

February 24th, 2025

By FedEx and E-Mail

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Nevada State Rapid Response Coordinator
Nevada Dept. of Employment, Training and Rehabilitation
Attn: Rapid Response
500 E. Third Street
Carson City, NV 89713
RapidResponse@detr.nv.gov

Re: Worker Adjustment Retraining Notification Act (WARN Act) Notice

Dear Sir/Madam:

This letter will serve as official notice that FirstService Residential will be outsourcing the operation of its Customer Care Centers in Dania Beach, Florida and Las Vegas, Nevada to a third party. The Care Centers at issue are located at the following addresses:

Nevada Location: 8290 Arville Street, Las Vegas, NV 89139
Florida Location 1855 Griffin Road, Suite A-330, Dania Beach, FL 33004

We presently anticipate that the outsourcing will be completed by Friday October 31st, 2025. Preparation for the completed outsourcing already has begun.

The operational outsourcing of these Customer Care Centers will, unfortunately, result in permanent employment terminations. Those terminations will occur in phases. Those phases began in November 2024 (4 terminations) and continued in December 2024 (1 termination) and February 2025 (1 termination). The Company presently anticipates that all terminations arising out of the outsourcing will be completed by Friday October 31st, 2025.

“Exhibit A” attached to this letter lists the job titles of the affected employees (those whose employment has been and will be terminated) along with the number of employees in each classification and date (or anticipated date) of termination for each classification. A large majority of the affected employees work remotely from home.

The employment loss is expected to be permanent and attributed solely to the outsourcing of Customer Care Center operations at the addresses above.

There are no unions affiliated with the affected employees, and there are no bumping rights.

If you have any questions, please contact Isaiah C. Victor, Human Resources Manager, 8290 Arville Street Las Vegas, NV 702-323-7546, and isaiah.victor@fsresidential.com.

Very truly yours,

Isaiah C. Victor
Human Resources Manager

Enclosure

Job Title	Number Affected Employees	Termination Date
Team Lead, Customer Care	1 (FL)	3/31/2025
	1 (FL)	7/31/2025
	1 (NV)	11/14/2024
	1 (NV)	2/28/2025
	1 (NV)	5/30/2025
Recruiter	0 (FL)	
	1 (NV)	11/14/2024
Representative, Customer Care (Tier III)	2 (FL)	3/31/2025
	1 (NV)	11/14/2024
	1 (NV)	4/30/2025
	2 (NV)	5/30/2025
Team Lead, Customer Care (Business Analyst)	1 (FL)	11/14/2024
	0 (NV)	
Manager, Training & Development	1 (FL)	12/31/2024
	0 (NV)	
Representative, Customer Care (Workforce Analyst)	1 (FL)	7/31/2025
	0 (NV)	
Representative, Customer Care (Tier II)	11 (FL)	5/2/2025
	2 (FL)	5/30/2025
	3 (FL)	6/27/2025
	5 (FL)	8/1/2025
	4 (FL)	8/29/2025
	2 (FL)	10/3/2025
	1 (FL)	10/31/2025
	4 (NV)	5/2/2025
	1 (NV)	5/30/2025
	1 (NV)	6/27/2025
	2 (NV)	8/29/2025
	3 (NV)	10/3/2025
Sr. Representative, Customer Care	1 (FL)	10/31/2025
	4 (NV)	10/31/2025
Manager, Customer Care (Tier II)	3 (FL)	5/2/2025
	2 (FL)	5/30/2025
	1 (FL)	6/27/2025
	0 (NV)	