



# COMMUNITY CONNECTION

SPRING 2019



## *Inside ...*

FIRSTSERVICE RESIDENTIAL MN MOVES  
*#aroundthecorner* Serving You Even Better

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CASE STUDY: 801 WASHINGTON LOFTS  
*A Retro-fit Security Entry Success*

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UPCOMING EVENTS  
*Board Education*



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Message from the

# FirstService Residential Minnesota President



Mark Gittleman, President  
FirstService Residential Minnesota

*“Ultimately, we designed our new space around the belief that the investment we were making was at most, minimally about the real estate. At a deeper level, it was an investment in our associates: the people who work hard every day to serve all of you, our clients—directly or indirectly.”*

## To our valued clients,

On May 23rd, FirstService Residential Minnesota moved into a new corporate office after 21 years at our prior premise. While we only moved #aroundthecorner, we built out an entirely new space with a focus on providing our associates a space to work productively and collaboratively while simultaneously upgrading our technology infrastructure and capabilities.

We have learned many valuable lessons assisting you, our clients, in managing your projects over the years, and we have worked hard to apply these lessons and utilize best practices in our new office design, build out, and move into our new location. Along with our North Loop office, we are excited about the increased opportunities for engagement with our teams and our clients that our new space provides.

**Alignment behind a Long-Term Vision**—When we ran out of space (and parking) at our old office, Andy and I committed to finding a great space to build out that would meet our anticipated needs for the next ten years. We envisioned not only more space and parking, but better-quality space that would create a great work environment for our associates and allow a broader range of interactions with our teams and our clients.

We wanted a ground floor location that would ease the comings and goings for our property managers and clients. We also wanted an open environment to invite collaboration rather than an impersonal, division focused cubicle office layout.

Ultimately, we designed our new space around the belief that the investment we were making was at most, minimally about the real estate. At a deeper level, it was an investment in our associates: the people who work hard every day to serve all of you, our clients—directly or indirectly.

**Engage Best-in-Class Partners**—We hired an excellent broker to help find the right space and did not jump at the first opportunity. We leased space from a reputable local real estate owner and worked with an accomplished local attorney to negotiate a competitively priced lease with fair terms. Then, we interviewed three architectural firms and hired a local architectural firm to assist us with design from the

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**FirstService**  
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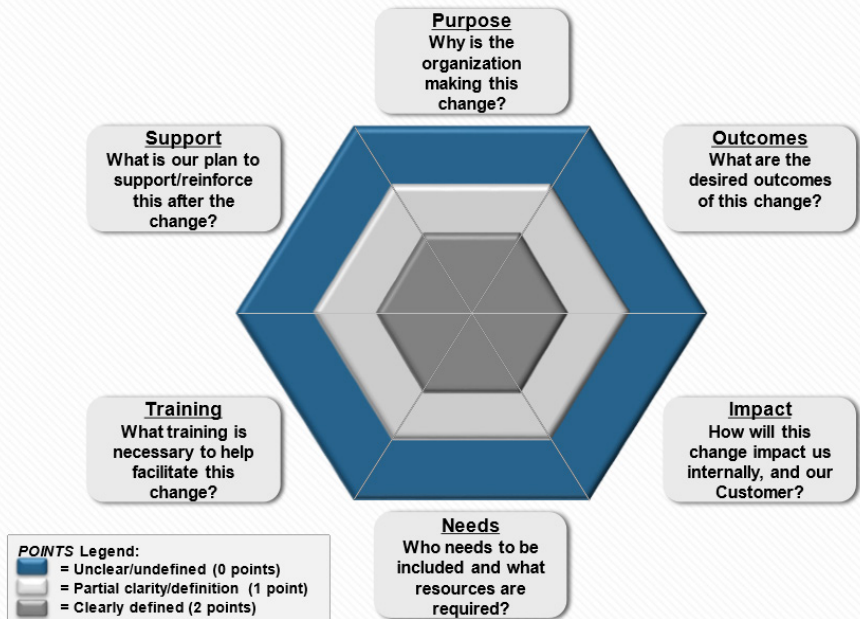
## CHANGE MANAGEMENT: POINTS

*The FirstService Residential Minnesota leadership applied the Change Management Points System which was instrumental in assisting our associates in completing the build out from shell to finished in four months.*

concept phase through oversight and punch list. Our architectural firm assisted in soliciting competitive bids from quality firms for our build out. We chose, our affiliate, Gittleman Construction & Maintenance (GCM) to do the build out, for a multitude of reasons, including; price, their investment in a positive outcome, and the collaboration required. We interviewed and toured three furniture companies and selected workstations and office furniture that are contemporary, functional, and comfortable. We've been pleased with each partner's performance. When we ran into bumps, which occur on every project, we chose a mindset of being tough but fair. This positioned us to work with our partners and solve problems rather than work in conflict with our partners.

