

ACCESS

PROPERTY MANAGEMENT



*Innovative People.
Creative Solutions.*

VISION

Our expertise
and professionalism in
providing customized,
full-service community solutions
build and inspire unparalleled
client partnerships.

Founded in 1989 by Wayde F. Scheffer, Access Property Management (APM) offers extensive association services and highly experienced community management experts to our communities throughout New Jersey and southeastern Pennsylvania. We embrace 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.

Our Vision begins with a positive company culture and a strong team of highly-seasoned employees who successfully reach beyond their duties and responsibilities with a growth mindset. Our financial service department, client management teams, and IT division bring over 30 years of experience to our clients and business partners. We are deeply committed to providing exceptional service to our boards and homeowners.

We Believe Leadership and Learning Are Indispensable. We recruit, develop, and retain the right people and seek collaborative innovation with our partners. Our talented staff regularly attend professional development and educational seminars in order to deliver best practices to our boards. We are very proud of our team and the depth of education and experience they will bring to your community.

Your Fiduciary Commitment is Our Highest Priority. We understand the critical nature of appropriate reserves, precise financial reporting and exceptional operational records. Our financial team operates with the highest level of quality and standards to ensure you have a clear-cut path for planning.

Our Families First Initiative encourages team members to make meaningful connections through purpose-driven work. Our mission is focused on promoting positive social change for families through sponsored days at local food banks, food pantries and Habitat for Humanity. We firmly believe it is our duty and obligation to serve our communities.

Our Record. We stand as 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. Only 250 management companies nationwide have earned this coveted designation. In addition, we are also an Accredited Management Organization (AMO®), recognized by the Institute of Real Estate Management (IREM) for our integrity, superior service, experience, and expertise. Currently, APM manages over 34,000 homes in over 240 community associations ranging from 25 to over 2,600 units.

Let us show you the positive difference we can make for your community and association.



APM EXECUTIVE TEAM



Wayde Scheffer, CMCA, AMS, PCAM | *President & 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 firm 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 CAI. His commitment to continued education has led him to be recognized with several CAI designations, including CMCA, AMS, and PCAM.



Louise Krinsky, CMCA, AMS | *Executive Vice President & Chief Operating Officer*

Louise joined Access Property Management in 2002 as a property manager with a portfolio of ten communities. Five years later, Louise was named manager of the Central New Jersey office. Today, she serves as executive vice president overseeing all of the regional offices in New Jersey and southeastern Pennsylvania. Among her previous positions, she served as a vice president in the real estate workout division of Chemical Bank. She also managed site development approvals at Toll Brothers and was a construction project manager. She holds the CMCA and AMS designations from CAI. She received her bachelor's degree in accounting from Syracuse University.



Andrea Dedrick, CPA | *Executive Vice President & Chief Financial Officer*

Andrea joined Access Property Management in 2009 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 AICPA and NJSCPA. An active participant in her community, she serves as treasurer of the Jewish Family and Children's Service of Greater Mercer County. Andrea received her bachelor's degree in business administration in accounting from Boston University.

Tracy Blair, CMCA, AMS, PCAM | Vice President

Tracy began working with Access Property Management in 2002 managing an on-site community. In 2007, she was promoted to regional vice president for the northwest New Jersey region. Most recently, Tracy serves as vice president, overseeing the Lehigh Valley office for northeastern Pennsylvania. She received her bachelor's degree in public relations from Marietta College in Ohio. Her professional accreditations include a CMCA, AMS, and PCAM designations from CAI.



Selden (Sandy) Dickinson, CMCA, AMS | Vice President

Selden (Sandy) Dickinson joined APM in 2014 and leads our northern New Jersey office. His 35 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 CMCA and AMS designations from 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 theatrical company Blue Hill Troupe, Ltd., in New York City.



