

Community connection

Summer 2025



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Broc's Talk

Looking ahead

As a Minnesota native, I always look forward to and enjoy spending time outdoors in these warm Summer months with family and friends. As we move through the heart of summer, we hope you're finding time to enjoy the warm weather and vibrant energy in your communities as well. Whether it's poolside gatherings, block parties, or landscaping enhancements, summer is a special time to strengthen neighborly connections and enjoy the benefits of thoughtful community management.

In this update you will learn about this year's legislative session which was especially active for community associations. Additionally, we are proud to share that the Minnesota Community Association Advocates (MCAA) has officially launched—a unified voice for HOA Management companies across the state advocating for the rights and responsibilities of homeowner associations. As founding supporters, we are closely involved in shaping its direction, including tracking key policy developments, and ensuring your interests remain represented at the Capitol.

We're equally excited to announce the rollout of HODA, our new Homeowner Digital Assistant integrated with FirstService Residential Connect™. HODA can answer questions about your association based on available information and policies in our proprietary Connect platform. HODA handles inquiries such as account balances, recent transactions, service requests, billing issues, amenity reservations, and more. HODA empowers homeowners with 24/7 self-service options and faster resolution times, freeing up valuable time for our managers. Text HODA at (1-866-377-0779) today to check it out!

We continue to make improvements across key support functions including development of new capabilities. We have implemented several behind-the-scenes improvements through the first half of the year within our accounting teams, creating new leadership and supervisory structures, enhanced reconciliation workflows, and delivering financial reporting packages on time. We remain committed to delivering timely and accurate financials so boards can make decisions with confidence.

In addition to reinforcing our core capabilities, we are investing in growing new teams such as our project management capability to better support capital projects, major repairs, and large-scale renovations for our customers. This includes development of new tools for tracking project progress, improved bidding and estimating, enhanced communications, as well as additional process development and training for our teams to help deliver more robust project execution from planning to punch list.

Your experience remains our top priority. In addition to expanding internal quality control processes, we're leveraging feedback from client satisfaction surveys and Net Promoter Score (NPS) data to better understand what's working—and where we can improve. These insights drive action plans focused on responsiveness, proactive communication, and long-term client success.

Thank you for your continued partnership. We're honored to support your community and excited for what lies ahead.

Warmest regards,

Broc
President, FirstService Residential

A handwritten signature in white ink, appearing to be 'Broc', with a long horizontal stroke extending to the right.

Welcome!

We're proud to share exciting growth within the FirstService Residential Minnesota Family! In the first half of 2025, we've executed management agreements with 12 communities throughout the Twin Cities - bringing 1,346 new homes into our care. From townhomes and condominiums to brand-new developments and even a historic church for facilities management. This expansion beautifully reflects the diversity and spirit of the neighborhoods we serve.

Welcome to FirstService Residential

- The Colony at Edina
- Mississippi Landing
- Pine Arbor Lodges
- Harvest Hills Association
- Vista Pointe
- Prairie East Fifth
- Brookside III Condominium Association
- Cherry Meadow
- Second Church of Christ Scientist

We're grateful for the opportunity to support your community.



Minnesota HOA legislation updates

Finn S. Jacobsen, Partner, SJJ Law

In 2024, the Minnesota legislature established the Working Group on Common Interest Communities to study HOAs with an eye towards recommending improvement in the industry. The Working Group, whose membership included Shaun Zavadsky, Vice President at FirstService Residential, met numerous times in the summer of 2024 and prepared a [Final Report](#).

The Final Report was a basis for proposing several law changes, including establishing an Office of the Ombudsperson for HOAs and major changes to the Minnesota Common Interest Ownership Act, Minn. Stat. § 515B (“MCIOA”). After a tumultuous session, the Minnesota Legislature passed a law establishing an HOA Ombudsperson but failed to pass any changes to MCIOA.

In passing the [Ombudsperson legislation](#), the legislature created a new job within the Department of Commerce: the Common Interest Community Ombudsperson. This person’s job will be to (1) create plain language explanations of HOA governing documents; (2) provide resources and referrals for owners and HOAs; and (3) provide optional mediation for disputes between HOAs and their Owners. While the Ombudsperson may be a useful resource, they have no legal authority to force compliance or mediation and cannot provide legal advice to either HOAs or Owners.

