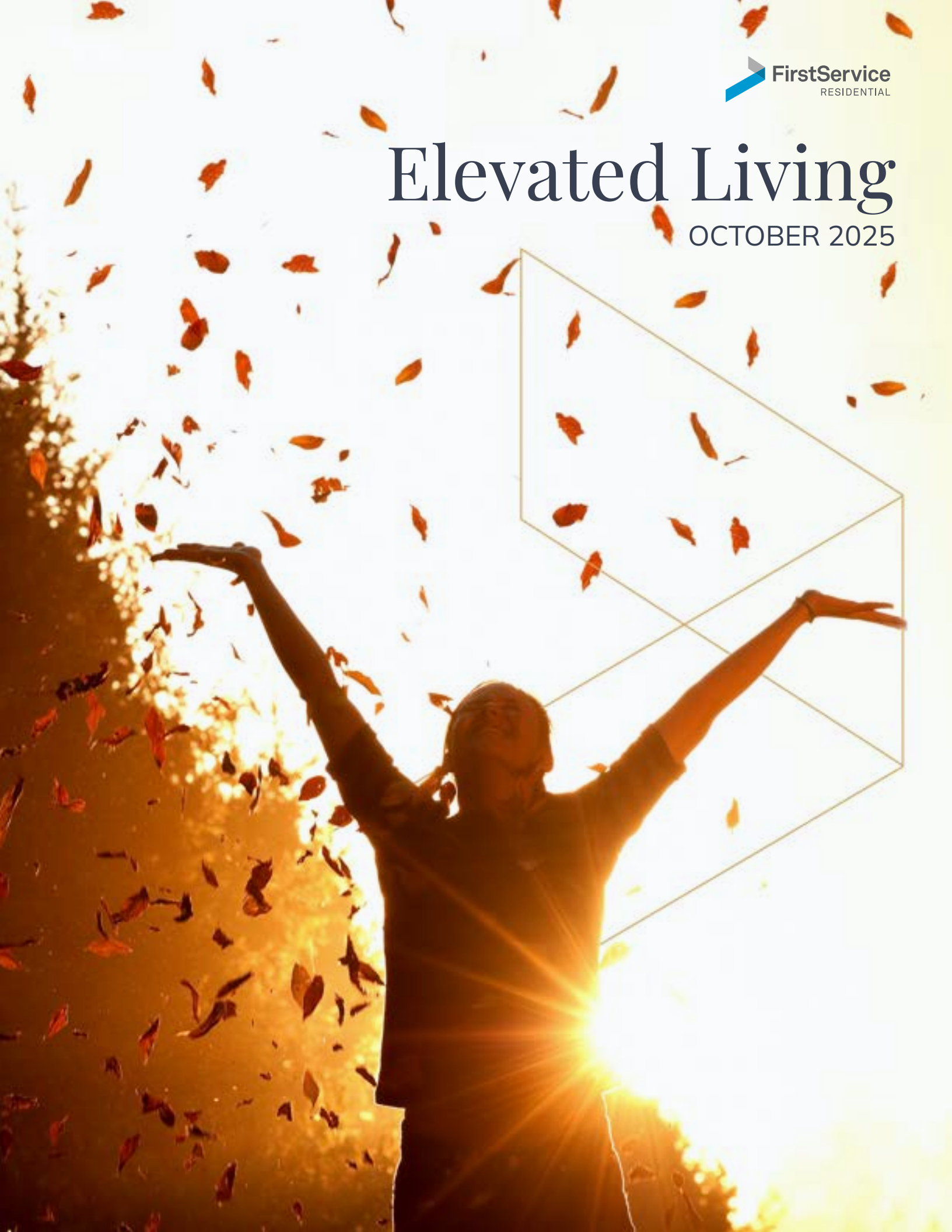


Elevated Living

OCTOBER 2025





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A message from Michael Mendillo

President, FirstService Residential

As the vibrant colors of autumn begin to paint our communities, I'm reminded of the unique beauty and energy that each new season brings. Fall is a time of reflection, gratitude, and renewal—a chance to celebrate our accomplishments and look forward to the opportunities ahead.

This year, FirstService Residential continues to elevate the resident experience in meaningful ways. We've introduced innovative lifestyle programming, enhanced our technology platforms, and strengthened our commitment to service excellence. Our teams have worked tirelessly to ensure that every property we manage is not just a place to live, but a place to thrive.

