



Apartment Property Management Services, LLC (APM Services, LLC)
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## The APM Advantage



**Competitive Advantage** 

3. Continuous Training and Mentoring Team

Members

4. Continuously Creating New Strategies & Processes to Maximize Cashflow & Revenue

Leveraging Purchases to Reduce Material & Supply Expenses

6. Long Standing Vendor Relations

7. Distressed Repositioning Track Record

8. Innovative Technology Systems

"You can't do today's job with yesterday's methods and be in business tomorrow."

- Henry Ford







### **APM Overview**

Apartment Property Management Services ("APM") works closely with multifamily property owners and clients to manage, preserve, protect, and maximize the performance of each asset. With our combined 100+ years of experience and solid professional track record we are well positioned to assist you.

Property Management | We have successfully managed 150+ assets and operated 12,000+ units throughout the U.S. in the past 30 years. The key to our success includes maximizing net operating income by increasing revenue and decreasing expenses.

Financial Reporting | At APM, we understand the importance of providing accurate Financial reporting individualized to each clients needs. On each assignment we compile detailed budget in an effort to benchmark asset performance. The goal is to stabilize, stabilize, by controlling expenses, increasing revenue and implementing improvements while paying close attention to the bottom line. Then report financial results on a timely basis.

Occupancy Management | We understand that staying one step ahead of the competition is key to our success. Some of our strengths include proven and tried processes of rent optimization strategies, lease expiration management, effective management of vacant inventory, prompt response to service calls, successful resident retention programs and strong closing of sales on prospects.

Facility Management | Managing the overall condition of the asset is essential. The preventative maintenance of your property is a top priority. Around the clock, we will schedule maintenance and repairs, inspect the property and units on a regular basis to guarantee it is in top condition, and resolve emergency maintenance issues quickly.

Administrative & HR Management | Your employees are your best asset! We provide quality benefits necessary to attract and retain the best employees. We give them excellent training and educational programs while making sure we maintain compliance with all requirements. Motivational sales training is implemented and reinforced continuously producing fabulous results.

Construction Management | Overseeing re-development has become one of our specialties. From the exterior through the interior, we have a broad range of experience in coordinating the construction related elements and operations of projects.



## **Experience / Track Record**

Multi-Family Properties Managed						
		Management	# of	Property	IRR	
Property Name	Location	Туре	Units	Value	Calculation	
Auburn Glen Apts.	Jacksonville, Florida	3rd party Fee	251	16,200,000.00	N/A	
Bear Creek	Bartow, Florida	3rd party Fee	48	1,440,000.00	N/A	
Blossom Corners I	Orlando, Florida	3rd party Fee	70	2,800,000.00	N/A	
Blossom Corners II	Orlando, Florida	3rd party Fee	68	2,720,000.00	N/A	
Bridgepoint	Jacksonville, Florida	3rd party Fee	49	1,862,000.00	N/A	
Brookwood Way	Mansfield, Ohio	3rd party Fee	66	2,970,000.00	N/A	
Camellia Court	Daytona Beach, Florida	3rd party Fee	61	2,501,000.00	N/A	
Candlewood II	Tampa, Florida	3rd party Fee	33	1,155,000.00	N/A	
Country Sq I	Tampa, Florida	3rd party Fee	73	1,682,750.00	N/A	
Crystal Court I & II	Lakeland, Florida	3rd party Fee	156	6,474,000.00	N/A	
Curiosity Creek	Tampa, Florida	3rd party Fee	82	3,075,000.00	N/A	
Dolphin Cove	Titusville, Florida	3rd party Fee	50	1,602,050.00	N/A	
Eagle Lake	Port Orange, Florida	3rd party Fee	77	3,241,700.00	N/A	
Forest Glen I -IV	Daytona Beach, Florida	3rd party Fee	120	7,080,000.00	N/A	
Fountain Apts	Orlando, Florida	3rd party Fee	552	35,880,000.00	N/A	
Fountain Place	Casselberry, Florida	3rd party Fee	65	5,720,000.00	N/A	
Foxes Lair	Elyria, Ohio	3rd party Fee	250	21,250,000.00	N/A	
Foxglove	Xenia, Ohio	3rd party Fee	60	2,700,000.00	N/A	
Hibiscus Place Apts.	Orlando, Florida	3rd party Fee	255	8,925,000.00	N/A	
Heather Ridge	Jacksonville, Florida	3rd party Fee	120	4,800,000.00	N/A	
Heatherwood I	Kissimmee, Florida	3rd party Fee	67	2,579,500.00	N/A	
Heatherwood II	Kissimmee, Florida	3rd party Fee	42	1,617,000.00	N/A	
Jennifer Green	Orange Park, Florida	3rd party Fee	120	4,800,000.00	N/A	
Lake Mann	Orlando, Florida	3rd party Fee	189	8,505,000.00	N/A	
Lamplight Court	Bellfountaine, Ohio	3rd party Fee	83	2,905,000.00	N/A	
Landings Palm Bay	Palm Bay, Florida	3rd party Fee	271	17,615,000.00	N/A	
Laurell Oaks	Cocoa, Florida	3rd party Fee	56	3,920,000.00	N/A	
Longwood I	Cocoa, Florida	3rd party Fee	62	2,542,000.00	N/A	
Longwood II	Cocoa, Florida	3rd party Fee	36	1,476,000.00	N/A	
Meadowdale	Melbourne, Florida	3rd party Fee	64	2,400,000.00	N/A	
Misty Oaks	Orlando, Florida	3rd party Fee	251	11,295,000.00	N/A	
Northwood	Jacksonville, Florida	3rd party Fee	160	6,384,000.00	N/A	