**Seek Input Early On**—Andy and I kick started this quest and realized early on, with prompting from our Executive Leadership Team, that wider input would help solidify and advance our vision. In retrospect, we could have had even more input earlier in the process. That said, we heavily engaged our Executive Leadership Team in key decisions and involved other leaders in design and execution issues that would impact their teams.

**Communicate Well and Often**—As we commenced construction, we utilized a change management model with a broad group of company leaders. This was eye opening. It turned our focus from the project to the impact that the project would have on our associates. We conducted an initial self-assessment on the extent that we had identified impact; addressed needs of associates; developed training needs to facilitate change; and prepared for the support required to reinforce change.



The self-assessment results were low, humbling, and ultimately, critical in identifying our plan of attack over the coming months to ensure that this move was successful for our team.

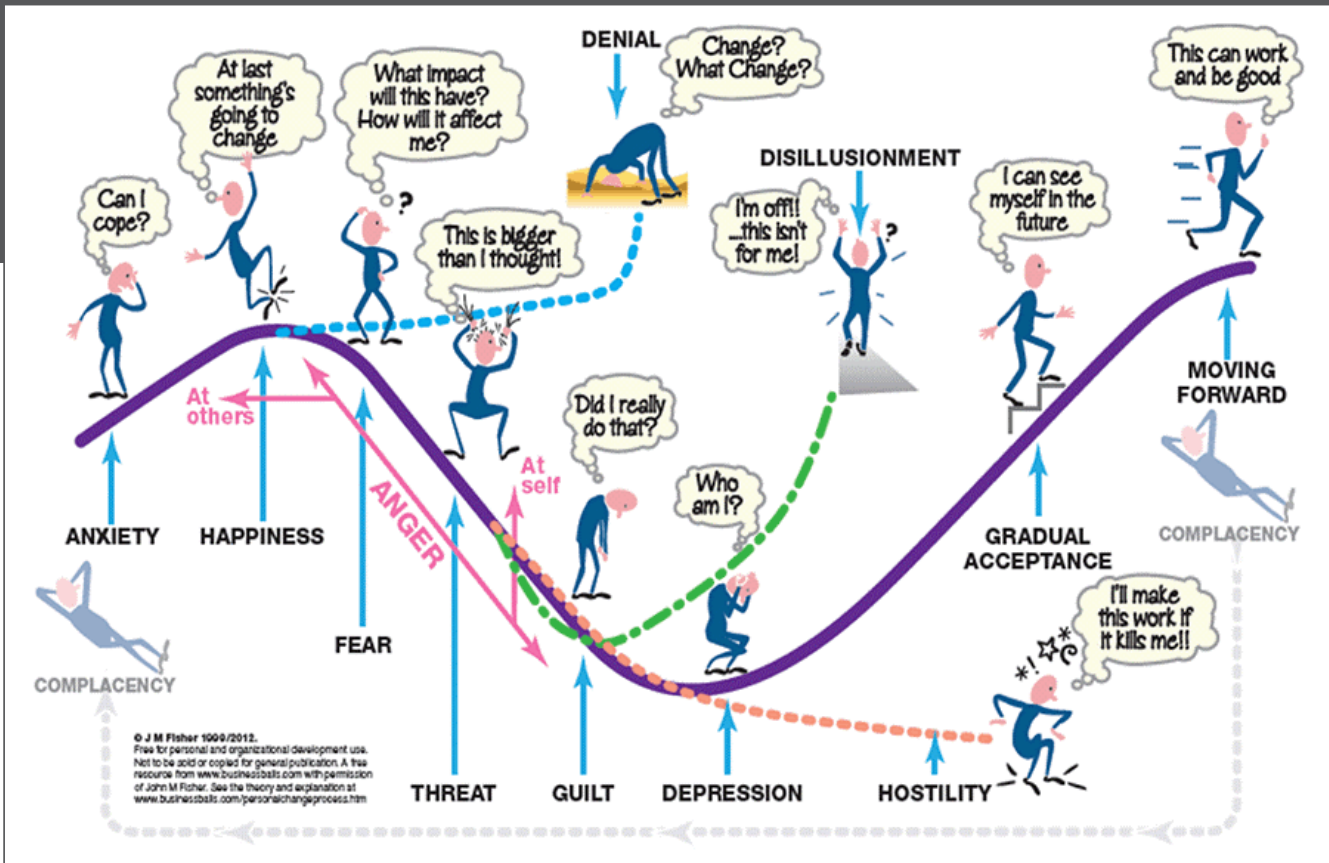
We then began utilizing a master plan spreadsheet of initiatives and actions to manage our specific transitions and changes. We also began communicating weekly in our Thursday morning company FirstCall meetings, as well as in our weekly associate newsletter, *Hi-Rise*.

