



The THRESHOLD

Third Edition 2025

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



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Message from the CEO

As we move through the final quarter of the year, I want to thank our association boards, clients, homeowners, and residents for the trust you place in WPM. That trust drives us to deliver the best in property and community association management and to create communities where people truly thrive.

We remain focused on results – staying ahead of industry trends, investing in technology and training, and pushing ourselves to continually improve. Above all, we measure success by the value our performance adds to those we serve.

You'll see that commitment reflected throughout this issue of *The Threshold*. We're welcoming new leaders across our divisions (pages 6, 9, and 11), celebrating the accomplishments of our Associates (pages 4, 7, and 9), and showcasing how our teams are sharing expertise and sharpening their skills through in-house and national industry training (pages 7 and 9). We're also recognizing the partners who work alongside us to serve clients (page 8) and spotlighting the generosity of our Associates who give back through organizations like United Way, Feeding America, Casey Cares, and the Alzheimer's Association (page 3).

These stories highlight what makes WPM strong: our people, their dedication, and the way they bring integrity, strength, energy, and excellence to life every day.

Reflecting on the first three quarters of the year, I'm proud of what we've accomplished to date – and even more excited for what's ahead. Thank you for being part of the WPM community.



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

James Dahlgren, Jr.
CEO

Community Impact: Making an Impact Together

From packing kits to fundraising campaigns, WPM Associates are helping build stronger communities.

At WPM, we're proud to partner with organizations that improve lives where we live and work. Our Associates continue to step up in meaningful ways – from hands-on volunteer projects to companywide initiatives – to support those in need.

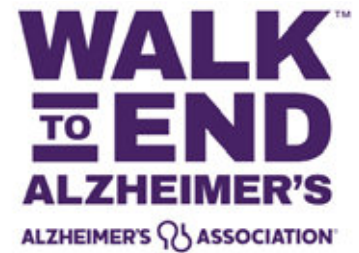
Packing Party with Purpose

On August 15, WPM Associates teamed up with our Community Impact Committee to host a packing party for United Way of Central Maryland. Associates assembled 400 hygiene kits with essentials like toothbrushes, toothpaste, and disinfectant wipes to support individuals experiencing homelessness in our community.



Walking to End Alzheimer's

On September 27, WPM and Lighthouse Senior Living joined the Walk to End Alzheimer's at Centennial Park in Ellicott City. Organized by the Alzheimer's Association, the event raises awareness and funds for Alzheimer's care, support, and research. We're grateful to all who walked with us to support this important cause. Learn more at alz.org.



Fighting Hunger Together

In October, WPM is once again supporting Feeding America through our annual fundraising campaign. With 98% of donations going directly into hunger-relief programs, Feeding America helps provide healthy food and vital resources to families across the country.



PJs that Make a Difference

From December 1 to December 11, WPM will continue its tradition of supporting the Casey Cares Foundation through our annual Pajama Drive and Fundraising Campaign. Donations of new pajamas help bring comfort and cheer to critically ill children, whether they're in the hospital or recovering at home.



Spotlight on Service

Each month we spotlight an Associate-nominated organization – here are recent highlights:

- Midtown Community
- Moveable Feast
- Hatton Animal Rescue Foundation
- Walk to End Lupus
- Walk to End Alzheimer's
- Autism Speaks



WPM Hall of Fame: Celebrating Excellence in Action

Each year, we celebrate our Associates who go above and beyond – the ones who bring energy, integrity, strength, and excellence to their work every day in support of our clients, community boards, homeowners, and residents.

This year, we highlighted those efforts with the **WPM Hall of Fame**. Between August 4 and September 5, more than 150 nominations were submitted recognizing colleagues for their dedication, commitment, and care. What makes this program unique is that every nomination counts – there are no single winners or committee selections. Everyone recognized is celebrated for the value they bring to their teams and the communities they serve.

This annual tradition has become an important way to honor the achievements and hard work of our people. It is their performance that truly sets WPM apart. We're proud to showcase just a few of this year's honorees here, and we congratulate all who were nominated.



