



Nataleigh Dillon, CMCA, AMS

Vice President of Operations

Office: (614) 481-4411

Email: ndillon@CPSColumbus.com

Up-beat, positive, and respectful attitude. Highly motivated and eager to take on new challenges. Dependable and determined. Strong problem solving & leadership skills. Meticulous attention to detail and highly organized. Quick to learn and adapt in new settings.

FORMAL EDUCATION

The University of Toledo

Bachelor of Business Administration | Minor in Business Law | Focus in Human Resource Management

ASSOCIATION MANAGEMENT EDUCATION AND DESIGNATIONS

Certified Manager of Community Associations (CMCA) Designation (AMS) Designation

M – 100: The Essentials of Community Association Management

M – 201: Facilities Management

Trained and certified in all local state and federal Fair Housing Laws

Community Association insurance 101

Ohio Department of Insurance: Burn It to Learn It (2018 & 2019)

Kaman and Cusimano: Reserve, Bank Loans, and Special Assessment

Kaman and Cusimano: Annual Meeting, or Annual Mayhem?

Kaman and Cusimano: Drafting, Adopting, and Enforcing Rules

Kaman and Cusimano: Disaster Will Strike, Planning, and Preparing for the Unexpected

Joseph Tree: Urban Forest Management

COMMUNITY ASSOCIATION INDUSTRY

CAI Manager Member (2018 – Current)

CAI Trade Fair Committee (2018, 2019 (Chair), 2020 (Chair)

ASSOCIATION MANAGEMENT EXPERIENCE

Senior Association Manager: Capital Property Solutions (January 2018 – Current)

Homeowners' Associations: Four communities ranging in size from 288 units to 576 units.

Condominium Associations: Seven communities ranging in size from 96 units to 325 units.

Trainer and mentor to newly promoted CPS Association Managers.

PROJECTS OF NOTE

\$400,000 six-unit fire restoration insurance claim.

\$200,000 landscaping restoration and upgrade after ODOT road widening.

\$24,500 reduction in the delinquency of one association within a year.

PRIOR MANAGEMENT EXPERIENCE

Community Director: TGM Meadowview & TGM Worthington Green (September 2005 – January 2018)

Assisted Regional Office with onsite staff training within the Midwest Region and virtually Nationwide

Company top performer in customer service goals, sales, and communications requirements

Held 29-month company record of \$0.00 delinquency

REVIEWS

We are pleased with Nataleigh's and CPS team job performance and professionalism. She has been extremely responsive to our requests & questions and is very consistent on keeping us all updated on-going, very fluid issues. Nataleigh has been helpful to guide us to think differently or "outside the box". We have been keeping her very busy!!!

Carisso I.

CPS has been a wonderful management company. Nataleigh Dillon is amazing at handling difficult situations!! She has been amazing to work with. I don't know how she does it. Thanks for being great!

Candice D.

Nataleigh at CPS has truly been a pleasure to work with. She's prompt to respond and very friendly. My experience with CPS has always been positive.

Jonathan B.

Nataleigh has assisted our community through much adversity. And through all of our challenges - she has steered us forward in a calm and pragmatic fashion.

Grant G.

Excellent attention and service is provided by Capital Property Solutions to the HOA that I served as a board member. When I assumed a position on the board, the management company being used was very inept at serving the needs of the board. We changed to CPS and found a world of difference in the attention to all financial and community management detail. The manager assigned to our HOA (Nataleigh) was excellent and very responsive to all issues that arose.

Tom C.

REFERENCES

Worthington Woods X: Ryan Mierau: rmierau@yahoo.com or 614-256-7189.

Upper Albany: Teresa Davis: tdavist3@hotmail.com

Asherton Grove: Sam Stuckey: [sstuckeyagca@gmail.com](mailto:ssstuckeyagca@gmail.com)

Village at Haydens Crossing North: Carissa Izzo: villagehcn@gmail.com