

# A Unique Hands-On Approach

Douglas Elliman Property Management offers exceptional services to our clients

**F**ounded in 1911, Douglas Elliman Property Management manages more than 50,000 apartment units. Our portfolio includes every type of property—from rentals to luxury buildings on Fifth, Park, and Central Park West, to newly constructed high-rises in the Financial District, Tribeca, the Meatpacking District, and fast-growing Brooklyn and Queens. We manage properties in four of the five boroughs, Westchester, and Long Island.

In the past year or so, dozens of new properties have come to us for their management needs. In the past two years, we have added more than 50 new properties to our portfolio, bringing the total number to over 370. Why? Because of our unique hands-on approach to management, our dedication to service, the firm's exclusive focus on property management, the longevity of our company and staff, and the continuity this provides.

## EXCEPTIONAL RESOURCES

Among the reasons DEPM has such a fine reputation is our extraordinary staff and the resources we bring to bear on our clients' behalf daily. Because of our size, our central purchasing allows buildings to save significantly on supplies: between 5 and 15 percent compared to other companies. Our closing department is staffed by 14 people and handles more than 4,000 transactions



a year—sales, sublets, lease changes, etc. Each of our buildings is assigned a financial analyst who works with the board and treasurer to produce budgets on an annual basis, review monthly financials, and provide cash flow statements so properties can plan their expenses 12 months out. We have special relationships that provide our clients with competitive mortgage refinancing; we've refinanced more than 100 buildings' underlying mortgages in the past five years.

Our energy department aggregates the energy needs of our properties—fuel oil, natural gas, and electricity—and shops these on a regular basis, resulting in savings for our clients of more than \$3 million a year for the past three years. We also purchase insurance for our buildings through two competing master insurance programs, each of which offers an umbrella liability plan of \$150 million aggregate per building, offered at competitive premiums.

## INCOMPARABLE EXPERIENCE

As an established company that's been in the forefront of New York City property management for more than 100 years, our experience with issues

and solutions is second to none in the industry. It's our job to be prepared to deal with any situation or crisis that arises in our buildings. And because emergencies don't always happen during business hours, we have a trained Emergency Response Team. They're available 24/7 and carry what we call "The Bible," which contains contact info for everyone at each building, as well as the home numbers of all the vendors that service them.

Part of what makes us one of New York's leading companies is our people. We have property managers with a wealth of experience who have been with DEPM for an extraordinary period of time; some have been assigned to the same buildings for more than 20 years. Fully 180 of our 240-plus employees have been with us for more than 15 years. That kind of continuity is unknown in our industry. We are proud of our team, and our reputation reflects that.