CALLING ALL WPM SUPERSTARS:
NOMINATIONS FOR THE WPM HALL OF FAME ARE NOW BEING ACCEPTED!

..... WHAT IS THE WPM HALL OF FAME?

The WPM Hall of Fame recognizes individuals who demonstrate exceptional dedication and embody the spirit of excellence at WPM.

Whether it's you or a fellow Associate, we want to know who's knocking it out of the park, hitting grand slams, pitching a perfect game, having an MVP season, or any of the other great sports references! This is your chance to shine a spotlight on those who make a real difference, whether it's through outstanding client service, innovative thinking, or creating a positive and collaborative work environment. It's time to celebrate their impact and induct them into the WPM Hall of Fame.

From now until August 29*, nominate yourself or a fellow Associate for the WPM Hall of Fame by sending an email to HallOfFame@wpmhc.com.

All nominees will receive a special WPM gift and be entered into a drawing for up to \$500. Nominate today and make this year's Hall of Fame class truly epic!

Alex Cossu

Alex is a dedicated team player who readily jumps in to tackle any task with precision. He consistently communicates clearly, responds promptly to emails, and ensures nothing falls through the cracks.

Nominated by: Julia Pank

Nominate today and make this year's Hall of Fame class truly epic!

Cori Crawley

Cori consistently demonstrates a willingness to step in and support her colleagues whenever needed. She is patient, approachable, and kind in her interactions with association residents, taking the time to listen to their concerns and working diligently to resolve issues in a timely and effective manner.

Cori's professionalism, compassion, and problem-solving skills make her an invaluable member of the ASES Team. She sets a positive example for others and contributes greatly to the success of our team. I am truly proud to call her my teammate and believe she is most deserving of this recognition.

Nominated by: Blake Hunt

Nominate today and make this year's Hall of Fame class truly epic!

Gwen Briggs

Gwen has been amazing since day one as a leasing agent, her recent promotion to Assistant Property Manager was quickly and honestly earned. The level of customer service that Gwen has offered in her two years here at Owen's Gate and Carlewood is a true depiction of WPM's brand promise. Gwen's hunger for growth and learning continues to shine bright and early each day as she shows up with a smile on her face, ready to take on her new tasks as ADPM. I am thrilled to have her by my side at our busy properties!

Nominated by: Jessica Brubaker

Nominate today and make this year's Hall of Fame class truly epic!

Jackie Grace

Jackie exemplifies outstanding dedication to customer service, positivity, and teamwork. She consistently goes above and beyond to ensure every resident feels valued and every challenge is handled with swift, thoughtful solutions. Her uplifting attitude creates a positive environment that motivates the entire team to excel.

Beyond her impressive work ethic, Jackie is a true role model to me personally—leading with integrity, compassion, and unwavering commitment. Her balance of exceptional service and genuine care inspires everyone around her, making them an invaluable leader and a shining example of excellence.

Nominated by: Brenda Harding

Nominate today and make this year's Hall of Fame class truly epic!

