

Nevada's Community Management Experts

Our Mission and Values – Foundations of Service Excellence

Across our organization, every member of our team shares a unified commitment to exceptional service; which is part of our mission to enhance the value of every property and the lifestyle of every resident in the communities we manage. For almost four decades, we strive to make a difference, every day, for those in our care, and we have become the industry leader by adhering to these values.

Mission

Deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage.

Values

Our values are the foundation upon which [FirstService Residential](#) is built and serve to guide each of us every day. Our associates – the heart and soul of our company – share these values.

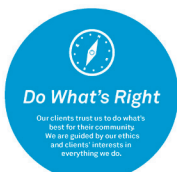
FirstService
Residential is the
community association
management
company of choice
for communities
throughout Nevada



We take pride in serving each and every one of our communities. Whether it's opening a door with a friendly smile or tackling a problem, being genuinely helpful is what defines us.



We are passionate about being the best at what we do. By attracting, training and retaining great people, we set the standard for service and professionalism in our industry.



Our clients trust us to do what's best for their community. We are guided by our ethics and clients' interests in everything we do.



Each of us is accountable. When facing any challenge, we see it through to resolution with perseverance, integrity and open communication.



We learn from our experiences. We are open-minded, collaborative and continuously looking for ways to improve.



Relationships based on respect, trust and effective communication are the cornerstone of our success.



FirstService Residential provides quality community association management services, but that's just the beginning of what we offer. We know that your property is your personal haven or a major financial investment – or perhaps both. So to protect its value and livability, we provide resources and tools tailored to your needs, backed by responsive service. Our goal is to create communities that people love to call home.

What Sets us Apart?

Professional Community Association Management with a Personal Touch

We are proud to be recognized throughout Nevada for our innovative products and resources; particularly our industry expertise and local relationships. Even with these benefits, we believe that our best-in-class training and proprietary technology is what truly sets us apart.

Insight. Innovation. Service. We provide proven community management services, value-added HOA management, extensive experience, and above all, we offer personalized service for our homeowners, residents and board members.

Exclusive Value-Added Programs

FSRConnect™, our advanced proprietary HOA management technology.

- ▶ Includes Resident Alert, our mass communication tool that enables your community manager to instantly notify all or selected residents via email, phone or text message about non-emergency or emergency situations.
- ▶ A personalized community website provides 24/7 access to association and account information, documents, announcements and much more!
- ▶ Our ConnectMobile application synchronizes with FSRConnect™ to allow our management teams to conduct inspections, monitor work orders, review architectural applications and many more functions via a smartphone device from any location.

Board Member Events & Trainings, we offer best-in-class in-house trainings at many of our local offices on a variety of key topics pertinent to your board and community success.

- ▶ BoardAdvantage®, our comprehensive e-Learning platform provides a library of online classes where board members may take courses wherever an internet connection is available.

Legislative Involvement

- ▶ At FirstService Residential, we aim to keep our board members educated and informed about issues affecting their communities, by hosting legislative seminars and coordinating our Day at the Capitol event. During each legislative session, we coordinate a Day at the Capitol event, where board members travel to Carson City to attend legislative hearings and speak with legislators about their concerns.

24/7/365 Customer Care Center

- ▶ With an 80% first-call resolution rate, our highly-trained 24/7/365 Customer Care Center representatives provide immediate and accurate information about your community.

Financial and Accounting Services

- ▶ Our proprietary budget preparation tool and workflow, along with our AvidXchange online invoice approval process, provide you with advanced accounting services.

**For additional information, please call us at 702.215.5058
or visit us online at www.fsresidential.com.**