



Where you live means everything to you.  
*How you live means everything to us.*



[www.langmgmt.com](http://www.langmgmt.com)



## About Us

- Locally and privately owned for over 40 years with hands-on Senior Management.
- Highly respected, seasoned provider of comprehensive property management programs to the finer communities along the Gold Coast.
- Lang manages over 45,000 units in nearly 200 communities.
- Offices in Boca Raton, Palm Beach Gardens, and Port St. Lucie.

## Our Mission

To create a better lifestyle for our clients by providing them with exceptional management and maintenance services by utilizing a team approach to problem solving and providing innovative solutions.

## Our Core Values

- Customer Focus
- Ethics and Integrity
- Professionalism
- Team Approach
- Service Excellence

**OVER 40 YEARS OF DEDICATION**

Celebrating the privilege of serving South Florida's finest communities



## Customized Services

- Lang adapts to your needs by providing customized services which may include property management or accounting services only.
- Customized timely monthly accrual basis financial statements with flexible report writing capabilities.
- Negotiating contracts in bulk for services (pressure cleaning, holiday lights, mulch, etc.)
- Emergency Preparedness and Disaster Recovering Planning tailored to your community.
- Personalized Community Association Websites.

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## Property Management Services

- Lang's management philosophy views the Board of Directors as the policy making body of the association.
- Clear delineation of responsibilities allows the Association and Lang to optimize the use of Board, committee, and volunteer resources.
- Empowered staff with the ability and resources to identify and solve your management issues quickly and effectively utilizing our network of experts who know the level of service and quality our clients expect.
- In house training and ongoing educational courses provided to staff.
- Vendor services screening to ensure licensing and insurance requirements are met.

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## Financial Services

- Maintaining complete, accurate, and timely association financials is crucial to the success of any community and a priority with Lang.
- Lang produces all the necessary timely reports that Board of Directors need to make sound financial decisions.
- Developing operating budgets to reserve funding analysis.
- Monitoring banking institutions in a effort to protect and maintain the financial health of your association.

- ✓ Accounts Payable
- ✓ Accounts Receivables
- ✓ Collection Procedures Policy
- ✓ Document Scanning and Retention
- ✓ Investments/Cash Management
- ✓ Borrowing Facilities (Loans and Lines of Credit)
- ✓ Electronic Check signing

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## Team Approach

### *Lang Affiliates & Strategic Partners*

- Lang's *Team Approach* to management provides critical supporting services enabling clients to benefit from in-house support staff, including specialists and strategic partners.
- Lang's successful track record to attract and retain experienced professionals with the requisite qualifications benefits its clients and provides ongoing stability and expertise.

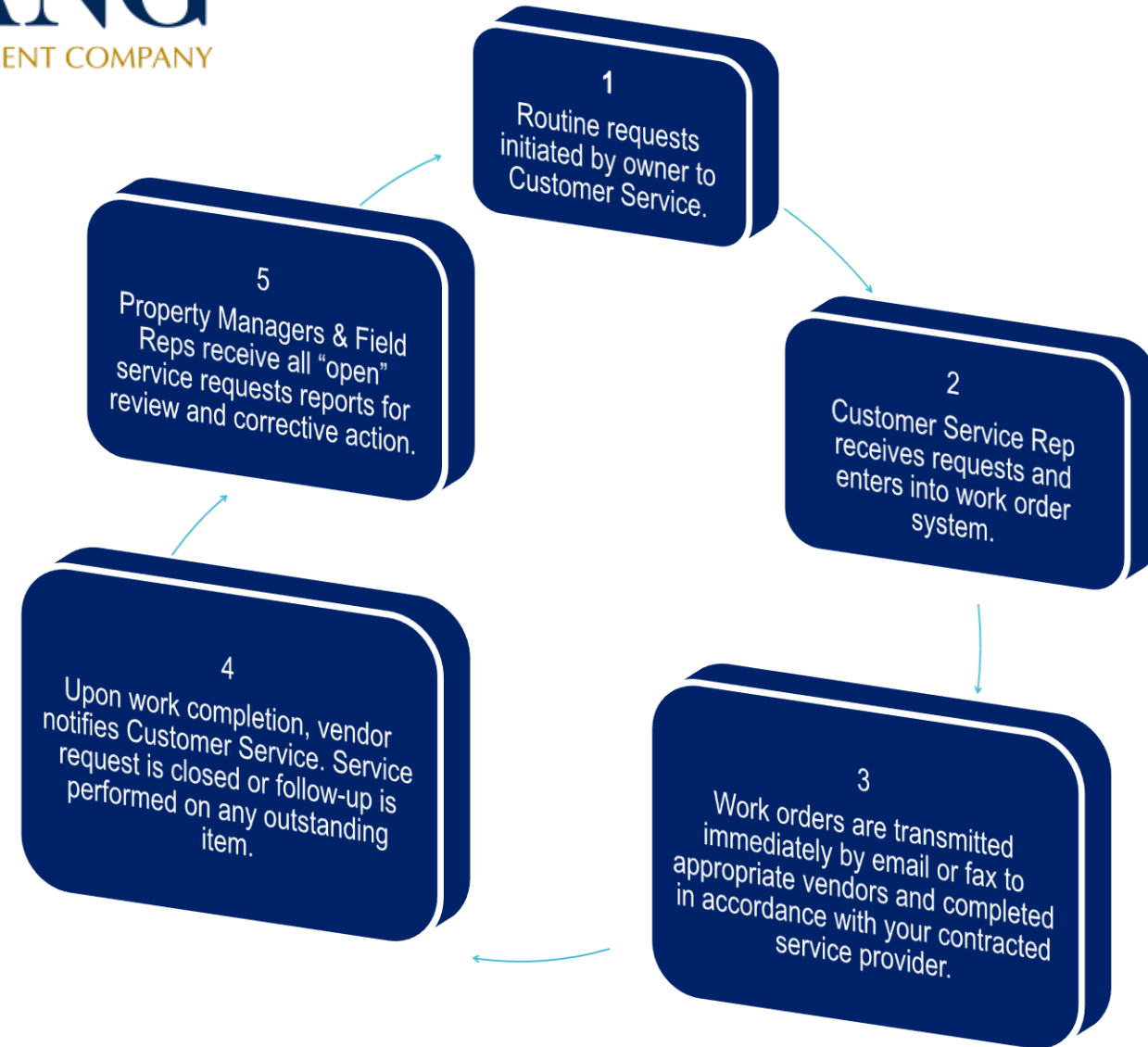
- ✓ Insurance Specialists
- ✓ Human Resources Professional
- ✓ Certified Public Accountant
- ✓ IT Manager
- ✓ Pest Control Specialist
- ✓ Licensed Aquatic Weed Control Specialist