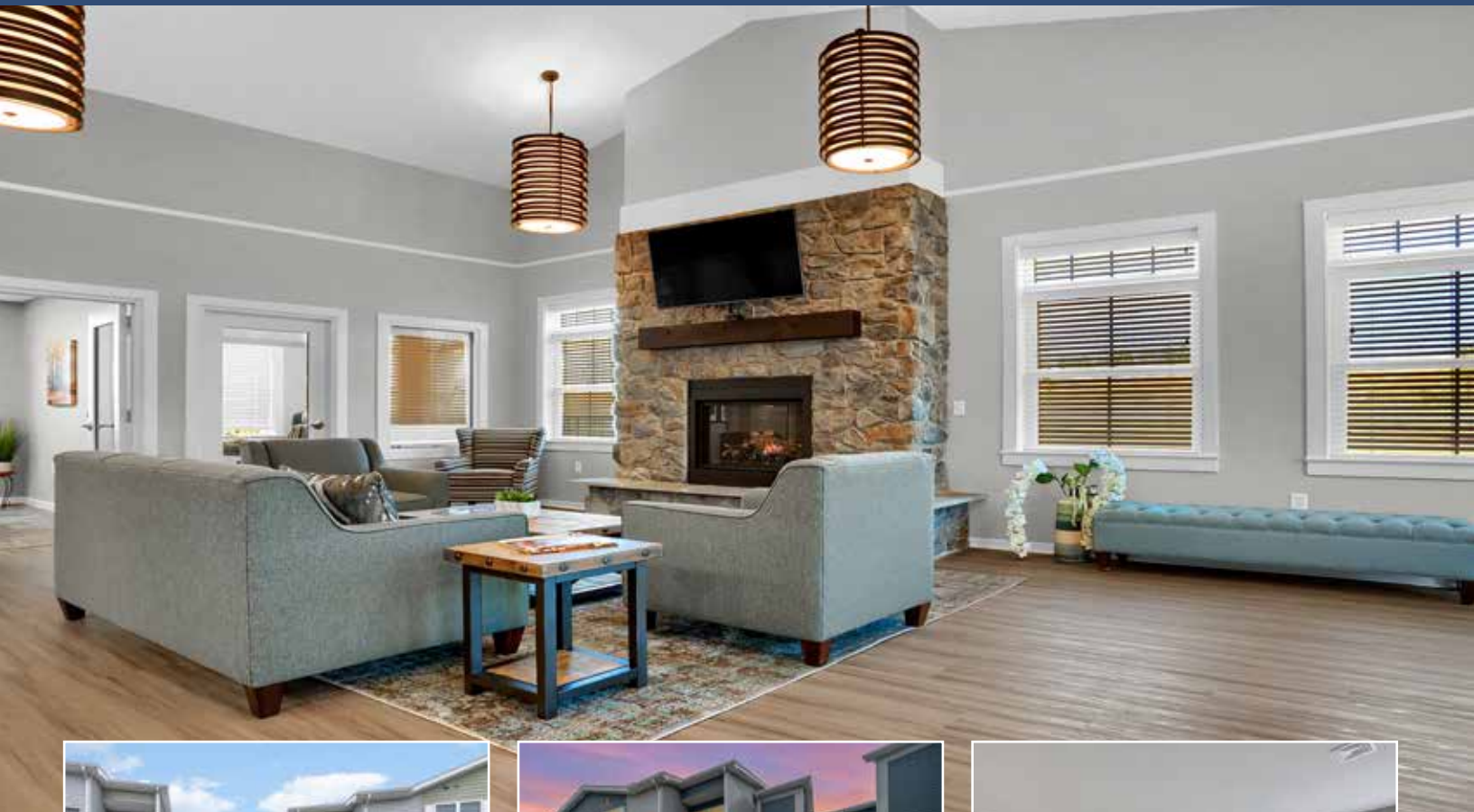
Edwin Ramos

Edwin Ramos is the definition of a team player. If you ask him for help, expect to hear "Yes" or "Of course!" every time. As the Maintenance Supervisor at Oakwood Hills, Edwin consistently responds to emergencies and troubleshooting issues with impressive speed and reliability. Despite managing a demanding workload with only one technician, he approaches every challenge with a can-do attitude and a smile. His sense of humor keeps the team energized, and his dedication keeps things running smoothly. Edwin is an absolute joy to work with, and we're lucky to have him on our team!

Nominated by: Kristy Shapiro

Nominate today and make this year's Hall of Fame class truly epic!

Featured Community: Oakwood Hills



A Community with Scenic Views and Modern Living

Nestled in the Yellow Breeches Valley of Mechanicsburg, Pennsylvania, Oakwood Hills is the newest community to join WPM's multifamily portfolio. With 316 one- and two-bedroom apartment homes, the community combines modern design and amenities with a backdrop of natural greenspace – creating an ideal setting for residents to live, relax, and connect.

