The Business of Management *in 2017*

Property management is more than just working with a smart manager.

It's about having a back office that can handle the requirements of a complex array of billings and receivables. It's about a commitment to use up-to-date communication tools. It's about having a clear set of internal controls to protect your building's finances. And it's about employing a staff whose compensation reflects the demands of the job.

While it's important to know these details, getting them is no easy task. Our annual survey, which gathered information from 42 major property management firms in the New York area, is unique, with exclusive information provided by the firms.

This year we have added several new sections on energy procurement, banking and internal controls, apartment purchase and refinance fees, and social media. Energy procurement has become a new revenue stream for many in the property management industry, and it's important for your board to understand who is offering it and how they are doing it. The internal controls companies employ are pretty basic to this type of industry, while the use of social media among these companies is just beginning.

A note of thanks to those who participated in the survey. If management is actually more than just working with a smart manager, it still takes a savvy professional to make matters run smoothly. And having the information showcased in "The Business of Management" helps boards better understand the workings of the management companies they employ. And that, we think, leads to a more productive partnership. ■



SFIO CRACHO/SHUTTERSTOCK

ALL OVER THE MAP: WHO'S MANAGING WHAT AND WHERE

2017

COMPANY	YEARS IN BUSINESS	MANAGEMENT PORTFOLIO					CO-OP/CONDO PROPERTIES BY SIZE					LOCATION OF CO-OP/CONDO PROPERTIES											PORFOLIO ADDITIONS	
		CO-OPS/CONDOS BUILDINGS	CO-OP/CONDO UNITS	RENTAL PROPERTIES	COMMERCIAL PROPERTIES	PORTFOLIO PROPERTIES	UNDER 30 UNITS	31-100 UNITS	101-200 UNITS	201-300 UNITS	OVER 300 UNITS	MANHATTAN	BROOKLYN	BRONX	QUEENS	STATEN ISLAND	WESTCHESTER COUNTY	NASSAU COUNTY	WESTERN SUFFOLK COUNTY	EASTERN SUFFOLK COUNTY	NEW JERSEY	OTHER REGION	PROPERTIES ADDED IN 2016	UNITS ADDED IN 2016
AKAM Associates	34	175	33,000	0	0	0	13	60	48	25	29	151	10	0	14	0	0	0	0	0	0	0	13	2,000
Alexander Wolf & Company	53	88	8,006	7	2	0	13	52	16	4	3	13	0	0	7	0	1	47	6	14	0	0	3	126
All Area Realty Services	33	93	11,200	0	0	0	12	38	22	10	12	21	7	5	56	0	0	4	0	0	0	0	14	3,800
Argo Real Estate	64	74	7,700	23	1	20	21	34	12	3	4	55	0	1	17	0	1	0	0	0	0	0	2	126
Awaye Realty Management	12	12	880	5	17	0	6	5	1	0	0	0	12	0	0	0	0	0	0	0	0	0	4	160
Buchbinder & Warren	58	56	2,000	63	1	36	21	33	2	0	0	56	0	0	0	0	0	0	0	0	0	0	0	0
CFA Management	32	60	1,000	3	0	0	50	10	0	0	0	60	0	0	0	0	0	0	0	0	0	0	3	10
Crystal Real Estate Management	1.25	6	225	1	0	0	3	3	0	0	0	5	0	0	1	0	0	0	0	0	0	0	3	26
