

# Who We Are

For more than 25 years, we have worked hard to provide outstanding service to homeowners and unit owners in the Las Vegas and Reno metropolitan areas. Today, our company is recognized as the leading community management company in those dynamic cities and throughout the state.

## Our Mission and Values – Foundations of Service Excellence

Across our organization, every member of our team shares a unified commitment to service – part of our mission to deliver exceptional service and solutions that add value and enhance the lifestyles of every property and resident we serve. Our goal is to make a difference, every day, for those in our care, and we have become the industry leader by adhering to the values upon which our company was founded four decades ago.

### Mission

Deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage.

### Values

Our values are the foundation upon which FirstService Residential is built and serve to guide each of us every day. Our associates – the heart and soul of our company – share these values.



We take pride in serving each and every one of our communities. Whether it's opening a door with a friendly smile or tackling a problem, being genuinely helpful is what defines us.



We are passionate about being the best at what we do. By attracting, training and retaining great people, we set the standard for service and professionalism in our industry.



Our clients trust us to do what's best for their community. We are guided by our ethics and clients' interests in everything we do.



Each of us is accountable. When facing any challenge, we see it through to resolution with perseverance, integrity and open communication.



We learn from our experiences. We are open-minded, collaborative and continuously looking for ways to improve.



Relationships based on respect, trust and effective communication are the cornerstone of our success.

# What We Do

FirstService Residential provides quality community association management services, but that's just the beginning of what we offer. We know that your property is your personal haven or a major financial investment – or perhaps both. So to protect its value and livability, we provide resources and tools tailored to your needs, backed by responsive service. Our goal is to create communities that people like you love to call home.

## Professional Community Association Management with a Personal Touch

We are proud to be recognized in Las Vegas, Reno and throughout Nevada for our innovative products and resources, industry expertise, local relationships, value-added services, best-in-class training and proprietary technology. Even with all of these benefits, we believe that our personalized and genuinely helpful service for our homeowners, residents and board members is what truly sets us apart.

We believe that we can offer programs which would expand on the preservation of your community as well as have an immediate and visible impact on your overall operation. One requirement that is consistent across most geographies and all property types is the desire to maintain or even reduce operational costs.

We take this management responsibility very seriously, so we continuously seek innovative ways to enhance and maximize the value of our clients' investments through our combined buying power and negotiated vendor pricing, while delivering customized, cost-effective programs and genuinely helpful service to enrich the quality of their lives. We work with your Board of Directors to ensure that assessments reflect economic realities and the association's need to maintain or improve your community's aesthetics. Balancing these objectives requires the fiscal diligence of our team experts.

## Value for Your Community

FirstService Residential has innovative and deep operating expertise built over decades of managing properties of all types and sizes throughout North America. We have special expertise in complex properties, with large budgets and extensive resident amenities. Our comprehensive services and advanced technology capabilities far exceed anyone else in the industry. Some of the many services we provide are:

- Community inspections with iPhone applications to include detailed description and photos on all violation letters
- Specialized customer service teams
- Community website with secure homeowner and board member log-ins
- Board member website reporting and invoice approval system
- Resident Alert system with the ability to place 300 homeowner calls per minute
- Board member education series
- GAAP Financials
- Weekly action list update provided by your manager
- Monthly manager's report provided by your manager
- Board Meeting preparation and minutes within two business days
- Annual/Election/Budget preparation

We offer on and off-site management options, administrative support staff, financial management, communications, maintenance programs and many other value-added services.

