



FirstService
RESIDENTIAL

COVID-19: Expectations For Your Management Team

EVALUATION CHECKLIST

Whether during times of crisis or managing everyday matters, the support you receive from your property management team is invaluable. To ensure your board is getting the best service, now is a perfect time to evaluate the resources they provide to your property. As New York City's property management leader, FirstService Residential understands the importance of access to beneficial resources when challenges arise. Since the start of the pandemic, we have been working harder than ever to proactively assist our boards and residents navigate this crisis with innovative solutions to operate efficiently, fiscally responsibly and, above all, safely.

www.fsresidential.com/new-york

Use this checklist to pinpoint exactly how your management company helps your board navigate through unexpected changes.

Does your management company check the boxes?

SAFETY

New Protocols and Procedures to Comply with State Guidelines

	FirstService Residential	Current Management Company	Self-Managed	NOTES
Comprehensive COVID-19 preparedness plans	<input checked="" type="checkbox"/>			
COVID-19 training for managers and building staff	<input checked="" type="checkbox"/>			
COVID-19 tracking and reporting protocols for residents and building staff	<input checked="" type="checkbox"/>			
Implemented daily health screening for building staff and associates	<input checked="" type="checkbox"/>			
Human Resources team to handle COVID-19 related matters	<input checked="" type="checkbox"/>			
Enhanced cleaning/sanitizing schedules for common areas and high-touch surfaces	<input checked="" type="checkbox"/>			
Maintained personal protective equipment and cleaning supply inventory for building staff	<input checked="" type="checkbox"/>			
Modified on-site office spaces for safety	<input checked="" type="checkbox"/>			

	FirstService Residential	Current Management Company	Self-Managed	NOTES
Customized emergency procedure plans for residents	<input checked="" type="checkbox"/>			
Revised procedures for building visitors, contractors and movers	<input checked="" type="checkbox"/>			
Revised procedures for apartment renovations/alterations	<input checked="" type="checkbox"/>			
Revised procedures for moves-ins, move-outs and deliveries	<input checked="" type="checkbox"/>			
Developed Business Safety Plan for Phase 2 reopening	<input checked="" type="checkbox"/>			
Developed closing and reopening guidelines for common areas per CDC guidelines	<input checked="" type="checkbox"/>			

Above and Beyond Proactive Pandemic Efforts



Conducted 20+ Educational Webinars for Board Members



Published 60+ Memos to Boards, Residents and Building Staff



Produced 40+ Editions of NYC Lifestyle Resident Newsletter



Held Our Annual Sustainability Expo virtually



Held Our Annual Capital Projects Expo virtually

COMMUNICATION & TECHNOLOGY

	FirstService Residential	Current Management Company	Self-Managed	NOTES
Regular communication from accessible, responsive managers	<input checked="" type="checkbox"/>			
Multilingual, in-house customer care team serves as a 24/7 extension of your management team	<input checked="" type="checkbox"/>			
Virtual educational events (webinars, Q&A sessions, etc.)	<input checked="" type="checkbox"/>			
Reliable mass communication emergency notification system (email, text messages or automated calls)	<input checked="" type="checkbox"/>			
Virtual meeting best practices	<input checked="" type="checkbox"/>			
Regular capital improvement project updates	<input checked="" type="checkbox"/>			
Proprietary IT systems that keep board and resident information secure and maintained	<input checked="" type="checkbox"/>			
NYC Lifestyle resident newsletter (virtual community engagement activities)	<input checked="" type="checkbox"/>			

COMPLIANCE

Posted Required Building Signage:

	FirstService Residential	Current Management Company	Self-Managed	NOTES
FISP certificate	<input checked="" type="checkbox"/>			
Building Energy Efficiency Grade	<input checked="" type="checkbox"/>			
Protocols for mask wearing and social distancing	<input checked="" type="checkbox"/>			

COMPLIANCE

Aided in meeting 2020 Year-end Compliance Deadlines:

Annual water tank inspections	<input checked="" type="checkbox"/>			
Annual submetering inspection reports	<input checked="" type="checkbox"/>			
Annual elevator inspections	<input checked="" type="checkbox"/>			
Annual boiler inspections	<input checked="" type="checkbox"/>			
Board member conflict of interest	<input checked="" type="checkbox"/>			
Anti-sexual harassment building staff training	<input checked="" type="checkbox"/>			
LL69: Annual Bed Bug Reporting	<input checked="" type="checkbox"/>			
LL87: Energy Audits and Retro-commissioning	<input checked="" type="checkbox"/>			
LL152: Gas Piping Inspections	<input checked="" type="checkbox"/>			

RESOURCES & LEADERSHIP

	FirstService Residential	Current Management Company	Self-Managed	NOTES
In-house subject matter experts	<input checked="" type="checkbox"/>			
Task force comprising company leaders to provide support and guidance	<input checked="" type="checkbox"/>			
National risk management advice	<input checked="" type="checkbox"/>			
Strategic crisis planning and budgeting expertise	<input checked="" type="checkbox"/>			
Access to cash management, lending and insurance solutions	<input checked="" type="checkbox"/>			
Vendor support and resources	<input checked="" type="checkbox"/>			
Partnerships with industry experts <ul style="list-style-type: none"> • Heartline Fitness • American Pool • LIVunLtd • Planned Companies • FirstService Energy • FirstService Financial • FS Insurance Brokers • First Service Project Management 	<input checked="" type="checkbox"/>			

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FirstService Residential continues to deliver superior day-to-day service while simultaneously rising to face the many new challenges presented during these unprecedented times. We are proud that our clients have been able to depend on us to help protect them and their assets both now and in the future.

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Sampling of Board Member Webinar Topics

- COVID-19 Financial Planning
- COVID-19 Insurance Impact
- Building Reopening Best Practices
- Virtual Annual Meeting Best Practices
- NYC Phase 2: Solutions for Residential Buildings
- COVID-19 Health Care Assessment and Safety Plan
- COVID-19 Risk Management
- Amenity Reopening Planning
- COVID-19 Emotional Wellness



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Let's Talk!

FirstService Residential is New York City's property management leader. We invite you to learn more about how our experience, depth of resources and innovative solutions protect our clients in times of need. Contact us today for a complimentary needs assessment.

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Making a Difference. Every Day.
www.fsresidential.com/new-york