Built in 2019, Oakwood Hills was designed for today's lifestyle. Open-concept kitchens, spacious bathrooms, and high-end finishes bring comfort and style into each apartment home. Outside, residents enjoy a saltwater pool, picnic area, and walking trails that wind through the scenic surroundings. A 24-hour fitness center makes it easy to stay active, and the welcoming clubhouse provides space to gather with fellow residents. And with quick access to Route 15, I-83, and the PA Turnpike, commuting is convenient while still being close to the quiet beauty of Yellow Breeches Valley.

For WPM, Oakwood Hills represents a deeper connection to Central Pennsylvania – strengthening our presence in the region. It reflects WPM's continued commitment to delivering excellence for clients and residents with an integrated approach to property management across the Mid-Atlantic.

For more information about Oakwood Hills, one of the premier destinations for apartment living in the region, visit www.oakwoodhillsapts.com.



Jennifer Alley Promoted to Senior Regional Property Manager

This summer we celebrated the promotion of Jennifer Alley to Senior Regional Property Manager. Since joining WPM in 2013 as a Property Manager, Jennifer has steadily advanced through the roles of Senior Property Manager and Regional Property Manager. She has been recognized for her professionalism and commitment to residents and teams, including being named *Property Manager of the Year* by her local NAA affiliate. Jennifer holds a CAM designation and is pursuing her CAPS and CPM certifications. As Senior Regional Property Manager, she will continue overseeing her portfolio while also mentoring Regional Property Managers and strengthening leadership across the division.



Welcome David Brocklebank

We are pleased to welcome David Brocklebank as a new Regional Property Manager. With more than 25 years of multifamily experience, David brings a strong focus on planning, transparency, and team support. He holds an Accredited Residential Manager (ARM) designation and is a Certified Property Manager Candidate (CPM). His collaborative approach and commitment to reliability will be a great asset to the communities and clients he serves.

WPM Presents at Apartmentalize 2025

In June, WPM's Becky Smith co-presented *"The Leasing Link: Performance Powered by Perspective"* with Candice Manning, CAM, CAPS, NAAEI Faculty, at Apartmentalize in Las Vegas. The session drew a packed room as participants explored how shifting mindset can drive leasing performance, with a focus on empowering teams through big-picture thinking. The presentation challenged attendees to "start with TIE" – Transparency, Inclusion, and Exposure – as the foundation for building culture, commitment, and thriving communities.



Advancing Industry Expertise at Entrata Summit

WPM had a strong presence at this year's Entrata Summit, with Regional Property Managers in attendance along with representatives from the Marketing, IT, and Accounting departments. The three-day event included keynotes, breakout sessions, and product training on AI, ancillary revenue, and resident experience. WPM's Becky Smith also took the stage as a speaker, underscoring the expertise our teams bring to the industry – and how we translate that knowledge into value for our clients and communities.



Celebrating Our Maintenance Teams

On September 24, WPM hosted its annual Maintenance Appreciation Day (MAD), bringing together more than 100 service managers, service technicians, and site technicians from across the Multifamily division. Held at Northwest Regional Park in Owings Mills, the afternoon was a chance to step away from daily demands and celebrate the vital role our maintenance teams play. The day featured catered barbecue from Smoking Roache's, the Cow ice cream truck, corn hole and games, along with prizes donated by vendors. Beyond the food and fun, this event was about gratitude – recognizing the dedication and care our maintenance teams bring to residents and communities every day.



Leasing Academy and Olympics: Learning and Showcasing Talent

This summer was a busy season for WPM's leasing specialists, with opportunities to both learn and showcase their talents. In July, nearly 50 Associates gathered for **WPM's Leasing Academy**, featuring sessions on leasing-maintenance collaboration, marketing and website audits, and Entrata training. The program also included group discussions, problem-solving, and Q&A – giving leasing specialists a chance to share ideas, build skills, and tackle real-world challenges.

In September, attention turned to competition at our **Annual Leasing Olympics**. A new format limited competitors to the top 20, selected through a "GLOAT" (Greatest Leasing Of All Time) pre-assignment presentation. Finalists rotated through four stations, with Kalyn De Lara (Boulevard at White Spring) taking 1st place, followed by Lilli Buell (Meridian West Shore) and Tina Cole (TowsonTown Place). Colleagues joined in the afternoon for lunch, entertainment, and a celebration for all participants.



