joined other industry leaders at the Liberty Group Multifamily Career Fair in Rockville, MD, engaging with job seekers interested in multifamily operations. These events support WPM's recruitment efforts and reflect our ongoing commitment to being a top employer – a distinction reinforced by 13 consecutive years as a Maryland Top Workplace.



WPM Leasing Academy: Sharpening Skills, Elevating Service

On March 26, WPM's Leasing Professionals came together for a full day of training, collaboration, and connection at our Leasing Academy. Highlights included a session with industry expert Lisa Trosien on delivering a 5-star customer experience, Nurture Boss training with Marissa Moeller, and a dynamic peer-led workshop with Leasing Managers Ronnie Pierce, CALP and Andre Henry Jr., CALP. It was a great day focused on raising the standard of service across our portfolio.



WPM Attends AIM Conference to Strengthen Client Service

WPM recently attended the Apartment Innovation and Marketing (AIM) Conference in Huntington Beach, CA—one of the premier events for multifamily marketing and operations. Ashley Stran and Ronnie Pierce, CALP, joined peers from across the country to explore strategies, technology trends, and resident experience insights. Their takeaways will help enhance WPM’s approach to customer engagement, leasing, and digital outreach. Attending AIM reinforces our focus on continuous improvement and applying new ideas that enhance how we deliver value to our clients.

A Grand Slam Thank You to Our Service Managers

On April 3, WPM hosted its annual Service Managers’ Day at Oriole Park at Camden Yards, celebrating the hardworking leaders of our Multifamily Service teams. This special tradition is a chance to show our appreciation with a day of baseball, great food, and even better company. Thank you to our incredible Service Managers for all you do to keep our communities running strong!



MRE Vendor Appreciation Event Hits the Mark



WPM’s MRE team hosted a Vendor Appreciation Event at Mustang Alley in late April, bringing together valued partners for an afternoon of bowling, connection, and gratitude. We had a blast celebrating the incredible vendors who help make our work possible – thank you for your continued support and partnership!

Becky Smith Speaks on AI Panel at PAA Event

Rebecca Smith, CALP, WPM’s Marketing & Business Development Director, recently participated in a panel discussion hosted by the Pennsylvania Apartment Association (PAA) Central Regional Advisory Council. Part of the event’s Operations and Maintenance Round Tables, the session explored how AI and emerging technologies are shaping the future of property management. Becky joined fellow industry leaders to discuss innovation, adaptability, and aligning operational strategies with organizational goals. Her insights showcased WPM’s emphasis on innovation and adaptability in an ever-changing industry.



Guiding Future Leasing Professionals at MMHA

WPM was proud to take part in Mock Interview Day at the MMHA Leasing Training Academy, where students impressed industry partners with their professionalism and enthusiasm. The day also included a panel discussion, giving students valuable insight into careers in property management. We’re excited to support the next generation of leasing professionals!



Strengthening Our Coastal Footprint in Delaware

WPM Real Estate Management has expanded its presence in the Mid-Atlantic coastal region with the addition of Reserves at Lewes Landing, a 97-home single-family community in Lewes, Delaware. WPM began managing the homeowner association on April 1.

Just three miles from downtown Lewes, the community offers half-acre wooded lots and convenient access to Cape Henlopen State Park and Rehoboth Beach. Amenities include a clubhouse, outdoor pool, and sports court. WPM is partnering with the Board to manage operations and provide guidance in governance, budgeting, and long-term planning. With a focus on transparency, efficiency, and proactive support, our goal is to position the community for long-term success. This addition reflects WPM's broader commitment to building strong, well-managed neighborhoods across the region.



Maple Highlands

Continued Growth in Community Management

WPM continues to expand its Association Management portfolio with several new communities across the region—each reflecting our commitment to supporting neighborhoods from the ground up.

Maple Highlands (Howard County, MD): We began managing this newly developed 55+ condominium community by NV Homes, which includes 58 duplex homes. Our team helped the developers set up governance structures, draft budgets, and develop operations. With the first homeowners now settling in, we're guiding the transition from development to a homeowner-led association life.

