



What does professional property management look like?



Responsive managers, cost-saving solutions, reliable leadership.

These are the three most common attributes that boards and building owners expect from their management company – especially in New York where increasingly stringent local laws make building operations more complex, and everything from utilities to insurance is getting more expensive.

Smooth operations are, of course, an important aspect of property management. But with FirstService Residential, we go beyond the basics to protect our clients and enhance their assets.

Curious what this means for your property?

- Insurance policies with better rates and expanded coverage
- Automated building inspection and compliance calendars
- Lower annual utility costs
- 24/7/365 Customer Care for residents
- In-house cash management and lending experts
- Mobile-friendly applications to manage your assets on the go
- Limited building assignments for property managers



When considering new management, use this checklist to evaluate your options.

How can you help us reduce annual operating costs and improve revenue?	FirstService	Company A	Company B
Dedicated financial analyst for financial reporting and variance reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-house CPAs for expert guidance on budget and reserve funds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted tax certiorari services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers' comp policy discounts and dividends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Below-average interest rates for financing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-house insurance brokerage offering lower premiums, better terms, and enhanced coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking partnerships to reduce fees and maximize returns on investments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventive maintenance programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our insurance premiums have increased drastically and we cannot secure an umbrella policy. How can you help us?	FirstService	Company A	Company B
In-house insurance brokerage with expertise in the multifamily residential sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to increasingly rare umbrella liability coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to exclusive crime/fidelity policy with enhanced limits and supplementary coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complimentary review of your building's contractors' and vendors' insurance policies and contracts to ensure adequate risk transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cyber liability insurance consulting and policy placement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How can you help us reduce our energy costs and comply with Local Law 97?

	FirstService	Company A	Company B
In-house energy and sustainability consultants for reduced CO ₂ emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customized Energy Report Cards and benchmarking to identify energy and cost saving strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy aggregation program for discounted utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proactive applications to NYSEERDA and Con Edison for available incentive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced fees for energy audits and retro-commissioning (Local Law 87)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with capital projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our property manager is MIA and not very responsive. How do we know FirstService will be different?

	FirstService	Company A	Company B
Limited building assignments for property managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proprietary online communication portal for building-wide notices and alerts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online platforms to book amenities, submit work orders, and request documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24/7/365 multilingual Customer Care team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We live in a luxury building. Do you provide lifestyle or amenity-focused services?

	FirstService	Company A	Company B
In-house hospitality training for building staff and property managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partnerships with lifestyle, amenity programming, and prop-tech providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High-end affiliates for concierge services, amenity maintenance, and staffing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-house construction managers for facility building upgrades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We're a tech-savvy board. What apps or online solutions are available to us?	FirstService	Company A	Company B
Online access to monthly financials, staff payroll, and billing statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real-time status tracking on work orders, alterations, and board applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online document request portal for bank questionnaires, offering plans, and COIs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic billing statements and virtual payment options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customized community website to facilitate communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What courses or training programs do you offer property managers?	FirstService	Company A	Company B
Frequent local law workshops led by in-house compliance experts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NYSERDA training seminars and OSHA certification for building staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monthly managers' meetings and lunch-and-learns with guest presenters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FirstService Residential University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rigorous onboarding curriculum for new hires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-sexual harassment and conflict resolution training for managers and building staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



“We were impressed with the support system that comes along with FirstService, including mortgage refinance, a construction management team, and their in-house energy consultants. It’s comforting to know it’s all under one roof.”

– Alex W., Condo Board President

Traditional management companies may only focus on maintaining your building's physical infrastructure and daily operations. That's only half the job.



"It's one-stop shopping with their scope of resources. The ability to find out what other buildings with similar issues are doing helps put everything in context. It's all been very beneficial to us."

– Peter F., Condo Board President

"Our board was in turmoil when our insurance company presented a renewal with a huge premium increase and a lower limit of \$5 million on the umbrella. FirstService was able to secure a renewal with a \$100 million limit and a decreased premium."

– Pat S., Co-op Board President

Our services are designed to lower your operating costs, enhance your finances, and protect your assets.

There's no secret behind our approach – just a commitment to simplify your role as a board member and continuous investments in the people and solutions to make this a reality.

Let's talk

The investments we make in our managers help enhance the services we offer. This is how we meet our promise to make life, simplified, for board members like you.

letstalk.ny@fsresidential.com
212.634.5410

www.fsresidential.com/new-york



Life, simplified.