Delkap Management	23	45	3,600	1	0	0	15	11	16	1	2	0	3	0	37	0	0	5	0	0	0	0	1	80
Douglas Elliman Property Management	105	300	37,000	43	2	0	47	128	66	25	34	260	11	4	20	0	1	1	1	1	1	0	23	3,000
EBMG	20	65	3,800	3	1	0	0	0	0	0	0	28	13	1	14	2	0	7	0	0	0	0	11	300
Fairfield Properties	43	63	8,281	100	14	100	0	29	19	11	4	0	0	0	3	0	0	13	41	6	0	0	1	68
The Ferrara Management Group	3	37	3,878	3	0	0	4	21	9	2	1	0	1	3	1	0	32	0	0	0	0	0	6	438
Finger Managemement	10	64	2,050	16	11	0	32	32	0	0	0	48	4	12	0	0	0	0	0	0	0	0	13	273
FirstService Residential	31	530	79,000	100	0	0	145	162	116	42	65	266	141	34	84	2	0	2	0	0	0	1	NR	NR
Garthchester Realty	35	62	10,000	2	0	0	8	32	18	4	0	0	0	11	6	0	45	0	0	0	0	0	2	125
Gramatan Management	27	80	6,500	11	1	0	15	48	15	0	2	0	0	5	0	0	75	0	0	0	0	0	5	1
Grogan & Associates	35	NR	NR	NR	NR	NR	9	16	0	0	1	26	0	0	0	0	0	0	0	0	0	0	1	30
H.S.C. Management	39	130	4,452	22	2		102	21	5	2	0	91	13	20	1	0	5	0	0	0	0	0	13	252
Hoffman Management	27	58	3,675	4,675	0	Yes	12	24	16	3	3	58	0	0	0	0	0	0	0	0	0	0	3	175
Impact Real Estate Management	20	67	5,200	8	4	0	18	22	17	6	4	11	18	6	19	3	6	4	0	0	0	0	9	800
Kaled Management	94	29	3,109	28	5	21	1	14	10	3	1	2	0	0	24	0	0	2	1	0	0	0	1	14
Maxwell-Kates	30	181	17,568	8	3	0	27	62	53	25	14	153	15	4	7	2	0	0	0	0	0	0	13	1,520
MD Squared Property Group	2	15	285	12	1	0	20	7	0	0	0	22	3	0	2	0	0	0	0	0	0	0	18	550
Merlot Management	18	31	630	1	0	0	26	5	0	0	0	31	0	0	0	0	0	0	0	0	0	0	3	35
MGRE/Mark Greenberg Real Estate	36	46	8,000	24	20	Yes	0	11	18	10	7	15	6	2	16	1	0	6	0	0	0	0	4	1,100
Midboro Management	53	98	12,100	0	4	0	8	64	12	7	7	98	3	3	3	0	0	0	0	0	0	0	3	250
New Bedford Management	31	123	8,500	18	10	0	24	64	24	5	6	52	38	15	17	1	0	0	0	0	0	0	5	300
Orsid Realty	61	120	13,478	13	2	0	6	67	34	8	5	103	2	1	14	0	0	0	0	0	0	0	8	880
Pride Property Management	24	36	4,255	0	1	0	1	13	17	4	1	32	3	1	0	0	0	0	0	0	0	0	NR	NR
Prime Locations	28	47	5,000	3	3	0	0	21	20	2	4	1	0	10	0	0	36	0	0	0	0	0	3	225
Sandberg Management	21	65	1,400	0	0	0	50	15	0	0	0	63	2	0	0	0	0	0	0	0	0	0	5	2
Sandra Greer Real Estate	46	20	450	20	0	0	30	10	0	0	0	39	1	0	0	0	0	0	0	0	0	0	NR	NR
Siren Management	23	24	1,600	10	1	0	11	11	2	0	0	20	1	0	0	0	0	3	0	0	0	0	1	30
Stillman Property Management	30	100	10,000	95	5	0	1	10	80	4	5	0	0	3	0	0	92	0	0	0	0	5	7	700
TKR Property Services	28	60	4,000	10	11	0	10	10	30	6	4	10	30	0	10	5	0	0	0	0	5	0	3	250
Trion Real Estate Management	35	18	1,125	12	5	12	12	21	2	1	0	6	2	6	2	0	17	0	0	0	0	3	6	344
Tudor Realty Services	26	98	11,790	0	0	0	5	55	26	7	5	82	13	3	0	0	0	0	0	0	0	0	NR	NR
Vanderbilt Property Management	35	23	1,450	0	5	2	0	23	0	0	0	14	0	0	6	0	0	3	0	0	0	0	1	65
Veritas Property Management	10	102	4,082	17	0	0	56	43	3	1	0	69	2	31	1	0	0	0	0	0	0	0	10	480
Vintage Real Estate Services	19	20	NR	31	0	0	3	5	2	3	2	12	3	3	2	0	0	0	0	0	0	0	2	90
Weber-Farhat Realty Management	30	29	828	14	3	0	21	7	1	0	0	26	0	1	1	1	0	0	0	0	0	0	5	252