Radcliff Reserve (Owings Mills, MD): WPM assumed management of this 57-home townhome community by Caruso Homes. With luxury finishes, modern layouts, and amenities like sidewalks and a playground, Radcliff Reserve reflects the needs of today's homeowners. WPM is partnering with the HOA to support long-term success.

Jacobsville Town Center Condominium (Pasadena, MD): Another new NV Homes 55+ development, Jacobsville Town Center will include 168 condominium units across seven mid-rise buildings. WPM has been involved from the start, preparing governance and operations ahead of homeowner settlements this June. A ribbon-cutting ceremony was held in early May.

These new partnerships reflect our trusted role in launching and managing structured communities across the region.



Radcliffe Reserve



Jacobsville Town Center Condominium



ARE Team Connects at Board & Brush

In April, the WPM Association Real Estate team gathered at Board & Brush Columbia for a creative team-building event. Painting projects, shared laughs, and good conversation made for a great day of connections. Thank you to Board & Brush for hosting a memorable experience that reminded us how powerful teamwork can be – on and off the clock.

Staci Gelfound Recognized at National CAI Conference

WPM Association Division President Staci M. Gelfound, CMCA, AMS, PCAM, continues to serve as a national leader through her work with the Community Associations Institute (CAI). At the 2025 CAI National Conference in Orlando, she led the M-202 course on Association Communication and took part in Board of Trustees meetings to help shape organizational policy. She also serves on CAI's National Managers Council, advising on education and best practices. This year, Staci received the National Recruiter of the Year Award for her efforts to grow CAI's membership and elevate industry engagement. Her leadership continues to strengthen CAI's presence and promote professional development for community association managers nationwide.



Raising the Bar: WPM Team Leads Through Education

At WPM, we believe industry leadership is built on knowledge, and we remain committed to ongoing learning to support our communities.

This spring, our team participated in several CAI events across the region. In March, we attended the CAI Chesapeake Chapter's breakfast seminar on Fair Housing and Neighbor-to-Neighbor disputes, featuring legal experts Ruth Katz and Nuri Rafati. In April, team members joined the CAI Delmarva Breakfast in Ocean City,

connecting with peers focused on raising professional standards.

In June, Association President Staci M. Gelfound, CMCA, AMS, PCAM served as a guest speaker at a CAI seminar on electronic voting for HOAs, providing guidance on legal setup, reporting, and boosting homeowner participation.

As a Diamond Sponsor of CAI Chesapeake, we're proud to support programs that promote education, dialogue, and high standards across our industry.



Maintenance & Construction Services

Service Under One Roof

From 24/7 emergency response to project management and preventative maintenance, WPM's Maintenance & Construction Services team continues to deliver high-impact results across the portfolio. Their work this spring demonstrates the breadth of services offered, as well as the team's ability to act swiftly, solve problems creatively, and support clients with confidence.

Emergency Response in Real Time

This spring, WPM's team mobilized quickly to respond to two separate fires at managed properties, showing just how critical a well-coordinated response can be in times of crisis. Their ability to triage, stabilize, and support both residents and ownership highlights the power of having trusted professionals already in place when the unexpected happens.



222 Saratoga (Baltimore, MD):

In late March, a fire impacted 13 units, with damage from fire, smoke, and water. Our team worked closely with emergency personnel, the Red Cross, and the ownership representative to evacuate residents, secure the scene, and begin coordinating remediation.

Wabash Manor Apartments (Baltimore, MD):

Just a few weeks later, a fire caused a widespread power outage across four buildings, affecting 16 units. Once again, our team acted fast to stabilize the property and worked directly with BGE to restore power. Within just five days, half of the affected residents were able to reoccupy their homes. Our team's quick work made a meaningful difference for both residents and ownership.



