

# It shouldn't be complicated

Partnering with a property management team shouldn't be complicated. It should be quite the opposite. The foundation of any great relationship is built with clear communication, an outline of expectations, harmony in project planning, and above all, reliability.



If you have found yourself in one or more of these complicated situations, it could be time to reevaluate your current property management partner.

## **“I love our community manager, but I don't know what kind of training they receive.”**

When you're partnered with us, you receive on-site personnel that exceed your expectations. With our service-first philosophy and hospitality background, our training programs are the best in the industry.

## **“My community manager, takes care of everything on site. But because she's so busy some of our resident problems go unsolved.”**

Our Resident Support Specialist team is comprised of local experts who work behind the scenes to resolve the day-to-day issues of condo living. For after-hours assistance, our Customer Care Centre is available 24/7. This gives your residents a greater sense of well-being and the board more time to take your community to the next level.

## **“My community manager is very organized, but they lack support on large projects.”**

Our maintenance and quality assurance experts will craft a detailed preventive maintenance plan specific to your community. We'll oversee a reserve study to plan for the repair and replacement of important mechanical systems. We recommend qualified and trusted vendors to provide the products and services needed and coordinate major projects on your behalf.

## **“Our board is aligned to make the updates our community requires, but our maintenance vendors are unresponsive.”**

Our associates are trained and supported with a vendor management system. Over the years, we've made longstanding relations with local vendors to guarantee you top-notch service and discounted rates. Our community managers will conduct reference checks and routine reviews of your vendors to ensure they are licensed and certified to meet your community's needs.

## **“Our property management team is quick to respond but we never seem ready for emergencies.”**

Floods, fires, equipment failure, or power outages can disrupt your condo and displace residents at any given time. Having a proactive management team that can handle the varying needs of your community is essential. And there are ways to plan for such emergencies. That's why our trained associates prepare equipment and exit strategies to quickly respond to any situation.

## **“Our indoor facilities are climate controlled for the different seasons, but our energy bills are through the roof.”**

Our energy audits can determine if thousands of gallons of water are going “down the drain” or how you can reduce by flipping the LED switch in your community. Plus, our facility assessments will help you discover different ways to save money and reduce your carbon footprint.

## **“As a board we like to control all costs and vendors, but we are paying too much for too little.”**

You can benefit from our bulk buying strategies and leverage our purchasing power to realize cost efficiencies on cleaning supplies, uniforms, landscaping, waste contracts, and more. Plus, our experts at FirstService Energy will provide energy conservation programs and FirstService Financial will offer cost-cutting strategies on insurance.

## **If your community has experienced any of these issues, let's talk.**

Our commitment to excellence allows board members to experience consistent and integrated management. From our vendor partnerships to our dedicated lifestyle and community managers, we leverage our 360 degrees of support to go above and beyond to address your condo corporation's unique needs.



**Let's talk**

Find out why more communities partner with FirstService Residential.



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