KEY: NR = No Response

COST OF DOING BUSINESS: BUILDING, OWNER, AND PURCHASER FEES 2017

COMPANY	BUILDING MANAGEMENT		PURCHASER AND OWNER FEES									ADDITIONAL FEES		
	ANNUAL MINIMUM	PER UNIT MONTHLY MINIMUM	SALES APPLICATION	CREDIT REPORT	TRANSFER FEE (NAME CHANGE)	FINANCING FEE (FOR PURCHASER)	BACKGROUND CHECKS	LOST STOCK AND LEASE	REFINANCE FEE (FOR CURRENT OWNER)	POWER OF ATTORNEY	CLOSING FEES	SUBLET APPLICATION	MINOR ALTERATION PLANS	MAJOR ALTERATION PLANS
AKAM Associates	No Minimum		NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	$200	$500
Alexander Wolf & Company	No Minimum		NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
All Area Realty Services		$300-400	$375-425	$75	$500-600	$250	$75	$250	NR	NR	NR	$350	$200	1%
Argo Real Estate	$40K		Varies	$75	Varies	$300-600	$75	$600	Varies	$75	Varies	$250-450	Varies	Varies
Awaye Realty Management	$12K	Varies	$450	$60	$300	NA	INC	$300	$100	NA	$600	$450	$100	$100
Buchbinder & Warren	$36K		$350	$100	$450[1]	$250	NR	$400	$250	NR	$800[2]	$350	$250	$500
CFA Management	$14.4K		$500	$50	$750	$500	$50	$750	$500	$0	$750	$500	$300	$500
Crystal Real Estate Management	No Minimum		$350	$150	$400	$350	$150	$400	$350	$250	$800	$350	NR	NR
Delkap Management	UC		$350	$70	AF	INC	$70	AF	$100	AF	AF	NA	$100	NA
Douglas Elliman Property Management	$20K		$350	$250	$400	$400	$250	$250	$400	$350	$700	$200	$300	$500
EBMG	$24K		$550	$100	$550	$350	$100	$200	$350	$200	$600	$350	$0	$350
Fairfield Properties	$30K		$500	NR	$350	$300	$150	$200	$300	NR	$800	$475	UC	UC
The Ferrara Management Group	No Minimum		$375	$125	$500	$150	INC	$225	$150	$125	NR	$275	NA	$275-350
Finger Managemement	$18K		$350	$100	$750	$150	$100	$250+	$150	NR	NR	$100	$0	$350
FirstService Residential	No Minimum		NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Garthchester Realty	$22K		$400-500	INC	$650-750	NA	$125	$300	$50-150	NA	$650	$400-500	$0	$300
Gramatan Management	$15K		$350	$50	NR	$100	$50	NR	$100	NR	NR	$350	NR	NR
Grogan & Associates	$25K	$650	$500	$350	$700	$350	$350	$700	$500	$450	$750	$500	$500	$1,500
H.S.C. Management	Yes		$100	$25	NR	NR	$100	$0	NR	NR	NR	$100+	NR	NR
Hoffman Management	No Minimum		$500	INC	$950	$500	$100	$750	$425/$175	$0	$950+	$500	NR	$425-625
Impact Real Estate Management		$325	$400	INC	$750	$400	INC	AF	$350	NA	$750	$400	NR	$850
Kaled Management	$33K		$600	$150	$400	$200	NR	$500	$200	NR	$600	$600	$500	$500
Maxwell-Kates	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MD Squared Property Group	$15K		NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Merlot Management		$800	$450	$35	$600	$600	$35	$300	$300	$0	$600	$450	$250	$250
MGRE/Mark Greenberg Real Estate	$45K		$650	$125	$500	$350	$125	$600	$350	$100	$750	$400	$250	$500
Midboro Management	$40K		$500	$110	$300	$300	$110	$500	$300	$150	$750	$350	$0	$500
New Bedford Management	$18K		$650	$125	$500	$250	$125	$300	$250	$0	$250	$250	$250	$500
Orsid Realty	$45K		$600	$50	$300	$300	$50	$500	$150-300	$150	$600	$400	$200-500	$1,000
Pride Property Management	$25K		$350	NR	NR	NR	NR	NR	$200	NR	NR	$350	NR	$200
Prime Locations	$24K		$500	INC	$700	$275	INC	NR	$275	NR	NR	$500	Varies	Varies
Sandberg Management	$12K		$350	$50	$500	$150	$50	$500	$150	$0	$750	$350	$0	$350
Sandra Greer Real Estate	$18K		$500	$50-100	$600	$200	$100	NR	$200	NR	$600	$250-450	$250	$500+
Siren Management Corp	$15K		$450	NR	$350	NR	NR	$150	NR	NR	$650	$450	NR	$500
Stillman Property Management	$25K		$250	$100	NR	NR	NR	NR	$100	NR	$500	$250	NR	$150
TKR Property Services	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trion Real Estate Management	No Minimum		$250	INC	$1,000	$150	INC	NR	$150	$0	$0	$250	$0	5%
Tudor Realty Services	$50K		$750	INC	$750	$300	INC	$400	$300	$200	$750	$600	$250	$250+
Vanderbilt Property Management	$18K		$500	$75	$500	$300	INC	$300	$300	$300	$600	$500	$0	$500
Veritas Property Management	$20K		$300	NR	$500	$100	NR	NR	$100	NR	NR	$250	NR	$300
Vintage Real Estate Services	$26K		$350	$50	$350	$350	$50	NR	NR	NR	$500	$350	NR	NR
Weber-Farhat Realty Management	$9K		$750	$100	$500	$250	$150	$250	$750	$0	$750	$500	$0	$150

