

Karel Costa-Armas, LCAM, CMCA, AMS, PCAM

Expert Consultant. Investigative Analysis. Community Association Management Industry

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With nearly two decades in Florida's community association management industry, I have attained the necessary experience to get my clients through just about any situation. The vast array of projects I've handled for luxury properties in Miami and the Tampa Bay area have given me an edge in this ever-changing field. Helping legal firms, insurance carriers, frustrated homeowners, and board members by sharing strategies is my specialty. In-depth analysis into community association procedures and practices are part of my daily work.

I am a retired law enforcement officer, military veteran, and an experienced executive manager for communities in Florida. Creating collaborative relationships with my consulting clients is indeed a great experience for me. My work style is key to achieving clarity for owners seriously interested in analyzing their property's procedures. Common-interest communities need guidance and transparency at every level.

Areas of Expertise include:

- Scope of Work and Responsibility
- Management Contract Specifics
- Staff Development – On-site Safety
- Budgeting and Planning
- Risk Management
- Resolution and Charters
- Property Management
- Security Post Orders
- Vendor Management
- Project Management
- Conflict Resolution
- Remediation Projects

Professional Experience

Resource Property Management • St. Petersburg, Florida • August 2021 -Present

Luxury Multi-Association and Commercial Offices at 55+ Community Association

Development and Reorganization – On-site GM

On site manager in St. Petersburg to reorganize a fifty-five-year-old, 30-acre, 55+ bayfront community consisting of a Master Association and 7 sub-associations. These association have a total of 11 buildings that include a medical building, grocery store, recreation center, 4 community pools, 4 clay tennis courts, and 3 docks with multiple boat slips. I have been tasked with developing foundational processes to improve the current conditions. The objectives are to implement better record keeping and file access, a proper work-order system, updated security protocols, and overall customer service to over 740 units in this community.

KW Property Management and Consulting • St. Petersburg, FL • 2021 April – August 2021

Luxury Highrise Mixed-Use - General Manager

Community Association Manager – On-site GM

Assigned as a transitional manager assuming a new property from another management company. Worked as a part of a very hard-working team collecting data and historical information to complete the transition process. Assumed duties as the GM for a 36-story luxury Highrise building consisting of 244 residences, 20 office spaces, and 8 retail spaces that includes a bank, gym, restaurants, and doctors' offices. Managing a staff 17+/- . Overseeing nearly a dozen projects that include thorough engineering and forensic research.

Resource Property Management, Inc. • Clearwater Beach and Largo, FL • 2018 – Present

On site multi-building luxury waterfront properties.

AREA SUPERVISOR / COMMUNITY ASSOCIATION MANAGER

Assigned to troubleshoot and evaluate situations with clients and managers that require guidance and adjustments to the account. Meet with Board members, vendors, and clients to reach amicable solutions to difficult problems. Organize plans for action to reach resolutions.

Simultaneously the on-site manager for a luxury waterfront high-rise property on Clearwater Beach consisting of two buildings, 200 units, 38 townhomes, and a 65-boat slip marina.

For a two-year period, daily on-site management duties for the condominium properties consisting of 56 acres, 10 Associations and a Master Association, 11 Har-Tru clay tennis courts and a revenue generating Tennis Club, 19 ponds / lakes, two pool clubhouses, a 32-boat slip marina, and a restaurant.

Key Accomplishments:

- Thorough vetting and supervision of vendors particularly landscaping and pond maintenance.
- Management of engineering projects encountered with tennis court clay drainage, preservation of the marina, mangrove conservation, and seawall repairs.
- Assist board of directors for seven of the associations and the Master association by preparing minutes, RFP's, reports and financials for their review.

Greenacre Properties, Inc. • Tampa, FL • 2014 - 2018
On site multi-use high-rise property.

COMMUNITY ASSOCIATION MANAGER

Performed daily operational duties for the condominium property that included 402 residences, business offices, retail stores, and restaurants. \$6-\$8 million annual budget responding to resident needs and board directives.

Key Accomplishments:

- Review and negotiate bids for various repairs on the buildings and equipment to ensure the property is maintained well.
- Assist board of directors by preparing minutes, RFP's, reports and financials for their review.
- Interact with and resolve problems for residents and guests. Maintain a friendly, safe, and trustworthy environment.
- Train staff and other Community Association Managers in processes to ensure smooth daily operations.

Casa Del Mar Condominium Association • Key Biscayne, FL • 2007 - 2014
On site Luxury beachfront high-rise community.

COMMUNITY ASSOCIATION MANAGER

Twenty-seven story, 232 luxury condominium units. Oversaw projects such as mold remediation, re-roofs, AC unit replacements and other restoration. Directed staff of 26 people in daily duties and maintained relationships with vendors.

Key Accomplishments:

- Prepared budgets, RFP's and financial reports for the Board meetings as well as board meeting minutes.
- Learned how building equipment worked and studied building codes to ensure property ran well and was in compliance.
- Oversaw numerous construction and remodeling projects. Empowered employees to perform at their best.
- Led project for the 40-year Code recertification process required of 40-year-old building that spanned multiple years and involved numerous engineers and contractors.

Real Estate Broker, Miami, FL, 2004 - 2007
Deputy Sherriff, Miami Dade Police Department, Miami, FL, 1995 - 2003
Medic, U.S. Army 82nd Airborne Division, 1991 - 1994

Education & Training

CAI - **PCAM** and **AMS** designation CAMICB - **CMCA** Designation

Real Estate Broker's **License** /Mortgage Broker's **License** /CAM **License**, Gold Coast Schools of R.E

Law Enforcement Academy, Miami Dade College

Massage Therapy, Florida College of Natural Health