



James V. O'Connor
President

Re: An Introduction to Douglas Elliman Property Management

Dear Board Member,

Thank you for your interest in Douglas Elliman Property Management. For **over a century**, we have managed many of the finest cooperative and condominium properties in the metropolitan area. In fact, in one issue of *The Cooperator* Magazine, our firm managed five of the top ten buildings in New York City selected by their editors. Our current management portfolio includes more than 350 buildings, and makes us one of the largest management firms in the City.

We believe that our **exceptional personnel** and our **extraordinary resources** make us uniquely qualified to manage any building. This depth of resources allows us to provide our clients with a level of **personalized management** unmatched in the industry and guarantees that our clients are at all times assured of prompt, courteous, professional and cost-effective service.

- Our **purchasing power** results in **substantial savings** on products ranging from building supplies and insurance to underlying mortgages.
- Our **computer system and programs** provide our clients with all of the typical management reports on an **on-line** basis, yet also allows us the flexibility to provide **custom reports** based on your needs and requirements.
- Our front line staff of **Account Executives** attend **continuing education** seminars as part of our training program. This training program also extends to on-site **building personnel** as well as to **board members** on occasion. We introduced a Doorman's Training Video and provide **computer training** for superintendents. Most recently, all of our buildings were given **security training** in conjunction with the NYPD Anti-Terrorism Task Force.

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Supporting the Account Executive, who is responsible for the day-to-day operation of the property, is a **Financial Analyst**, a degreed accountant whose responsibility it is to prepare budgets and variance reports and to monitor the investments and the cash requirements of each property.

A real estate broker will be assigned to your building, from Douglas Elliman, the premier residential brokerage firm in New York. The role of the **Broker Specialist** is to make all our company resources and information available to you and your fellow unit owners, to aid in making informed decisions about sales and leasing.

A **Closing Coordinator** is also assigned to each property to monitor all sales and leasing transaction and work with both your board and counsel to ensure compliance with your By-Laws.

Augmenting these personnel are other departments such as **Central Purchasing, Mortgage Brokerage, Collection**, and our **Time Sensitive Department**, which pays electric, water/sewer and other critical bills.

We would welcome the opportunity to meet with your board and to provide a formal presentation of our qualifications. In this electronic package, you will find our four-page informational brochure, a sample Financial Statement and a sample Budget. More information about Douglas Elliman Property Management can be found at our website, **EllimanPM.com**, as well as on our Facebook page, **facebook.com/DouglasEllimanPropertyManagement**, or by contacting our office.

Please feel free to contact me directly at **212-370-9200** if you have any questions, need any additional information, or would like to set up an appointment to discuss the management of your property.

Very Truly Yours,

James V. O'Connor
President