KEY: INC = Included in Other Fees AF = Attorney Fee NR = No Response NA = Not Applicable UC = Under Consideration

FOOTNOTES: 1 = Condo 2 = Co-op

MONEY MATTERS: BANKING AND INTERNAL CONTROLS

2017

COMPANY	CRIME INSURANCE	INTERNAL CONTROLS					PAYMENT OPTIONS FOR OWNERS			PAYMENT GOES TO	LOCKBOXES CHARGES		BANK CHARGES	
		TWO SIGNATURES ON BIG CHECKS	CAN DETECT FICTITIOUS PAYMENTS	RECONCILERS OF BANK STATEMENTS: MAY NOT SIGN CHECKS	RECONCILERS OF BANK STATEMENTS: DON'T HANDLE DEPOSITS	RECONCILERS OF BANK STATEMENTS: NO ACCESS TO CHECK MACHINES	CREDIT CARDS	ACH	CHECKS		INCLUDED IN MANAGEMENT FEE	BUILDING PAYS FOR LOCKBOX	INCLUDED IN MANAGEMENT FEE	BUILDING PAYS BANK CHARGES
AKAM Associates	•	•	•	•	•	•	•	•	•	BOX	•	No	NR	NR
Alexander Wolf & Company	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
All Area Realty Services	•	•	NR	•	•	•	•	•	•	BOX	•	No	•	No
Argo Real Estate	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Awaye Realty Management	•	•	•	•	•	•	•	•	•	BOX	No	•	•	No
Buchbinder & Warren	•	No	•	•	•	•	No	•	•	BOX	No	•	No	•
CFA Management	•	No	•	•	•		No	•	•	OFFICE	—	—	No	•
Crystal Real Estate Management	•	No	•	•	•	•	•	•	•	OFFICE	—	—	No	•
Delkap Management	•	•	•	•	•	•	No	No	•	OFFICE	—	—	•	No
Douglas Elliman Property Management	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
EBMG	•	•	•	•	•	•	•	•	•	BOX	•	No	No	•
Fairfield Properties	•	•	•	•	•	•	No	•	•	BOX	•	No	•	No
The Ferrara Management Group	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Finger Managemement	•	•	•	•	•	•	No	•	•	OFFICE	—	—	•	No
FirstService Residential	•	NR	•	•	•	•	•	•	•	BOX	•	No	NR	NR
Garthchester Realty	•	•	•	•	•	•	•	•	•	BOX	•	No	No	•
Gramatan Management	•	No	•	•		•	•	•	•	BOX	•	No	•	No
Grogan & Associates	•	No	•	•	•	•	•	•	•	BOX	•	No	No	•
H.S.C. Management	•	•	•	•	•	•	No	•	•	OFFICE	—	—	No	•
Hoffman Management	•	•	•	•	•	•	No	•	•	BOX	•	No	No	•
Impact Real Estate Management	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Kaled Management	•	•	•	•	•	•	No	•	•	BOX	•	No	•	No
Maxwell-Kates	•	•	•	•	•	•	•	•	•	BOX	No	•	No	•
MD Squared Property Group	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Merlot Management	•	No	•	•	•	•	No	No	•	OFFICE	—	—	No	•
MGRE/Mark Greenberg Real Estate	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Midboro Management	•	•	•	•	•	•	•	•	•	BOX	•	No	No	•
New Bedford Management	•	•	•	•	•	•	•	•	•	BOX	No	•	No	•
Orsid Realty	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Pride Property Management	•	•	•	•	•	•	•	•	•	BOX	•	No	No	•
Prime Locations	•	No	•	•	•	•	No	•	•	BOX	•	No	No	•
Sandberg Management	•	No	•	•	•	•	No	•	•	BOX	•	No	No	•
Sandra Greer Real Estate	NR	No	•	•	•	•	NR	NR	•	OFFICE	—	—	No	•
Siren Management Corp	•	•	No	•	•	•	No	•	•	BOX	•	No	•	No
Stillman Property Management	•	•	•	•	•	•	No	•	•	BOX	•	No	No	•
TKR Property Services	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trion Real Estate Management	•	No	•	•		•	•	•	•	BOX	•	No	No	•
Tudor Realty Services	•	•	•	•	•	•	No	•	•	BOX	•	No	•	No
Vanderbilt Property Management	•	•	•	•	•	•	•	•	•	BOX	•	No	•	No
Veritas Property Management	•	No	•	•	•	•	No	•	•	BOX	•	No	•	No
Vintage Real Estate Services	•	No	No	•		•	No	•	•	OFFICE	—	—	No	•
Weber-Farhat Realty Management	•	No	No	•	•	•	•	•	•	OFFICE	—	—	•	No

