



CORE VALUES

SERVICE FIRST

We're here to serve - clients, residents, and teammates - with a relentless focus on high-quality support, collaboration, and doing what's best for the greater good. Service always comes first, rising above egos, judgments, and favoritism. We embrace empathy, integrity, and professionalism in every interaction, ensuring each person feels valued and supported. It's not just about checking tasks off and getting emails sent - it's about serving others with purpose. This commitment drives lasting positive impacts. Serving is not just a duty - it's our core purpose.

SOLUTIONS, PERIOD

When working with residents, clients, and fellow staff, we turn problems into solutions—always! Before bringing a question or challenge to someone, we go the extra mile to figure it out ourselves or present viable solutions and options. We discern when to be more resourceful and leverage the information at our fingertips, and when it's necessary to seek the knowledge of others. We present our solutions clearly, concisely, and with context or justification for why they are the best approach. By embracing proactive problem-solving, innovative thinking, and a deep commitment to resolution, we create a culture where every challenge is met with decisive actions that lead to complete resolutions.

BIG PICTURE EXCELLENCE

Strive for excellence in every task with a clear understanding of the broader context of superior project and property management! Understand that every action with external stakeholders and internal colleagues impacts the company's success. Foster a deep understanding of our mission, vision, and core values and align your actions with them, recognizing how each decision and action affects client and resident satisfaction and therefore our reviews, which impacts the overall health of our company. Emphasize strategic thinking, attention to detail, and continuous improvement. Show up as your best self, exceed expectations, and take ownership of the bigger picture to ensure every task is executed with precision and purpose, driving the company towards our goals!

INTENTIONAL SPEED



CORE VALUES

Operate with speed while maintaining efficiency, strategic thinking, and clear purpose. Clients, owners, and peers rely on us for prompt, consistent, and comprehensive communications that drive results. Make decisions and take actions that are well thought out and intentional. Continuously seek ways to streamline processes, reduce manual labor, and enhance efficiency. Focus on priorities and quality, ensuring that every action is purposeful and aligned with our goals. By embodying intentional speed, we deliver rapid results without compromising excellence or strategic direction.

RADICAL OWNERSHIP

Take radical ownership of your projects and role beyond waiting to be tasked actions or improve the team's collaboration, instead, drive success and proactively take full responsibility of your contributions to the company and team. Own your communications, mindset, behaviors, actions, and mistakes. Be accountable for both your successes and your failures, and commit to learning from every experience. Ensure your work and communications enable your colleagues to succeed. When mistakes occur, own them and take full responsibility, then learn from them and implement strategies to prevent them in the future. By each of us embodying radical ownership, every day, we drive continuous growth, improvement, and collective success!