

*Experience
Exceptional*

Providing Full Service, Concierge
COMMUNITY ASSOCIATION MANAGEMENT SERVICES

Trusted Since 2007





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Welcome to Property Keepers.

Thank you for taking a moment to look beyond the cover of this folder. Yes, you are correct, this is a marketing instrument to entice you to consider Property Keepers as your next Community Association Management partner. The goal is not only to outline the actions we take to accomplish the daily tasks of association management, but to also expose you to the character of our company and team. Many offer similar services at a higher price point, but we'd like to share with you how our integrity, honesty and respect for you and your property sets us apart from other companies seeking your trust.

The name Property Keepers was inspired by a movement that began in 1990 with a focus on 'helping men live with integrity'. Promise Keepers has helped millions of men better care for their families and communities. Property Keepers is founded on this principle of service and commitment to relationships and community.

Join us and discover that we live the message in our name. We are different than other management companies. Commitment to bringing back honesty and integrity to the property management business one property at a time is important to us. As a matter of fact, what matters to you is important to us.

Thank you for your time and consideration.

A handwritten signature in blue ink that reads 'Brett Barnes'.



Brett Barnes, President and Owner
Brett@Property-Keepers.com

Our Promise

We promise to listen and communicate effectively, to respect you and your property, and strive to continually improve safety, security and owner satisfaction.



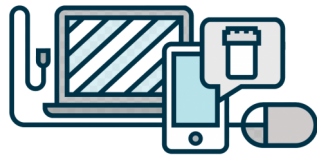
We are attentive to the need for using emerging technology and self-service tools to empower boards and home owners to manage their property and association with excellence and efficiency.

Our digital online tools eliminate the need for tracking and storing paper. The electronic lease and purchase approval application process is continually updated to allow owners and realtors to expedite transfer of tenants or ownership.

- Purchase Documents
- Make a Payment
- Submit a service request
- New Development Questionnaire
- Lease and Purchase Approval Applications
- Submit Unit Owner Information to Property Manager



RESIDENT PORTAL



Our online resident portal allow...

- ◆ Boards to access real-time financial reports to instill confidence and afford on-demand decision making opportunities
- ◆ Owners to actively participate in managing their own property affairs
- ◆ Owners to make real-time, online payments
- ◆ Boards to engage owners with mass email announcements

Property Keepers Academy

This online academy is a response to our clients request and need to better understand community association management. The course offerings and information continue to grow to respond to current and emerging property needs. Please take a moment to scan the QR code for a sneak peak at the invaluable resource.



SCAN ME





We understand the mental, emotional, and spiritual value of helping others. Our office staff and community association managers are committed to assisting you with finding timely and creative solutions to the shared challenges of property management. Our commitment to responsive service with timely follow through on projects is foundational to exceptional customer service.

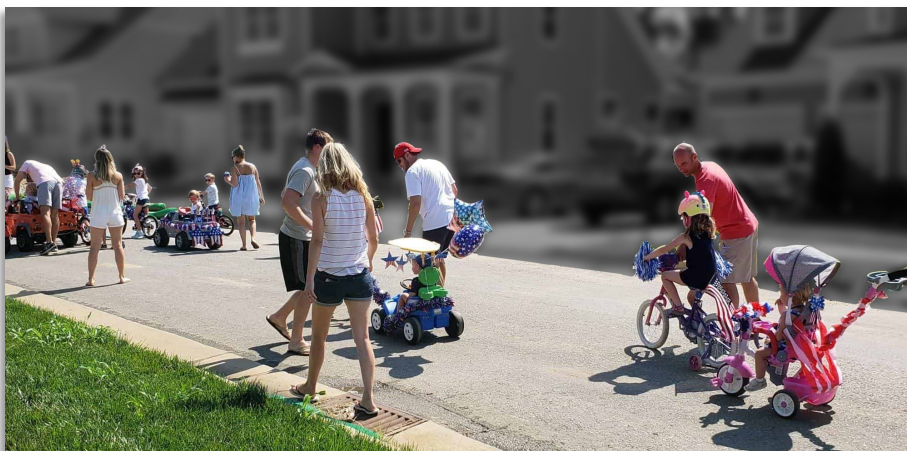
We care about what you care about.

We believe the key to creating a sense of community is building and nurturing relationships. Simply put “we care about what you care about.” Our staff and association managers practice this daily by making every effort to keep the lines of communication wide open.

