

PROPERTY MANAGEMENT Checklist

When
evaluating
management
companies, how can
your board be sure it's
making the best choice?

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Use this checklist

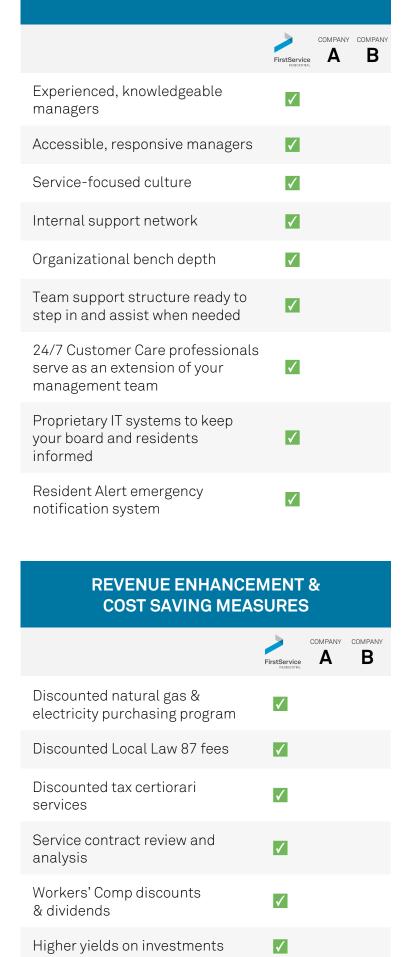
to evaluate each company resources, expertise and services how they match up against your board's criteria.

IN-HOUSE SUPPORT & SUBJECT MATTER EXPERTS

	COMPANY COMPANY FirstService A B
Dedicated transition manager	✓
Multiple layers of internal subject matter experts to support your dedicated manager	✓
In-house general counsel	✓
In-house consultants to advise which enhancements can increase property values to keep your property competitive	✓
In-house energy efficiency and sustainability advisers	✓
Dedicated compliance department	✓
In-house capital project management experts	✓
Concierge, lifestyle, design and amenity management consultants	✓
Access to banking, cash management and insurance programs that make the most of your budget	✓

Sponsor transition expertise

RESPONSIVENESS



IN-HOUSE ENERGY ADVISERS



 \checkmark

PEACE OF MIND

LEED accredited

professionals on staff

	FirstService RESIDENTIAL	COMPANY	СОМРАНУ
Subject to Sarbanes-Oxley financial control requirements	✓		
Robust internal controls to protect your property's finances and confidential information	✓		
Accredited Management Organization (AMO) designation by the Institute of Real Estate Management	√		
24/7 ethics hotline for employees	✓		
Standard operating procedures	\checkmark		
Management best practices gleaned over three decades of experience	✓		
Access to a network of proven,			

✓

reliable vendors through a

process

service provider certification

EXPERT FINANCIAL MANAGEMENT OPERATIONS

	FirstService RESIDENTIAL	COMPANY	сомрану
Strategic budgeting and planning expertise	✓		
Comprehensive monthly reports with future cash flow projections	✓		
Expense tracking and variance reports	√		
Dedicated financial manager for your association	✓		
Expert guidance on budget and reserve fund issues	✓		
Capital improvement planning models	√		
Online board review and approval of invoices	✓		
Online processing of building staff payroll	√		
Competitive interest rates on loans	✓		
Access to insurance programs that will make the most of your budget	✓		

PREPAREDNESS

	FirstService RESIDENTIAL	COMPANY	COMPANY
Regular, full-scale building inspections and task lists	\checkmark		
Preventative maintenance programs	✓		
Crisis management best practices	\checkmark		
Customized emergency procedures plans for staff and residents	✓		

CONTINUING EDUCATION

	FirstService RESIDENTIAL	COMPANY	COMPANY B
Educational symposiums, workshops and expos for board members	✓		
Commitment to continuing education and training opportunities for property managers and building staff	✓		
Online school of professional development	√		
Hotel-style hospitality and customer service training for building staff	✓		
In-house Learning Center providing training on a full range of mechanical and other building systems	✓		

CUTTING-EDGE TECHNOLOGY

	FirstService RESIDENTIAL	COMPANY	COMPANY
Customized community website integrating amenities, resident data, property management and security	✓		
Mass communication emergency notification system	✓		
Online access to monthly financial reports	\checkmark		
Ability to track work orders and alterations online	✓		
Secure, online access to property information and financial reports for board members	✓		