Capital Project Management for Association Clients

WPM is currently managing two major multi-phased capital projects for communities in our Association Division, providing expert oversight, vendor coordination, and communication every step of the way.

Villages of Woodholme (Pikesville, MD): This multi-year roofing project exceeds \$1 million in scope. Our team began last fall by developing the project plan, bidding out contracts, and assisting in vendor selection. Construction is set to begin in early June, marking the first phase of the project installation work and ensuring seamless execution.

Village of Timbergrove (Reisterstown, MD): Planning for this comprehensive siding replacement project began earlier this year. Our team is now coordinating vendors and schedules, with the first building's renovation set to begin in mid-June.

Multifamily Support: Projects & Preventative Work

Whether overseeing structural improvements or conducting property-wide inspections for our multifamily properties, WPM's Maintenance & Construction Services team brings technical know-how and problem-solving skills that help safeguard asset value and resident satisfaction.

The Fox Building (Baltimore, MD): Water intrusion led to the replacement of a rooftop deck. WPM scoped the issue, collaborated with the roofer, and oversaw installation of a raised deck with an integrated drain scupper system – providing a long-term solution to protect the building and minimize future disruption for residents.



Beacon Pointe Apartments (Sparrows Point, MD): Our team recently replaced a 100-foot long retaining wall. The project required removal of existing landscaping and installation of dozens of 6" x 6" x 12" timbers. The work was completed in just one week, with minimal disruption to residents.

Greens at Schumaker Pond (Salisbury, MD): Services is conducting crawl space inspections across the property to evaluate site conditions, facilitate cleanouts, and identify drainage or ventilation issues. These inspections will support planning and budgeting for future improvements, helping management make well-informed decisions.

Reserve at Sawmill (Milford, DE): Following WPM's takeover of management, our team has been conducting unit and HVAC inspections – changing filters, clearing condensation lines, and identifying small issues before they become bigger ones. It's all part of our commitment to proactive, preventative care.

Hopkins Creek Phase 2 Renovations

After completing first-floor updates last year, Lighthouse Hopkins Creek has completed Phase 2 renovations, focusing on new flooring and fresh paint in the second-floor common areas. WPM's Services team partnered with on-site maintenance and leadership to guide the project from planning through execution. Painting was done at night, with flooring installed during the day to reduce disruption. We're grateful for the team's commitment and thoughtful scheduling to help ensure safety and minimize inconvenience for residents, staff, and families throughout the process.



Industry Recognition: Mike Mangum Showcased

WPM's VP of Maintenance & Construction Services, Mike Mangum, was recently recognized by the Multifamily Facilities Leadership Council, a national group of over 100 facility professionals. Mike was instrumental in launching the group two years ago and continues to help lead its bi-weekly conversations focused on the future of facilities management – from staffing and AI to best practices in operations. His leadership continues to position WPM at the forefront of the industry.



Service Spotlight - Aaron Skinner, Service Division Foreman

A skilled carpenter and veteran of the Service team, Aaron Skinner has been with WPM since 2016 and plays a central role in daily operations. As Division Foreman, he leads carpentry repairs, cabinet renovations, and door and window installations. He's also instrumental in seasonal prep, from mobilizing snow removal equipment to keeping the shops stocked and ready. "Aaron is a trusted problem-solver," says Mike Mangum, Vice President of Maintenance & Construction Services. "He is a valued teammate whose work ethic and experience help keep projects moving and clients satisfied."

Associate Spotlight



Brad Kelly Joins WPM as Director of Accounting

Brad Kelly joined WPM in February as Director of Accounting. A licensed CPA, he has more than 20 years of experience in real estate accounting. Brad has led accounting functions across residential, mixed-use, and commercial portfolios, with a strong focus on financial systems and owner priorities. His expertise and ownership mindset strengthen WPM's ability to support clients with strategic insight and operational excellence. We're excited to welcome him to the WPM team!

