

# ACCESS

PROPERTY MANAGEMENT



*Innovative People.  
Creative Solutions.*



## MISSION STATEMENT

“Our purpose is to facilitate and guide community associations to better manage their fiduciary responsibilities and effectively plan for and execute the maintenance and replacement of the common elements. We strive to build long-term client relationships based on mutual trust and respect. We will listen to and engage our customers and embody the idea that Access Property Management is at their service. We expect to be a credit to the communities and boards we serve and a valuable resource to all homeowners. We will continue to foster the growth and development of our employees.”

## ABOUT US

**F**ounded in 1989 by Wayde F. Scheffer, Access Property Management (APM) offers high quality and knowledgeable property management services to common interest communities throughout New Jersey and Eastern Pennsylvania. APM embraces the philosophy that each board and every community has its own personality and specific needs, and as such, prides itself on delivering a personalized experience to each community.

With over 25 years of experience, Access Property Management has built long-term relationships with clients and business partners to provide exceptional service to our boards and homeowners. Our dedication to a thoughtful and efficient approach to community association management leads us to utilize advanced technology to maintain detailed financial reports and accurate operational records. APM also encourages excellence in its employees. Our talented staff attends professional development and educational seminars so that they are equipped to deliver best practices to our boards. Our managers and corporate officers are available 24-hours a day, seven days a week, for emergencies.

Access Property Management is an Accredited Association Management Company (AAMC) recognized by the Community Associations Institute (CAI) as one of an elite group of management companies whose foundation is based on experience, professionalism and continuing education. Fewer than 190 management companies nationwide have earned this coveted designation. In addition, we are also an Accredited Management Organization (AMO<sup>®</sup>), recognized by the Institute of Real Estate Management (IREM) for our integrity, superior service, experience and expertise. Currently, APM manages nearly 18,000 homes in 120 community associations ranging from 25 to well over 2,000 units.

*Let us show you what a positive difference we can make for your community and association.*

# APM EXECUTIVE TEAM



## **Wayde Scheffer, President and Chief Executive Officer**

Prior to launching Access Property Management in 1989, Wayde was a vice president with United National Bank and served as president of the board of his 418-unit condominium association. While there, Wayde and his board began to search for a property management team that could customize a plan to meet the needs and budget of his association. After an exhaustive search without success, he founded Access Property Management to fill the void.

Today, Wayde is the CEO and president of APM. He received his master's in business administration from Lehigh University and continues to participate in property management educational training programs through the Community Associations Institute (CAI). His commitment to continued education has led him to be recognized with several CAI designations, including Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association Manager (PCAM).

Wayde is also a former member of the Supreme Court for the State of New Jersey Ethics Committee and is a former trustee of the Dombal Vogel Foundation, a charitable grant corporation benefiting underprivileged children.

## **Scott Dalley, Senior Vice President and Chief Operating Officer**

Scott joined Access Property Management in 1996 as an on-site property manager. He later managed multiple sites before being promoted to vice president in 2000 and was named senior vice president in July 2001. Today, he works closely with the regional vice presidents and our property managers to direct the day-to-day operations of APM including contract negotiations, budget development and RFP response.

A passionate leader, Scott holds several Community Association Institute (CAI) designations, including Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association Manager (PCAM). Scott maintains involvement in several professional organizations. Currently he serves as an active member of the New Jersey CAI. He has his Certified Property Manager (CPM) designation and is also past President of the New Jersey Chapter No. 1 of the Institute of Real Estate Management (IREM). He was named CPM of the year in 2008. He is also an officer of The Families in Crisis Foundation, a non-profit organization dedicated to assisting families affected by extraordinary circumstances.



## **Andrea Dedrick, Vice President and Chief Financial Officer**

With a strong knowledge of both cash and accrual accounting systems, Andrea leads the accounting and reporting for APM properties, as well as the company's internal finances. She has experience in all aspects of financial forecasting, resource allocation, accounting and control.

Previously Andrea worked with the public accounting firm of Amper, Politziner & Mattia in Bridgewater, New Jersey. Her experience working with clients as both an auditor and business advisor has given her extensive knowledge of financial reporting and administration.

She holds memberships in the American Institute of Certified Public Accountants (AICPA) and the New Jersey Society of Certified Public Accountants (NJSCPA). An active participant in her community, she serves as secretary of the United Jewish Federation of Princeton Mercer Bucks.

Andrea received her bachelor's degree in business administration in accounting from Boston University.