3rd Annual Association Vendor Appreciation Event

The heat was on at Camden Yards, but nothing could stop the fun at WPM's 3rd Annual Vendor Appreciation Event! Over 100 vendor partners joined our team for a day at the ballpark, celebrating the strong partnerships that help us deliver exceptional service to the communities we manage.

Now a valued tradition, the afternoon was a win – even if the Orioles game wasn't. Filled with laughter, camaraderie, and plenty of ballpark spirit, the event was our chance to say "thank you" to our preferred vendors, who play a vital role in WPM's success and help equip community boards with the expertise and resources to make sound decisions for their communities.



WPM at CAI CEO-MC Retreat

In September, WPM leadership attended the Community Associations Institute (CAI) CEO-MC Retreat in La Quinta, California – an annual conference that brings together CEOs and senior executives of community management companies. The three-day event explored new ways to lead, manage, and deliver service excellence in today’s association marketplace.

Keynote speakers included John Iannarelli, retired FBI Special Agent, who shared de-escalation strategies and crisis response insights, and Lisa Bodell, CEO of FutureThink, who encouraged participants to embrace simplification as a mindset for resilience and innovation. With its emphasis on clarity, purpose, and practical strategies, the conference provided valuable insights WPM can apply in our work with community boards and homeowners.



Commitment to Excellence: Amy Switzer Achieves AMS®

Congratulations to Amy Switzer, Community Association Manager, on earning her Association Management Specialist (AMS®) credential through the Community Associations Institute (CAI). Amy joined WPM’s ARE team in 2022 with more than 18 years of experience in property management and real estate, and this achievement reflects her continued commitment to professional excellence and to supporting the boards and communities she serves.

Welcome Michelle Alexander

We are pleased to welcome Michelle Alexander to WPM as a Community Association Manager. Michelle brings 20 years of experience in community association management, with expertise in budgeting and customer service. She has a strong background working with both homeowner and condominium associations. We look forward to the knowledge, energy, and dedication Michelle will bring to supporting the communities we serve.



Sharing Expertise at CAI Chesapeake Symposium

On October 6, Mike Mangum represented WPM on a panel at the Community Associations Institute (CAI) Chesapeake Chapter’s Annual Symposium & Expo, held at Maryland Live! Casino in Hanover, MD.

As one of three panelists in the morning session on disaster planning and emergency response, Mike shared insights on how associations can prepare for and respond to crises, drawing on WPM’s experience supporting communities through unexpected events. His participation highlights WPM’s growing leadership role in the association management space and our commitment to helping boards and communities navigate challenges with confidence.



Maintenance & Construction Services

WPM's Maintenance & Construction Services team delivers more than technical expertise. From emergency response to staffing support and project management, we help protect property values and support communities with collaboration and care.

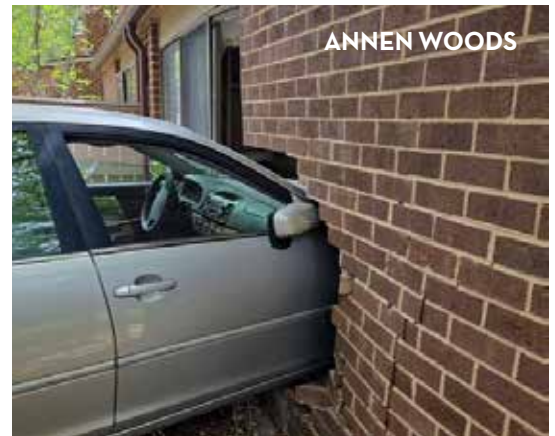
Retaining Wall at Bright Meadows

In late July, WPM's Services team completed a major retaining wall replacement at Bright Meadows Townhomes. The project was critical to protecting the property's infrastructure and ensuring the long-term safety of the community.



