

JULY 2023

Nomination Letter

Tiffany Maisonet | Improve It

The transition of properties in and out of our organization is no easy task, especially from operations, which is responsible for securely transmitting information from one organization to another while communicating externally and internally. Communication and follow-up with almost every department in the organization is necessary while managing tons of information from previous management firms.

Tiffany, our transitions manager, has shown more times than I can count why she was designed for this position. She has significantly improved and simplified the transition process. Being in the industry over 10 years, she has a wealth of knowledge that serves every department. Tiffany created a workflow that benefits everyone—implementing Smartsheet and creating easy access to well organized files and information. She ensures that every department communicates to uphold a positive client and associate experience.

Tiffany has maintained a peaceful and welcoming attitude despite the challenges she has had to face head on, especially recently. Tiffany goes above and beyond to see all transitions through successfully while making a great first impression on new clients and leaving a positive last impression on clients we have lost (in hopes of eventually getting them back).

Tiffany has made it her priority to understand what each department does so she and her team can support everyone better during the transition process. Tiffany is committed to her role and FirstService Residential as a whole, and it shows.

Draysia Noel

Transitions Coordinator, Client Financial Management