



MAKING A DIFFERENCE.

Every Day.

Our Mission

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

Our Promise to You

- ▶ Enhance Property Values
- ▶ Optimize Operating Budget
- ▶ Deliver Exceptional Service
- ▶ Improve Resident Lifestyle
- ▶ Elevate Safety and Mitigate Risk

FirstService Residential is proud to be one of the few full-service management companies in the country recognized as an Accredited Association Management Company (AAMC) by the Community Associations Institute (CAI).

24/7 Customer Care Center

Our team of customer care representatives are waiting to take homeowners' calls and provide a positive experience, every time.

FirstService Residential Connect™

FirstService Residential Connect combines an easy-to-use interface, self-service online platform and mobile apps, making it easy to communicate with residents, get updates on work orders, share important documents and more.

FirstService Financial

FirstService Financial offers insurance, financing and lending programs that make the most of your association's money. Access to preferred interest rates on FDIC-insured money market accounts and CDs allow your community to increase returns on your reserve fund investments. Our cash management teams make sure that your operating funds are protected under the latest FDIC rules and that you pay the lowest banking fees available.

Payroll & Labor Management

We partner with your board to provide the staff that best fits your community and culture. Enjoy the benefits of consistent job descriptions that evolve with your needs, annual performance reviews, expert handling of unemployment claims/matters, regular updates on state unemployment law, dedicated recruiting teams, on-going training and associate development.



Partner with Firstservice Residential

As the leading residential community management company in North America, with experts in your area, we work hard to help your community thrive. Our dedication, responsiveness and integrity are why **8,500** communities across the U.S. and Canada, including **110 condo/HOA and 90 high-rise communities in New Jersey and Pennsylvania**, choose us to manage their associations. We provide exceptional service to:

- ▶ Low-, mid- and high-rise condominiums
- ▶ Single-family and townhome community associations (HOAs)
- ▶ Large-scale, master-planned communities
- ▶ Lifestyle, active adult and developing communities



Local Residential Community Management Leader *with National Resources*

Offering a range of community management services, including on-site staffing, administration, accounting, facilities management and more. FirstService Residential provides your community with an unmatched depth of resources and knowledge in these areas:

High-Rise

From luxury services and capital improvement projects to back-end financial services and human resource staffing, we've got it covered. That includes cost containment strategies, cutting-edge technology, staffing analysis and more.

COA/HOA

We offer on- and off-site single-family, condominium and townhome association management, administrative support staff, financial management, communications and maintenance programs.

Lifestyle

Our experienced community managers and lifestyle directors oversee tailored programs and activities to enhance each homeowner's experience and add value to the community.

WE WANT TO
HEAR FROM
you

Eatontown

21 Christopher Way, Eatontown, NJ 07724

Mt. Laurel

125 Sixth Avenue, Suite 201, Mt. Laurel, NJ 08054

Fort Lee

2000 Linwood Avenue, 1C, Fort Lee, NJ 07024

For more information:

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