The more consequential legislation related to HOAs in 2025 was [SE 1750](#), which would have placed new requirements onto both HOAs and their management companies. While the bill did pass the Senate, its authors were unable to move it out of committee in the House and therefore the bill did not become law.

The text of the MCIOA bill [was changed a number of times](#) as it made its way through the Minnesota legislature. Various iterations of the legislation included the following provisions:

- Limitations on HOAs’ ability to issue fines or charge late fees.
- Limitations on HOAs’ ability to charge back costs to Owners.
- Limitations on HOAs’ ability to collect past due assessments.
- Requirements that HOA Boards personally meet with Owners before starting foreclosure.
- Allowing Owners to provide input on the HOA budget and talk at every Board meeting;
- Limiting HOA management companies from charging more than \$2,000 per year for management of the HOAs.
- Limiting HOA management companies’ ability to provide certain services to their HOA clients.

Minnesota HOA legislation updates

Continued

In response, several industry leaders, including myself and Broc Coen, the President of FirstService Residential, testified at committee hearings about the unintended consequences of these provisions. The concerns included that the proposed laws would inevitably increase costs to HOAs and homeowners and that the additional requirements would prevent Owners from agreeing to serve on an HOAs volunteer Board of Directors. In fact, a rally was held at the Capitol in St. Paul opposing the legislation in April echoing these same concerns.

The version of the bill that passed the Senate did address some of the concerns raised but still contained provisions that industry professionals, including myself, believe to be problematic. We fully believe that the legislation surrounding MCIOA will be brought up again next year and hope that the legislators will work with and listen to industry leaders and experts to make sure the law is workable and reasonable in practice.





VIVE and the bidding process

FirstService Residential is committed to delivering top-notch service to our communities. To ensure this, we invite businesses that share our dedication to excellence to become Certified Vendors through our VIVE program. The certification process includes verifying insurance coverage, adhering to the Vendor Verification Agreement, and maintaining appropriate business licenses. This is a process we have developed to feel confident your company[GN1] will take great care of our communities and residents.

With 425 certified vendors available, the board also has the option to seek information or request bids from vendors outside of VIVE. If the board wishes to engage with a vendor who is not currently certified by VIVE, we can facilitate their registration process, provided they meet the eligibility criteria.

To further streamline the bidding process, our Project Management Bidding Team is available to support association managers to source bids from vendors for capital improvement projects. This improves efficiency and takes administrative work off the plate of the association manager so they can focus on other board-lead initiatives.

To ensure that boards make the most informed vendor decision for a project, the bidding process permits the selection of up to three vendors for bid solicitation conducted via VIVE. Upon collection of all bids, a comprehensive bid summary is prepared for the association manager, detailing price, timeline, materials, warranties, and any other pertinent information.

This enables the manager to effectively review the bids and present the findings to the board, facilitating a collaborative decision-making process to achieve the project's objectives.

Celebrating successes

GITTLEMAN

A look back at the first half of the year

Construction & maintenance

Community: Loring Green West
Property type: 144-unit high-rise
condominium
Location: Minneapolis

The challenge:

Loring Green West is a 17-story, 45-year-old condominium building whose domestic water piping approached the end of its reliable useful life. The hot and cold domestic water piping in floors 1-17 was Type M copper and had become thin and prone to leaks.

The solution:

- Replacement of all copper domestic hot water, cold water, and recirculation hot water distribution piping in the Association's common spaces
- Replacement of all riser isolation valves
- Installation of all new domestic hot water recirculation balancing valves
- Replace domestic hot water recirculation pumps



Key partnership(s):

Questions & Solutions Engineering, Inc. served as owner's representative for Loring Green West and Gittleman Construction was selected as the general contractor with Gilbert Mechanical serving as Gittleman's mechanical subcontractor.

Project highlights:

The project commenced in early January 2025 and was completed on time and on budget at the end of February 2025.

For any inquiries, please contact: us at:

Phone: 952.567.6840

Email: service@gittleman.com

Construction & maintenance

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Community: Skyscape

Property type: 252-unit high-rise condominium

Location: Minneapolis

The challenge:

Meet a tight deadline to restore a water damaged caretaker unit.