Suzanne Kulliver | Vice President

Suzanne is responsible for the operation of our Horsham and Mt. Laurel offices. With over 30 years of property management experience, she has held positions ranging from regional manager to handling over two million square feet of commercial properties. She is a driving force, mentoring and educating her team. She is also responsible for new business development. She holds an active role at the American Association for Cancer Research, where she has been an ambassador for major fundraising events. Suzanne is a past president of her local Hadassah chapter and currently spends time fundraising for the Juvenile Diabetes Research Foundation. Suzanne holds a bachelor's degree from the University of Pennsylvania.



Barbara Smith | Vice President of Information Technology

Barbara is responsible for the strategic planning and delivery of the Information Technology platforms for APM. She oversees systems integrations, implementations and corporate security for the company. She brings over 20 years of experience in the IT industry, previously working for a Fortune 100 company. She also holds several designations including the ITIL certification for IT Service Management. Barbara received her master's degree in business administration from Syracuse University. She has served for over 15 years on her homeowners association board of directors.





Customer Service

We are committed to providing exceptional service to the Board and homeowners.

- Respond promptly to all requests for service and emergencies.
- Maintain a 24-hour, 7-day answering service for emergencies. Board members have cell phone numbers for their community managers for immediate access should an emergency occur.
- Respond to emails and phone calls within one business day.
- 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.

- Review insurance coverage and seek competitive proposals. Research appropriate alternatives for the Board.
- Submit all premiums for payment so that coverage is maintained.

Resale Department

Unique to APM is our in-house resale staff dedicated to responding to homeowner requests for refinancing. We also serve third-party purchasers who require estimated closing statements for their title companies and closings. We are able to provide accurate resale packages to homeowners, realtors, and title companies for this important time-sensitive service.

- Set up new owner accounts and deposit checks received from title companies as soon as information is provided.

Vendor Management

Listening to what our board members need and engaging vendors to go above and beyond.

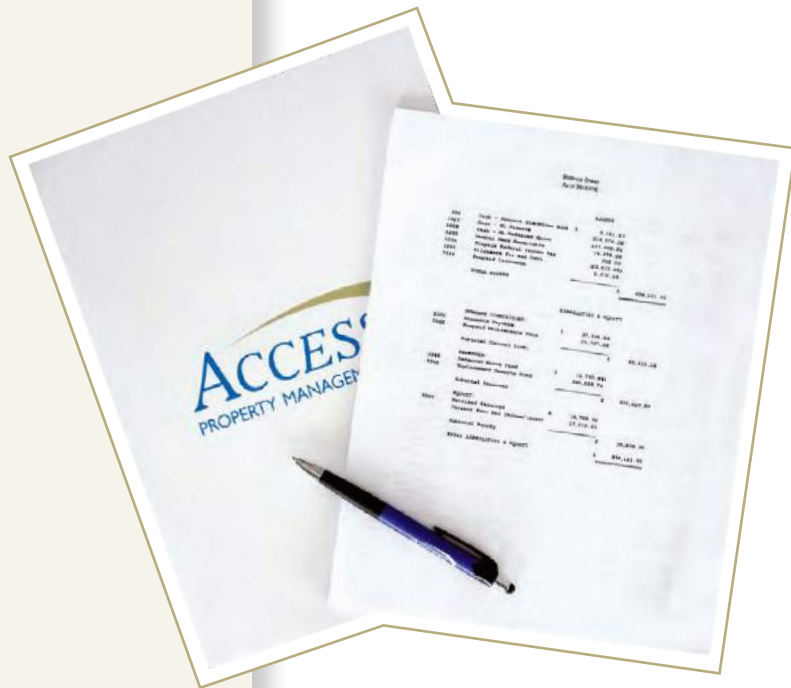
- Develop the scope of work for routine maintenance projects and ensure that the Request for Proposal (RFP) accurately represents scope of work.
- Facilitate communication between the contractors and personnel necessary to maintain your community.
- Follow up with vendors to ensure contract terms and vendor obligations are fulfilled prior to payment.
- Obtain vendor insurance certificates and licensing information, as required prior to the commencement of any work.

Rules Enforcement

Enforcement of rules and architectural guidelines are key components to a successful community; they protect the aesthetic value of the community and thereby increase property values.

- Complete property inspections and provide reports to the Board.
- Follow up and advise Boards on violation status.