## **Louise Krinsky, Regional Vice President**

Louise joined Access Property Management in 2002 as a property manager. In 2004 she was promoted to portfolio manager for ten communities. Five years later Louise was named manager of the Central New Jersey office. Today, she serves as regional vice president, overseeing 18 managers for communities throughout Hudson, Passaic, Union, Middlesex, Somerset, Monmouth, Ocean, and Mercer counties.

Among her previous positions, she served as a vice president in the real estate workout division of Chemical Bank and Toll Brothers as construction project manager and also managed site development approvals. She holds the Certified Manager of Community Associations (CMCA) and Association Management Specialist (AMS) designations from the Community Association Institute (CAI) and is a licensed realtor.

She received her bachelor's in accounting from Syracuse University.





### **Tracy Blair, Regional Vice President**

Tracy began working with Access Property Management in 2002 as an on-site manager for a large Flemington community. She moved to the Flemington office in 2004 as a portfolio manager for seven Hunterdon County communities. In May 2007, Tracy was promoted to regional vice president for Northwest New Jersey. Today, she oversees 14 community association managers for communities throughout Hunterdon, Morris, Somerset, and Warren counties in New Jersey. She also oversees the training and mentoring of new community managers.

Tracy received her bachelor's in public relations from Marietta College in Ohio. Before working at APM, she worked at her family's lumberyard in lumber and millwork sales and bookkeeping, which gave her experience in evaluating and advising on building conditions and projects. She holds the Certified Manager of Community Associations (CMCA), Association Management Specialist (AMS), and Professional Community Association

Manager (PCAM) designations from the Community Association Institute (CAI).

### **Selden (Sandy) Dickinson, Regional Vice President**

Selden (Sandy) Dickinson joined APM in 2014 and leads our Northern New Jersey office for Essex, Bergen and Hudson counties.

His 30 years of property management and realty experience include serving as director of management operations for a regional property management firm and as an account executive with a prominent realty group. He holds the Certified Manager of Community Associations (CMCA) and Association Management Specialist (AMS) designations from the Community Association Institute (CAI) and is a licensed broker in New York State.

Sandy received his bachelor's degree from Tulane University. He is an active member of the nonprofit Blue Hill Troupe, Ltd., a theatrical company in New York City that performs operetta for various charities. He lives in Montclair, New Jersey.



### **Ami Ruland, Regional Manager**

Located in our Center Valley, Pennsylvania office, Ami is APM's regional manager for Eastern Pennsylvania. Prior to APM, Ami managed commercial space including Class A buildings for a prominent Pennsylvania developer. Her expertise in the real estate business includes HOA/condo association, apartment, commercial, and self-storage management. She received her Association Residential Manager (ARM) accreditation from the Institute of Real Estate Management (IREM), is pursuing the Certified Property Manager (CPM) accreditation and is a licensed real estate agent.

An active community member, she is a volunteer for the Lehigh Valley Association of Realtors Food Pantry.

### **Barbara Smith, Director of Information Technology**

Barbara is responsible for all aspects of Information Technology for Access Property Management, including website development for our associations. She brings over 15 years experience in the IT industry, previously working for a Fortune 100 company.

Barbara received her master's degree in business administration from Syracuse University. She also holds several designations including the Certified Manager of Community Associations (CMCA) and the Association Management Specialist (AMS) from Community Association Institute (CAI) and the Information Technology Information Library (ITIL) certification for IT Service Management. She has served for over 10 years on her homeowners association board of directors.



# MANAGEMENT SERVICES



*“We strive to build long-term client relationships based on mutual trust and respect.”*

- Customer Service
- Insurance Administration
- Communication
- Vendor Management

Our Property Management Division is led by Scott Dalley, Chief Operating Officer. Scott works closely with regional vice presidents, managers and team members to ensure that we respond to, communicate with, and support our board members. Scott believes that APM’s job is to actively support the Board of Trustees in achieving all goals, preserving community property values, and maintaining a safe and enjoyable environment for everyone.

**Customer Service:** We are committed to providing exceptional service to the Board of Trustees and homeowners on all issues.

- We respond promptly to all requests for service and emergencies.
- Our normal hours of operation are Monday through Friday from 9:00 a.m. to 5:00 p.m. We maintain a 24-hour, 7-day answering service for emergencies.
- All board members have access to the cell phone number of their community manager for immediate access.
- Under normal circumstances, emails and phone calls are returned within 24 hours and usually on the same day.
- We ensure work orders are reviewed and responded to in a timely manner.

**Insurance Administration:** Our experienced insurance department supports your board’s ongoing insurance requirements.

- Upon renewals, we will review insurance coverage and policies, seek competitive proposals, and recommend appropriate alternatives to the board.
- We ensure all premiums are submitted for payment so that appropriate coverage is maintained.

