

# Barkan Management

Growth and Innovation Highlight 30th Anniversary of New England's Premier Condominium Services Provider

by Peter Golden

“**E**xpressions of client satisfaction are a guide for determining our way forward,” says Bill DiSchino, president of Barkan Management, a Boston-based condominium services provider with offices in Boston, Hopkinton, Providence, Hartford and Washington, D.C. “But so are new ideas and even outright criticisms,” he adds.

“The active dialog that grows out of a working partnership with clients always has our full attention. It’s been our priority from the day we started, and as we enter our fourth decade in business, it still is.”

That approach has helped Barkan achieve unprecedented growth over the last three decades. Between the company’s full-service and accounting clients, it now includes 140 residential communities representing more than 20,000 units across 14 states.

Yet DiSchino’s perspective is restrained. He views current success as a departure point for Barkan’s next step forward — and a reminder that continuous improvement is the watchword of his organization.

## Taking Pains

“Over the years, we’ve been able to develop a seasoned, collegial, highly credentialed management team with the operating skills to ensure we’re delivering on our client commitments,” says DiSchino.

Barkan’s investment in technology, especially in accounting systems, is

another factor in the company’s success. The combination of outstanding service supported by advanced information systems has won it the loyalty of scores of New England condominium associations.

From luxury high-rises along the Boston waterfront to suburban garden and townhouse complexes, and on to a



Union Wharf, an 89-unit community on Boston Harbor, has been managed by Barkan since 1997.

variety of mixed-use associations and other prestigious communities across the United States, Barkan has attracted a significant following.

“People you can count on. Experience you can rely on,” is the brand line adorning the company’s proposal folders. In a phrase, it sums up the Barkan persona.

## A Measure of Satisfaction

“One measure of client satisfaction is the length of our relationships,” says

DiSchino. “In that regard, we think our efforts are recognized.” Many associations have been with Barkan for decades, some from the first years following the company’s founding.

A visit to Barkan.com reveals a roster of notable communities. Among them are many synonymous with luxury and style, with more than a few having achieved landmark status. For instance, Harbor Towers, at 40 stories, is the highest residential structure in Boston.

Other notables in the Barkan roster include: The Residences at Rowe’s Wharf, Sierra & Tango at NorthPoint, The Residences at the Intercontinental and Trinity Place. Battery Wharf and the Belvedere at the Prudential Center are just a few more.

In the suburbs and further afield, Barkan stewards Natick Village, at 816 units, the largest condo community in the state. The Towers at Chestnut Hill, Farrar Pond in Lincoln and Nouvelle at the Natick Collection are other Barkan-

managed properties. So are North Farm and Stone Harbor in Bristol, R.I., along with The Villages at Mount Hope Bay in Tiverton.

“People often assume that because we have a comparatively large staff and a number of prestigious clients, we cater exclusively to urban luxury communities,” notes DiSchino. “But we also manage numerous suburban condominiums, where dedicated boards and value-oriented unit owners appreciate the fact that we devote the

same level of attention to their needs as all our clients. That's the Barkan standard."

### **A Host of Resources**

The key to Barkan's success begins with a senior, highly credentialed portfolio team representing more than two centuries of combined experience. Working in a collegial setting where managers are encouraged to share challenging operating problems, supervisory staff and site managers have substantial resources at their disposal. In that regard, Barkan often undertakes consulting assignments on behalf of association boards representing large, often exceptionally complex communities.

In a recent study requested by a mixed-use community representing a primary condominium associated with four, secondary condominiums (including a hotel, along with apartment, retail and residence units), Barkan was able to make an authoritative analysis of expense allocations, much to the benefit of the overall community.

Such abilities make Barkan a unique resource for boards, property owners and developers. Barkan's project management services are another highlight in that regard. In the past few years, for instance, Barkan has coordinated and administered upwards of \$100 million in capital repair programs for its clients.

Barkan also plays a role in serving those in circumstances outside of its commercial domain. Barkan people are long-time participants in the Pan Mass Challenge and the Rodman Ride for Kids. In addition, company managers sit on the boards of Habitat For Humanity and Caritas Communities.