That’s why we regularly and consistently report to the board, as well as keeping regular contact with homeowners, especially when their account is affected. We do this through letters, emails and the Resident Portal, where owners can check their current balance, and check on the status of open tickets for maintenance or violations. We are here to help you take on maintenance requests, deed enforcement and architectural compliance.

Every ticket is logged and tracked so nothing falls through the cracks. And we keep homeowners informed every step of the way through our Resident Portal.

We’ll also keep on top of your community vendors, from tracking workman’s comp policies and insurance expiration, issuing tax forms, and managing projects.



Your safety and satisfaction is our priority.

Caring for your property is our mission.



You may have seen many times that we promote our business as a Full Service, **Concierge** Community Association Management company.

But what does that really mean?

We have borrowed the word 'Concierge' from the hotel industry-*a hotel employee whose job is to assist guests by arranging tours, making theater and restaurant reservations, etc.* Concierge service is demonstrated by Property Keepers as viewing associations and owners as individuals who may require more or less attention based on community need. It is our goal to ensure that the service and tools we provide are best suited to meet your needs.

A Typical list of our Customer Service initiatives include

- Develop routine maintenance programs
- Supervise work performed by sub-contractors
- Obtain written bids for maintenance
- Inspect property on a continuous basis
- Organize annual membership business meetings
- Attend all Board of Directors meetings
- Enforce association declarations, by-laws and rules & regulations
- Process lease and purchase approval applications
- Consult Board of Directors regarding budget, complaints and maintenance
- 24-hour emergency answering service
- Process all forms required by Florida state law
- Review insurance coverage annually
- Daily representation and management
- Organize and attend association meetings
- Maintain books, records and correspondence
- Collect fees, verify and pay invoices
- Prepare annual budgets and financial statements
- Coordinate tax return preparation
- Provide key control for the units

Property Keepers Management, LLC
 6555 Powerline Rd Suite 105, Fort Lauderdale, FL
 3.2 ★★★★★ 94 reviews

Google Star Ratings Explained

You can see by this screenshot that Property Keepers seems to hover around 3.2 stars based on Google reviews. Our average is a little over half 5-star and the rest mostly 1-star ratings. We have

learned that these reviews often mis-represent the quality of service in community association management.

While we remain committed to our values of Integrity, Honesty, and Respect, some of our owners may not. When an owner is unhappy with citations, assessments, or board decisions, the easy target is the community management company as evident by Angela's review.

Angela Kutsovsky
 2 reviews · 1 photo
 ★★★★★ 6 months ago
 Brat who is the manager and other staff members are the worst I have ever seen.
 4
Response from the owner 6 months ago
 Angela I just spent time on the phone with you to help you as much as I could. The problem is that once you go into collection with an Attorney we are not supposed to work with you on your balance. I said that a number of times before you hung up on me. The Attorney for the Association has all your info. You just need to call them to go over it.

Barbara, on the other hand, appears to recognize the value and effort we expend to pursue our mission of bringing honesty and integrity to the property management business one owner at a time, even if it means

receiving a few disparaging or false statements along the way.

B Barbara Lane
 3 reviews
 ★★★★★ 6 months ago
 Our condominium switched over to Property Keepers about a year ago. Our property manager is knowledgeable and professional. They address emergency issues quickly. The staff in the office are friendly and helpful. We had a situation with trash removal, and the bookkeeper stayed on the phone with me while we went through a long conference call with several companies until it was resolved. I'm the treasurer and love the portal!

Thank you Barbara.



We understand your complex needs when it comes to financial success in your community. Our accounting team has the experience and dedication to quality that has instilled confidence and peace of mind in the associations we serve. We support funds management and financial reporting to keep home owners informed.

OUR FULL FINANCIAL SERVICES INCLUDE...

Establishing bank accounts in the name of the Association with signatures as designated by the Board of Directors

Preparing and mailing quarterly / monthly assessment statements for units, docks, etc.

Generating interest and late charges on past due accounts in accordance with the Association Declarations and Bylaws

Sending late notices, demand letters and lien notifications on delinquent accounts

Depositing assessment and miscellaneous receipts as received

Preparing monthly bank reconciliations for the Association

Maintaining a file system for accounts payable and receivable

Preparing monthly or quarterly financial statements for the Association, including balance sheets, income statements, general ledger detail and cash disbursements

Preparing budget information, spreadsheet summaries of financial information and yearly comparisons

Coordinate tax return preparation for the Association’s tax preparer.



ACCESS MONTHLY FINANCIAL REPORTS ON-DEMAND

[RESIDENT PORTAL](#)

Each monthly financial report includes...