Insurance Claim Management at Annen Woods

When a car accidentally drove through the front of a condominium unit at Annen Woods in Pikesville, the damage was significant – and stressful for the homeowner and neighbors. WPM's Services team stepped in to manage the insurance claim from start to finish, coordinating with the Board, the unit owner, the restoration company, and insurance representatives. By guiding a complex process with care and expertise, WPM's Service team eased the burden on the community and ensured the home was restored to its pre-loss condition in early August.



Emergency Response at Twin Ridge

When lightning struck Twin Ridge Apartments in mid-August, sparking a fire that destroyed one building, WPM's Service Team mobilized immediately. Within hours, technicians and preferred partners were on site clearing debris, boarding windows, installing a secure construction door, and coordinating fencing and security with local responders. Knowing repairs would take time, the team also painted the plywood, so the boarded façade blended into the community during the lengthy recovery process. This rapid response demonstrated the strength of our team and partners, delivering value to clients when it matters most.



Beyond Fill-Ins: Extending Onsite Teams

This summer, WPM's Services team has been a steady presence across our communities, providing staffing support to keep things running during the busiest months of the year. From covering vacations to easing seasonal backlogs and navigating industry-wide shortages, more than half the team is in the field each day, working alongside onsite staff.

What makes this support different is how our technicians approach the work. They bring the same WPM values and standards as permanent staff, acting as true extensions of onsite teams and ensuring consistent service. We're also adapting our fleet – shifting to smaller, more versatile vehicles that help us respond quickly and meet the changing needs of our properties.



HOPKINS CREEK

Welcoming New Leaders to Hopkins Creek

In August, Lighthouse Hopkins Creek welcomed **Roselle Francis** as Delegating Nurse. Roselle began her career as a dietary aide before becoming a CNA/GNA and MedTech, later pursuing nursing after 16 years in hospital finance. She gained experience in neonatal and emergency care before moving into leadership roles in assisted living, serving as Director of Nursing and Delegating Nurse. Roselle brings well-rounded clinical expertise and a deep commitment to compassionate, resident-centered care.



Mike Hinkel joined as Food Service Director in September. Mike has spent a lifetime in food service, beginning as a teenager and later training as a chef during his military service. His career spans work in restaurants specializing in French, Italian, German, and American cuisine, as well as owning his own restaurant. For the past 17 years, he has led dining programs in assisted living, combining culinary skill with a passion for creating meals that bring comfort, joy, and fond memories to residents.



Together, Roselle and Mike bring broad experience, leadership, and care that will strengthen our community.

Celebrating Community Together

Residents at Lighthouse Senior Living Hopkins Creek have enjoyed a busy season of activities – from a lively *Coastal Cowboy Party* to outings at Marshy Point Nature Center, the National Cryptologic Museum, the Museum of Industry, and Baugher’s Petting Zoo. Weekly farmer’s market visits, summer ice cream truck stops, and an intergenerational Tae Kwon Do demonstration added variety and fun, while our *Masterful Moments* initiative featured a playful “Best Friends” flamingo scavenger hunt. Looking ahead, the community is preparing for more celebrations, including Oktoberfest, a Halloween Party & Parade, and a Veterans Day Celebration.



2nd Floor Remodel Complete

Residents at Lighthouse Senior Living Hopkins Creek are enjoying a refreshed second floor. The project included updated flooring, new paint, and comfortable new furnishings that brighten and modernize the community space.

ELLICOTT CITY



New Health & Wellness Director

We are excited to welcome Linnette Allen as the new Health & Wellness Director at Lighthouse Senior Living Ellicott City. A Licensed Practical Nurse with more than a decade of experience in long-term care, rehabilitation, and senior living, Linnette brings strong clinical expertise and a passion for enhancing residents’ health and quality of life. She looks forward to building meaningful relationships with residents and families while supporting their well-being each day.

Life in Full Swing

Residents at Lighthouse Senior Living Ellicott City have been enjoying special events that bring joy and connection to the community. September highlights included a Wheelchair Wash hosted by Bayada Home Health Care and a Pie in the Park gathering, where residents, families, and staff were able to share treats and spend time together.



The THRESHOLD

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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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