WPM
REAL ESTATE
MANAGEMENT

The THRESHOLD

Third Edition 2026



Featured Community:
Cloisters at Waverly Woods Condominium - Page 5

Village at Snowfield – Page 9

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

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About The Threshold

This publication is a look at what's happening across WPM and the people and communities at the heart of our work. Along with company news and updates, we celebrate our Associates, share the ways they are making a difference, and highlight WPM's involvement in the communities we serve. Together, these stories reflect who we are as a company and what we value.

Message from the CEO



As we head into the final months of the year, I want to thank our clients, residents, homeowners, boards, and business partners for the trust you continue to place in WPM. That trust comes with a responsibility to deliver the service and results you expect. We measure our success by the value our performance adds to the people and communities we serve.

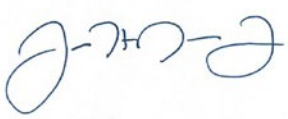
Doing that well requires us to keep improving. Markets and client needs continue to shift, and technology is changing how work gets done. Our job is to understand what those shifts mean for the properties and communities we manage and to make sure our teams are prepared with the knowledge and resources to respond.

This issue of The Threshold shows some of that work in action. We continue to invest in our people and strengthen the leadership and resources behind our management teams. We are also finding practical ways to use technology and AI to work more efficiently. But technology is only a tool. The experience and judgment of our Associates, along with the relationships they build, remain central to how we serve.

You'll read about new communities joining WPM, along with investments in training and professional development. We also highlight maintenance and capital projects across our portfolio and the ways our Associates are contributing to the communities where we live and work. The stories are different, but they reflect a consistent approach. We start by understanding what each client and community needs. From there, we bring the right resources to the work and keep looking for ways to improve.

Our culture is a big part of that. "Where People Matter" is more than a message about what it is like to work at WPM. It shows up in the ownership our Associates bring to their work and in how they support one another and the people we serve.

As we close out 2026, we remain focused on delivering the performance our clients count on and continuing to earn their trust. Thank you for your partnership and for the opportunity to serve you.



James Dahlgren, Jr.
CEO

Community Impact

Supporting the Maryland Food Bank

On July 25, WPM Associates volunteered at the Maryland Food Bank, spending the morning sorting and packing food for Marylanders facing food insecurity. Organized by WPM's Community Impact Committee, the event brought Associates from across the company together in support of the Food Bank's work. WPM packed 3,120 lbs. of food in the warehouse, which translates to 2,600 meals for 438 individuals. In addition, WPM contributed a $5,000 gift to support the important work this organization does in our community.







1,500 Snack Packs for Local Students

WPM Associates and members of IREM Maryland Chapter 16 came together on August 27 to pack 1,500 snack bags for the Baltimore Hunger Project, the second time WPM's Community Impact Committee led an event like this this year. The bags are distributed to area schools, where teachers can provide them to students who need food during the school day.





Coming Up: Casey Cares Pajama Drive

Cozy pajamas can bring a little comfort to a child going through a difficult time. This holiday season, WPM will once again support the Casey Cares Foundation through its annual Pajama Drive and Fundraising Campaign, benefiting critically ill children in the hospital and at home. From November 2 through December 10 donations will be accepted at our corporate office, as well as select WPM-managed communities.

Casey Cares Foundation

Spotlight on Giving Back

In addition to the volunteer and philanthropic efforts led by WPM's Community Impact Committee, many WPM Associates support organizations and causes that they are passionate about. Each month, the Community Impact Committee's Spotlight On Giving Back is an opportunity for Associates to highlight charitable organizations that are near and dear to their hearts in the hopes of increasing awareness, generating volunteers, or raising funds. Some of the organizations we have recently featured are:

- **June: Safe Harbour**
- **July: G.R.O.W. Community Care**
- **August: Historic Richmond**
- **September: Party For A Cure**
- **October: Scouting America Troop 420**

WPM Teams Honored at PAA Keystone Awards

WPM Associates and communities earned top honors at the 2026 Pennsylvania Apartment Association Keystone Awards, held September 10 at The Star Barn. Jennifer Torres was named Regional Property Manager of the Year, while eight WPM communities received awards recognizing their performance. Emerson Flats and Lancaster Lofts each earned the prestigious Trilogy Award, recognizing excellence across leasing, maintenance and overall performance. The recognition reflects the work WPM Associates put into their communities every day. Congratulations to everyone who contributed to this year's success!



