



## **PAUL KASTES, CPM, LCAM /DBA PAULKASTES CPM LLC**

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**Service of Process accepted by Georgia office only**

### **Mr. Paul Kastes, CPM, LCAM**

Is an experienced professional providing property management services, including consultation to corporations, private investors and homeowner associations, along with credible expert witness services to attorneys and insurance companies. Mr. Kastes has accumulated over 40 years of hands-on, real world experience in the Real Estate Management profession and continues to be actively involved with the property management industry.

Since 1998, Mr. Kastes has included Expert Witness services in his business portfolio. His clients include Defense Attorneys, Claims Representatives, and Plaintiff Attorneys in several States including Alabama, Arkansas, Florida, Georgia, Illinois, Missouri, New Jersey, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Wisconsin, and the District of Columbia. Mr. Kastes has the unique advantage of a view from the owner's, and the property manager's, perspective that continues to be a valuable asset to all of his clients.

### **SERVICES OFFERED**

As an active professional in the Real Estate Management Industry, Mr. Kastes is available to advise investors, and owner associations, with all types of property management issues. Mr. Kastes can assist attorneys and claims representatives in case development, advice, research, and if appropriate provide credible expert testimony in all aspects of real estate management including;

Property Management, Premises Liability, Operational Procedures, Resident Relations, Employee Policies, Vendor Policies, Risk Assessments, Slip and Fall Issues, Access Gates/ Fences, Security assessments, patrols, Lighting, Corporate Policies, Leases, Maintenance policies, Hiring policies, background checks, supervision, On site/ off site management. References available on request.

### **PROFESSIONAL DESIGNATIONS**

**CPM** Certified Property Manager Institute of Real Estate Management IREM Key # 16057

**LCAM** Licensed Community Association Manager State of Florida

**CPO** Certified Protection Officer International Federation of Protection Officers IFPO

**CPOI** Certified Protection Officer Instructor International Federation of Protection Officers IFPO

**PMG Security LLC PSC002088 Qualifier** State of Georgia Licensed Private Security Corporation

**Security Officer** Georgia State Licensed Armed

**Security Officer** Florida State Licensed Armed (retired)

**CPO 432647** Certified Pool Operator National Apartment Association, NSPF National Swimming Pool Foundation

**Certified K-9 Handler** Tracking, Trailing, General Purpose

### **QUALIFICATIONS SUMMARY**

With over 40 years of experience managing a large portfolio of multifamily and commercial properties in the USA & Canada Paul Kastes has 14+ years of extensive expert witness analysis and testimony in a variety of cases involving the property management industry throughout the United States.

- Expert witness testimony with respect to the standard of care and skill normally exercised under the same or similar circumstances by managers of apartment complexes, Condominium/Home owner associations, office buildings, retail malls and other income producing commercial properties based on over 40 years of actual property management experience, training, education.
- Portfolios included apartment communities, office buildings, and single family rentals.
- Operation responsibilities include assessing, implementation, supervision of all aspects of property management including, policies, staffing, security, maintenance, budgeting, etc.
- Management, consultation, experienced in all types of income producing properties.
- Operational analysis for shopping centers and strip malls.
- Track record of on-budget, on-time, turn-key management of renovation projects.
- Experience in historical building restorations.
- Effective as liaison between owners and regulatory agencies on environmental, permitting and zoning issues.
- Established reputation for cost-effective management of the older apartment community.

#### **LISTING OF REPRESENTATIVE PROPERTIES**

**2012-Present:**     **Gulf Harbor Yacht & Country Club**

1616 units, marina, golf course  
Premier residential community

- Advise the HOA Master Association Board in connection with the present and future site security systems.