KEY: • = Affirmative BOX = Bank Lockbox OFFICE = Management Office NR = No Response

CHARGES: FILINGS, PROJECT MANAGEMENT, ENERGY PROCUREMENT 2017

COMPANY	FILINGS (PRICE PER UNIT, UNLESS OTHERWISE INDICATED)								ADDITIONAL FEE FOR PROJECT MANAGEMENT	ENERGY PROCUREMENT	
	1098 FORMS	SMOKE DETECTOR NOTICES	WINDOW GUARD NOTICES	FIRE SAFETY PLAN NOTICES	LEAD PAINT NOTICES	CARBON MONOXIDE DETECTOR NOTICES	LL 84 -ENERGY BENCHMARKING	REAL ESTATE ABATEMENT		CONTRACT WITH OUTSIDE COMPANY TO BUY ENERGY	MANAGEMENT STAFF BUYS ENERGY
AKAM Associates	$10	INC	$10	$9	NR	INC	$500–1,000	$9	Yes	Yes	Yes
Alexander Wolf & Company	NR	NR	NR	NR	NR	NR	NR	NR	Yes	Yes	No
All Area Realty Services	$8	$13.95	CF	CF	CF	CF	Vendor	$10	Yes	No	Yes
Argo Real Estate	$10	NR	$6	CF	CF	$35	$500/bldg	NR	Yes	Yes	Yes
Awaye Realty Management	$10	$0	$3	$6	$2	$0	$6,895/bldg	0	Yes	NR	NR
Buchbinder & Warren	$10	$5	INC	INC	INC	INC	INC	INC	Yes	Yes	No
CFA Management	$2	$2	$2	$2	$2	$2	$0	$0	No	No	No
Crystal Real Estate Management	PUC	PUC	PUC	PUC	PUC	PUC	ADD	NR	Yes	No	Yes
Delkap Management	PUC	INC	INC	INC	INC	INC	ADD	ADD	No	Yes	No
Douglas Elliman Property Management	$16	$0	$6	$6	$6	$0	Vendor	$16	OUT	Yes	No
EBMG	$14	At cost	At cost	At cost	At cost	At cost	Vendor	$0	OUT	UC	No
Fairfield Properties	PUC	NA	NA	NA	NA	NA	NA	NA	OUT	Yes	No
The Ferrara Management Group	$15	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	$0	OUT	Yes	UC
Finger Managemement	NR	Vendor	Vendor	$5	OUT	OUT	OUT	NR	Yes	Yes	No
FirstService Residential	NR	NR	NR	NR	NR	NR	NR	NR	OUT	No	Yes
Garthchester Realty	ADD	INC	INC	INC	INC	INC	ADD	ADD	Yes	Yes	Yes
Gramatan Management	$9	INC	INC	INC	INC	INC	INC	$15	Yes	No	No
Grogan & Associates	$10-15	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	$20	Yes	No	No
H.S.C. Management	INC	NR	NR	NR	NR	NR	OUT	NR	OUT	UC	UC
Hoffman Management	PUC	ADD	ADD	ADD	ADD	ADD	ADD	ADD	No	Yes	NR
Impact Real Estate Management	$6.50	$2	$2	$2	$2	$2	$0	$300/bldg	No	Yes	UC
Kaled Management	ADD	ADD	ADD	ADD	ADD	ADD	ADD	NR	Yes	No	Yes
Maxwell-Kates	PUC	PUC	PUC	PUC	PUC	PUC	ADD	PUC	No	Yes	Yes
MD Squared Property Group	$0	$0	$0	$0	$0	$0	Vendor	$0	Yes	Yes	No
Merlot Management	$0	$2	$2	$2	$2	$2	Vendor	$0	OUT	Yes	No
MGRE/Mark Greenberg Real Estate	$12	$14	$14	$14	$14	$14	NR	$15	Yes	Yes	No
Midboro Management	PUC	PUC	PUC	PUC	PUC	PUC	PUC	PUC	Yes	Yes	Yes
New Bedford Management	$10	CF	CF	CF	CF	CF	OUT	$5	Yes	Yes	No
Orsid Realty	$10	$10	$15	CF	CF	CF	$500/bldg	$10	Yes	No	Yes
Pride Property Management	INC	INC	INC	INC	INC	INC	$500/bldg	INC	OUT	UC	UC
Prime Locations	$8	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Yes	Yes	No
Sandberg Management	PUC	PUC	PUC	PUC	PUC	PUC	ADD	$0	No	Yes	No
Sandra Greer Real Estate	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Yes	UC	UC
Siren Management Corp	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	NR	No	Yes	No
Stillman Property Management	$12	Vendor	Vendor	Vendor	Vendor	Vendor	NR	NR	OUT	Yes	UC
TKR Property Services	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trion Real Estate Management	$12	$0	$0	$0	$0	$0	Vendor	Vendor	Yes	Yes	Yes
Tudor Realty Services	$10	$7.90	CF	CF	CF	CF	INC	NR	No	NR	Yes
Vanderbilt Property Management	PUC	$0	Vendor	Vendor	Vendor	PUC	Vendor	$0	Yes	Yes	No
Veritas Property Management	Vendor	Vendor +	Vendor +	Vendor +	Vendor +	Vendor +	Vendor	INC	Yes	No	Yes
Vintage Real Estate Services	NR	NR	NR	NR	NR	NR	NR	NR	No	Yes	No
Weber-Farhat Realty Management	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	Vendor	OUT	No	No

