

The Many Faces of Property Management



With nearly **342,000** condominium and homeowner association (HOA) communities throughout North America, highly skilled professional property managers are in demand, and FirstService Residential employs the best of them.

Get to know more about us, and you'll see why we're best in class.

What we know

From MBAs to CMCA®s we have industry certified specialists in many areas of property management

- Certified Public Accountant (CPA)
- Master of Business Administration (MBA)
- LEED Green Associate
- Association Management Specialist (AMS®)
- Certified Manager of Community Associations (CMCA®)
- Professional Community Association Manager (PCAM®)
- Registered/Accredited Condominium Manager (RCM/ACM)

29

different languages spoken by FirstService Residential associates

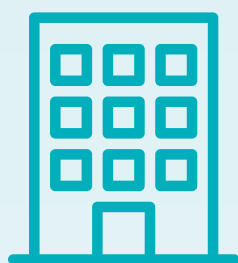


What we do

The capabilities and skills of our property managers go above and beyond the norm



- Budgeting
- Finance
- Insurance
- Procurement
- Brokerage/Leasing



- Security
- Construction
- Landscaping
- Housekeeping
- Waste Management



- Concierge Services
- HR
- Government Relations
- Events
- F&B



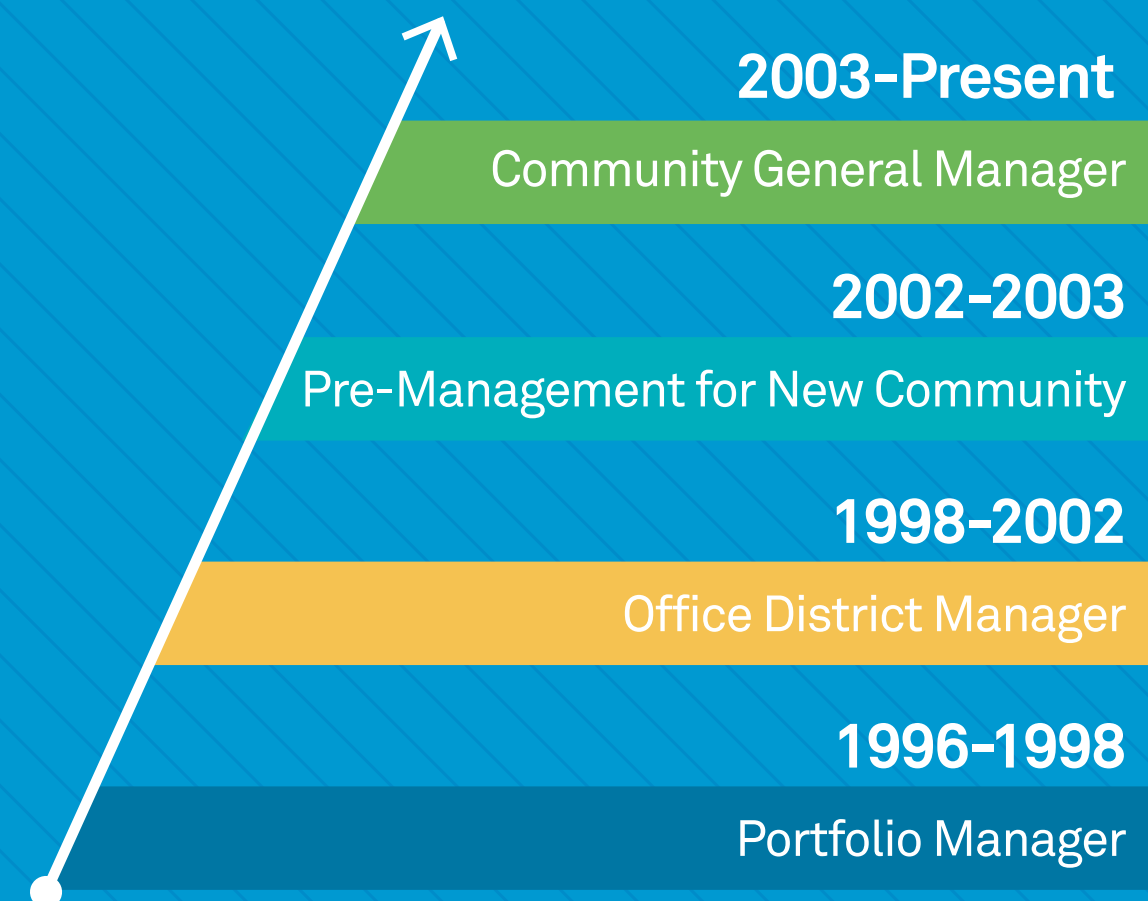
- Energy Management
- Legal
- New Business Strategy
- IT Infrastructure, Support and Management

How we grow

13 months

Average time to first promotion for most associates

Associate Jane Q.
(based on a real career path)



Average tenure of associates = **4.5 years**

88%

of workforce are full-time employees