

CHARLESGATE



CHARLESGATE • HOA MANAGEMENT

*For your home,
for your life, for
your investment.*

Modern association management for boards that expect more, from Greater Boston's most comprehensive association management firm.

Your building is somebody's largest asset. Every unit of it.

Most association management still runs on an old model: one overloaded manager, an inbox that doesn't answer, financial statements the board can't read, and maintenance that waits for something to break. Boards of unpaid

volunteers end up doing the manager's job, and owners' equity quietly pays for it.

We rebuilt association management around the two outcomes that actually matter: your quality of life as a resident, and your net worth as an owner. Not one or the other. **Both.**

THE TURN

Grow your net worth with modern HOA management that *increases your home value* and improves your quality of life.

Twenty years managing condominiums in the market that *punishes mistakes*.

CHARLESGATE has operated Boston real estate since 2003: association management, property management, brokerage, construction, and new development under one roof. For your association, that means every discipline your building will ever need, from a resale certificate to a roof replacement, already works here, on one accountable platform.

We are headquartered in Back Bay and manage condominium communities across Greater Boston: brownstones, mid-rises, high-rises, and townhome communities.

5,000+	2003	6×	70
UNITS MANAGED	OPERATING IN BOSTON SINCE	INC. 5000 HONOREE	EMPLOYEE ENPS · VS. INDUSTRY 10-20

Engaged teams stay. Stable teams manage your building better, and growth is funded by retention, not churn.

OUR VALUES

MOVE MARKETS & WIN TOGETHER	We play to win for our clients, and every win is shared.
SPEAK HARD TRUTHS	We say the hard thing when it needs saying; honesty builds trust.
OWN IT	Complete ownership of outcomes, good and bad. No excuses.
CHALLENGE CONVENTIONS	We question the status quo and pursue better, relentlessly.
PEOPLE > EVERYTHING	Everything we do is for the people we serve, delivered with hospitality.

The way most associations are managed quietly costs you twice.

Once in how it feels to live there. Again in what your home is worth.

01 **One overloaded manager, juggling too many buildings.** Whoever shouts loudest gets answered; everything else goes dark.

The cost: unanswered residents, volunteer burnout, and a board doing the manager's job.

02 **Financials the board can't read.** Invoices approved blind, reserves nobody has modeled, reporting that arrives late and explains little.

The cost: surprise special assessments, and decisions made in the dark.

03 **Maintenance that waits for the break.** "It broke, now we fix it" compounds; small deferred items become capital emergencies.

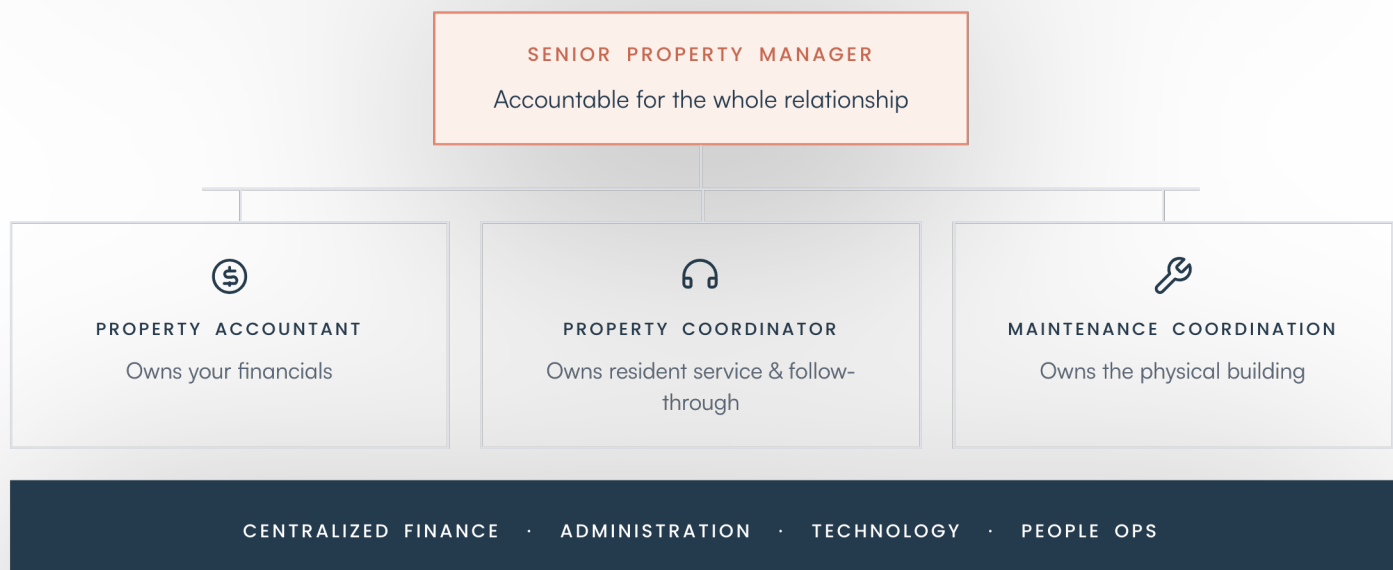
The cost: accelerated building decay, at emergency prices.