As we embrace the crisp air and golden leaves of fall, I encourage each of you to take time to connect with your neighbors, participate in community activities, and enjoy all that this season has to offer. Whether it's a harvest festival, a wellness workshop, or simply a walk through your neighborhood, these moments of togetherness are what make our communities truly special.

Thank you for your trust, your partnership, and your commitment to making FirstService Residential communities the best they can be. Together, we are building a future filled with warmth, innovation, and possibility.

Wishing you and your loved ones a wonderful fall season—full of inspiration, connection, and joy.

A handwritten signature in black ink, appearing to read "Michael Mendillo". The signature is stylized and fluid.



SUMMITS 2025

The 80/20 Blueprint for Success: 2025 Vertical Summit Tour Recap

This year, FirstService Residential proudly hosted eight dynamic Vertical Summits across the East Coast, bringing together associates from our Lifestyle, High-Rise, and Condo/HOA verticals. Themed **“The 80/20 Blueprint for Success,”** these one-day regional events were designed to empower our teams with the tools, insights, and inspiration needed to elevate service and community impact.

From April through August, each summit served as a hub for learning, collaboration, and celebration. Associates engaged in leadership development workshops, explored emerging trends in property management, and connected with peers and business partners in an environment that embodied our **ONE TEAM** culture. The sessions emphasized the 80/20 principle—focusing on the vital few actions that drive the greatest results in resident satisfaction, operational excellence, and lifestyle programming.

A standout initiative woven into each summit was **“Jolt of Joy,”** a social purpose activity where associates wrote heartfelt messages to senior citizens in nursing homes. Over 700 handwritten cards were distributed to 20 locations nationwide, reminding recipients they are seen, valued, and remembered.

As we reflect on this year’s tour, it’s clear that the Vertical Summits were more than just events—they were catalysts for growth, connection, and purpose. Thank you to all of our sponsors who participated and contributed to the success of these events. Together, we continue to shape thriving communities and deliver elevated living experiences across every vertical.





HEALTHY LIVING

Don't let Autumn be the fall to your healthy routine

The leaves are changing color, the air is getting cooler, and pumpkin spice lattes are back on the menu! But autumn can also be a challenging time for our health. The change in season can disrupt our routines and make us more susceptible to colds and flu. Taking care of our bodies and staying healthy is something that is essential throughout the entire year. However, it can get a little more difficult when the weather changes, as it starts to get cold outside, the sun comes out less, and what we are able to do outside becomes more limited. Because of this, it's even more important to ensure that we're taking care of ourselves as best we can. In this article, we'll share some fall health and wellness tips to help you stay healthy and safe.

The top health tips for fall

- **Get outside** – Even though the fall brings cooler weather and leads to us spending more time inside, you should still make an effort to get out and enjoy the outdoors (and get as much vitamin D as you can!). Just be sure not to push it too far, always make sure you are wearing warm enough clothing, and keep your outdoor activities to a manageable time frame.
- **Take vitamins** – One of the biggest changes that comes with fall (and continues into winter) is colder weather and less sunlight. This can have a negative impact on our bodies by causing a vitamin deficiency. This primarily happens with vitamin D, as our intake can decrease drastically during colder months due to the fact that we are absorbing less from the sun. It's important to supplement with vitamins to ensure you are getting enough of all the necessary vitamins and minerals.
- **Eat a balanced diet** – When it gets colder, it can be easy to want to curl up under a blanket, turn on the TV, and binge on both content and your favorite foods. While you should still enjoy your favorite foods in moderation, doing so over and over again is not healthy and should be avoided. Make sure to eat a healthy, balanced diet with plenty of fruits, vegetables, whole grains, and lean proteins to keep your body fit and functioning at its highest capacity.
- **Get exercise** – Exercise is one of the most important things for our bodies, as it can boost our immune systems and help prevent developing diseases, illnesses, and other health issues like obesity, cardiovascular disease, high blood pressure, and more. However, it can be difficult to continue to get enough exercise each day once the cold makes exercising outdoors difficult. Consider coming up with an indoor exercise plan so you can continue to be physically active and healthy. This could involve joining a gym, doing workouts at home, or anything else that keeps you active.



