



"In the 50 years that Douglas Elliman has managed our property, we have always been impressed by their professionalism and attention to detail. While much has changed since 1965, one thing we can always count on is that our Park Avenue co-op receives the service and attention we need from our management team."
—Michael L. Rankowitz,
Board President, 911 Park Avenue



DouglasElliman EST. 1911
PROPERTY MANAGEMENT

**Managing the Finest Properties
Since 1911**





Douglas Elliman

EST. 1911
PROPERTY MANAGEMENT

Our Mission: We provide our clients with comprehensive service to ensure smooth, efficient, cost-effective building operations. For over 100 years we have been dedicated exclusively to providing the best residential property management. We service over 375 buildings throughout the New York Metropolitan area. Our alliance with the Mayor's office to help reduce carbon emissions and our support of non-profit organizations are key to our philosophy of corporate social responsibility.



WE NEVER STOP LEARNING

Cutting Edge Training



Douglas Elliman has the size and strength to provide the best possible working environment. That's why nearly half our employees have been with us for over 15 years. We bring in top-notch professionals from every field in the business to keep our team of management experts at the top of their game in our new state-of-the-art training center. We never stop learning and we never stop training.



HI-TECH FINANCE

We Know the Importance of Budgets

The revolution in technology has enabled us to offer many new online options, from viewing financial reports to approving and paying bills to examining proposals. Our exclusive collaboration with the best professionals in financial reporting and analysis keeps us on the cutting edge, and allows us to transmit this information quickly and efficiently to our clients. Our in-house Financial Analysts oversee all matters relating to budgeting, expenditures and monthly statements.

*"Our management focus, professional staff, and long-term expertise are what set Douglas Elliman apart and give us the tools to handle any situation that your property and your board may face."
-Jim O'Connor, President*

MANAGEMENT FOCUS

Management Has Been Our Focus for Over 100 Years

Our current management portfolio includes 375 buildings staffed by our team of management professionals. Every resident of these properties expects—and receives—the best possible management services. In our 100+ years of business, there is nothing our professionals have not experienced or any issue they have not addressed. Some of our client buildings have been with us for over 50 years, because we provide hands-on, expert property management, and oversight of capital.



VOLUME PURCHASING

Reduce Costs with the Power of DEPM

Our annual energy auctions guarantee the best prices on oil, gas and electricity, saving millions of dollars each year for our client properties. Our master insurance policies keep premiums to a minimum, and our volume purchasing power ensures the best possible pricing on every item your building needs.

RISK MANAGEMENT

We Protect Your Building from Liability

Working with third party risk management experts, we protect all areas of your building operations. All contractors must meet our rigorous screening requirements before doing any work on your property. This includes ensuring that full insurance is in place and all licensing and certifications are current.



More than half of our dedicated managers have been with DEPM for 15 years or more. Pictured left to right standing: Lynn Haslett, Jessica Quinn, Thera Williams, Jennifer Granda; seated: Deborah Hassel-Dobies, Mary Lou Tapalla, Casey O'Connor, Erica Iodice.

COMPLIANCE TRACKING

Avoiding Violations and Penalties

Our expert team constantly reviews new City regulations, keeping managers current at our in-house seminars. New Local Laws on FDNY signage, smoking policies, site safety, bed bug reporting, cooling towers and more carry significant penalties for non-compliance. Working with our outside partners, we track laws and violations, and strive to keep your property penalty-free.



Great management begins with a team of dedicated professionals. Managers Rob Halabov, Daniel Kilduff and Patrick O'Toole.



AS A FULL SERVICE MANAGEMENT COMPANY WE ALSO PROVIDE

- Our **Closing Department** acts as your Corporation's transfer agent and oversees sales, leasing and refinancing
- Our **Local Law Compliance Tracking** system helps avoid fines and violations
- Our **Electronic Statements** and **Online Payment** services make it easy to view, pay and analyze all bills and financial reports.
- We limit **Third Party Risk** by working closely with specialists to review licensing, insurance and certification of all contractors before they can work on your property.



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