



May 20, 2021

Reference for Lisa Kay, KayCondo General Contracting

During my years as a property manager for Brookfield (now Crossbridge), Maple Ridge and now FirstService, I have been involved with a number of refurbishment projects. Because condominiums typically defer renovation until the building is many years old, bringing the appearance, and in some cases, the functionality, up to date often involves the flexibility to provide solutions which gain the approval of the Board and the majority of the owners to be successful.

Once the decision is made, the renovation project becomes part of the daily lives of the owners who live in the building. The smooth execution depends on the contractor's ability to work with designers, source and plan the arrival of materials, schedule specialty trades and keep the project on schedule and within budget.

Lisa's years of experience working with boards has enabled her to navigate this process. The level of detail in reports, spreadsheets and work schedules provide Boards with the confidence that the project is being managed with a high degree of professionalism.

Because of Lisa's involvement in the industry, serving on the board of ACO (the Association of Condominium Owners of Ontario), she is well known by managers, but also has developed strong relationships with the trades and suppliers who serve the industry.

Through the years that we have known each other, Lisa has shown me her ability to focus all of her energies on ensuring that, whatever the project, she brings knowledge, integrity and professionalism to ensure a successful result.

I have no hesitation in recommending Lisa Kay and wish her all the best in this new endeavor.

Sincerely,



Dene Cousins, RCM
Senior Property Manager
dene.cousins@fsresidential.com
416 896-7614
2645 Skymark Ave., Suite 101 | Mississauga, Ontario L4W 4H2
1.855.244.8854 www.fsresidential.com