

Signature Property Management

Condominium Management

Good People



The
Possibilities



Condominium
Management

Good Systems



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Good People Using Good Systems...Think of the Possibilities.

Signature Condominium Management

provides a full array of community association and residential management services. Based in Westwood, Kansas (Greater Kansas City, Missouri) the firm manages over 3,500 community association and multi-family units.

People

Our leadership and staff are experienced professionals who have devoted long careers to property management. Our employees have been trained to assure long-term continuity and direction. These are people who know how to manage. Their goal is to provide solutions before there's a problem.



Management Strategy



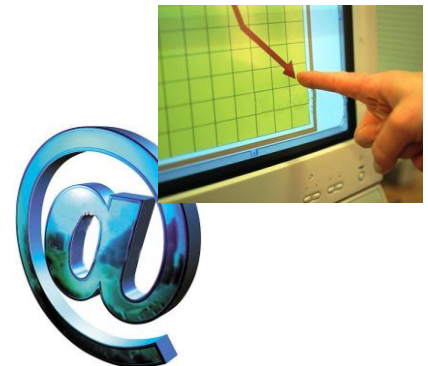
- **MOTIVATE** employees to do the very best job possible
- Provide them with the tools.
- **Focus** on customer service
- **TRAIN** supervisors and off-site staff on a continuing basis for long-term success
- Constantly **SUPERVISE** on-site personnel to maintain rigid standards
- Establish specific **MARKETING** strategies and programs for each property
- Organize the **INVENTORIES, SUPPLIES AND MAINTENANCE** systems on each property to function in a professional, organized and timely manner
- Use meaningful **REPORTING** procedures that permit any owner or manager to make a quick and accurate assessment of property performance
- Systematically review the **BUDGET**

process

- Provide timely and accurate **ACCOUNTING** reports monthly to owners and supervisors
- Commitment to absolute **HONESTY** and **INTEGRITY** in all aspects of our business, at all levels
- establish the perpetual goal of always trying to do **BETTER**.

TECHNOLOGY

Timely and accurate reporting is critical. Today's owners require fast responses to their service requests. Through our Service Request System, our staff monitors every detail of owner service resulting in improved tenant satisfaction and thus retention. We are wired. All financial reporting is processed, retained and delivered via internet software. All owners' checks are scanned in for immediate deposit resulting in no float of funds. These funds receive higher than market interest since all Signature accounts are aggregated (not commingled) by our bank.



The Property Management Approach

By avoiding corporate bureaucracy and using a fundamental "hands-on" approach, the firm is able to:

- Minimize fixed as well as variable expenses
- Maintain the property in good physical condition commensurate with owner's goals



Why Signature Community Association Management?

For Board Members of Condominiums and Condominium Developers, selecting a community association professional management company can be a daunting task. Buying a condominium home is one of the largest investments that will be made in a lifetime. And as a marketing benefit and to smooth the transition to the Board, Condominium Developers must ensure that they obtain the best possible property manager available.

To protect that investment, one should feel confident that the community association has the expert professional guidance necessary to operate and manage its assets effectively. Where should you begin? How can you identify professional who specialize in community associations?

Start with Professionalism

Your accountant, your stockbroker and even the person who cuts your hair all have professional credentials to provide you with a level of assurance regarding their qualifications. Likewise, your Community Association Management Firm should include those elements:



Professional Credentials

SIGNATURE COMMUNITY ASSOCIATIONS MANAGEMENT is a member of the community Associations Institute (**CAI**) and the National Board of Certification for Community Association Managers (**NBC-CAM**). **NBC-CAM** has developed the only national certification program to recognize those individuals who have demonstrated the fundamental knowledge to manage community associations. Several members of our management staff are currently participating in the certification program.

Experience

With over twenty years in the business, SIGNATURE demonstrates the experience needed in today's ever-changing community associations' management. Past and current experience includes Pinebrook Condominiums, Overland Park, Kansas, Crestwood Condominiums, Brookside as well as Sulgrave Condominiums, Regency Condominiums and Townsend Place Condominiums all on the Country Club Plaza and Wall Street and Western Auto Condominiums in Downtown, Kansas City.