04 **Order-taking instead of leadership.** Tasks get executed; nobody brings the board options, costs, and a recommendation.

The cost: a building that drifts, and value that falls behind comparable buildings.

One building. One team. *One owner per job.*

Most boards inherit one overloaded manager. We don't run that way. Your association is served by a team-powered model in which each function has a dedicated owner: a Senior HOA Manager accountable for the whole relationship, a Property Accountant who owns your financials, a Property Coordinator who owns resident service and follow-through, and maintenance coordination that owns the physical building, all backed by centralized finance, administration, and technology. Each person owns one job. The Board gets accountability, not excuses.



One building. One team. One owner per job.

Every loop closed. No request goes dark. Every request lives in one transparent work-order system the board can see: what came in, who owns it, where it stands. Defined response times. No guessing.

HOW DECISIONS REACH YOUR BOARD

ISSUES → OPTIONS & COSTS → PROS & CONS →

OUR RECOMMENDATION

Every meaningful decision, refined to a yes-or-no with the questions already answered. Professional guidance, not order-taking.

“You hire us for professional expertise and guidance. That is what we deliver.”

Everything we do lands on one of two ledgers: *your life, or your net worth.*

01 QUALITY OF LIFE

How it feels to live there.

■ RESPONSIVE, TRUST-BASED COMMUNICATION

Transparent task ticketing, not empty promises.

People-first management backed by technology, with visibility into what's happening at your building, any time, not just at the monthly meeting.

■ LEADERSHIP OVER ORDER-TAKING

Professional guidance for boards, not just admin execution.

Proactive recommendations, board-level partnership, and an agenda that moves.

■ HOSPITALITY-BASED RESIDENT EXPERIENCE

Owners and residents treated as guests, not tickets.

A boutique-hotel mindset for where you live.

THE PRINCIPLE

Don't choose a manager based on price.

Two outcomes, *one standard.*

02 NET WORTH

What your home is worth.

■ PROACTIVE MAINTENANCE

Scheduled walk-throughs and preventative plans built around preservation.

Because the cheapest repair is the one you never need at emergency prices.

■ STRATEGIC IMPROVEMENT RECOMMENDATIONS

We bring investment thinking to your capital decisions.

Which improvements compound your building's value, sequenced and costed for the board.

■ TRANSPARENT REPORTING + TRANSPARENT PRICING

Financial reporting boards can actually read.

A clean base fee, pass-throughs at cost, no vendor markups, no surprises.

*Choose one based on **trust.***

A leadership team that *stays close to the work.*

Your manager is not on their own. The people who built this operating model are the same people your board can reach, and they know your building.



Todd
Mikelonis,
B&W
editorial
portrait

or [browse files](#)

PRESIDENT · PROPERTY
MANAGEMENT

Todd Mikelonis

At CHARLES_GATE since 2004.
Twenty years in Boston
multifamily and association
management; built the operating
model this brochure describes.



Jason Tilley,
B&W
editorial
portrait

or [browse files](#)

VICE PRESIDENT · PROPERTY
MANAGEMENT

Jason Tilley

Leads systems, staffing, and
service standards. Previously
ran operations for one of the
country's largest residential
rental platforms.



Sean
McEvoy,
B&W
editorial
portrait

or [browse files](#)

REGIONAL MANAGER · NEW
ENGLAND

Sean McEvoy

Oversees the managers serving
your association day to day, and
sits in on board meetings when
the agenda calls for it.



Kelly
Robbins,
B&W
editorial
portrait

or [browse files](#)

DIRECTOR · PROPERTY
SERVICES

Kelly Robbins

Runs maintenance and capital
projects: repairs, renovations,
and major improvements from
scope through completion.
Unrestricted Construction
Supervisor License.

One platform, one bench. *Your board is never more than one call from the people who set the standard.*

WORK WITH US

Let's talk about your building.

Great management is a relationship, not a transaction. We take on a limited number of associations so each one gets the attention it needs. If your board is weighing its options, we're glad to walk you through how we'd run your building.

Start a conversation → charlesgate.com/hoa



CHARLES GATE · BACK BAY, BOSTON · [CHARLES GATE.COM](https://charlesgate.com) · [PHONE] · [EMAIL]

CHARLES GATE