These actions, and others, were integral, to not only the physical move, but, for us to be in it together and share in the fears, excitement, and hard work associated with moving and changing.

**Be Realistic About Costs**—We realized the importance of being realistic about the expense of a project that only comes around every 10-20 years. We engaged in value engineering for some of our key build-out and furniture decisions to help reduce costs, but we never compromised quality or investments that were central to our vision. Setting a realistic budget helped us deliver value while achieving an outcome.

*Continued on page 5*





## Reactions to change

**Be Comprehensive in Mindset**—Work environment is closely tied to both technology and work style. As we planned for our real estate move, we also looked carefully at organizational development and work style enhancement. This was part of the energy behind creating a work café rather than a lunch room; focus rooms rather than small phone booths; and collaboration high tables in open spaces in addition to multiple and dynamic conference rooms.

We also upgraded our technology infrastructure to enhance mobile work, data security, and further standardize software platforms to improve training and support.

We are delighted to be in our new space. It has been well received by our associates, and we look forward to sharing it with you at an open house later this summer and when you come to meet with our Property Management Team.

Yours truly,

Mark Gittleman  
President  
FirstService Residential Minnesota



**FirstService**  
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# UPCOMING COMMUNITY INSURANCE BOARD TRAINING OPPORTUNITIES

*Minneapolis and Suburban board members are invited to attend insurance training events held July 9 and July 10*



[CLICK HERE](#) to sign up

## **FIRSTSERVICE RESIDENTIAL WILL HOLD THREE INSURANCE SEMINARS**

**Basics of Homeowner Association Insurance for Suburban Townhomes and Condos:** On July 9, we will be having a day-time session on the basics of homeowner association insurance for suburban townhome and condominium accounts. The seminar will be led by Sean Kent, Senior Vice President of FirstService Financial and Alicia Smith, Insurance Manager of FirstService Residential.

**In-depth Insurance Topics for Suburban Accounts:** On the evening of July 9, we will be hosting a more in-depth session on select insurance topics impacting suburban accounts including underwriting trends, per building deductibles, and important Directors and Officers liability insurance considerations. The seminar will be led by Sean

Kent, Senior Vice President of FirstService Financial and Eric Skarnes, Principal of The Insurance Warehouse.

The July 9 seminars will be held at the new FirstService Residential corporate office at 8100 Old Cedar Ave. S. Suite 300 | Bloomington, MN 55425.

**Mid-rise and High-rise Condominium Insurance:** On July 10, the insurance seminar will focus on mid-rise and high-rise condominium insurance issues with a particular focus on trends in underwriting related to water losses and related risk management. The seminar will be led by Sean Kent, Senior Vice President of FirstService Financial and Eric Skarnes, Principal of The Insurance Warehouse.

An invite for the seminars will be transmitted separately to urban and suburban board clients.

## Your Voice Matters

**FirstService Residential Minnesota believes an educated board makes the best decisions at the right time.** Our regular educational events equip you with up-to-date topics that effect your community. Take part in our survey so that we can develop educational topics that impact your community.

