

FirstService Residential's *Property Services Department* Missouri & Kansas



A glimpse of
winter's
beauty at
The
National
Golf Club of
Kansas City

FROM OUR DIRECTOR



Jason
Wortman

2024 was a fantastic year for the Property Services Department. We achieved strategic goals and welcomed new team members. We celebrated associates becoming new dads and supported each other during times of need. Most importantly, we continued to invest in our people, building a culture where everyone gets the opportunity to thrive.

We are looking forward to 2025, and building on the positive momentum of our Department, and the successes of FirstService Missouri as the number one Property Management company in Kansas City. There are big plans for continued investments in our operation to increase our capabilities and create new service offerings. We have been strategic in training and building for future growth, and are now starting to realize those goals. Finally, our leadership team will apply lessons learned from our beloved President of 26 years, Christine Lentz, who has set high expectations for how we service our communities, and care for our associates.

Thank you for your continued partnership and cheers to a great 2025!

Did you know?

The Property Services Department has made it a priority to offer our team important training sessions throughout the year.

Most recently, we hosted an electrical training session. These training sessions help improve our knowledge, skill, and safety for the tasks we are presented with on a daily basis.

Although training is a key element to our success, we also like to indulge our team with the occasional fun gathering.

This past December, we held our annual Holiday party and a pancake breakfast for our technicians. The pancakes were provided by Chris Cakes and they were delicious!



Maintenance

Skill + Commitment



An Update from Greg Nelson

The winter season has been a real challenge this year and our team is doing an amazing job taking care of our communities and powering through the weather challenges.

During a slight break in the weather, maintenance was able to repair some mailboxes and lighting that were damaged in the big blizzard and we are addressing all of those issues for each community, as weather permits.

Please inspect your properties for any damages that may have occurred during the blizzard and the most recent snows and dangerously cold temperatures. We can get them repaired now before the busy spring season arrives.

This winter season, we offered a 10% discount on some bids if they were started this winter. Arbor woods took advantage of that discount and we started a large fence painting and fence removal job.

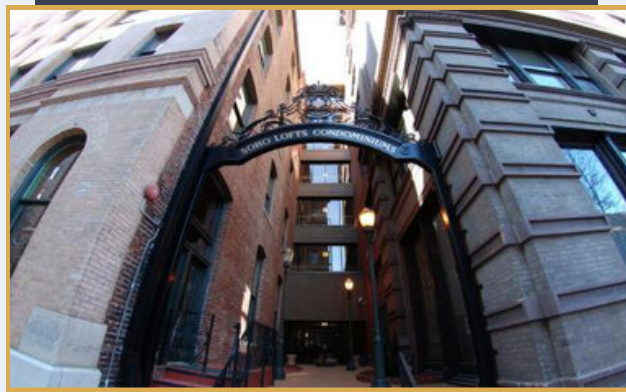
Now is the time to get those sand filter changes done at your pools. If you don't know when the last time your sand was changed in pool filters, it's probably due! Please contact maintenance for a free estimate.



Your Missouri Property Services Team

Jason Wortman, Director
Greg Nelson, Maintenance Manager
Justin Beatty, Specialty Services Manager
Lynzey Jones, Operations Manager
Mike Ludy, Facilities Manager

Jim Riddle, Non-Sited Facilities Manager
Robbie Basler, Pool Manager
Kim Nixon, Accounting
Andrea Smith, Scheduler/Coordinator
Elaina Mutis, Administrator



Facilities

Building + Unit + Experience



An Update from Jim Riddle

Our condo team has had a very busy and exciting winter so far! Outside of the snow and bitter temperatures and the challenges they always bring, we've taken on a new condominium in the garment district, Soho Lofts. This community is by far the most intricate of all our loft properties. It occupies half a city block, three buildings that have been joined together, five roofs, multiple level parking garages, six commercial spaces, and 120 units.

Soho Lofts was neglected by the former management company, and we've been playing catch up. But as always, we have a "get it done" attitude and we're making great strides every day.

Will Read, is back on the condo team and has been knocking it out of the park at Soho, as has Steve Croucher along the rest of the condo team. We're getting it all sorted out with this beautiful and historic community and are happy to be able to help them.

We're also excited to announce we have a new carpet cleaning machine. Stay tuned to hear more about this new aspect of our department.



Specialty Services

Mastery + STYLE



An Update from Justin Beatty

In spite of the weather, Specialty Services has been busy doing interior work for our homeowners and some much needed work for our communities.

Here are some highlights:

- The Sophian - We completed a large amount of drywall work after the electricians replaced the electric panels.
- Kirkwood Grove - We've been preparing for a very large bathroom remodel for a homeowner.
- The View - We replaced the flooring that was damaged by the fire sprinkler break.
- 333 W Meyer - We are remodeling an entire unit, including painting, flooring, bathroom update, and kitchen.

Take a look at the photos of the beautiful job our team is doing with the homeowner's paint and floors at 333 W Meyer. It is still a work in progress, but it is turning out gorgeous!



BEFORE



AFTER



BEFORE



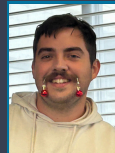
AFTER prior to
trim work

POOLS

SAFETY + Splash!



BEFORE



An Update from Robbie Bassler



AFTER

As the colder months wrap up, we are completing our off season work largely related to quality-of-life tasks at pools (see photos of the of newly built shelves in storage room at Timber Trails).

We are really diving into next season earlier than ever before, with most of our log books already created and getting a jump on stocking pools with procuring any relevant supplies they may need. As of now, we are making sure all equipment is ready and we will be prepared to hit the ground running for opening the pools come April!

We are almost back in action and looking forward to the 2025 pool season and really looking forward to removing the pool covers!





Maintenance Technician, Will Read has a long history with building and maintaining great relationships with his coworkers, the Boards, and our residents.

He has been with FirstService for 16 years (collectively). Beginning with Head of Maintenance at Parkway Towers, On Site Maintenance at The Sophian, and currently a roving maintenance technician.

Will has a very well rounded skillset and specializes in our condo buildings. He's not concerned with jumping into a hole full of dirt to make a repair, or even rescuing a nest of baby squirrels. The squirrels were found inside a brick column we were tearing down. He couldn't just leave them, so he took them home and cared for them until they were ready to be released.

Will always takes time to build great relationships, whether it is a casual chat with residents or promptly answering any questions or addressing any issues with our Property Managers.

He has been married to his wife Amanda for 16 years and they have 2 middle school aged children, Kera and William. They are animal lovers and have 2 cats, 2 dogs, 2 birds, and 2 frogs! He loves collecting Magic game cards and is a huge outdoor enthusiast. When he's not working and building those great relationships, he enjoys traveling for family camping and float trips.

We thank and appreciate you Will!

“Relationships based on respect, trust, and effective communication are the cornerstone of our success”



BUILD GREAT RELATIONSHIPS

Homeowner Marketing

Ready to turn your dream home into reality?



Life, simplified.SM

Whether it's a kitchen makeover, a bathroom upgrade, or a functional home-office, our team of skilled craftsmen are ready to bring your vision to life.

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- Customized designs
- Premium materials
- Timely completion



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