Karen Parks Joins WPM as Chief of Staff



WPM welcomed Karen Parks as Chief of Staff and a member of the Executive Management Team (EMT) in August. The new role reflects WPM's continued growth and its commitment to ensuring the company has the leadership and resources to meet the changing needs of its clients and communities.

Working closely with CEO James Dahlgren and the EMT, Karen will help bring people and resources together across WPM to advance companywide priorities. She brings extensive experience helping organizations scale, including building the infrastructure that supported one company's growth from startup to $100 million in revenue and later leading a $20+ million enterprise technology transformation. Her role adds another layer of expertise behind WPM's management teams, helping them respond to client needs and maintain the level of service WPM is known for.

184 Ways People Matter at WPM

At WPM, we know our Associates are what make WPM a great place to work and are central to the service we provide every day. So it's no surprise that when Associates were asked to recognize colleagues who bring "Where People Matter" to life, the response was overwhelming: 184 nominations!

Throughout the six-week campaign, Associates celebrated colleagues who go above and beyond, embody WPM's core values, and demonstrate exceptional dedication to each other and our clients. Those are the same qualities that shape WPM's culture and its commitment to service excellence. For clients, residents, homeowners, boards, and fellow Associates, those qualities are reflected in people who understand their needs, anticipate issues, and are ready to solve problems when they arise.

Congratulations to everyone who was nominated. This offers just a glimpse of how WPM Associates put "Where People Matter" into practice every day.











The Cloisters at Waverly Woods Joins WPM

On October 1, WPM's Association Real Estate division began managing **The Cloisters at Waverly Woods, A Condominium**, a 70-unit community overlooking the Waverly Woods golf course.

Built in 2001, the community includes two four-story condominium buildings with enclosed shared hallways, elevators, common rooms, and garage and surface parking. Its setting offers homeowners golf course views along with convenient access to I-70 and Route 29. Homeowners also have access to community amenities including a pool, tennis courts, and playgrounds.

The Board selected WPM to help streamline management and strengthen processes that support the community. In addition to day-to-day association management, The Cloisters now has access to WPM's broader resources, including its in-house Maintenance & Construction Services team and 24/7 emergency response. That added depth gives the Board support for routine needs as well as larger maintenance and capital projects. Technology is another part of that support, helping streamline communication and giving WPM's team better tools to respond quickly and keep the Board informed.

"Technology can make community management more efficient, but people are still at the heart of strong communities," said Staci M. Gelfound, CMCA®, AMS®, PCAM®, President of WPM's Association Management division. "At The Cloisters, our focus is on understanding what matters most to the Board and homeowners and combining the right processes and technology with experienced people who know how to apply them."

The Cloisters at Waverly Woods is a welcome addition to WPM's Association portfolio, and the team looks forward to building relationships with the Board and homeowners in the months ahead.







Welcoming Main Street at Waugh Chapel

In September, WPM's Association Real Estate division welcomed Main Street at Waugh Chapel Condominium in Gambrills, Maryland, to its portfolio. The new association is part of the larger Main Street at Waugh Chapel Homeowners Association, Inc. When complete, the condominium community will include 48 two-bedroom, one-level homes in two elevator buildings. The first 24-unit building is complete, and the first homeowners began settling into the community in October. The second building is now in development. The community offers homeowners a connected, convenient lifestyle with easy access to shopping, dining, fitness, entertainment, and highly regarded Anne Arundel County schools.

Advocating for Community Associations on Capitol Hill

Staci Gelfound, President of WPM's Association Real Estate division, joined community association leaders from across the country in Washington, D.C., on September 24 for Community Associations Institute's annual Congressional Advocacy Summit. This year, 123 advocates participated in 129 meetings with members of Congress to discuss federal issues affecting community associations and homeowners. Topics ranged from insurance affordability and condominium financing to disaster recovery and housing affordability. For Staci, a longtime participant in the Summit, advocacy is an extension of WPM's day-to-day work, bringing the experiences of boards and homeowners into conversations about policies affecting their communities.