Expertise

Management firms are retained to:

1. Preserve Assets
2. Maintain Value
3. Establish Continuity
4. Provide professional assistance in management and financial matters.

Whether it is 24-hour door attendants, a health club/spa or other amenities, SIGNATURE is experienced in working with homeowner boards to establish the level of service their individual community desires. And when it comes to financial matters, we have the "know how" to determine and set up capital budgeted reserves as well as overseeing the funding and completion of these long-term tasks. Running association meetings is effortless with our procedures and proven systems.

Our duties include

- Attending and taking minutes at Board meetings
- Setting up by-law changes, agendas and election of officers
- Maintaining resident and tenant rosters
- Preparing required association certificates and other functions involved in unit sales
- Preparing and maintaining owner information pamphlets
- Welcome New Members
- Assisting in the production of Newsletters
- Preparing and coordinating specifications and proposals such as insurance and major capital projects
- Hiring, terminating, training, counseling, mentoring and supervising on-site staff using proven job descriptions and work order specifications
- Developing and maintaining long range capital and management plans
- Working with association's attorney
- Preparing monthly financial reports and handle payroll administration including periodic tax filings
- Maintenance of exterior and interior common areas commensurate with the community's desires

Level of Service

Supplying the appropriate level of service commensurate with community association's desire is critical. The level of service desired must be weighed against budgetary constraints and cost efficiencies. While some associations may desire door attendants, valet service, receiving department, spa/fitness coordinators and full concierge services, other community associations may want minimum service such as a locked entry, maintenance and housekeeping.

Signature has developed proven job qualifications and descriptions as well as employee handbooks, work specifications and contractors scopes of work. The linchpin of our success is good people utilizing good systems and includes:

- General office appearance
- Employee attitude
- Accounting and financial systems
- Training programs, mentoring
- Supervisors with experience and knowledge
- System to handle after hour complaints and general emergencies
- Frequent property inspections

Signature Property Management Staff

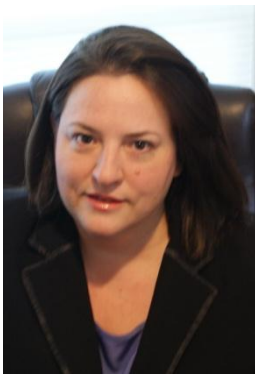


Jerry Miller

Jerry Miller, an attorney, is the recipient of three Resolution Trust Corporation (RTC) asset management awards of over \$270 million in commercial properties located throughout the country. He managed or owned commercial property in fourteen states including multi-family units, Section 42 Housing, hotel/motels, office, retail and other properties valued at over \$150 million. He has been involved in real estate management services for over eighteen years and was co-founder of Miller Nolan Real Estate. Community Association Management Certification.

Joy Peters, Vice President, Property Management

Joy Peters has been active in the Property Management Industry for 17 years. She has worked with Condominium Associations for the past 8 years and is CAI certified. She also holds an ARM-Accredited Residential Manager certification as well as a CAPS (Certified Area Property Supervisor) designation.



Tonya Gilley, Director of Accounting

Community Association Management Certification. Director of Accounting Services, including payroll administration, operating statements, budget and projections. Sixteen years accounting and 8 years Director of Accounting in Property Management.

Lauren Miller, Human Resource Director

Community Association Management Certification. Lauren has over 16 years experience as a Human Resources Director. Previously, she was Director of Human Resources for three years at a major bank with multiple locations.



