

The power of partnership at SoHo Lofts:

How in-house expertise helped turn a complex restoration project into an opportunity

Located in Kansas City's historic Garment District, SoHo Lofts is a distinctive condominium community housed in a building with more than 140 years of history. Originally part of the city's manufacturing and warehouse district, the property has been thoughtfully adapted for modern residential living while preserving its historic character.

That character was put to the test when an unexpected water damage incident disrupted life throughout the building.

After an individual removed a fire sprinkler head inside their unit, high-pressure water poured through multiple floors. Four residential units sustained significant damage, while water also impacted hallways, the fitness center, community room, and a ground-floor

commercial salon. Emergency responders were called to the scene, and portions of the building lost power due to safety concerns.

"The amount of damage was overwhelming at first," said Andrew Cohn, board president of SoHo Lofts. "Residents were understandably frustrated and concerned about how long recovery would take. Our priority was getting the community back on its feet as quickly as possible."

Progress stalls, and the board looks for answers

An outside remediation contractor initially began restoration efforts, but progress was slow and the project struggled to gain momentum. As weeks passed and portions of the community remained unusable, the board knew a different approach was needed.

The association ultimately partnered with First Onsite for mitigation and engaged FirstService Residential's in-house construction team to oversee reconstruction of the affected common areas. Residents whose units were impacted worked directly with their individual insurance carriers to address unit-specific repairs.

"After everything the community had been through, we needed a team that could



help move things forward,” Andrew said. “The FirstService team kept us informed, communicated clearly, and stayed focused on solving problems every step of the way.”

Working alongside First Onsite, FirstService Residential completed reconstruction that included drywall, framing, painting, flooring, and finishing work throughout the affected common areas.

“There were a lot of moving pieces and a lot of people involved,” said Austin Ramsey, construction manager at FirstService Residential. “Our job was to keep everyone aligned and make sure residents were proud of the finished result.”

Looking beyond restoration

As reconstruction got underway, the team saw opportunities to do more than simply replace what had been damaged.

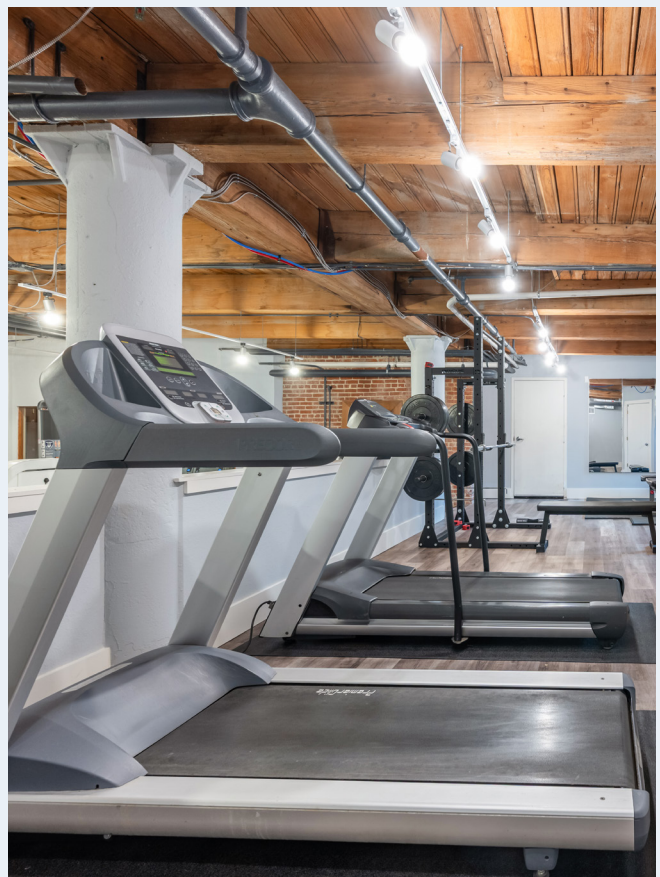
While restoring the fitness center, FirstService Residential worked closely with community manager Rikki Delpercio and board leadership to explore ways to improve the space’s layout and functionality.

One of the most impactful changes involved redesigning a raised stage area. Rather than rebuilding a full-height wall that limited visibility and airflow, the team converted it into a half-wall, creating a brighter, more open environment. Structural enhancements were also made to better support fitness equipment.

“The goal wasn’t just to put everything back the way it was,” Austin said. “If we had the opportunity to improve the space and create a better experience for residents, we wanted to take advantage of it.”

For the board, that mindset stood out.

“What impressed us was that they weren’t just focused on reconstruction,” Andrew explained. “They looked for ways to improve the space and make it work better for residents. FirstService turned a bad situation and made it better.”





The advantage of in-house expertise

Throughout the project, Rikki worked closely with FirstService Residential's construction professionals, allowing the community to make decisions quickly and keep work moving forward.

"I love working with our construction team," said Rikki. "If a problem comes up, I know exactly who to call. I don't have to spend time tracking down answers or coordinating multiple vendors. Having that expertise within FirstService Residential is an incredible resource."

As project plans evolved, the construction team remained flexible and responsive.

"We had a few last-minute design changes and requests along the way," Rikki added. "The team jumped right in. Their work looks beautiful, but what really stands out is their attention to detail. They brought ideas to the table that made the finished space even better."

That collaborative relationship helped eliminate many of the challenges communities often face when coordinating multiple outside vendors.

"It felt like everyone was working toward the same goal," Andrew said. "Whenever an issue came up, people were already working on a solution. That kind of responsiveness gave the board a lot of confidence throughout the process."



The power of an integrated approach

Working together, First Onsite and FirstService Residential completed substantial restoration work in approximately 60 days, returning damaged common areas to service and allowing residents to once again enjoy community amenities.

Today, the renovated fitness center and shared spaces are fully operational and offer an even better experience than before the incident occurred.



“The final result exceeded our expectations,” said Andrew. “The spaces feel refreshed, the quality of the work is obvious, and residents noticed the difference right away.”

For Rikki, the project reinforced the value of having trusted partners when communities face unexpected challenges.

“Our construction team deserves a lot of credit for what they accomplished,” Rikki

said. “Having that expertise within FirstService Residential made a huge difference. We were able to collaborate closely, make decisions quickly, and keep the project moving without losing sight of what was best for the community. That level of partnership played a major role in the success of this project.”



About FirstService Residential

FirstService Residential is simplifying property management. Its hospitality-minded teams serve residential communities across the United States and Canada. The organization partners with boards, owners, and developers to enhance the value of every property and the life of every resident. Boards and developers select FirstService Residential to realize their vision and drive positive change for residents in the communities in their trusted care. FirstService Residential is a subsidiary of FirstService Corporation (NASDAQ and TSX: FSV), a North American leader in providing essential property services to a wide range of residential and commercial clients. www.fsresidential.com.



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