

ROBERT DISHMAN

CMCA | LCAM

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PROFESSIONAL SUMMARY

Senior Property Management Leader with 25+ years leading luxury high-rise, mid-rise, and garden-style communities in Los Angeles, San Francisco, San Diego, and the Southeast. Proven expertise in HOA governance, common interest development (CID) operations, and multifamily asset management. Track record of stewardship for 300+ association portfolios, \$13M+ operating budgets, and teams of 55+ professionals while maintaining high client satisfaction. Recognized for establishing "Gold Standard" benchmarks in Class A+ property management.

CAREER HIGHLIGHTS

- **Client Satisfaction:** Achieved 97% satisfaction scores with largest client in San Francisco
- **Financial Performance:** Managed \$13M+ annual budgets; exceeded budget surplus targets by 10%
- **Occupancy & Revenue:** Drove occupancy from 82% to 97% in six months; achieved 10% annual rent growth
- **Team Leadership:** Built teams of 40–55+ staff with turnover rates under 10%

CORE COMPETENCIES

HOA & CID Management: Board Governance • Davis-Stirling Act • CC&R Enforcement • Civil Code Compliance • Reserve Studies • Assessment Administration • Architectural Review • Annual Meetings • Board Packets • Homeowner Relations

Operations & Leadership: Multi-Site Management • Team Development • Staff Training • Performance Management • New Property Commissioning • Vendor Contract Negotiation • Quality Assurance • Process Improvement

Financial Management: Budget Development (\$13M+) • Invoice Approval • Revenue Optimization • Rent Growth Strategy • Occupancy Maximization • Expense Control • Financial Reporting

PROFESSIONAL EXPERIENCE

ACTION PROPERTY MANAGEMENT

Los Angeles & San Francisco, CA

HOA Management | Portfolio of 300+ Associations | March 2014 – March 2025

Progression: **General Manager** → **Regional Manager** → **Director of Operations & Development**

Director of Operations & Development

2022 – 2025

- Client onboarding for high-rise HOA properties, establishing scalable processes reaching 300+ associations
- Designed and delivered GM/CM training curriculum achieving 99% internal client satisfaction scores
- Oversaw invoice review and approval for 300+ associations, ensuring fiscal accuracy and budget compliance
- Directed Quality Assurance for all Civil Code communications, ensuring Davis-Stirling Act regulatory compliance

Regional Manager

2018 – 2022

- Provided executive oversight across multiple sites and states, conducting property visits and implementing operational improvements
- Launched company-wide recognition program that improved employee engagement and grew morale
- Mentored General Managers for advancement, building leadership pipeline across the organization

General Manager

2014 – 2018

- Managed operations for luxury high-rise HOA client of 655 units, establishing standards later adopted company-wide
- Earned Action Leadership Award (2014) for operational excellence and team development contributions

RELATED MANAGEMENT

Los Angeles & San Francisco, CA

HOA & Rental Management | Luxury High-Rise Properties | November 2009 – March 2013

*Progression: **General Manager** → **Multi-Site Manager***

Multi-Site Manager

2011 – 2013

- Directed simultaneous operations for The Century (LA) and The Paramount (SF) high-rise properties
- Built and led 40+ member team with industry-leading turnover below 10% annually
- Administered \$13M+ annual operating budgets, consistently meeting or exceeding financial targets

General Manager, The Century Condominiums

2009 – 2013

- Commissioned and launched luxury condominium from pre-opening through stabilized operations
- Achieved 99% occupancy while driving 10% annual rent growth in competitive Los Angeles market
- Gold Standard training and operations of the most luxurious condominium tower in Los Angeles, designed by Robert A.M. Stern

AIMCO

Los Angeles, CA

Rental Management | Multi-Asset Portfolio (250–521 Units) | April 2005 – November 2009

Community Manager

- Managed three multifamily assets during tenure, overseeing operations, financials, and resident relations
- Spearheaded Class B to Class A redevelopment, increasing property value and rental rates
- Delivered highest rent growth in AIMCO's Los Angeles market; exceeded income goals by 5%
- Implemented resident retention programs sustaining 96% occupancy

EARLIER CAREER

Community Manager — The Morgan Group, Oceanside, CA

2004 – 2005

- Directed 284-unit luxury community; implemented revised lease renewal program reducing turn costs; sustained 95% occupancy

Community Manager — The Monarch Group, San Diego, CA

2002 – 2004

- Transformed 255-unit asset from 82% to 97% occupancy in six months; completed new construction lease-up ahead of schedule

Other property management industry positions prior to 2002 included Archstone, Post Properties, and Walden Communities.

CERTIFICATIONS & RECOGNITION

- **CMCA** — Certified Manager of Community Associations (Community Associations Institute)
- **LCAM** — Licensed Community Association Manager (State of Florida DBPR)
- **Action Leadership Award** — Action Property Management, 2014
- **Manager of the Year** — San Diego County Apartment Association