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## Customer Service and Work Orders

- Routine requests are initiated by phone (877-242-8692), email or Vantaca website portals to the Customer Service Center Monday - Friday 9:00 am to 4:30 pm. After hour requests placed by email or website are processed the next business day.
- Customer Service Representative (CSR) enters the work order into system allowing the CSR the ability to view owner's work order history, determine responsibility (Association vs Homeowner), scope of work, and vendor contact information. The process results in either a new work order or recalling a previous work order.
- After hours **"Emergency"** calls are forwarded directly to a Lang Management Emergency Service Supervisor and dispatched to the appropriate contractor or Property Manager to address and resolve.



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## Comprehensive Property Management Software and Hardware Systems

### *Architectural Review Program*

- **Vantaca** ARC Reporting System integrated to communicate with property management software system from the field via tablet in real time.
- Designed to track with specific details the architectural approval process by date.
- Variety of reports available.
- Unlimited architectural codes and types.
- Board/ARC Committee Members access to review, comment or approve/deny status of ARCs online.

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## Comprehensive Property Management Software and Hardware Systems

### *Violations Program – Vantaca Mobile App*

- Real-Time Technology.
- Customized Field Inspection Reports.
- Unlimited Violation Codes/Types.
- Tracks all dates related to the violation process.
- Generates customized letters based on the recorded violations.
- Violation Reports Available.
- Board/Committee Members access to review status of violations online.

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## The Lang Management Advantage

- Lang's long-term familiarity and presence in Palm Beach Gardens and Palm Beach County since 1980.
- Experienced in all aspects of Association Property Management.
- Quality Assurance Programs at all Department Levels.
- In-House Customer Service with on-call supervisory personnel for after hours emergencies (24/7 – 365 days per year).
- Extensive and Ongoing Training Programs for Board and Committee Members.
- Highest Client and Staff Retention Rate.
- Hands-on Senior Management that Interface with Clients.

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## Lang Managed Communities Palm Beach Gardens/West Palm Beach

### Years Managed by Lang

- |  |          |
|--|----------|
| • PGA Property Owners Association          | 25 years |
| • Communities within Ibis Sub-Associations | 25 years |
| • Mirasol Master Maintenance Association   | 22 years |
| • Breakers West                            | 17 years |
| • Eastpointe Property Owners Association   | 9 years  |
| • Alton Property Owner's Association       | 7 years  |
| • Abacoa Property Owner's Assembly         | 3 years  |
| • Cresswind Palm Beach/Westlake            | 2 year   |

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**Thank you for the opportunity today to present our services.**

**Lang can make a difference in your community.**

**We look forward to working with your community.**

**Marita A. Butzbach**

**Executive Vice President of Property Management Operations**

**Lang Management Company, Inc.**

**Mirasol Town Square**

**11360 N. Jog Road, Building A - Suite 103**

**Palm Beach Gardens, FL 33418**

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