

A golf ball is positioned on a green, viewed through a circular opening in a white, textured surface. The background is a bright blue sky with scattered white clouds. The grass around the hole is green and appears slightly blurred. A white geometric shape, resembling a stylized 'A' or a triangle with a horizontal bar, is overlaid on the sky background.

Fore-ward Thinking

How our 360 degree support
helped a golf community
secure \$1.2 million in savings





About Tampa Bay Golf and Country Club

The Tampa Bay Golf and Country Club is a large active adult community located outside Tampa, covering 730 acres with 1534 homes. Developed in 1993, the community offers various amenities such as championship and executive golf courses, a resort-style pool, tennis, pickleball, dinner dances, crafts, a restaurant, and a pub. Over the last 4 1/2 years, residents have been in control after the developer's management. Despite effective day-to-day management by a professional company, the community lacked a strategic plan. Committees took on the responsibility of planning capital projects and expenditures, but communication issues arose, resulting in inefficient administration and maintenance of the common areas.



730
acres



1534
homes



Championship
golf



Resort-style
pool



Tennis /
pickleball



On-site
dining

360 degrees of support

In February 2019, the Tampa Bay Golf and Country Club signed a management agreement with FirstService Residential while retaining their general manager, Seth VanHall, and all other existing employees.

Our teams brought our “360 degrees of support” to the community, including expertise from value engineering, FirstService Energy, FirstService Financial, and company leadership.

“Before we signed the contract, we had a plan,” explains Jake Howse, director of business development. “We wanted them to see our range of expertise and depth of resources, so they understood the support the board and on-site management team would have access to.”

Within the first 90 days, the community added support in the administrative offices and hired a marketing and communication manager to oversee streamlined community messaging and promote the golf course and restaurant.

During this time, it was found that all 27-golf course putting greens needed to be replaced. Original estimates put the project at \$1.5 million, with the course closed for an entire year. Understanding the key role the golf course played in the community’s property values and amenity programming, our teams worked together to identify a vendor with a different process who was able to complete the work in just 97 days at 20% of the cost of the original bid.

“We saved \$1.2 million on replacing putting greens and reduced the downtime of the course from 12 months to 97 days.” — Seth VanHall, General Manager of Tampa Bay Golf and Country Club



Let's Talk

At FirstService Residential, we have the expertise and solutions to anticipate needs and respond — no matter the property type. With our professional scale, we provide tools that can make your budget go further. And our service-first philosophy means we don't stop until what's complicated becomes uncomplicated. To make life, simplified.

[Contact us today](#) to discuss how we can support your community.



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.

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.

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.