The solution:

Gittleman construction was contacted by Tania, Office Manager at the Skyscape, with an emergency water damaged unit. The unit needed a new wood floor and drywall replacement/painting in a very short time frame. The repairs had to be completed within 2 weeks to accommodate a new caretaker who was soon to arrive to start their new position.

Everyone at Gittleman involved (Corie, Mike, George, & others) took charge and got it done ahead of time. This would have never been possible without the guys working extremely hard and taking a personal interest in providing "Gold Standard" customer service experience.



Electrical & plumbing

The challenge:

Solve domestic hot water circulation issues in a building stack, floors 5 – 13. Multiple unit owners were unable to get hot water in several fixtures within their respective units.

The solution:

Gittleman Construction & Maintenance began by investigating and diagnosing a domestic hot water recirculation issue impacting the eighteen units. In the end, it was determined that there was improper flow balancing in the hot water recirculation return system. Plans for a solution were designed by Gittleman and submitted to the building for review.

Once approved, the proposed work was completed on time and on budget to restore adequate hot water to all affected fixtures.

Community: Loring Green East

Property type: 193-unit high-rise condominium

Location: Minneapolis



Community: 1225 LaSalle
Property type: 145-unit high-rise condominium
Location: Minneapolis

GITTLEMAN

The challenge:

At 1225 LaSalle, neither service had enough available power to facilitate any homeowner in the building having their own EV charger.

Gittleman was charged with solving the issue of limited available power to serve a prospective electric vehicle (EV) charging system.

The solution:

Gittleman Electrical proposed a unique solution using both services coupled with load sharing chargers where half the building is fed from homeowner meters, the other half of the building is fed from the house service thereby avoiding the very costly alternative solution of bringing a new electrical service into the building.

Gittleman's expertise in designing and installing EV charging solutions (with over twenty-five multi-family charging solutions already installed) resulted in the selection of Gittleman as the contractor to implement a scalable, economical solution that made the 1225 LaSalle garage EV ready for current and future homeowners.



Tips to help your community maintain healthy working condition

1. Recirculating domestic hot water in large or tall facilities allows for near instant hot water anywhere in the building, reducing wasted water draw off. Recirculation systems must be carefully balanced, so all risers get equal flow.
2. A building electrical capacity study is the first step in evaluating a building's current capacity to add infrastructure to make EV charging available.





Coming this fall!

Board orientation: Roles and responsibilities

Whether you're stepping into a board role for the first time or bringing years of experience, this session is designed to strengthen your understanding of board member responsibilities and your impact on the community association.

Be on the lookout for your formal invitation in the coming months!

Social Purpose

Celebrating Women's History Month, Mental Health Awareness, and PRIDE month

Women's History Month

During the month of March, our team hosted a clothing drive to support the Dress for Success Twin Cities organization.

In honor of Women's History Month, the Minnesota team conducted a clothing drive to collect professional women's wear to be distributed to women entering the job market.



Mental Health Awareness

Mental Health Awareness Month saw a variety of initiatives geared toward taking care of ourselves and supporting our mental health. From an adult coloring station to puzzle tables to group walks over lunch, we worked throughout the month of May to prioritize our mental and physical well being.

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PRIDE Month

Our annual Pride Month Potluck and Bake-Off was held in both corporate offices. Associates bring in delectable dishes to share.



Community involvement

- Feed My Starving Children | 42,120 meals packed
- STEP-Emergency Food Shelf Drive | 26 bags of food distributed
- American Cancer Society: Hope Lodge bingo & pizza