**1990-Present:**     **Meadows Apartments - St. Petersburg, FL**

312-unit apartment community  
Current value: \$12 million

- Directed a **\$500,000 renovation** and provided complete asset management services
- Reduced operating costs by reorganizing and retraining staff
- Increased occupancy to a consistent 100%

- Effective November, 2012 targeted consulting services to the property

**1995-Present: 1444- I Street-Washington DC**

11 Story Office Building  
Current value: \$14 million

- Provided complete asset management services
- Tenants included National Lobby Organizations
- Maintained 100% occupancy

**1995-Present: Tycon one - Richmond, VA**

Twin atrium office building  
Current value: \$14 million

- Provided complete asset management services.
- Directed a 3.6 million dollar renovation
- Increased occupancy from 25% to 96% within budget guidelines

**1990-2002: Cricket Hollow Apartments- Houston TX**

200 units Apartment Community  
2002 Value: \$6 million

- Provided complete management services
- Maintained 98 % occupancy

**1991 - 1994: The Courtyards - Tampa, FL**

120-unit apartment community  
1994 value: \$1.8 million

- Directed a **\$150,000 renovation** and provided complete management services
- Increased value of property from \$1.2 million to \$1.8 million
- Increased occupancy to a consistent 100%

**1990-1995: Centennial Place on the River - Tampa, FL**

232-unit apartment community  
1995 value: \$4.2 million

- Provided complete management services

- Improved operating efficiency and rebuilt a shattered image
- Upgraded resident profile
- Increased occupancy rate from 60% to 93+% in five months

**1986-1998:**

**Landmark-Tampa Bay, FL**

362 – Unit apartment community amenities included one of the largest private swimming pools in the USA (at that time) on 23 + acres  
1996 value: \$12 million

- Provided complete management services
- Increased occupancy from below 50% to 94%
- Directed the conversion to condominiums

**1985:**

**Park Tower - Lubbock, TX**

98-unit, 15-story, high-rise apartments  
1985 Value: \$5.5 million

- Conducted a market analysis and provided comprehensive management services
- Reduced vacancy rate
- Increased N.O.I.

**1983**

**The Apartment Center - Fort Worth, TX**

692-unit apartment community  
1983 Value: \$17 million

- Provided market analysis and consultation prior to purchase and complete onsite management during ownership transition
- Directed a **\$500,000 renovation**
- Reduced operating costs in all areas
- Cut maintenance costs by renegotiating all existing contracts
- Introduced a utilities cost-reduction program that resulted in monthly savings of \$7,000

**1979 - 1985:**

Provided property management and consultation services to a varied selection of income producing properties including:

- Apartment Communities
- Retail Centers
- Strip Malls
- Office Buildings
- Hotels
- Condominium and Home Owner Associations

### **PROFESSIONAL AFFILIATIONS**

#### Institute of Real Estate Management (IREM)

- Year 2000 Risk Management National Committee nominee
- Chairperson education committee
- Co-chair Smart Partners
- Co-chair Candidate Assistance
- Year 2008 IREM Florida Guest Speaker
- Year 2008 IREM Advisory Board Best Practices
- Year 2009 IREM National Board Member Best Practices
- Year 2010 IREM National Board Member Best Practices
- Year 2011 IREM National Board Member Best Practices
- Year 2012 IREM National Board Member Best Practices
- Year 2013 IREM National Board Member Best Practices
- Year 2014 IREM National Education Committee Member

#### Atlanta Apartment Association (AAA)

#### American Apartment Owners Association (AAOA)

#### American Society for Industrial Security (ASIS)

#### Bay Area Apartment Association (BAAA)

#### CIS Advisory Board Member

#### CIS save Our Youth Foundation - Board Member

#### Georgia Apartment Association (GAA)

#### Grace Hill Property Management Education

#### International Foundation for Protection Officers (IFPO)

#### KKPSecurity S2 Faculty State of Florida Security Guard trainer

#### National Apartment Association (NAA)

#### National Realtors Association (NAR)

Southeastern Affordable Housing Management Association (SAHMA)

PMG SECURITY LLC President

Claims and Litigation Management (CLM) Alliance

National Association for Search and Rescue (NASR)

