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FREQUENTLY ASKED QUESTIONS

How long have you been in business?

We started Sandcastle Property Management in July of 2009.

How many Associations do you manage?

We currently manage 15 associations, some of which are HOA's and some are COA's.

How many staff members do you employ?

We have 5 staff members dedicated full time to Property Management. Dan and Lori are CAM's and Lori's assistant, Pamella, also has her CAM license. We also have a full time front desk employee, Kimberly, who meets and greets at the front and handles incoming phone calls as well as other administrative duties. Alan is our project Manager who oversees any jobs that need to be performed for our properties. We provide all of our employees with the education to become licensed CAMs. We feel that all employees should not only work in our office but know the law and understand their jobs and what is required and expected in all of our communities.

You also have a Real Estate business, how much of your time is taken up by that?

Dan is a Broker but this is for agents who are independent and work outside of the office. Most of his time is dedicated to CAM. Lori is a licensed agent but is not active in Real Estate, the license was obtained in connection with her CAM license for continuing education and also for the ability to manage commercial buildings.

What are your backgrounds in property management/CAM?

Lori has a background going back to Fort Myers in 1985 before Florida mandated that all property managers be licensed. She managed buildings (duplexes and apartments) all over Fort Myers and Cape Coral. Her office was on Sanibel Island. She then was an onsite manager at a Condominium Association in Knoxville Tennessee for 6 years. After that she went on to managing a 1.2 million square foot building that included two high rises and an atrium in Schaumburg, IL. She worked for Fiddlesticks Country Club for a year and then obtained her CAM license in 2008 and moved on to work for an established Property Management company in Fort Myers. When Dan received his CAM license, they bought out the company and Sandcastle Property Management was born. At that time they had 7 properties.

Dan has a background in construction and has been a builder in Florida and North Carolina. He owned an HVAC company in Fort Myers as well as a Curtis Mathis franchise dating back to the 80's. He has an extensive background in business and the building trade. He holds several licenses in Florida and North Carolina.

How large do you want to get? How many properties do you want to obtain?

We are growing but we will never lose that personal touch. We have grown because we are well known for our hands on reputations as the owners and CAM's. You will never be "a number". Just as you choose us to manage your property, we also choose our communities and Boards. If the fit isn't right for either of us it will not work. We believe in being a team and working together for the betterment of your community. The problem with a lot of the larger corporations is that they give their CAM's too much to handle and the largest person makes all the profit. We are a family owned business and will never get to be that way. When we have enough properties for one CAM, another CAM is added to the family. We firmly believe in quality, not quantity, and the past has shown us that this has built our business.

What is your background in this area?

We both grew up here and graduated from Cypress Lake High School. You can read our "about us" story to see how we ended up together but we have a long history here in Fort Myers. We were here long before there was a Summerlin or a Daniels Parkway. Dan has built homes here and installed HVAC in many of the surrounding communities. He also worked out on Sanibel Island after Hurricane Charlie to restore South Seas Plantation when a lot of it was damaged in 2004. Dan has been through numerous hurricanes in the past and understands disaster cleanup and restoration.

How do you handle emergencies?

We have a 24 hour phone line. The office phone is forwarded to our cell phone every day at 4pm. After hours emergencies are handled in the event that it requires the intervention of Sandcastle Property Management. We always educate our communities of who to call in case of an emergency i.e fire, flood, medical emergency etc. We work together with the community to assist as much as possible in behalf of the Associations. We have a great emergency response team who handle water issues and mold remediation. They are also a family owned business and we highly recommend them. We also put their name and number on our emergency voice mail. We work closely with disaster companies to ensure the job is done correctly and efficiently.

How do you handle maintenance jobs?

We have a full service in-house maintenance team that can handle jobs of any size from changing light bulbs to roofing, electrical, or plumbing. We also obtain competitive bids from other qualified contractors for larger jobs. Dan having the background in this area always supervises the jobs and is on-site weekly when there is a large job (i.e painting, roofing etc) to meet with the job site manager. He is also in touch via cell phone with these contractors during the job. Since he has already performed many of these jobs hands on in the past, he is the go to person for all maintenance and replacements and can ensure the job is done satisfactorily and correctly. He will do a final walk through punch list for each large job and follow it through to the end. Payments are not made to contractors without a release of lien and final punch list inspection. Lori is a stickler for ensuring all contractors are licensed and insured including workers compensation. She will not work with a contractor who says he is "exempt" this leaves the Association and the Board of Directors very vulnerable to a law suit in the unfortunate event of a worker being seriously injured or worse.

Will our Association be provided a website and what is the charge?

Yes, we provide a website for your Association that can be found at www.sandcastlepmb.com > Association Management > Our Associations. This site is added as soon as the contract begins at the expense of Sandcastle and provided to each Association free of charge. Maintenance of this site is included in your monthly management fee. This site will have forms and other pertinent information for your members and others looking to purchase in your community.