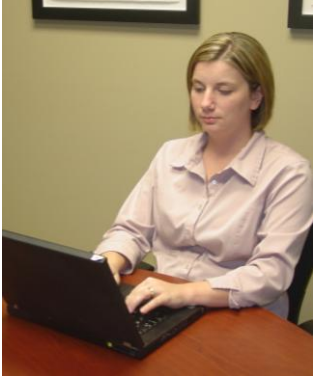
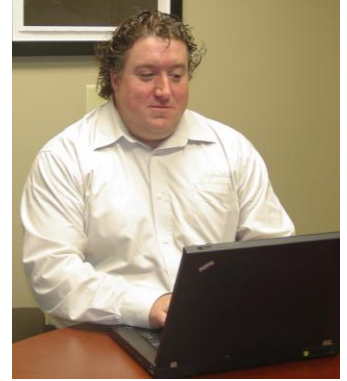
Laura Pyles, Regional Property Supervisor

Laura has been with Signature Property Management for 7 years. She has been actively working in the multi-family industry for 13 years. Laura works exceptionally well with Signature's condominium portfolio. Laura also holds her CAPS (Certified Area Property Supervisor) designation.

Signature Property Management Staff Cont.

Sean Schickedanz, Regional Property Supervisor

Sean holds a Bachelors Degree from the University of Missouri and a real estate license in Missouri. He has been involved in Property Management for the past 10 years and works directly with the on-site staff.



Samantha Gwin, Regional Property Supervisor

Samantha has been with Signature Property Management since 2002. She has been actively working in the multi-family industry for 10 years. In her role, Samantha assists in strategic planning and implementation, and focuses on training and developing the Management team to improve overall performance within the company's portfolio of assets. Samantha has extensive experience in managing and marketing properties of all types, and at all levels of performance and market position. She has completed the requirements necessary to be a Certified Area Property Supervisor (CAPS).

Gina Stuteville, Lead Accountant

Gina has been involved in Property Management for the past 10 years. She has previously worked on-site for Signature as Leasing Agent, Bookkeeper & Property Manager. Gina's current duties include accounts payable as well as financial statements.



Lisa Goodlet, Payroll Administrator

Lisa has been involved in Property Management for the past 8 years. She has previous on-site experience with Signature in the capacity of Leasing Agent as well as Assistant Manager. Lisa's current duties include accounts payable as well as processing payroll for the company.

Ralph Thomas, Executive Assistant

Ralph holds a Bachelors Degree from Kansas State University and has been involved in Property Management for the past 10 years. He has previously worked on-site for Signature as Leasing Agent and Assistant Manager. Ralph's current duties include accounts payable as well as assisting executive staff with special projects.



Condominium, Community Association and Residential Management

Alta Mira Condominiums
45 Units
Olathe, KS

Avanti East
120 Units
Lee's Summit, MO

Cambridge at River Oaks
230 Units
Kansas City, KS

Carlton Plaza Condominiums
60 Units
Kansas City, MO

City View
288 Units
North Kansas City, MO

Continental North
258 Units
Gladstone, MO

Crestwood Condominiums
43 Units
Brookside, Kansas City, MO

Delaware Street Lofts
100 Units
Kansas City, MO

Falcon Point
192 Units
Kansas City, MO

The Gardens of Northgate
114 Units – Phase 1
North Kansas City, MO

The Gardens of Northgate
66 Units – Phase 2
North Kansas City, MO

Hampton Court
100 Units
Lawrence, KS

Metropolitan Condominiums
219 Units
Kansas City, MO

Northaven Village
240 Units
Gladstone, MO

Oak Hall Condominiums
140 Units
Kansas City, MO

Skyline Apartments
93 Units
Liberty, MO

Stoneybrook North
48 Units
Kansas City North, MO

The Sulgrave/Regency Condos
277 Units
Plaza, Kansas City, MO

Sunnybrook Condominiums
77 Units
Olathe, KS

Three Fountains
172 Units
Kansas City, MO

Timber Creek East
100 Units
Blue Springs, MO

Wallstreet Towers Condos
144 Units
Kansas City, MO

Whispering Hills
376 Units
Overland Park, KS

Willow Lake
132 Units
Kansas City, MO

Summary

It is obvious that when it comes to association management, SIGNATURE exhibits the professional credentials, expertise and experience to meet your association's expectations.