**Communication:** Keeping our board members and homeowners informed is a key component to our success.

- We initiate community-wide alerts and generate newsletters to keep homeowners informed through various methods, including electronic and paper.
- APM Alert: Homeowners are invited to sign up for our automated text messaging system that notifies members of any ongoing projects, closures, election dates, and other pertinent information for the community. These messages can be sent to cell phones and other mobile devices.
- A community website provides an easy way for members to stay connected and provides homeowners with important information. As part of our relationship, we can create and manage your website.

**Vendor Management:** Listening to what our board members need and engaging vendors to go above and beyond.

- We develop the scope of work with the board and ensure that the Request for Proposal (RFP) accurately represents specified projects.
- We represent the association to all contractors and personnel necessary to operate and maintain your community.
- We follow up with vendors to ensure contract terms and vendor obligations are fulfilled prior to payment.



# ACCOUNTING



*“Our purpose is to facilitate and guide community associations to better manage their fiduciary responsibilities and effectively plan for and execute the maintenance and replacement of the common elements.”*

- Accounting & Financial Services
- Financing

As Chief Financial Officer, Andrea Dedrick’s priorities continually focus on our associations. APM’s accounting department has invested in technology, software and talented employees to build a solid reputation for delivering timely and accurate reports to our members.

**Accounting & Financial Services:** We aspire to ensure all board members are given the appropriate tools to make intelligent decisions on behalf of their association.

- Each month APM delivers a complete report package to each board member. These reports can be provided as electronic form, hard copy, or both. The financials are completed by the 20th day of each month, representing the preceding month’s transactions.
- We assist in the preparation of the annual budget and execute investment strategies as the board directs.
- We bill, collect and promptly deposit all monthly maintenance and other assessments owed to the association through coupon books and a lockbox system.
- We manage delinquent accounts from late notices to attorney involvement.
- We assist the Board of Trustees in acquiring and maintaining an up-to-date reserve schedule.
- Electronic payment options are also available through our website or the free direct debit service program.

**Financing:** In our 25-year history, we have built relationships with several banks specializing in HOA and condo financing.

- As needed we can invite banking experts to identify financing options for capital and reserve projects.



*“We will listen to and engage our customers and embody the idea that APM is at their service.”*

- We offer professionally designed websites to our associations. These websites enhance communication with homeowners and provide secure access to information in real time. This includes service improvements, construction alerts, and any emergency notifications. Additionally, a website can help to showcase your association to potential owners.
- We use industry-specific software that allows us to manage everything for your community, from rules and regulations to association financials. Data can be accessed from anywhere and provides your property management team with the tools to effectively manage your community.
- Online Payments: Our website allows residents to login, review their accounts, and pay dues.
- Service Requests: Our managers are here to help expedite all requests. Online, in the mail, on the phone, or in person~ we take action on your behalf.



## OTHER PRACTICES



### Board Member Training

*“We will continue to foster growth and development ...”*

In 2011 we launched APM University, a lecture series conceived for association members. Since that time, we have hosted over 500 members to learn more about association operations. APM team members continually pursue a variety of certifications from CAI and IREM. We believe in the importance of sharing our field expertise with our members.

The programs are usually held in the spring and the fall at central locations throughout New Jersey and Pennsylvania. Guest speakers include experts in the areas of law, insurance, grounds keeping, and engineering.

Topics include:

- Understanding Financials
- Successful Elections
- Creating Effective Rules and Regulations
- Capital Planning

### Transition from Developer to Association

*“...we expect to be a credit to the communities and boards we serve and a valuable resource to all homeowners.”*

APM has extensive experience in guiding associations through the all-important process of transition from the developer. Our seasoned managers will help your board reach a successful transition settlement agreement.

- We have a working knowledge of attorneys who are adept and well versed in the sometimes complex process. We help you source the best legal counsel for your needs.
- Similarly, the right engineer, one who will focus on those areas that are important to the well-being of the community, is paramount. We work with like-minded companies who embrace professionalism, accuracy, frequent communication and timeliness.
- Choosing an auditor who understands all of the necessary developer contributions that are rightfully borne by the developer versus those that are truly the responsibility of the owners is as important as selecting the right attorney and engineer. We know which auditors can best manage your process from beginning to end.

At every step of the transition process, APM collaborates with selected professionals and your board to keep the process moving forward.



## HEADQUARTERS

4 Walter E. Foran Boulevard, Suite 311  
Flemington, New Jersey 08822

**Phone:** 908.237.9900

**Fax:** 908.237.1826

Regional Offices Located in Paramus and Edison, NJ and Center Valley, PA

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