### **CIVIC ASSOCIATIONS**

Cross Pointe Home Owners Association

- ◆ Past President
- Past Chairman Architectural Committee

Towns County Commissioner's Office

- Comprehensive Plan Committee Volunteer

Towns County Sheriff's Office

- Volunteer

Towns County Chamber of Commerce

- Member

### **Industry Continuing Education**

#### **2014**

ASIS Reducing Violence in the Workplace  
IREM Institute of Real Estate Management Education Committee Workshop  
State of Georgia Annual Security Officer requalification  
State of Florida LCAM 18 month CE education licensure requirement

#### **2013**

IREM Institute of Real Estate Management SFH201  
National Apartment Association NAA NAAEI Property Managers Disaster Course  
State of Georgia annual recurrent Security Officer Armed Rule 509-3-.10  
State of Georgia annual recurrent Security Officer Shotgun Rule 509-3-.10  
National Apartment Association CPO Certified Pool Operator NSPF  
GAA Georgia Apartment Association legal liability seminar updated  
State of Florida LCAM legal update CE required

National Certified K-9 Handler general purpose, tracking and trailing

## **2012**

State of Florida LCAM licensing 18 month renewal Condominium and Homeowners Association  
International Crime Free Association Apartment Community Crime Reduction Training  
Certification Program  
State of Georgia security agency Qualifier licensure  
State of Georgia security officer training  
State of Georgia security officer armed training  
State of Georgia security officer shotgun training  
International Federation of Protection Officers CPOI recertification  
GAA Georgia Apartment Association legal liability seminar  
IREM Institute of Real Estate Management Risk Management CE seminar

## **1994-2011**

National Apartment Association risk management  
Grace Hill Georgia Apartment Association risk management  
Institute of Real Estate Management CPM 301 Management of Residential Properties  
Institute of Real Estate Management CPM 400 Managing Real Estate as an Investment  
Institute of Real Estate Management CPM 800 Ethics for the Real Estate Manager  
Institute of Real Estate Management CPM 500 Problem Solving for Property managers  
Institute of Real Estate Management CPM 599 Management Plans  
Institute of Real Estate Management CPM 402 Property maintenance Risk control  
State of Florida University of Tampa LCAM Licensed Condominium Association courses  
State of Florida biannual required 20 hour renewal courses  
IFPO International Federation of Protection Officers certification  
IFPO International Federation of Protection Officer Instructor certification  
IREM Institute of Real Estate Management additional courses  
HUD Housing and Urban Development required fair housing  
TAA Tampa Apartment Association Workmen's Compensation  
National Mold Infestation Claims Course  
State of Florida licensed security officer required courses  
State of Florida licensed armed security officer required courses  
State of Florida licensed security officer recertification required courses  
State of Florida licensed armed security officer recertification required courses

### **Property Management Industry Standards Board Member**

Institute of Real Estate Management IREM

Paul Kastes CPM is a past, and current, appointed member of the IREM Industry Standards Advisory Board. Mr. Kastes is actively involved in reviewing and setting the standards for the property management industry 2008, 2009, 2010, 2011, 2012, 2013

The Institute of Real Estate Management (IREM®) is an international community of real estate managers, across all property types, dedicated to ethical business practices and maximizing the value of investment real estate. An affiliate of the National Association of Realtors®, IREM has been a trusted source for knowledge, advocacy and networking for the real estate management community for more than 77 years.

IREM is the only professional real estate management association serving both the multi-family and commercial real estate sectors and has 80 U.S. chapters, 13 international chapters, and several other partnerships around the globe. Worldwide membership includes nearly 18,000 individual members and over 535 corporate members.

IREM promotes ethical real estate management practices through its credentialed membership programs, including the Certified Property Manager® (CPM®) designation, the Accredited Residential Manager® (ARM®) certification, the Accredited Commercial Manager (ACoM) certification, and the Accredited Management Organization® (AMO®) accreditation. These esteemed credentials certify competence and professionalism for those engaged in real estate management. IREM also offers CPM® Candidate, Associate, Student, and Academic memberships. All members are bound by the strictly enforced IREM® Code of Professional Ethics.