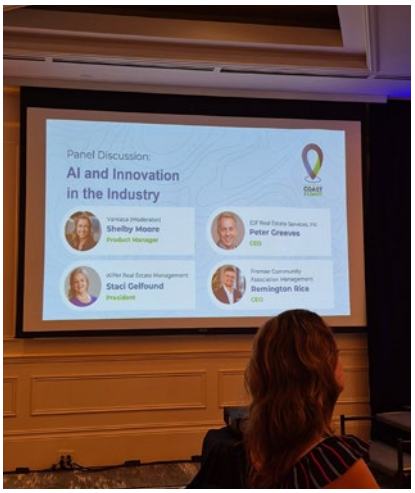
Investing in the Future of Community Management

In early July, WPM's entire Association Real Estate team attended Vantaca's Coast to Coast conference in Washington, D.C., to learn together and bring back ideas and tools that are already being put to work across the division. Sessions explored technology, AI, and new ways to improve community management. Staci Gelfound also shared her experience as a panelist in a discussion about the future of AI in the industry.

WPM continues to expand its use of HOAi and HOAi Voice, identifying ways to streamline workflows and reduce repetitive work, freeing up more time for direct service and relationship-building with boards and homeowners. Technology can make community management more efficient, but it is the experience of WPM's people and the relationships they build that turn those tools into better service for communities.









WPM Expands Its Relationship with Grey Rock

On October 1, WPM began managing Grey Rock Maintenance Corporation in Pikesville, Maryland, which oversees common areas and shared recreational amenities for the Grey Rock community. WPM already manages Grey Rock Villas, one of the community's sub-associations, making this a natural expansion of its existing relationship within the community. WPM is excited to be working with the Board and supporting the broader Grey Rock community.





Jacobsville Town Center Continues to Grow

Jacobsville Town Center continues to take shape in Pasadena, Maryland, with WPM managing the master association and the condominium associations within the development. The first condominium association is already established and under homeowner control, with two buildings occupied and a third preparing to welcome residents. The next phase, Jacobsville Condominium II, is expected to come online in November, adding four more buildings to the growing community.

Partnerships Across WPM

WPM Celebrates Its Vendor Partners

WPM's Association and **Multifamily Real Estate** teams came together at Five Iron Golf for a Vendor Appreciation Event recognizing the partners who support WPM communities throughout the year.

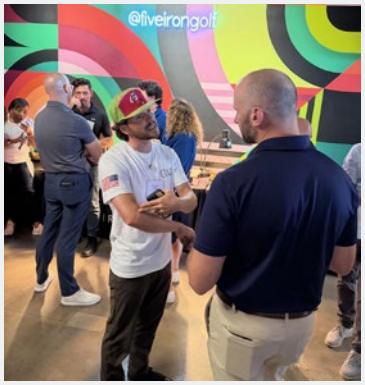
Vendors are an extension of the service WPM provides, helping teams care for properties, respond to issues, and meet the needs of clients and residents. The event gave Association and Multifamily Associates an opportunity to thank those partners while spending time together outside of the day-to-day work.

The afternoon included food, golf simulators, and some friendly competition, but the main focus was on relationships. Strong vendor partnerships help WPM respond effectively and bring the right resources to the communities it serves. Thank you to all of WPM's vendor partners for the work you do alongside our teams throughout the year.









Multifamily Real Estate

Celebrating WPM's Maintenance Teams

WPM celebrated its maintenance and service Associates at Maintenance Appreciation Day on September 24 at Northwest Regional Park. The afternoon brought together more than 100 service Associates from across our multifamily portfolio for good food, friendly competition, and a chance to recognize the people whose work directly supports WPM communities every day. From keeping properties running smoothly to responding when residents need help, these Associates play an important role in the service WPM provides. Activities included cornhole and spades tournaments, giveaways, and barbecue from Smokin Roche's BBQ. Special thanks to Chadwell Supply for partnering with WPM to help make the event possible.