# **Experience / Track Record Continued**

Oak Reserve Apts.	Winter Park, Florida	3rd party Fee	142	15,700,000.00	N/A
Oakwood Commons	Orlando, Florida	3rd party Fee	335	22,300,000.00	N/A
Pineview	Gainesville, Florida	3rd party Fee	91	2,548,000.00	N/A
Pinewood	Kent, Ohio	3rd party Fee	79	3,199,500.00	N/A
Reserve I	Orlando, Florida	3rd party Fee	344	18,920,000.00	N/A
Reserve II	Orlando, Florida	3rd party Fee	144	7,920,000.00	N/A
Southwood Apts.	Jacksonville, Florida	3rd party Fee	86	5,590,000.00	N/A
Spring Glade	Tampa, Florida	3rd party Fee	79	1,896,000.00	N/A
Stadium Club	Statesboro, Georgia	3rd party Fee	366	8,418,000.00	N/A
Sunrise I & II	Titusville, Florida	3rd party Fee	101	4,009,700.00	N/A
Total 3rd Party Fee Managed Properties			5,674	290,618,200	
Abbington Square	Jacksonville, Florida	Owned / Fee	212	9,540,000.00	21.88%
Blueberry Hill	Leesburg, Florida	Owned / Fee	68	2,856,000.00	22.97%
Bottlebrush	Palm Bay, Florida	Owned / Fee	50	1,925,000.00	18.99%
Brandywyne East	Winter Haven, Florida	Owned / Fee	38	1,634,000.00	20.75%
Brandywyne West	Winter Haven, Florida	Owned / Fee	43	1,870,500.00	18.58%
Candlewood I	Tampa, Florida	Owned / Fee	64	2,432,000.00	23.63%
Clearlake Pines I	Cocoa, Florida	Owned / Fee	68	2,822,000.00	27.73%
Clearlake Pines II	Cocoa, Florida	Owned / Fee	52	2,002,000.00	24.73%
Emerld Green	Kissimmee, Florida	Owned / Fee	176	7,216,000.00	18.24%
Gainesville Garden Apts.	Gainesville, Florida	Owned / Fee	360	12,960,000.00	16.96%
Gardenwood	Bradenton, Florida	Owned / Fee	55	2,282,500.00	20.11%
Fountain Apts	Orlando, Florida	Owned / Fee	552	40,296,000.00	22.18%
Heritage Trace	Newport News, Virginia	Owned / Fee	200	12,200,000.00	16.75%
Howell Branch Station	Winter Park, Florida	Owned / Fee	366	32,757,000.00	100.10%
Ketch Key	Kissimmee, Florida	Owned / Fee	80	2,480,000.00	17.83%
Lost Tree	Ft. Myers, Florida	Owned / Fee	60	2,880,000.00	23.87%
Magnolia Grove	Casselberry, Florida	Owned / Fee	352	22,176,000.00	17.01%
Morningside	Titusville, Florida	Owned / Fee	183	7,228,500.00	21.31%
Oyster Point	Newport News, Virginia	Owned / Fee	278	17,514,000.00	17.05%
Priariewood	Gainesville, Florida	Owned / Fee	41	1,439,100.00	23.36%
Ridgegate	Waterbury, Connecticut	Owned / Fee	112	10,080,000.00	17.51%
Ridgepoint	Orlando, Florida	Owned / Fee	59	2,537,000.00	26.31%
Rollingwood	Casselberry, Florida	Owned / Fee	40	1,720,000.00	20.01%
Sierra Point	Temple Terrace, Florida	Owned / Fee	296	15,392,000.00	19.14%



