

SEPTEMBER 2023

Nomination Letter

Lynnette Hicks | Own It

In December of 2021, FirstService Residential was awarded a new high-rise in Houston which was a takeover from our number one high-rise competitor in the market. The prior company abandoned the property 30 days early and removed ninety percent of the staff. The team quickly sprang into action.

In less than a year, we were faced with leadership turnover and brought in Lynnette Hicks. Lynnette OWNED IT by working closely with the newly elected board president to stabilize the association through improving the financial health of their operating and reserve accounts, completing several capital improvement projects, and supporting an appointed committee to implement new rules and regulations.

Lynnette also established a fine structure, completed an audit eliminating over 1,000 unauthorized active FOBs, provided scheduling and oversight of 24/7 security, and worked with legal counsel to remove a resident that was verbally abusive and threatening to residents and staff for several years. She also coordinated social gatherings to build community and neighbor-to-neighbor support, ultimately removing two self-serving members of the board through a majority vote of the members.

Lynnette's leadership efforts awarded FirstService Residential an extension of our contract for an additional three years, and has made the community a better place the residents call home. Lynnette is one impressive general manager who truly lives our Core Values.

Susan Ward-Freeman
President of Texas High-Rise