



**Exciting changes are underway at Condominium First**

In 2010 Condominium First was acquired by FirstService Residential Management (FSR). FSR is the leading manager of residential communities in North America.

FirstService Residential is a subsidiary of Canadian-based FirstService Corporation (TSX: FSV; NASDAQ: FSRV), a global leader in the rapidly growing real estate services sector. Further information may be obtained at [www.firstservice.com](http://www.firstservice.com).

**What does this mean to you?**

Value added services designed to:

- Improve your customer experience;
- Deliver immediate access to information about your community when you want it;
- Reduce operating costs for your property.

**How will this be achieved?**

In the coming months we will be introducing you to our dedicated **Customer Care Centre** and **CondominiumFirstConnect**.

Our Customer Care Centre will be powered by:

**CondominiumFirstConnect,**

our proprietary association management software and comprehensive database.

CFConnect will simplify community management and communication between community managers, board members and residents.



When you call, your call will be answered by a member of our highly trained team of customer care specialists. The answers to your questions, simple or complex, will be just a phone call away. Our goal will be to resolve each inquiry on your initial phone call to the Care Centre.

**But there's more!**

**CondominiumFirstConnect** is not only a tool for the Care Centre, it is also a communication tool for you. Each condominium community will

have a **FREE community website** that will be accessible by PC and smart phone. Information about your community will be at your fingertips and easily accessed on your schedule – not ours.

Residents will soon be able to pay fees online, check community calendars, initiate work orders and receive notifications about unplanned events such as emergency water shutdowns.

These are only a few of the features that residents and boards will benefit from in the coming months.

**Stay tuned—we'll keep you posted!**

***“FirstService’s proven track record of providing high quality service to clients, cutting-edge operating systems and proprietary programs will enable us to provide greater value to our clients in the years to come.”***

-Don Davies, President & CEO  
Condominium First  
Management Services Ltd.

**Three Quarters of a Million Dollars Saved for our Communities**

Condominium First’s powerful affiliation with FSR translates into cash savings for you. In the past year we have saved a combined \$750,000 for the communities we manage.

Two areas where significant savings were realized were banking and insurance. Banking fees were eliminated for all properties and many saw reductions in insurance premiums.

As we move forward, we will continue to pursue economies of scale and use our national purchasing power to save you money.

**Condominium First now in Edmonton, Fort McMurray and Canmore/Banff**

We are pleased to announce that we have opened offices in Fort McMurray, Canmore and, most recently, in Edmonton. We look forward to providing the same great service from all of these locations.

Visit our website [www.condominiumfirst.com](http://www.condominiumfirst.com) to order documents online, request a Management or a Reserve Fund Study proposal, access valuable information about condominium living, educational resources and more!



**CONTACT US:**

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