### **Size and Complexity**

As more and more condominium boards seek to take advantage of real-time access to their financial data, Barkan Accounting Services is finding growing acceptance for its innovative, Web-based systems. In associations where size and complexity require

sophisticated accounting and reporting capabilities and real-time access to critical data, Barkan provides customized solutions for clients' most challenging financial management problems.

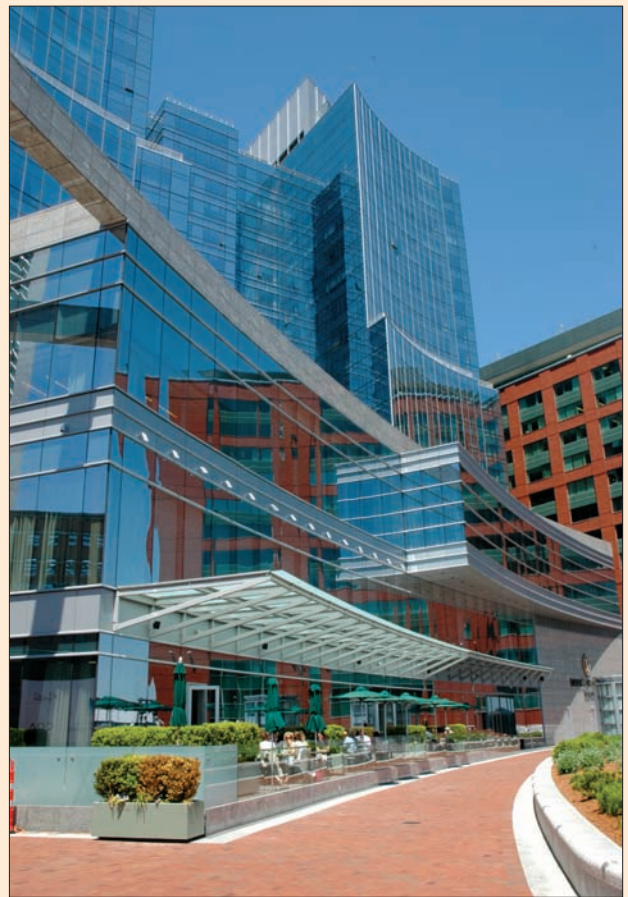
Key components of Barkan's online services, for instance, are paperless accounts payable and receivable, a boon to board members and staff alike.

Whether your association is a mid-rise development in an urban setting, a garden-style suburban complex, a luxury high-rise or a mixed-use condominium with multiple sub-associations, Barkan is ready to serve your needs. By taking a tailored approach to the way services are organized and delivered, the client's preferences are respected.

While most select a full-service option, Barkan clients have a wide palette from which to choose: resident services, day-to-day operations, maintenance and repair, and accounting and financial services. Other options include capital repair programs, resident relations, vendor and contractor management, board governance, plus the million and one other details of community management that can benefit from Barkan's oversight.

Alternatively, others choose Barkan as a financial and bookkeeping solution. In either instance, board members have the assurance their obligations to unit owners are being met, while relieving them of the burden of day-to-day involvement.

"We had a note of thanks from a long-time, full-service client recently, who told us she has always valued our 'frank advice based on real world



The Residences at The Intercontinental, a mixed-use condominium on the Boston Waterfront featuring 130 luxury residential units and a world-class hotel.

experience," says DiSchino, "We fully understand every association has unique needs and every client is an individual — and that we both agree that candor is an important part of a long and constructive relationship. Her kind comment confirms our success."

With 111 full service clients representing 14,000 condominium and co-op units, plus 29 financial services clients including upwards of 3,400 condominiums — and an additional 28 apartment communities totaling more than 3,000 units, Barkan does it all.

Might Barkan have the pleasure of doing the same for your community?

*To find out more about Barkan Management Company Inc. and Barkan Accounting Services, call (617) 482-5500 or go to [www.barkanco.com](http://www.barkanco.com) or [barkanaccounting.com](http://barkanaccounting.com).*