



Chicagoland's Property
Management Experts

More Than
65 Years of
Experience



FirstService
RESIDENTIAL

Making a Difference. Every Day.



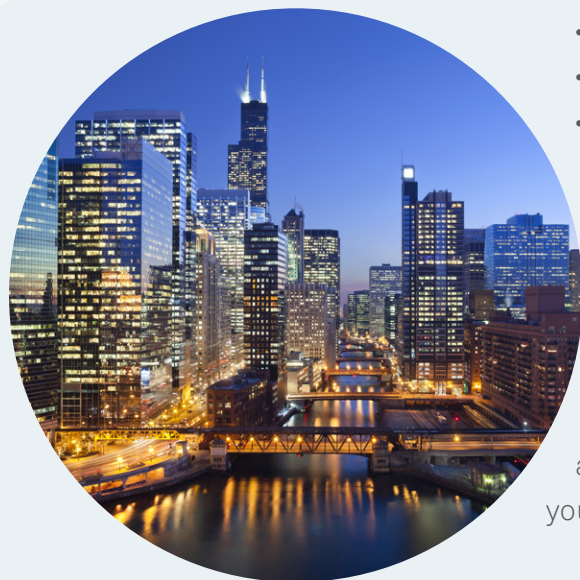
Full-Service Residential Property Management Solutions

FirstService Residential is Chicagoland’s leading residential property management company, serving communities and properties of all types and sizes throughout Illinois. Founded in 1950, our company managed just one rental property in Hyde Park. Today, we serve over 160 communities and 50,000 residents as Illinois’ leading residential property management company. We offer a wide range of services, including:

- Implementation of board policy
- Written management reports
- Regular property inspections
- Budget preparation and financial reporting
- Association document rules enforcement
- Attendance at board meetings
- Communication with residents
- Coordination of staff, sub-contractors and vendors
- Assistance with vendor RFPs and job specifications
- Equipment maintenance
- Community newsletters and resident surveys
- Emergency planning
- Financial & banking programs
- Innovative technology solutions
- Community collection services
- 24/7 Customer Care Center
- Value added programs

By partnering with us, you will benefit from our unique strengths - **our established local presence, superior market expertise, full-service management offerings and dedicated hands-on service** – along with the robust resources, support and value-added services of the entire FirstService Residential organization. We are committed to maximizing your investment, as well as your lifestyle.

We Manage High-Rise Buildings, Condominium Associations, Townhome Communities, Homeowner Associations, Co-operatives and more



Personalized Service & Dedication to Excellence

Through our decades of hands-on experience, we understand every detail and nuance of property management; we continually build on this expertise through collaboration and sharing best practices across our organization. Our business philosophy includes building strong relationships with every board member and resident in our managed communities. **We listen to your needs and customize a full-service management solution to optimize your community’s property values, reduce its operating costs, create a welcoming living environment and enhance residents’ lifestyles.**

Professionally Trained Staff

To ensure our management teams have first-class skills and knowledge to deliver outstanding service to your community, we provide a variety of advanced training programs. We offer instructor-led training, mentorship programs and FirstClass, our proprietary, state-of-the-art educational and development program for our associates.

You can trust that every member of your team has the specialized knowledge, experience and training to understand and fulfill your community’s needs.



“Knowledgeable managers, courteous staff. It is a pleasure working with everyone at FirstService Residential.”

–Board Treasurer, Condominium Association in River North

24/7 Customer Care

Our commitment to service means you never have to wait for answers to your questions. Residents have 24-hour access to our responsive Customer Care Center, 365 days a year, to receive answers and information by phone.

FSRConnect™

With our user-friendly, proprietary communication and management software, board members, residents and property managers can communicate, interact and take care of business, any time and from any computer, smartphone or tablet. Pay association fees, initiate work orders, access data, set up a customized community website and much more.



Find Out Why We're the
Best Choice for You

Contact Us
Today



FirstService
RESIDENTIAL

For more information or to request a proposal, please call Asa Sherwood
at 312.335.5621 or visit www.fsresidential.com.

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