[Take the Survey»](#)



# CASE STUDY: 801 WASHINGTON LOFTS

## A Retro-fit Security Entry Success

*Historic brick buildings are unique living spaces with stories held within their charm and character. The turn-of-the-century Studebaker Packard showroom and farm implement factory located on the Minneapolis North Loop is no exception. In 2003, it was transformed into what we now know of as the 801 Washington Lofts. Much of the historic character and architectural features have been retained through renovation.*

Yet historic renovations like 801 Washington Lofts face unique challenges. Among them is retro-fitting modern-day access control systems into a traditional mechanical-keyed building. These renovations can be costly, disruptive to occupants, and aesthetically challenging. It requires hard wiring and cutting into door frames to install items like electric door strikes and card readers.

The forward-thinking homeowners and board of 801 Washington Lofts embraced a completely keyless access control system for their residential facility using SALTO security entry technology. This included the perimeter entry and common areas as well as integrating the residential doors and garage entry.



SALTO has become worldwide market leaders in innovative wireless lockset solutions that make retro-fitting traditional mechanical-keyed facilities like 801 Washington Lofts practical. Over three million SALTO locksets have been installed in 90 countries.

SALTO introduced the first battery-powered access control lockset and then developed a highly encrypted data on-card system that allows cards, fobs or smart phones to carry data back and forth to individual locksets. This creates a virtual network without wires or antennas.

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Gittleman Construction & Maintenance installed SALTO access control systems at the historic 801 Washington Lofts building. This retro-fit converted a keyed system to an entirely keyless system including all homeowner doors. This was the first of its kind in the Twin Cities and has been installed at several FirstService Residential associations since, including the its new Minnesota corporate office.



Gittleman Construction Maintenance (GCM) Security Integrations Division, in conjunction with SALTO produced and installed a practical and future-proof integrated security solution:

- User-friendly, intuitive solution protects client investment and simplifies integration with other building systems
- Drastically reduces material and labor costs associated with re-keying
- Time-based access control includes user-selectable keycard access and expiration—ideal for housekeepers, dog walkers, and service personnel
- High-security key encryption is proprietary and unique to each installation compared with keys and traditional RFID fobs that can be easily copied
- Smart phone app allows BLE (Bluetooth Low Energy) devices to function as a credential; new or updated credentials can be sent directly to a customer's phone
- Complete system audit trail reporting
- All-metal, heavy-duty locksets
- Operates over 40,000 transactions on three AA alkaline batteries and continues to operate during power or internet/network outages
- Long Range Readers control garage door access

**IMPLEMENTATION** | FirstService Residential Association Manager Jenna Mazal set up credential management protocols prior to the changeover. Gittleman technicians installed garage readers with door openers, perimeter entry door locks, common areas, homeowner's residence locksets, and removed old hardware.

**THE EXPERIENCE** | This smooth and successful partnership project was so well received that one of the homeowners installed SALTO at their business facilities.

Since the 801 Washington Loft project, several FirstService Residential managed condominium associations have worked with Gittleman Construction to install SALTO security systems. Many have adopted a phased approach by converting the perimeter access and garages to SALTO with an eye on future expansion to common area and homeowner doors. Being on a common managed platform has distinct advantages for the user and manager.

*"I once again, had an amazing experience with Gittleman Low-Voltage on the 801 Washington Lofts project. While I have worked with the team before on multiple projects, this was the first key-less project I have participated in and it went smoother than I thought possible. The project was completed efficiently and of the highest quality. The team refused to leave the building each day until every installed lock was working as it should. Whether a door needed additional repairs or specialty installation due to the age of the building, Gittleman got it done. Of the 61 units and a total of 117 residents, we received not one complaint. Every resident was thrilled to have multiple options to access their building and unit. Residents loved the free flowing access they gained in and out of the garage. Going from a building with no Door Access Control to completely key-less was an amenity the residents now feel safer with and an amenity they feel makes their building even more desirable. Overall, this was a fantastic experience and I look forward to bringing SALTO and Gittleman to every property I oversee."*

—Jenna Mazal, FirstService Residential Association Manager - 801 Washington Lofts.

## GITTLEMAN

Gittleman Construction & Maintenance Corporation provides homeowners with expert interior and exterior preventive maintenance, repairs, capital replacements, custom remodeling, disaster management and restoration services. With over 40 years of construction and maintenance experience, many of their highly skilled tradespeople have been working with them for over 20 years.

Gittleman Construction & Maintenance Corporation is an affiliate of FirstService Residential Minnesota, Inc., formerly Gittleman Management Corporation. Gittleman was founded by Mel Gittleman, a pioneer in the community association management industry and an innovative condominium developer who built the foundation for many successful residential communities in the Minneapolis-St. Paul metro area.