KEY: ADD = Additional Flat Fee CF = Combined Fee INC = Included in Management Fee NA = Not Applicable NR = No Response
OUT = For large projects prefer buildings to use outside professionals PUC = Per Unit Charge UC = Under Consideration
Vendor = Management outsources to a third-party vendor Vendor+ = Management outsources to a third-party vendor plus an administration fee

PROFILES: MANAGER SALARIES, GENDER, AND OTHER STATS

2017

COMPANY	PERSONNEL						COMPENSATION		BENEFITS									MANAGEMENT VISITS	
	PRINCIPALS MANAGE PROPERTIES	FULL-TIME EMPLOYEES	FEMALE MANAGERS	MALE MANAGERS	HIRED 2016	INTERNAL PROMOTIONS	ENTRY-LEVEL SALARY	SENIOR-LEVEL SALARY	MEDICAL	DENTAL	RETIREMENT	LIFE INSURANCE	DISABILITY INSURANCE	CELLPHONE/DATA	TABLET	COMPENSATORY TIME	CAR	OTHER	PER WEEK	PER MONTH
AKAM Associates	Yes	152	24	28	3	6	$76–95K	$131–150K	•	•	•	•	•	•		•			2	
Alexander Wolf & Company	Yes	29	4	9	3	2	$56–75K	$96–130K	•	•	•	•	•	•		•		•	AR	AR
All Area Realty Services	No	29	5	14	3	2	$36–55K	$96–130K	•	•				•	•	•		•	AR	AR
Argo Real Estate	No	62	11	6	2	3			•	•	•			•	•	•			1	4
Awaye Realty Management	Yes	20	2	2	1	1	$36–55K	$66-95K	•							•			1	4
Buchbinder & Warren	No	35	7	6	1	2	$56–75K	$96–130K	•	•		•		•						3
CFA Management	Yes	7	3				$36–55K	$66-95K	•		•		•						AR	AR
Crystal Real Estate Management	Yes	4	3	1	1		$56–75K	$66-95K	•				•	•	•					3
Delkap Management	Yes	13	3	1		1	$36–55K	$66-95K						•		•			1	AR
Douglas Elliman Property Management	No	260	35	39	5	2	$56–75K	$131–150K	•	•		•	•	•					1	4
EBMG	Yes	28	3	10	4		$56–75K	$66-95K	•					•	•			•	1	4
Fairfield Properties	Yes	305	12	12	3	1	$76-95K	Over $150K	•	•	•	•	•	•	•	•	•		1	
The Ferrara Management Group	Yes	16	3	4	1	2	$56–75K	$66-95K	•	•				•	•	•			1	4
Finger Managemement	Yes	18	1	7	1	2	$36–55K	$66-95K	•		•			•		•		•	AR	2
FirstService Residential	No	399	83	77		24	$56–75K	$131–150K	•	•	•	•	•	•		•			1	4