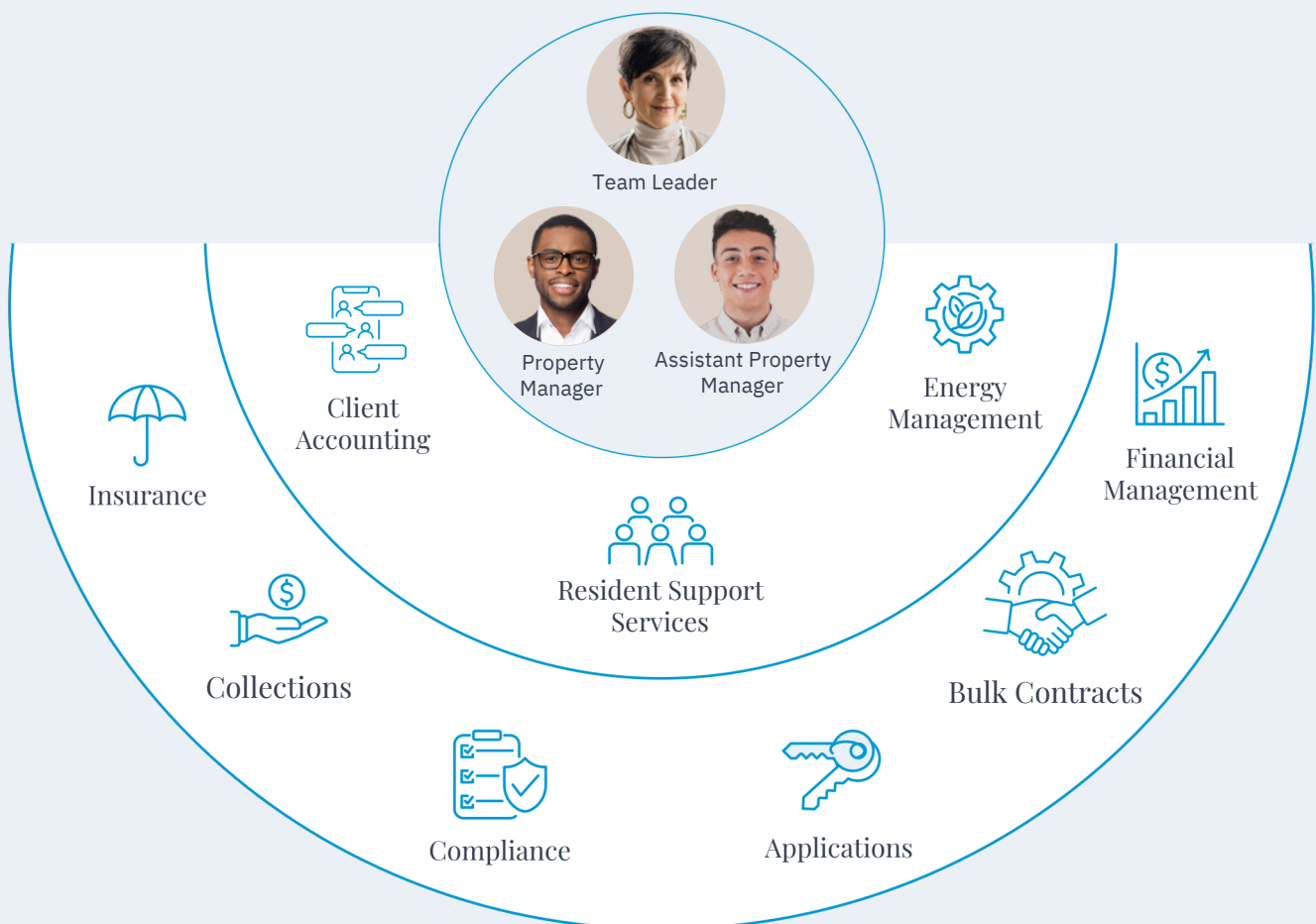




Your board relies on your property manager. Who does your manager rely on?

Our property managers are organized into small teams, each led by a vice president or managing director. We also limit the number of accounts a manager is assigned to help ensure consistent service and efficient oversight of building staff and facilities. This gives our managers more time to focus on important board business and daily operations.

Our managers also have access to Heart of House departments that help board members cut costs, invest smarter, mitigate risk, and retain better vendors. This is invaluable, especially in Minnesota, where multifamily housing laws are increasingly complex and operating costs continue to rise.



Life, simplified.SM



If you have any questions/comments, want to share feedback or just want to have a conversation regarding the newsletter, Community Connections please reach out to us through email:

Email | LetsTalk.MN@fsresidential.com

Visit us online | www.fsresidential.com/Minnesota

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