



COVID-19:

Expectations for your management team

Now more than ever, the support you receive from your management team is invaluable. It's a great time to evaluate the resources they provide to your community. As North America's property management leader, we understand the importance of access to beneficial resources during a crisis. Your property management company should help guide your community through any crisis with proactive solutions, best practices, regular updates and more.

Use the following checklist to find out what boxes your management company checks when it comes to navigating through a crisis.

- Comprehensive and up-to-date COVID-19 crisis preparedness plan
- Regular communication and updates from your manager
- Extensive training on COVID-19 protocol for managers and on-site staff, and customized emergency procedures for residents
- Designated task force to provide support
- National risk management and human resources teams to handle COVID-19 situations
- Cash management, lending and insurance solutions
- Strategic crisis budgeting/planning expertise
- Updates on capital improvement projects
- Guidelines for closing and reopening common areas and amenities that follow the Centers for Disease Control and Prevention (CDC) guidelines
- Specialized protocols for residents, on-site staff and vendors who test positive for COVID-19
- Proper and reliable use of mass communication tools (email, text message or automated call)
- Proprietary IT systems that keep the board and residents informed
- 24/7 customer service associates that serve as an extension of your management team
- Lifestyle programming (virtual community engagement activities, exclusive access, discount offers, etc.)
- Virtual educational programming (webinars, Q&A sessions, etc.)
- Best practices for conducting virtual meetings and other activities
- Vendor support and resources (pool, janitorial, etc.)

To learn more about what FirstService Residential has done for our clients since the inception of COVID-19, please reach out to:

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FirstService Residential is North America's property management leader, delivering exceptional service and solutions that make a difference, every day. For more information, visit www.fsresidential.com.