Garthchester Realty	Yes	24	3	7	1	1	$56–75K	$96–130K	•		•	•		•	•			•	1	AR
Gramatan Management	Yes	21	1	9	1	1	$56–75K	$66-95K	•		•		•	•					2	
Grogan & Associates	Yes	11	1	4	1	1	$36–55K	$66-95K	•	•	•	•	•	•		•			1	AR
H.S.C. Management	Yes	31	2	10	2	2	$36–55K	$96–130K	•		•			•	•				1	
Hoffman Management	Yes	17		6	2		$40–55K	$66-95K	•	•	•			•					AR	AR
Impact Real Estate Management	No	19	4	8	3	2	$56–75K	$96–130K	•	•				•	•	•	•			4
Kaled Management	Yes	40	2	3	1		$36–55K	$96–130K	•		•		•	•	•	•	•		2	
Maxwell-Kates	Yes	96	16	26	3	3	$76-95K	Over $150K	•	•	•	•	•	•	•	•	•		AR	AR
MD Squared Property Group	Yes	7	2	2	2		$36–55K		•					•	•				1	3
Merlot Management	Yes	5	5				$36–55K	$96–130K					•			•			AR	1
MGRE/Mark Greenberg Real Estate	Yes	37	3	10	1		$56–75K	$96–130K	•	•				•		•		•	1	4
Midboro Management	Yes	57	15	9	1	2			•	•	•	•	•	•	•	•		•	1	4
New Bedford Management	Yes	49					$56–75K	$96–130K	•	•	•		•	•					1	4
Orsid Realty	Yes	69	11	24	3	3	Varies	Varies	•	•	•	•	•	•	•				1	
Pride Property Management	Yes	13	2	5			$36–55K	$96–130K	•		•		•	•			•		1	
Prime Locations	No	25	3	5		1	$56–75K	$66-95K	•		•		•	•	•				2	
Sandberg Management	Yes	10	4	2	1		$56–75K	$66-95K	•		•		•	•						2
Sandra Greer Real Estate	Yes	5	3	2	1		$36–55K	$96–130K					•						AR	
Siren Management Corp	Yes	10		4			$56–75K	$131–150K	•			•	•	•		•			1	
Stillman Property Management	No	51	15	10	1	1	$56–75K	$66-95K	•					•				•	2	
TKR Property Services	NR	20	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trion Real Estate Management	No	16	3	3	2	1	$56–75K	$96–130K			•			•		•	•		1	4
Tudor Realty Services	No	56	10	9	2	1	$36–55K	$96–130K	•	•	•	•	•	•					1	4
Vanderbilt Property Management	Yes	10	7	3	1	1	$36–55K	$66-95K	•		•		•	•			•		1	
Veritas Property Management	Yes	19	3	6	2	1	$60–70K	$85–100K	•				•	•			•	•		4
Vintage Real Estate Services	Yes	7	1	4			$56–75K	$66-95K	•	•	•			•			•		AR	AR
Weber-Farhat Realty Management	Yes	6			1		$56–75K	$131–150K											AR	AR