WPM Associates Earn Industry Certifications

At WPM, we're proud to support the continued growth and development of our Associates. Andre Henry recently earned his Certified Apartment Manager (CAM) credential from the National Apartment Association, and Sattie Persaud-Alami earned her Accredited Commercial Manager (ACoM) certification from IREM, specializing in mixed-use properties. Their achievements reflect our commitment to industry excellence. Please join us in congratulating Andre and Sattie!



Andre Henry



Sattie Persaud-Alami

Community Impact

WPM Silent Auction Raises \$5,000 for United Way

WPM's Community Impact Committee once again hosted its annual Silent Auction to benefit the United Way of Central Maryland, raising an impressive \$5,000 to support local programs and services. Associates had the chance to bid on a variety of creative and generous donations – all in the spirit of giving back. Thank you to everyone who contributed items, placed bids, or made direct donations. Your participation helps make a meaningful difference in our community!



Supporting Student Success at Overlea High



In March, WPM Associates participated in Overlea High School's annual Mock Interviews, giving graduating seniors real-world interview experience as they prepare for college and careers. Students gained valuable one-on-one time with professionals to build confidence and sharpen their skills. Thanks to Brittany Milan, a member of WPM's Community Impact Committee, for recommending this opportunity as part of the committee's new Monthly Spotlight initiative. We're proud to support programs that help students take meaningful steps toward success. Shout out to LaJauane Addison, Nicole Dunston, Ashley Williams, Mora Porter, and Brittany Milan for participating and giving back to this event.

Senior Living Moments to Remember

3rd Annual Senior Prom at Dundalk High

On May 6, students at Dundalk High rolled out the red carpet for the 3rd Annual Senior Prom. Residents from both Hopkins Creek and Ellicott City joined in for a night of dancing, food, games, and celebration. With a Hawaiian luau theme, everyone enjoyed an evening of fun, laughter, and memorable photo ops.



ELLICOTT CITY

Bunny Hop Brings Spring Cheer

Bayada Home Health, our in-house therapy partner, helped host a festive Bunny Hop to encourage movement and celebrate the season. Residents donned bunny ears and embraced the “Hoppy Easter” spirit with joy and energy.



Piano Donation Hits a High Note

A recent piano donation to Lighthouse Ellicott City brought big smiles – especially for one resident, Cynthia Everitt, a lifelong pianist who began playing at age six, studied piano in college, and has loved it ever since. Thanks to her daughter-in-law, who spotted the opportunity online, the piano now has a second life bringing joy to the entire community.



HOPKINS CREEK



Welcome Wanda Dominic!

Wanda joined Lighthouse on February 17 as our new Health and Wellness Director. She brings 20 years of experience as an LPN and has already made a strong impact with her professionalism, warmth, and go-getter attitude. Wanda has been a steady presence on the floor, using her skills and leadership to guide the wellness and care staff. We're excited to have her on the team!

Community, Culture, and Connection

This spring, residents stuffed over 600 Easter eggs for a local hunt as part of their ongoing community outreach. April wrapped with an Educational Eating event, followed by a festive Cinco de Mayo Cerveza Tasting on May 5.



Celebrating Nurses, Moms, and Muscle Cars

May kicked off with a special Nurses Week appreciation honoring our dedicated care team. The month also featured two favorite traditions: the 4th Annual Car Show & Community Event on May 10, and a lovely Mother's Day Tea Party the following day, with sweet treats, family time, and special activities.



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About WPM Real Estate Management

WPM Real Estate Management is an Accredited Management Organization (AMO®) and an Accredited Association Management Company (AAMC®), providing comprehensive property management services for over 26,000 homes and over 50,000 residents in the Mid-Atlantic region across Maryland, Pennsylvania, Delaware, and Virginia. As one of Baltimore's largest residential property managers, WPM oversees a diverse portfolio of multifamily, condominium, senior housing, student housing, and homeowner association communities. Our leadership team has decades of experience as both owners and managers of residential properties. This owner's perspective drives our proactive approach, allowing us to identify issues and opportunities early and make decisions that add value for residents and investors alike.



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