## FIRSTSERVICE RESIDENTIAL MOVES

*#aroundthecorner* Serving You Even Better

On May 23, 2019 FirstService Residential Minnesota corporate office employees moved from the circa 1990s cube space into our new modern digs *#aroundthecorner*.

“This was a historic move for us in our 21 years serving Minneapolis/St. Paul properties,” says Mark Gittleman, President of FirstService Residential Minnesota. The new office concept models that of other leading companies with state-of-the-art technology to serve our clients even better and cutting-edge features to reflect our culture and attract and retain top talent.”

“FirstService’s new space was designed with a variety of environments to support work, collaboration and focus,” says Minneapolis RSP Architect Megan Cupery. Flexible workspaces have been arranged by team making it easier to engage in timely collaboration. An open space format provides everyone a great work environment to enjoy and there are plenty of break out spaces for meetings including a centrally located work café which is a hub for casual collaboration and opens to the training room for educational seminars and other large gatherings.

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“RSP has enjoyed partnering with FirstService Residential in delivering a new, collaborative space for its corporate associates. FirstService is among other leading companies who have invested in their work space and office culture to enhance collaboration as well as maximize development and retention of their talent.”

—Megan Cupery, RSP Architect

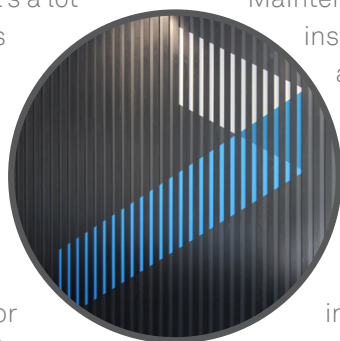






For those who enjoy biking to work, “Bike storage and showers are a couple elements that support the new business culture,” says Cupery. Plus, it’s a lot greener #aroundthecorner. With paperless digital technology, LED lights, and more energy efficient heating and cooling, we’re making an impact on the environment.

When moving to the new office, employees moved from server-based file storage to cloud-based file storage technology. The data cloud center allows for secure information that is accessible anytime from anywhere and offers improved information archiving with increased speed.



The new office also utilizes state-of-the-art SALTO security access control installed by Gittleman Construction and Maintenance. This is the same system that has been installed at several FirstService Residential associations and provides an open-source FOB and app-based control of security locks and camera footage.

The new, modern FirstService Residential Minnesota office was completed on-time and on-budget from a shell to a finished office in less than four months thanks to our trusted construction partner, Gittleman Construction and Minneapolis-based RSP Architects.

*The new FirstService Residential corporate office is located at 8100 Old Cedar Avenue South, Suite 300 Bloomington, MN 55425.*

*An Open House will be held this summer. Stay tuned for details!*







# 7 Ways to Declutter Your Space *without losing your mind*

Feeling overwhelmed with clutter? Where do you put the stuff you no longer use? Here are helpful tips from California Closets, a leader in custom home storage solutions. These tips will help you declutter your home and even help others, and the environment, in the process.

**1. Be honest** | Take a look at what you wear. Do you really need a dozen of the same shirt? What about sentiments. You know, the clothes from loved ones that you never wear or books you never read. Why not donate these items to your local Salvation Army, Goodwill, or Savers?

**2. Remove everything out of the closet** | Spreading everything out will help you get a better picture of what to keep or give away. For the items you want to keep, reorganize them by clothing type so outfits will be easier to put together in the morning.

**3. Clean out your bathroom cabinets** | Clean out your makeup case and personal grooming supplies that you no longer use, as well as prescription bottles and over-the-counter medications. Many drugstores offer a disposal site for expired medicines or ones you no longer take.

**4. Do a chemical clean out** | Check under the kitchen sink, pantry, laundry room, and garage for chemicals and cleaning supplies you don't use. Your waste management company will have information on safe and environmentally-friendly ways to dispose of these items.

**5. Listen to your feelings** | The Japanese art of decluttering encourages you to keep items that bring you joy and tidy up your home by disposing of items you no longer use.

**6. Donate and recycle** | Now that you've identified items that you no longer use, don't just throw them away. According to the Council for Textile Recycling, five percent of United States landfills are taken up by clothing, shoes and textiles. Instead of tossing items, sell them on eBay or through a local consignment shop like TurnStyle or Clothes Mentor.