KEY: • = Affirmative AR = As Required NR = No Response

COMMUNICATIONS: TOOLS AND TECHNOLOGY

2017

COMPANY	MEETINGS VIA CONFERENCE CALL OR WEB CONFERENCING	WEBSITE	WEBSITE LOGIN		WEBSITE ACCESSIBLE INFORMATION						MONTHLY MANAGEMENT REPORTS DELIVERED BY			SOCIAL MEDIA		
			FOR RESIDENTS	FOR BOARD DIRECTORS	BUILDING DOCS AND FORMS	HISTORICAL FINANCES	CURRENT FINANCES	STAFF DIRECTORY	NEWSLETTERS	OTHER	HARD COPY	EMAIL	WEBSITE PORTAL	FACEBOOK	TWITTER	LINKEDIN
AKAM Associates	21-50%	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Alexander Wolf & Company	Under 20%	•	UC	UC	UC			UC	UC		•	•		•		
All Area Realty Services	Under 20%	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Argo Real Estate	Under 20%	•	•	•	•		•	•	NR		RQST	•	•	•	•	•
Awaye Realty Management	Under 20%	•	•		•		•	•			NR	NR	NR	•	•	•
Buchbinder & Warren	21-50%	•	UC	UC	UC	UC	UC	•			•	•				
CFA Management	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Crystal Real Estate Management	21-50%	•	•		•				•			•		•		•
Delkap Management	Under 20%	•			UC	UC	UC		UC		•	•				
Douglas Elliman Property Management	Under 20%	•	•	UC	•	•	•	•	•	•		•		•	•	
EBMG	21-50%	•	•	•	•	•	•	•	•		•	•	•	•	•	•
Fairfield Properties	Under 20%	•	•	•	•	•	•	•			•	•	•			•
The Ferrara Management Group	Under 20%	•	•	•	•	•	•	•	•	•	•	•	•	•		
Finger Managemement	Under 20%	•	UC	UC	UC	UC	UC	•	UC	•	•	•				
FirstService Residential	Under 20%	•	•	•	•	•	•	•	•	•	•	•	•	•		•
Garthchester Realty	Over 50%	•	UC	UC	UC		UC	•	•		•	•	•	•	•	
Gramatan Management	Under 20%	•	•	•	•			•			•	•			•	
Grogan & Associates	Under 20%	•						•			•	•				
H.S.C. Management	Under 20%	•	•						UC		•	•	•	•		•
Hoffman Management	Under 20%	•	•	•	•	•	•	•	•			•				
Impact Real Estate Management	21-50%	•	•	•	•	•					•	•		•	•	•
Kaled Management	Under 20%	•		•	•	•		•			•	•				
Maxwell-Kates	Under 20%	•	•	•	•	•	•	•	•		•	•				
MD Squared Property Group	Under 20%	•	•	•	•	•	•	•	NR		•	•	•	•	NR	NR
Merlot Management	Under 20%	•						•				•		•	•	•
MGRE/Mark Greenberg Real Estate	21-50%	•	•	•	•	•	•	•	•		•	•	•			
Midboro Management	Under 20%	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
New Bedford Management	21-50%	•	•	•	•	•	•	UC		•	•	•	•	•		
Orsid Realty	Under 20%	•	•	•	•	•		•			•	•				
Pride Property Management	Under 20%	•	•	•	•	•	•	•	•		•	•	•			
Prime Locations	Under 20%	•	UC	UC	UC	UC	UC	•	UC		•	•				•
Sandberg Management	Under 20%	•	UC	UC	UC	UC	UC	UC	UC			•				
Sandra Greer Real Estate	Under 20%	•	UC	UC	UC	UC	UC	UC	UC		•	•				
Siren Management Corp	21-50%	•		•			•	•			•	•	•			
Stillman Property Management	Under 20%	•	•	•	•	•	•	•			•	•	•			•
TKR Property Services	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trion Real Estate Management	Under 20%	•			•			•	•		•	•	NR	•	•	•
Tudor Realty Services	Under 20%	•	•	•	•	•	•	•	•		•	•	•	•	NR	NR
Vanderbilt Property Management	Under 20%	•	•	•	•	•	•	•			•	•	•	•	•	•
Veritas Property Management	Under 20%	•	•	•	•	•	•	•	NR	•	•	•	•	•	•	
Vintage Real Estate Services	Under 20%	•	•	UC	•	UC	UC	UC	UC		•	•		•		
Weber-Farhat Realty Management	Under 20%	•	•	•	•	•	•	•			•	•	•			

KEY: • = Affirmative UC = Under Consideration NR = No Response RQST = By Request