- **Consider getting a flu shot (and other immunizations)** – When summer turns to fall, it brings cold and flu season with it. Some of the reasons we tend to get sick when it is cold outside are those we've already mentioned, like weakened immune systems, increased time inside, and poor hygiene. It's a good idea to check your immunization records to see if you are due for any other vaccinations. Doing so, typically will help you stay as healthy as possible, even if you do get sick at some point.
- **Schedule a check-up** – In addition to staying up to date on your immunizations, it's also a good idea to schedule a check-up with your healthcare provider. We often avoid healthcare visits as long as we feel good, but preventive care and screenings are incredibly useful at catching health issues early on and making sure we stay on the right path going forward.
- **Practice good hygiene** – One of the top fall health tips is to practice good hygiene. This includes covering your mouth and nose when you sneeze or cough, avoiding touching your face or eyes, and washing your hands properly. Practicing good hygiene is particularly important as the seasons change because we are more likely to spend increased amounts of time inside and our immune systems can be negatively impacted by the cold, thus weakening their ability to protect us from getting sick.





FALL HOLIDAY RECIPES

Heart healthy chili:

This delicious dish has all the flavor you love in chili and none of the guilt. This lean heart-healthy chili comes together quickly for dinner you can feel good about.

This recipe from Laura's Lean Beef is an American Heart Association Heart-Check Certified Recipe.

Ingredients

- 1 tablespoon vegetable oil
- 1 pound 96% lean ground beef
- 1 onion (diced)
- 4 garlic cloves (minced)
- 2 tablespoons paprika
- 1 teaspoon ground chipotle powder
- 2 teaspoons cumin
- 2 cans kidney beans (14.5 ounce cans with juice)
- low-fat sour cream (optional)
- shredded, low-fat cheddar cheese (optional)
- fresh cilantro leaves (garnish)
- 1 cup no salt added, canned corn
- 2 cans no salt added tomato sauce (8 ounce cans)
- 2 cans no salt added diced tomatoes (14.5 ounce cans with juice)

Instructions

1. Place a large saucepan over medium-high heat. Add the oil followed by the ground beef, onions, and garlic. Cook and break up the ground beef as you go until it is browned, about 7 minutes. Add the paprika, chipotle, and cumin then cook for 2 minutes more.
2. Add the tomato sauce, diced tomatoes with their juices, kidney beans with their juices, and canned corn to the pot. Bring to a boil, then reduce to a simmer until you achieve your desired thickness, about 20 minutes.
3. Ladle into bowls, garnish with fresh cilantro leaves and serve with optional toppings, if desired (shredded cheddar, sour cream). Enjoy!



FALL HOLIDAY RECIPES

Apple crumble with oats

Ingredients

- ½ cup regular rolled oats
- 2 tablespoons whole-wheat pastry flour
- 2 tablespoons packed brown sugar (see Tips)
- ½ teaspoon ground cinnamon
- 1 tablespoon cold butter, cut into small pieces
- 3 medium Golden Delicious apples, cored and cut into thin wedges
- 2 tablespoons water
- 1 tablespoon fresh lemon juice
- 1 tablespoon packed brown sugar (see Tips)
- 1 (8 ounce) container Frozen yogurt or low-fat vanilla yogurt

Directions

1. Preheat oven to 350 degrees F. In a medium bowl combine oats, flour, 2 tablespoons brown sugar and cinnamon. Mix with fork until combined. Add the butter and work it in with your fingers, the fork or a pastry blender until the mixture begins to form clumps.
2. In a large bowl toss the apples with the water, lemon juice and remaining 1 tablespoon brown sugar. Transfer apple mixture to a 9-inch pie plate. Sprinkle the oat mixture evenly over the apples. Bake for 40 to 45 minutes or until the topping is golden and the apples are tender. If desired, serve warm with yogurt.



FALL LIVING

Hello Autumn

Autumn is a wonderful season of the year that brings with it many traditions and celebrations. You can see beautiful colors as the leaves change and participate in various fall events such as hayrides, apple picking, corn mazes, etc. When walking or driving through your neighborhood on a nice day, you may even smell the pleasant aromas of fresh fruit pies and baked goods filling the crisp autumn air.

In many places, Autumn is the time of year when traditionally the growing season ends, and crops including various fruits, vegetables, and whole grains are harvested in preparation for the cold winter months ahead. During this harvest time, a person will have many wonderful options to purchase healthy fruits, vegetables, and whole grains. Whether from local farm stands and roadside “pop-up” produce shops – to buying from your favorite grocery store – you can select healthy choices that are delicious as well. September is National Fruits and Vegetables Month and National Whole Grain Month - so get out and celebrate the local harvest and enjoy shopping around!



FALL LIVING

Reducing carbon emissions in buildings

Did you know that buildings account for around 40% of energy consumed in the US? To address this sector and reduce carbon emissions in the built environment, cities and states have enacted energy laws mandating that buildings adhere to specific standards.