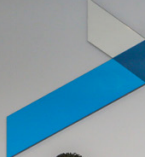
You can also send your items to a fabric recycler to be used as pillow and toy stuffing or as cleaning rags. Many communities offer free textile recycling such as Hennepin County.

*Need a bigger vehicle to tote your items to the right places?* FirstService Residential residents get special rates from **Zipcar**, making it easy to get a van or other larger vehicle for a short time.

**7. Take it community-wide** | Every year in the U.S., November 15 is both America Recycles Day and National Philanthropy Day! Take advantage of these events to schedule a community-wide day of recycling and donating unneeded items to charity. Form a committee of interested residents to get the ball rolling. You'll need to set up a donation area. Designate separate spaces for charity donations, general recyclables and hazardous materials like paint cans. Ask volunteers to staff in shifts and arrange for a charity pick-up or for teams to deliver everything to the right location afterward. Your professional property management company can help you organize the event and spread the word to residents.

Experts say that decluttering and organizing your space can help you feel more relaxed and in control. Turning down the "visual noise" that comes with overflowing shelves and closets helps reduce stress. With a little elbow grease and planning, it's easy to declutter your home and make it more organized and efficient. Spreading that community-wide gives everyone an opportunity to do a lot of good while getting more peace of mind.

*For more information on how your community can organize a recycling event, contact FirstService Residential Minnesota, your property management company.*



FirstService



## Team Spotlight

### CLIENT ACCOUNTING

The FirstService Minnesota Client Accounting Team is made up of 15 Minnesotans who love to serve you in the following ways (and some of them even love Minnesota winters):

- Provide accurate and timely Financials/Reporting Packages
- Reconcile bank account
- Manage Accounts Receivable
- Assist residents with account inquiries
- Process monthly, quarterly, semi-annual, annual charges
- Handle monthly, quarterly, semi-annual and annual billing statements
- Address cash management:
  - Monitor FDIC limits
  - Set up/close bank accounts, transfers and wires
  - Provide cash analysis based on projected capital expenditures
  - Negotiate preferred money market and CD rates with partner banks
- Create budget templates with up to five years historical data
- Provide onboarding, ongoing training and support for Community Managers and Board of Directors
- Coordinate preparation of year end Audit/Review and tax returns
- Conduct Annual Secretary of State renewals

When asked what he enjoyed most about his job, Taylor Hallman, FirstService Residential Property Accountant says, “The satisfaction of knowing I helped someone who was looking for assistance.” He added, “We are here and ready to answer any question they have about their account, unit, or HOA. We deal with people’s money and homes, so we have to treat every homeowner with respect and take their concerns seriously because it matters to them. We get a chance to brighten someone’s day each time we answer the phone or respond to an e-mail.”

When asked what Hyesook Funk, FirstService Residential Accountant, likes most about her job, she says, “When I provide the right thing and the client appreciates what she/he receives and says, ‘thank you.’ This makes my day happy.”

#### EACH DAY OUR TEAM STRIVES TO DELIVER EXCEPTIONAL SERVICE TO YOU

*How well are we doing? How do we know what your residents and board members think of our service delivery? Are we meeting the mark for you?*

To know how well we’re doing, we rely on data from you through the **Customer Experience Survey**. This survey holds us accountable for how we treat you and those in our care. It provides direct and unbiased client feedback that tells us what’s important to you, board members, and homeowners who engage with our 24/7 Customer Care center. As a result, we can resolve problems, build on what we do well and drive continuous improvement across our organization. **TAKE THE SURVEY»**



## Welcome New Clients

2019 has been an exciting year of growth for our organization. We want to extend a warm welcome to all of the new communities that joined the FirstService Residential family this year.

### 7300 Office Condominium Association

Highcroft Master Association

Highcroft Villas Association

Lenox Flats Association

### Southwest Station Homeowners Association

Ironwood in the Preserve Association

Nordwall Estates Association

Meadows at Spring Creek Homeowners Association

### Ridge at Woodland Cove Townhomes Association

Ridge at Woodland Cove Villas Association

Hawthorne Place Master and Oak  
Condominium Association

Oakwood Ponds Homeowners Association

Mill City Owners' Association

Bards Crossing Homeowners Association

Village Homes of Rush Creek Association

Townhomes of Citiscape Homeowners Association

Highland Pointe Homeowners Association

Greenway West Homeowners' Association

*Welcome  
to the  
Family!*

## Certifications & Promotions

The Professional Community Association Manager (PCAM) Certification is the highest professional recognition available nationwide to managers who specialize in community association management. PCAM is recommended for experienced managers who want to demonstrate advanced skills and knowledge and who wish to be recognized as one of the best and most experienced managers in the nation.