Collectively, CPM® Members in the United States manage nearly \$2 trillion in real estate assets, including 11.4 million residential units and 10.4 billion net square feet of commercial space.

### **Institute of Real Estate Management Code of Professional Ethics**

Effective January 1, 2007

#### **Introduction**

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among Certified Property Manager® Members, CPM® Candidates, Accredited Residential Manager® Members, Accredited Commercial Manager Members, Associate Members, and other Members, national and international professional real estate associations and organizations, and clients, employers, and the public.

The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, Members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

#### **IREM Member Pledge**

I pledge myself to the advancement of professional real estate management through the mutual efforts of Members of the Institute of Real Estate Management and by any other proper means available to me.



I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute.

I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow Members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management.

I pledge myself to place honesty, integrity, and industriousness above all else and to pursue my gainful efforts with diligent study and ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level.

I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, Statement of Policies, and this Code of Professional Ethics.

**Article 1. Loyalty to Client, Firm, and/or Employer**

A Certified Property Manager®, CPM® Candidate, Accredited Residential Manager®, Accredited Commercial Manager, or Associate Member (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated. A MEMBER shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A MEMBER shall not engage in any activity that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.

**Article 2. Confidentiality**

A MEMBER shall not disclose to a third party any confidential or proprietary information which would be injurious or damaging to a client concerning the client's business or personal affairs without the client's prior written consent, unless such disclosure is required or compelled by applicable laws and regulations.

**Article 3. Accounting and Reporting**

Pursuant to the terms of the management agreement, a MEMBER shall use reasonable efforts to provide accurate, auditable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A MEMBER shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A MEMBER shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

**Article 4. Protection of Funds**

A MEMBER shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client, but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A MEMBER shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

**Article 5. Relations with Other Members of the Profession**

A MEMBER shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of Members of the Institute of Real Estate Management. A

MEMBER shall truthfully represent material facts in their professional activities. A MEMBER shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

**Article 6. Contracts**

Any written contract between a MEMBER and a client shall be in clear and understandable terms, and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the MEMBER.

**Article 7. Conflict of Interest**

A MEMBER shall not represent personal or business interests divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

**Article 8. Managing the Assets of the Client**

A MEMBER shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect it against all reasonably foreseeable contingencies and losses.

**Article 9. Duty to Former Clients and Former Firms or Employers**

All obligations and duties of a MEMBER to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A MEMBER shall act in a professional manner when, for whatever reason, relationships are terminated between a MEMBER and a client and firm or employer. Nothing in this section, however, shall be construed to cause a MEMBER to breach obligations and duties to current clients and firm or employer.

**Article 10. Compliance with Laws and Regulations**

A MEMBER shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

**Article 11. Equal Opportunity**

A MEMBER shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, familial status, national origin, age, sexual orientation, or handicap and shall comply with all applicable laws and regulations regarding equal opportunity.

**Article 12. Duty to Tenants and Others**

A MEMBER shall competently manage the property of the client with due regard for the rights, responsibilities, and benefits of the tenants or residents and others lawfully on the property. A MEMBER shall not engage in any conduct that is in conscious disregard for the safety and health of those persons lawfully on the premises of the client's property.

**Article 13. Duty to Report Violations**

Each MEMBER has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another MEMBER may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Institute of Real Estate Management's Bylaws and Statement of Policies.

**Article 14. Enforcement**

The interpretation of compliance with this Code is the responsibility of the Ethics and Discipline Committee of the Institute of Real Estate Management. Any violation by a MEMBER of the obligations of this Code and any disciplinary action for violation of any portion of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and Statement of Policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected MEMBER and without recourse to the Institute, its officers, Governing Councilors, Members, employees, or agents.