Village at Snowfield Welcomes First Residents





Village at Snowfield reached an exciting milestone this summer, welcoming its first residents following the delivery of the community's first 20 homes in July. Located in Salisbury, Maryland, the new rental community will include 102 three-bedroom townhomes when complete, with additional homes being delivered as construction continues.

Building Leasing Skills and the Customer Experience



WPM's Leasing Academy continues to give Leasing Specialists practical tools to strengthen their performance and enhance the experience they provide prospective residents. Presented monthly, Leasing Academy includes a combination of webinars, virtual training sessions and in-person seminars throughout the year. In August, several of WPM's internal subject matter experts trained Leasing Specialists on tour closing techniques, from understanding what matters to each prospect to handling objections and asking for the application. They also learned how to track their performance in Entrata, with a goal of converting at least 50% of tours.

In September, Virginia Love from Entrata joined the group for an in-person session focused on the renter journey and the impact Leasing Specialists have on the customer experience. Through a "Moments That Matter" activity, teams explored how key interactions can build trust and reinforce a prospective resident's decision to choose a WPM community as their next home.

MRE Team Updates

In September, **Jaime Johnson** joined WPM as the new Assistant supporting the Regional Property Managers in the Multifamily division. Jaime brings her organizational and time management skills as well as a love of travel, family time, and Ravens football to the WPM team. Welcome Jaime!

Christina Yingling is transitioning to the role of Application Support Specialist within WPM's IT team. We are grateful for the many contributions Christina has made to the Multifamily division and look forward to working with her in her new role. Congratulations Christina!



Jamie Johnson



Christina Yingling

MRE Leaders Explore Smarter Ways to Work at Entrata Summit

During the week of September 14, leaders from WPM's Multifamily, IT, Finance, and Training teams attended Entrata Summit in Salt Lake City to explore new tools and ways to strengthen how WPM uses the platform across its portfolio. AI was a major focus, with new capabilities designed to simplify repetitive work and give teams more time for work requiring judgment and personal connection. WPM participants also took part in User Lab sessions with Entrata representatives to refine processes and make better use of existing tools.

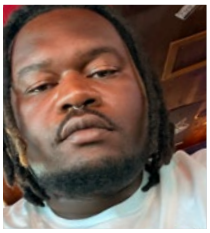
A highlight of the week was seeing WPM's Application Business Analyst, Marissa Reynolds, receive Entrata's Golden Door Super User Award, recognizing her knowledge of the platform and the support she provides to others across WPM. The Summit also gave leaders from across the company time to consider how technology can continue supporting stronger operations and better experiences for WPM teams and communities.





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.



Quarterly Outstanding Service Technician

Tavon Wingfield has been named WPM's Outstanding Service Technician for the third quarter. A member of the service team since February 2023, Tavon is recognized for his professionalism, reliability, and commitment to his work. He has also become a trusted resource for the team, readily sharing his knowledge and stepping in to support others when needed.

Responding at 611 Park Avenue

Following an August flood that affected 11 apartments and the fitness center at 611 Park Avenue in Baltimore, WPM's Service team has been helping the property move through recovery. The team supported the insurance claim process and completed demolition and debris removal in the affected areas, including drywall, bathroom tile, appliances, and flooring. Reconstruction will continue over the next several months, with extensive interior work planned to completely restore the impacted apartment homes.





Siding Improvements at Timbergrove

WPM Service is managing a multi-building siding replacement project at Timbergrove Condominium. Work includes removing and replacing exterior siding and trim, inspecting underlying materials for damage, and installing updated weatherproofing and flashing around windows and doors. One building was completed last year, with a second completed this fall. Work on the next building is scheduled to begin in October, with completion expected in December.







Unit Renovations at Lighthouse Hopkins Creek

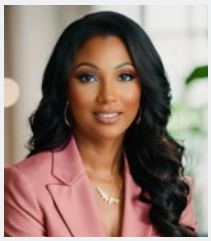
WPM Service is helping Lighthouse Hopkins Creek update apartment homes as they become available. Following a mock-up completed earlier this summer, the team is now renovating residences with updated kitchens and bathrooms, fresh paint, new flooring, lighting, and other finishes. The work gives the community a consistent approach for refreshing apartments over time as vacancies occur.