The Association Management Specialist (AMS) is the second level of professional certification for Community Association Managers seeking to increase their knowledge and expertise.

Certified Manager of Community Association (CMCA) is the first level of professional certification for Association Managers.

FirstService Residential Associates have 23 Association Managers with their CMCA certification, 37 with their Association Manager Specialist AMS designation, and five with their PCAM designation—the highest in the Twin Cities marketplace.

**Congratulations to our Associates who earned the following Designations and Certifications this quarter:**

### Designations earned

Christopher Campbell, PCAM  
Eric Lewis, AMS

### Certifications earned

Enrique Barrera, CMCA  
Megan Esterberg, CMCA  
Tracy Hanson, CMCA  
Jeff Peterson, CMCA  
Andrea Kalembo, CMCA

**Congratulations to our Associates who earned the following Promotions this quarter:**

Megan Kucz, *Regional Director*  
Cheryl Kiekow, *Community Association Manager*  
Angela Gerds, *Desk Attendant Supervisor*  
Jennifer Litynski, *Senior Accountant*  
Hannah Albing, *Community Manager*  
Colette Altfillisch, *Senior Association Manager*  
Shelby Miller, *Community Manager*  
Hannah Frawley, *Association Manager*  
Laura Williams, *CRM Administrator*  
Shelby Miller, *Community Association Manager*

# OUR SOCIAL PURPOSE

## Grants for Community Excellence

Each year, FirstService Residential Minnesota donates \$25,000 to FirstService Residential Grants for Community Excellence through the Minneapolis Foundation. Our primary focus areas are health and wellness, the environment, public spaces, and housing and cultural organizations in neighborhoods and communities we serve. In our seventh year of the program, we are delighted to have donated over \$175,000 to great organizations in the Twin Cities.



FirstService Residential takes great pride in supporting organizations that enhance the quality of life in the neighborhoods and communities we serve.

Citizens for Loring Park Community (CLPC) is a Downtown Minneapolis neighborhood association. Pictured is Shaun Zavatsky, Vice President of Community Management, who presented the CLPC with a \$3,000 grant from the FirstService Residential Grants for Community Excellence program at a 2019 Spring event.

### 2019 Grant Recipients

FirstService Residential Minnesota is excited to be partnering with the Minneapolis Foundation again in 2019 in support of seventeen non-profit organizations who give so much to our community.

- Citizens for a Loring Park Community
- Friends of Loring Park
- Friends of Mears Park
- Loring Greenway Association
- MacPhail Music for Life
- Midtown Greenway Coalition
- Mill City Farmers Market
- Minneapolis Parks Foundation
- NiceRide Minnesota
- North Loop Neighborhood Association
- Second Harvest Heartland
- St Paul Parks and Recreation Conservancy
- St Paul Winter Carnival
- The Loft Literary Center
- The Loppet Foundation
- Three Rivers Park District
- Twin Cities Habitat for Humanity

## #FirstServeOthers

Throughout FirstService Residential, we are not only driven by our strong desire to deliver exceptional service and solutions to our managed communities, but also by our compassion for others. We instinctively direct that compassion to our customers, to the underserved people in our communities, to causes that help those in need and to each other in times of suffering and crisis.

It is our proven passion for caring for others that has sown the seeds of our company's Social Purpose. We,

together with our sister companies at FirstService Corporation, engage in socially responsible activities in our local markets, in our regions and as an organization. Our core values unite our efforts and further define and reinforce our commitment to helping our local communities and each other. As a company with the strength of more than 14,000 associates throughout North America, our ability to impact the lives of others is limitless!

To learn more, visit [www.oursocialpurpose.com](http://www.oursocialpurpose.com)



# BUILDING *Great* Communities

*FirstService Residential Minnesota supports many local organizations through Grants for Community Excellence such as Twin Cities Habitat for Humanity. In addition to providing financial support, teams of volunteers help build and renovate homes for qualifying individuals.*

On June 6-7, 2019, thirty volunteers from FirstService Residential Minnesota, Paul Davis, CertaPro and Gittleman Construction & Maintenance partnered together for the 6th year in a row. This year they renovated the South Minneapolis home of an ailing grandmother through a project with Twin Cities Habitat for Humanity and A Brush with Kindness.

