

First Service

<https://www.fsresidential.com/nevada>

- Company/clients: Global company; 320+ communities in Nevada; thousands of employees.
- Monthly Fee: \$9,350 or \$2.75/door (\$9,350/2.75=3,400 units). Note: this is less than the current rate.
- Agreement term: 3 years; 60 days notice to terminate.
- Initial Set Up Fee: n/a
- Resale Pkg fees: \$185/165 & \$350 (new). @250 sales/year= \$175,000 retained by firm.
- Relationship w/ Board: FSR did not provide answer to this supplemental question. Initial proposal summarized their cultural values including the goal to continuously improve, aim high to be the best in what they do; do what is right every time, accept responsibility and “build great relationship through effective communication and trust as the cornerstone of our success.”
- Firm Uniqueness: FSR’s proposal noted they have “delivered exceptional service” during the contract period; and have “enhanced parliamentary procedures”, “managed the association and provided support to the Transition Committee; facilitated successful litigation vote,” and have “typical resident interactions result in satisfied homeowner.”
- Communications: Proposal highlighted results in outreach and engagement including that they “created and executed social events on the golf course,” “community-wide events including farmers market”, “supported 2 website revamps”[sic], “created a private rental division to increase association revenues during economic downturn” (see page 4 of proposal).
- Affiliate Businesses: FSR identifies a long list of affiliate businesses in their management agreement, which includes Brightview, FSR Financial and others listed on page 9 of their sample agreement.
- Staff costs: 10% mark up (this is a new structure from the current arrangement); plus \$109/mo for HR, plus \$75/mo for Payroll; both are monthly/per employee.
- Accounting: FSR utilizes a proprietary accounting system; and their “First Service Financial” advisors for investment advice. Proposal highlighted FSR’s results to “optimize your operating budget” and that “the general manager partnered with the Board to invest \$2M in necessary preventative maintenance and complete other projects and improvements.”
- Project & Facilities Mgmt: Proposal highlighted the “clubhouse beautification” and the result to “deliver exceptional service and solutions that enhance the value of the property we manage,” including the remodel of The Club at Town Center; remodel of gym/fitness center; In addition, “Increased maintenance staff from zero to three and added a project manager to oversee landscaping”; “Brought maintenance and pool operations in-house.” (pg 5)
- Safety& Risk: Proposal underscored FSR’s effort to “elevate and mitigate” risk at SOA though completion of 108 acres of fire fuel reduction, installed new solar cross walk signiation, completed rockery wall repairs (Gypsy Hill); repaired and improved pool.
- Future is Bright: Proposal identified opportunities for improvements (see pg 9) between FSR and BOD and suggests the staff is “proactively working with the Board to make sure expectations are met,” “staff is open to Board suggestions and concerns and carrying out Board assignments” and acknowledges they were “previously hesitant” to do so.