

SINGLE-FAMILY & MASTER PLANNED COMMUNITIES

Missouri Developer Management Services



Life, simplified.®

A woman is sitting in a wooden sauna, wearing a white towel turban and a white towel draped over her shoulders. She is leaning back against the wooden wall, with her eyes closed and a peaceful expression. Her hands are resting on a wooden bench in front of her. The sauna's interior is made of vertical wooden planks, and the lighting is warm and soft.

Managing a variety of property types
doesn't mean filling a portfolio – it
means enhancing 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 in the communities
in their trusted care.

Welcome to
Life, simplified.®

Solutions tailored for you.

What makes us different from all the rest? We pair unique expertise and scale with global resources to anticipate each developer's needs and stand ready with tailored solutions.

Preparing Accurate Budgets

We'll review your operating requirements, forecast assessment levels needed to deliver on our promise of exceptional service, and provide user-friendly money management tools. Budget preparation also includes incorporating a longterm perspective by refining your budget to avoid significant assessment resets.

Smooth Transitions

Our team of experts will identify and encourage qualified residents to join the board and set realistic expectations for residents and community leaders. Well-trained community managers have the interpersonal skills and clear understanding the goals to manage this phase.

Educating Residents

We'll provide hands-on training for residents, covering topics like board and developer responsibilities and managing meetings. To optimize communication, we'll send out training details in multiple forms, like email, newsletters, and community websites.





We Speak *Your Language*

How well do management providers really understand your evolving needs as a developer?

Tapping into our carefully refined and integrated services to meet developers of all types, we ask questions that get to the heart of your vision and add continued value throughout your project's lifecycle.

Step 1: Land Acquisition

In-depth consulting services: The beginning of a strategic, carefully planned development timeline.

- Fully review existing drafts of governing documents
- Create accurate project life budget
- Examine operational efficiency
- Review delivery
- Perform cost-saving analysis
- Pre-plan customized lifestyle concept
- Leverage partnerships with attorneys, architects, and general contractors

Step 2: Land Development

Breaking ground your way: We're here for every step – from beginning to end.

- Evaluate build-out budget
- Confirm address plat and emergency services submission
- Review as-builts reconciliation
- Explore insurance savings
- Execute management contract manpower
- Review governing documents/ statutory compliance
- Set up design guideline service
- Set up architectural plan review program

Step 3: Construction & Sales

Services overview: Our plan to lower your deficit funding.

- Review annual meetings management during declarant phase
- Go over deed restriction enforcement
- Review delinquency proves management
- Oversee operation of association on behalf of declarant
- Connect with preferred banker, FirstService Financial Inc. (FFI)
- Review deficit funding (reserve vs. operating account)
- Develop preventative maintenance plan
- Explore competitive vendor management
- Review manager selection and placement
- Go over lifestyle and social program planning
- Collaborate with sales team
- Cross promote grand opening with marketing services

Step 4: Board Transition

Our proven timeline: Let's take the stress out of transition.

- Discuss annual meeting management for board transition
- Review board member organization and training
- Establish committees
- Go over 24/7 Customer Care Center
- Explore FirstService Residential Connect™ resident portal
- Review long-term property value maintenance

Why We're #1

For nearly 30 years, FirstService Residential continues to lead HOA property management developer services in Missouri. Contact us today to get your no-obligation quote from our professional sales team.

Let's Talk!



Success starts with our
customized services *before*
you even break ground.



TOP 5 REASONS

why so many clients
choose us to manage
their associations:

1. Five-star service, including responsiveness and attention to detail
2. Expert guidance on budgetary and reserve study issues
3. Ongoing associate training to provide best-in-class service
4. Innovative technology and solutions that maintain and enhance property values
5. Emergency planning and preparedness Services overview: Our plan to lower your deficit funding.

Consulting

From pricing strategies, amenity development, demographic analysis, to reviews of MEP and operational layouts, we are here to help you make informed and competitive decisions. Our team partners with attorneys, architects, general contractors, government agencies, and other key service providers to bring your vision to life.

Financial & Budget Advice

Every aspect of our community operations and budget management is designed to create a robust foundation for your developmental and funding interests. By leveraging relationships with financial partners like FirstService Financial Inc., we ensure effective funding management and compliance with state legislation.

Staff & Training

We provide on-site team members who possess the skills to anticipate residents' needs and deliver appropriate solutions. Guided by a "service-first" philosophy, our FirstService Residential University training programs are designed to reflect the highest standards of upscale hospitality. These programs include unique elements focused on fostering resident relationships and tailoring lifestyle services to meet individual preferences.

Communication & Technology Plan

Open and consistent communication among development, management, and sales teams minimizes misinterpretations and drives project success. Our communications plan features regular milestone meetings and access to FirstService Residential Connect™, our 24/7 web portal for real-time project updates. We leverage industry-leading technologies to ensure your building operates efficiently

Operational Procedures

Our preventative maintenance, SOPs and warranty/punchout procedures are designed to maintain your warranties, extend the lifespan of building assets, and produce tailored mechanical asset manuals. This approach not only enhances resident satisfaction but also solidifies your reputation as a premier developer in the industry.

Life, simplified (finally).

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.

Leveraging unique expertise and scale, FirstService serves its clients with proven solutions and a service-first philosophy. Residents can count on 24/7 customer care and tailored lifestyle programming, amenity activation, and technology for their community's specific needs. Market-leading programs with FirstService Financial and FirstService Energy deliver additional levels of support.

Boards and developers select FirstService Residential to realize their vision and drive positive change in the communities in their trusted care.

Let's Talk!

For more information or to request a proposal, please visit fsresidential.com/missouri.

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.

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