- ◆ A Fund Balance Sheet
- ◆ Detailed Income Statements
- ◆ General Ledger Detail
- ◆ Check Register
- ◆ Aged Owner Balance
- ◆ Prepaid Owners
- ◆ Bank reconciliation





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You are cordially invited to schedule a visit, or contact us online at www.Property-Keepers.com to learn how we might partner with you to reduce personal stress, mitigate association risk, and improve owner satisfaction.

As a board member, property owner, realtor, developer or builder, we'd appreciate the opportunity to discuss our values and management philosophy.



SCAN ME

Contact Us

www.Property-Keepers.com
info@property-keepers.com
☎ 954-586-5113

Corporate Office

Fort Lauderdale

6555 Powerline Road, Suite 105
Fort Lauderdale, FL 33309
☎ 954-586-5111

Regional Offices

Cape Coral

1222 SE 47th Street, Suite 221
Cape Coral, FL 33904
☎ 239-236-9404

Port Saint Lucie

☎ 954-586-5111

Homestead

☎ 954-586-5111





Milestone Inspection Concerns? WE CAN HELP!

Senate Bill 4-D – Building Safety

This bill establishes a statewide inspection program, requiring condominium and cooperative associations to conduct milestone structural inspections and perform structural integrity reserve studies to ensure that condominium and cooperative buildings are safe for continued use.

| Senate Bill 4-D Deadlines | | |
|---------------------------------|-------------------|---|
| Phase One Milestone Inspections | | |
| Distance from Coastline | Building Age | Deadline |
| 3 miles or less | 25 years or older | Dec. 31, 2024 - Then every 10 years |
| | Under 25 years | Dec. 31 of 25th year - Then every 10 years |
| More than 3 miles | 30 years or older | Dec. 31, 2024 - Then every 10 years |
| | Under 30 years | Dec. 31 of 30th year - Then every 10 years |
| Any | Any | Within 180 days of written notice from a local enforcement agency |

STRUCTURAL INTEGRITY STUDY CHECKLIST

- Completed mandatory milestone structural integrity survey
- Reviewed report to keep your association safe and compliant
- Assembled team of engineers, architects and contractors to design, plan and perform repairs
- Adopted financial plan of current reserves and assessments to fund repairs
- Partner with project manager to monitor progress and ensure goals and deadlines are met

Project Management

| Key Activities | Benefits for Your Association | Why Property Keepers? |
|------------------------------|---|--------------------------------------|
| Goal Setting and Management | Achievable, realistic goals | Team leadership |
| Define your scope of work | Appropriate and accurate scope of work | Staying on or ahead of schedule |
| Assess on-site conditions | Minimal surprises | Follow up |
| Analyze alternatives | Realistic schedule and budget | LCAM experience |
| Set a preliminary schedule | Understanding and support of unit owners | Active consulting with stake holders |
| Set a preliminary budget | Secure resources needed to finish the job | INTEGRITY |
| Communicate with unit owners | Owner satisfaction | HONESTY |
| Secure adequate financing | Reduced stress and worry | RESPECT |



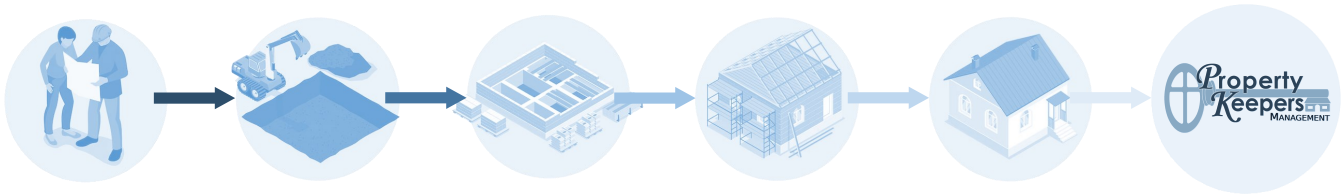
Attention Developers
EXPERIENCED DEVELOPER TURNOVER COMPANY

Property Keepers has assisted over **40** South Florida Communities successfully transition from Developer control to Elected Association Board Control.

IT'S WHAT WE DO!



Experience exceptional with a perfect record of **“0” litigation or audit issues** on 100% of all developer turnovers managed by Property Keepers



We excel at organization, communication and attention to detail with...

- Budget preparation
- Turnover binder preparation
- Vendor and Utility setup
- Extensive turnover checklists

INQUIRE TODAY