## **Experience / Track Record Continued**

Grand Total Units Managed			10,847	577,677,300	*
Total Owned / Fee Managed Properties			5,173	287,059,100	
Woodlands	Orlando, Florida	Owned / Fee	169	7,858,500.00	24.05%
Winter Garden	Winter Garden, Florida	Owned / Fee	64	2,624,000.00	31.14%
Wellington	Newport News, Virginia	Owned / Fee	152	10,488,000.00	24.06%
Virginia Pines	Ft. Pierce, Florida	Owned / Fee	70	3,325,000.00	19.77%
University Sq	Tampa, Florida	Owned / Fee	82	3,772,000.00	22.50%
Turkscap	Tampa, Florida	Owned / Fee	40	1,640,000.00	20.74%
Trailwoods	Port Orange, Florida	Owned / Fee	48	3,120,000.00	28.36%
Townwoods	Savannah, Georgia	Owned / Fee	57	2,565,000.00	25.24%
The Palms Livingston	Tampa, Florida	Owned / Fee	212	13,780,000.00	22.43%
The Oaks	Orlando, Florida	Owned / Fee	54	3,186,000.00	57.01%
The Landings	Winter Haven, Florida	Owned / Fee	60	2,520,000.00	23.38%
Summerwind	Jacksonville, Florida	Owned / Fee	62	2,635,000.00	31.07%
Stone Cove II	St. Augustine, Florida	Owned / Fee	56	2,744,000.00	19.79%
Stone Cove I	St. Augustine, Florida	Owned / Fee	45	2,205,000.00	19.69%
Springwood	Tampa, Florida	Owned / Fee	57	2,337,000.00	23.64%
Sky Pines	Orlando, Florida	Owned / Fee	140	6,020,000.00	26.15%

<sup>\*</sup> Partial Listing of Properties



### Management Experience | Multi-Family



The Landings Cocoa, FL 271 Units



The Palms at Livingston Lutz, FL 212 Units



Oakwood Commons Orlando, FL 335 Units



Sierra Point Tampa, FL 304 Units



Northwood Jacksonville, FL 160 Units



Jennifer Green Jacksonville, FL 120 Units



Heather Ridge Jacksonville, FL 120 Units



The Fountains Lake Orlando Orlando, FL 552 Units



Bear Creek Bartow, FL 48 Units



## **Receivership Services**

APM Services, LLC is highly experienced in the matters of distressed assets. Our team has the ability to manage receivership assets as well as act in the capacity of court-appointed receiver for lenders and special services.

When assuming management of an asset, our goal is to implement client requirements, preserve and protect the value of the real-estate property while implementing controls and processes that effectively manage and stabilize the affairs of the property.

As a receiver and manager, our approach is individualized based on the requirements of each particular situation. **Some** priorities **may** include the following:

#### *Immediate*

- When necessary File "Oath of Receiver" with the Court
- If required, provide a Surety Bond in amount sufficient to protect the parties and submit Bond to the Court for approval
- Take immediate control of the asset with safeguards in place
- Triage the asset addressing life safety issues

#### Property and Occupancy Management

- Lease Audit
- Collect rent and other income
- Understand delinquency issues
- Optimize a rental and tenant retention strategy
- Initiate eviction against tenants who are in lease violation
- Ensure compliance with laws, regulations & orders issued by governmental agencies
- Employ legal counsel to assist as necessary

#### Insurance Management

- Assume appropriate property insurance is in place
- Assume employment & Workman's Comp. insurances are in place

#### Financial Management

- Accounting Reports for Court & Contracted Parties
- Review past accounting for Budget and Discrepancies
- Budget for Preservation and Maximizing Value



### Facility Management

- Preventative Maintenance planning
- Property and Unit inspections
- Capital Budget for Planning

## **Asset Management Services**

APM Services, LLC provides asset management services to third party Clients. A Summary of our Services is listed below.

We have worked most recently with CNL Financial Group in Orlando, Florida for the last 3 years. We provided Asset Management Services for a 450 unit property in Boca Raton, Florida and a 776 unit property in Tampa, Florida.

#### Financial Statements

- Analyze Income statements
- Analyze Rent Roll
- Analyze General Ledger
- Analyze Current Year budgets
- Compare Budget to Actuals

#### Property Site Visits

- Evaluate current Staff
- Evaluate Exterior Property Condition
- Evaluate Interior Unit Condition
- Evaluate Amenities, Common Areas, Clubhouse / Office
- Evaluate Leasing Procedures

#### Marketing

- Evaluate Current Marketing Strategy
- How is the Strategy Measured? How are the results Measured?
- Is the Staff buying into the Strategy?
- · Leasing & Renewal Bonus's

#### Ownership Goals and Objectives

- Creating a Strategy that achieves Ownerships Goals and Objectives
- Capital Budgeting
- Capital Expenditures
- Annual Budgeting
- Exit Strategy for the Property

#### Current Management

- Work Closely with Current Management
- Build a non threatening relationship—We are here to help!



## **Due Diligence Services**

APM Services, LLC provides Due Diligence Services to third party Clients. An Summary of what we do is listed below.

#### Professional Property Report

- Property Exterior inspection
- Unit Interior Inspection, all Units
- Inspection of all Amenities, Common Areas and Office
- Lease File Audit, All Units, Compared to Rent Roll
- Evaluation of Site Signage
- Executive Summary
- Photos
- Sample Report available upon request