



MICHAEL A. FELTENBERGER, CMCA®, AMS®, PCAM®
President & CEO | Community Association Management Executive
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EXECUTIVE PROFILE

Senior executive with almost 30 years of leadership experience in common interest community management. Holds CAI's highest professional designations and is a nationally recognized industry thought leader, educator, governance trainer, expert witness and published author.

PROFESSIONAL EXPERIENCE

Leisure World of Maryland Corporation
President & CEO

Silver Spring, MD
2026 - Present

- Provide executive leadership for a premier age-restricted (55+) corporation comprising 5,620 residential units across 29 Mutual Associations.
- Serve as the primary liaison between the Corporation and State and County officials, fostering strong governmental and community relationships.
- Maintain full P&L responsibility for a \$30 million annual operating budget.
- Lead, mentor and develop a leadership team of ten senior managers and more than 250 employees, driving engagement, retention, accountability and organizational performance.
- Develop and deliver manager and Board training programs to ensure sound governance practices, regulatory compliance and operational consistency.

Significant Accomplishments

- Designed and implemented a leadership development initiative focused on evaluating and improving corporate culture, communication and organizational effectiveness.
- Identified and advanced service enhancement and ancillary revenue opportunities, including utility partnerships, solar initiatives and expanded restaurant operations, strengthening long-term financial sustainability.
- Enhanced Human Resources policies and onboarding procedures to create a more engaging, streamlined, and employee-focused orientation experience for new hires.

- Founded and built Barkan’s Metropolitan Washington office from the ground up, establishing a strong regional footprint and executing a targeted market growth strategy.
- Expanded the portfolio to 57 communities (14,000 units) with oversight of \$250M+ in annual operating budgets, delivering consistent service quality and client satisfaction.
- Hold full P&L responsibility for a multimillion-dollar subsidiary of a leading property management firm, ensuring financial strength and operational excellence.
- Led two major technology and accounting platform transitions—from Timberline to Yardi and later from Yardi to CINC—streamlining operations and improving financial reporting capabilities.
- Lead, mentor and develop a leadership team of eight senior managers and 167 employees, driving engagement, retention, and organizational performance.
- Designed and implemented client reporting protocols to ensure accuracy, transparency, and timely delivery of financial and operational data.
- Spearheaded strategic market expansion initiatives, leveraging innovative marketing and positioning strategies to capture new business and increase market share.
- Created best-in-class recruiting, training, and retention programs, significantly reducing turnover and establishing a pipeline of high-performing leaders.
- Launched and managed annual customer satisfaction surveys, translating insights into actionable improvements that elevated client experience.
- Recognized nationally as an industry leader and speaker on governance, leadership and community operations.

Significant Accomplishments

- Created a 360 Review process to ensure proper support was being provided to the team and to foster a positive corporate culture.
- Identified and executed ancillary income opportunities (i.e., utility suppliers, solar, banking, etc.) strengthening revenue streams and financial sustainability.

Legum & Norman Realty, Inc.

Falls Church, VA

2004 – 2011

Vice President

2007 – 2011

- Served on the Executive Committee, influencing company-wide strategic and operational decisions.
- Designed and executed client satisfaction initiatives, strengthening retention and long-term partnerships.
- Contributed to business development and marketing strategies, supporting sustained growth.

- Directed fourteen portfolio managers across multiple offices, ensuring consistent service delivery and operational excellence.
- Mentored and coached team members to promote career advancement, retention and succession planning.
- Oversaw capital planning, implemented robust financial controls and developed operational policies to drive efficiency.
- Delivered Board and Manager training programs through the Community Associations Institute.

General Manager – King Farm Citizens Assembly (Dual Role) 2009 – 2011

- Directed operations for a 3,800-home Master Association with nine sub-associations, supervising a team of five direct reports.
- Conducted a comprehensive SWOT analysis and Operations Audit within 120 days, leading to a complete revamp of daily procedures and long-term capital reserve planning.
- Guided a governance model transition to Carver Governance, enabling the Board to focus on strategic decision-making.
- Fostered stronger relationships with sub-associations, improving collaboration and alignment.
- Functioned as the primary liaison between the Assembly and the City of Rockville.
- Provided leadership which resulted in the Community Associations Institute naming the Assembly the 2010 Large-Scale Community of the Year.

Portfolio Manager 2004 – 2006

- Managed a complex portfolio of ten high-end condominium communities, ensuring exceptional service delivery.
- Supervised ten direct reports and a total staff of thirty employees, promoting operational excellence.
- Developed 10-year operating budgets for developing communities, ensuring financial stability.
- Led multiple communities through Declarant-to-Unit Owner transitions, mitigating risk and ensuring compliance.
- Partnered with Association Counsel to conduct annual Board governance training, enhancing Board effectiveness.

Significant Accomplishments

- Directed sales and transition initiatives, successfully onboarding new communities into the company portfolio while ensuring a seamless client experience.
- Developed and implemented comprehensive manager training programs focused on the critical importance of funding replacement reserves and executing proactive preventative maintenance strategies.
- Awarded the 2006 President’s Award for Excellence in Leadership and Operations, reflecting superior results in client satisfaction and team development.

- Co-founded and grew a successful community management firm, building organizational infrastructure, operational systems and service models from inception.
- Designed and executed comprehensive marketing and business development strategies, achieving sustained growth and strong brand recognition.
- Provided executive oversight for a diverse portfolio of homeowners, condominium and cooperative communities, ensuring financial integrity, compliance and superior client service.
- Enhanced client satisfaction and retention through advanced governance training and community-specific maintenance programs.
- Developed manager training and professional development programs, improving service quality and talent retention.

Significant Accomplishments

- Developed and implemented preventative maintenance programs to minimize risk and significantly reduce after-hours emergencies.
- Oversaw strategic technology selection initiatives, ensuring the adoption of best-fit management and accounting systems to optimize performance.

CERTIFICATIONS

- PCAM® – Professional Community Association Manager (2006)
- AMS® – Association Management Specialist (2005)
- CMCA® – Certified Manager of Community Associations (2004)
- Virginia Certified Principal or Supervisory Employee (2011 – Present)

INDUSTRY LEADERSHIP & AFFILIATIONS

- President, Pennsylvania Crossing HOA (1994 – 2008)
- Treasurer, WMCCAI Board of Directors (2009 – 2012)
- Association of Professional Community Managers (CAI) (2010 – 2012)
- Board Member, Virginia Association of Community Managers (2011 – 2025)
- President, Marlboro Ridge Community Association (2012 – 2026)
- Advisory Committee Member, Country Club at Woodmore (2020 – 2025)
- Maryland Legislative Committee (CAI) (2025 – Present)
- DC Legislative Committee (CAI) (2025 – Present)

CAPITAL PROJECT LEADERSHIP

- Park Sutton Condominium – \$2.3M Garage & Plaza Renovation (2008)
- Horizon House Condominium – \$3.4M Balcony Replacement (2009)
- 100 HarborView Drive Condominium – \$10.2M Interior/Exterior Renovation (2014)

THOUGHT LEADERSHIP & PUBLICATIONS

- Author of 10+ articles in CAI's *Quorum* Magazine, including *Financial Management for Community Associations* (2023) and *How to Choose a Property Management Company* (2020).
- National conference speaker and trainer on governance, ethics, declarant transitions, preventative maintenance and ethical leadership.
- Delivered governance and financial stewardship training for Boards and managers nationwide.

EXPERT TESTIMONY

Fairfax County Redevelopment and Housing Authority v. Shadowood Condominium – Expert Witness for Plaintiff (2011)