A Brush with Kindness renovates and restores homes to a safe condition for the elderly, veterans, low-income families, and those who have limited mobility.

Associates enjoyed comradery as they tackled the scraping, washing, caulking, priming, painting, and siding replacement over the course of two days.

The homeowner was overjoyed to tears by the work that the team accomplished to her home saying, "how people can be so kind to donate their time to help a complete stranger." She added, "It has not only made my home safer for me but has taken a huge amount of stress off my shoulders, so I can concentrate on my health. The simple truth is the help it has given me is immeasurable. Thank you all."



Associates sported tee shirts with the "Building GREAT Communities" theme for this year's Habitat for Humanity service project.



Thank you to Nikki Bjerke, Senior Association Manager, FirstService Residential, for organizing our Twin Cities Habitat for Humanity "Brush with Kindness" and thanks to all the associates who participated.





# Did You Know?

## 10 Tips to Preventing Kitchen Fires

*"Spring is a great time to check your smoke detectors and replace batteries to ensure that they are working properly."*

*—Peter Ralph, Director of Maintenance*

*Gittleman Construction & Maintenance Corporation*

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**Did you know** that two of every five home fires start in the kitchen? Over 150,000 fires per year are caused by cooking hazards. Unattended cooking equipment is the leading cause of fatalities in cooking fires.

### Use the tips to keep yourself safe and prevent fires when cooking:

1. Don't cook while tired, distracted, or while under the influence of controlled substances or alcohol
2. Never cook indoors with an outdoor grill
3. Never leave your stove unattended while in use; if you must leave your kitchen, remove pots and pans from heated elements
4. Turn pot handles inward to avoid spills and always use potholders to grasp handles
5. Be cautious of loose clothing while cooking
6. Move flammable items away from your stovetop
7. Regularly clean cooking surfaces to prevent grease buildup; accumulated grease can catch fire
8. Keep baking soda and an ABC or Type K fire extinguisher in your kitchen
9. Consider installing automatic fire suppression equipment above your stove
10. Always check the kitchen before you leave to ensure appliances are turned off

**S**ince 1998, FirstService Financial has been providing best-in-class financial services for condominiums, cooperatives, homeowner associations and commercial properties managed by FirstService Residential. We stand apart by combining the capital markets and treasury management expertise of a bank with a rare and in-depth understanding of real estate and insurance fundamentals. Our broad knowledge base allows us to create meaningful value for our clients through advisory services, individually tailored financial solutions, and insurance product offerings that set the industry standard.

Our experience is our clients' resource—an experience that has strengthened our credibility and the relationships we enjoy with our partners. It allows us to leverage our pricing and to access capital and insurance markets both domestically and internationally.

FirstService Financial and FS Insurance Brokers are affiliates of FirstService Residential and subsidiaries of FirstService Corporation. All our programs are created for FirstService Residential clients and are optional; however, many FirstService Residential clients participate because of their added value.

**Learn about FirstService Financial»**



**FirstService  
Financial**

DISCLAIMER: All information provided by FS Insurance Brokers is advisory in nature. Any such information may not identify or contemplate all unsafe conditions; others may exist. FS Insurance Brokers does not imply, guarantee or warrant the safety of any of the client's properties or operations or that the client or any such properties or operations follow all federal, provincial, or local laws, codes, statutes, ordinances, standards or recommendations. All decisions in connection with the implementation, if any, of any of FS Insurance Brokers' advice or recommendations shall be the sole responsibility of, and made by, the client or other recipient of the information.



# Your FirstService Residential Minnesota Team

## OVER 80-YEARS OF MINNESOTA PROPERTY MANAGEMENT EXPERIENCE.

Our team is committed to serving your association with excellence, striving to enhance your property values and enrich the lifestyle of your residents.



**Mark Gittleman**

President

.....



**Andy Gittleman**

Executive  
Vice President



**Mike Laukka**

Senior  
Vice President



**Tammy Johnson**

Vice President,  
Finance



**Shaun Zavadsky**

Vice President,  
Community  
Management



**Sally Andrist**

Director,  
Human Resources

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