Building Performance Standards

Building Performance Standards are policies that require buildings to meet a specific energy usage standard that becomes stricter over time. The goal of these standards is to reduce greenhouse gas energy usage and decarbonize the built environment. The National Building Performance Standards Coalition is a group of state and local US governments that have committed to implementing Building Performance Standards in their area. Standards are becoming increasingly more common across the country. The details and requirements for compliance differ by jurisdiction but benchmarking, verification, and energy audits are often required to meet standards or used as a tool to do so.

Benchmarking

Benchmarking is the process of collecting and analyzing a building's energy and water usage and then comparing it to similar buildings. It includes collecting and tracking basic building information and whole building energy use through ENERGY STAR Portfolio Manager. According to an EPA study, consistently benchmarked buildings see an average annual energy savings of 2.4 percent. Benchmarking can both set the standard for building performance and confirm compliance. Many cities have enacted benchmarking policies prior to the implementation of Building Performance Standards.

Verification

Verification is the process of checking the accuracy of the building and energy data entered when benchmarking. Some local regulations require a third party to complete the verification.

Energy auditing

Many energy ordinances also require energy audits to further evaluate and analyze a building's energy use. Energy audits highlight inefficiencies in building systems and energy use, giving the information needed to improve efficiency and meet standards.

Where do I begin?

Working with a professional is essential to avoid unnecessary fines and stay ahead of upcoming requirements. Our experts at FirstService Energy can help you plan for Building Performance Standards, comply with benchmarking requirements, and connect you with trusted third-party verification vendors.



COMMUNITY SPOTLIGHTS

Brandermill: Doggy Paddle

Thriving for 50 years, Brandermill offers scenic trails, beautiful reservoir views, engaging community events, and opportunities for connection. Home to approximately 14,000 residents, Brandermill continues to foster a vibrant and welcoming neighborhood. It is an award-winning community located in Midlothian, VA, where residents enjoy a strong sense of community, ample amenities, and a lifestyle that blends nature with modern living.

After the pool season closed for our human residents, it was time to open the pool for our furry friends. 91 families and 78 pups joined Brandermill's annual Doggie Paddle, splashing, swimming, and jumping in with pure joy. Premiere Pet Sitting and Dog Walking RVA stopped by to hand out mini-ice cream pup cups, keeping tails wagging. We also collected dead tennis balls from our local tennis club for the dogs to enjoy.

In addition to all the fun in the pool, we also accepted donations for the Richmond SPCA, helping animals in need throughout the area. From splashes to treats, wagging tails, and plenty of tennis balls, the event was a fantastic way to celebrate our community and the furry friends who make it so special.





COMMUNITY SPOTLIGHTS

Logan's Reserve HOA: A Community Investment in Play and Connection

Logan's Reserve HOA is a vibrant, multi-generational residential community nestled in Seven Valleys, York County, Pennsylvania. Comprising 478 total units—including single-family homes, semi-attached residences, and a 68-unit townhome division—Logan's Reserve is known for its welcoming atmosphere, scenic walking trails, and robust amenities. These include a clubhouse, fitness center, swimming and wading pools, basketball courts, putting greens, and a centrally located playground.

go-round that adds a dynamic twist to traditional playground fun

To complement the new equipment, the entire area was resurfaced with fresh playground mulch, meeting current safety standards and enhancing the aesthetic appeal.



A New Chapter for the Playground

Discussions around upgrading the community playground began in 2022, sparked by resident feedback and a desire to modernize the space for safety and engagement. After a few leadership transitions within the HOA Board, the decision was made not to renovate the existing structure but to fully replace it with a brand-new, contemporary play unit.

The new playground was designed with both fun and safety in mind. It features:

- A seven foot swing structure
- A multi-slide play unit with safety railings
- Built-in interactive activities
- A modern bowl spinner—a single-user merry-

More Than Just Play

This playground upgrade is more than a physical improvement—it's a reflection of Logan's Reserve's commitment to fostering community connection. The playground serves as a central gathering point for families, neighbors, and children of all ages. It's a space where friendships are formed, milestones are celebrated, and the spirit of the neighborhood comes alive.

The Board's investment in this project underscores the HOA's dedication to maintaining high-quality amenities that support both recreation and resident well-being. It also aligns with broader goals of ensuring ADA compliance, safety inspections, and long-term sustainability of shared spaces.