Lighthouse Senior Living

ELLICOTT CITY



New Executive Director at Ellicott City

Talibah Copeland has joined Lighthouse Senior Living at Ellicott City as Executive Director, bringing nearly 20 years of senior living and healthcare leadership experience. Her background spans community operations and regulatory compliance, as well as developing the teams responsible for resident care and service. At Lighthouse, Talibah is focused on operational excellence while creating a community that feels like home, with strong communication and relationships with residents and families.

Summer Fun at Lighthouse Ellicott City

Residents at Lighthouse Ellicott City made the most of summer with outings, good food, and plenty of fun closer to home. Trips included Toby's Dinner Theatre in Ellicott City to see Mean Girls, State Fare Restaurant in Catonsville, and two visits to Kent Island for Maryland crabs and seafood. Back at the community, Assisted Living and Memory Care residents joined family members for a Sun & Citrus Soirée in the courtyard, complete with games, trivia, and summer treats. Another favorite was an afternoon of abstract water-gun art, which produced colorful artwork and more than a little paint on participants.



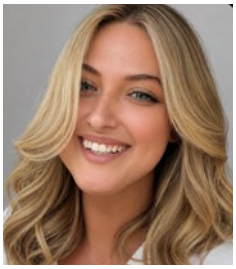






HOPKINS CREEK

Hopkins Creek Welcomes New Delegating Nurse



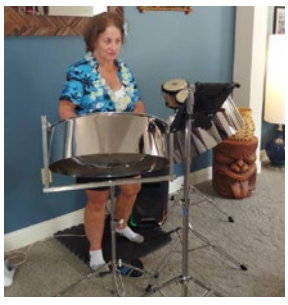
Kristen Seiber, RN, joined Hopkins Creek Senior Living as Delegating Nurse on June 29. Kristen brings nearly a decade of senior living nursing experience, most recently serving as a Regional Area Wellness Nurse and Delegating Nurse for Brightview Senior Living. In that role, she supported residents across multiple communities, with a focus on assessments, care planning, and coordination with healthcare providers. She is known for her caring approach and ability to adapt to residents' needs and changing circumstances. At Lighthouse Hopkins Creek, Kristen works closely with the team to help ensure all residents receive attentive, coordinated care.

A Summer of Celebration at Hopkins Creek

Residents at Lighthouse Hopkins Creek have had a busy summer, with seasonal celebrations and special programs marking the nation's 250th anniversary. Residents helped bring history to life by creating a commemorative mural, attending talks by local historians and welcoming an American eagle to the community. A group of veterans also visited Fort McHenry for a flag raising. Other highlights included a luau with steel drum music, a Pink Flamingo Party and a sea turtle program where residents learned about the animals and created their own crafts. Hopkins Creek has been seeing changes around the community, too, with renovations, a new roof and a newly surfaced parking lot completed in September.











About WPM Real Estate Management



Connect with us

phone: **443-796-7400**

website: **wpmllc.com**

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The
THRESHOLD

11433 Cronridge Drive,Owings Mills, MD 21117

WPM Real Estate Management is an Accredited Management Organization (AMO®) and an Accredited Association Management Company (AAMC®), providing comprehensive property and community association 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.

Our Family of Companies

WPM is part of a broader family of companies with complementary expertise in real estate investment, development, property management, and equipment financing.

The Time Group A family-owned real estate investment firm with more than 60 years of experience acquiring and owning multifamily, student housing, manufactured housing, and senior living properties throughout the Mid-Atlantic. **thetimegroup.com**

Washington Place Equities A Baltimore-based equity investment firm focused on value-add, redevelopment, and ground-up development opportunities, with an emphasis on multifamily, manufactured housing, and senior living real estate. **washingtonplaceequities.com**

Madison Capital An equipment financing and leasing company that helps businesses secure the equipment they need through flexible financing solutions. **madisoncapital.com**