Accounting & Financial Services

APM's financial department works to understand each association's goals to help them get there.

Our industry-specific software, innovative technology, and experienced staff help our Boards lead with confidence and make intelligent decisions on behalf of their association.

- Deliver a complete financial package to each board member by the 20th of each month.
- Locally reviewed and published financial statements in Horsham and Flemington.
- Assist in the preparation of the annual budget and execute board-approved investment strategies.

- Bill monthly association fees through coupon books or statements.
- Utilize a local bank lockbox system.
- Manage delinquent accounts, from late notices to attorney involvement.
- Assist the Board in acquiring and maintaining an up-to-date reserve schedule.
- Provide electronic payment options.

Financing

In our 30-year history, we have built relationships with several banks who specialize in association financing.

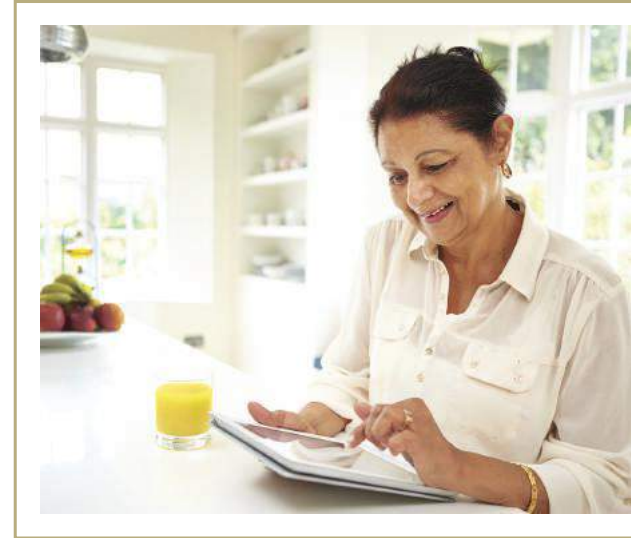
- Invite banking experts to identify financing options for capital reserve projects.

Transition from Developer to Association

APM has extensive experience in guiding associations through the process of transition from the developer to the association. This is the procedure by which the board assumes formal responsibility for the ownership and management of the common areas of the association. APM provides recommendations on the best professionals, attorneys, engineer, and auditors, who will expertly guide the board through this complex and often lengthy process. APM will collaborate with these professionals on your behalf every step of the way to ensure that the process continues to move forward.

Communication

- We offer professionally designed, user-friendly websites that enhance communication with homeowners. This includes service improvements, construction alerts, and 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 association financials to compliance and much more.
- Our fully customizable portals allow real-time access to information for our homeowners and board members.



Data Protection

New technology brings both possibilities and uncertainties to our ever-changing mobile lifestyles.

Security of your data is critical to our success. We establish protocols to help clients keep valuable personal, user, and customer data private. Your information is protected in a secure location with an established backup and disaster recovery plan.



APM University Board Member Training

In 2011, we launched APM University, a lecture series conceived for board and committee members. We have hosted over

2,000 attendees 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 Boards. The programs are held in the spring and the fall throughout New Jersey and Pennsylvania. Guest speakers include experts in the areas of law, insurance, landscaping, engineering, and irrigation maintenance.

Topics include:

- Understanding Financials
- Successful Annual Meetings
- Creating Effective Rules, Regulations & Resolutions
- Capital Reserve Planning



Families First Initiative

Corporate social responsibility programs (CSR) are a norm in today's businesses and APM is no exception. In 2017, we formally adopted our CSR, appropriately named, Families First Initiative. We believe we have a unique opportunity to help the underserved throughout southeastern Pennsylvania and New Jersey.

During the year, APM team members participate in constructing permanent housing for families. In addition, they volunteer at events that directly impact food-insecure households. It has been proven through hundreds of hours of community service (restocking food pantries, serving food at shelters, working with Habitat for Humanity) that

we can make a difference. In the coming years, we are committed and eager to expand our outreach programs through board partnerships, on-site community food drives, and residential construction.



ACCESS

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