



AUGUST 2022

# NOMINATION LETTER

**Kyle Kocak | Own It**

**FirstService**  
RESIDENTIAL

values @ work

Kyle Kocak personifies an important FirstService Residential principle and what the Own It Core Value represents. Kyle has been a key member of the Charleston team since 2019, serving as a trusted leader and advisor in his role as Landscaping Director. He has been an important part of our success and growth, and he's made it his mission to support our operations and the team in any way he can.

His leadership has been critical in providing the accountability needed to ensure our landscaping service providers live up to the service quality standards and values we expect for our managed communities. Kyle continually steps up to support our managers and communities with all kinds of issues, accepting any challenge and always responding at a moment's notice. Kyle sees these issues through to resolution and serves our team and community stakeholders with integrity. He leverages his expertise to take ownership of functional objectives for the betterment of our associations.

Kyle is a respected member of the professional landscaping community and has brought the credibility needed for us to develop key partnerships with area and regional service providers. He proactively communicates with our board members and developer representatives and cultivates those relationships. He also makes critical connections with homeowners when in the field, serving as a leader in our community engagement initiatives. Kyle's ownership of these efforts and genuine investment in the neighborhoods we serve has been codified by the Charleston office through the hashtag #BeLikeKyle. This hashtag was created in recognition of his accumulation of numerous 5-Star reviews from community residents and for his commitment to ensuring we're the best at what we do.

Kyle has also taken ownership of several key challenges to optimize portions of our operations, such as developing a systematic process to manage backflow testing standards. He's also committed to ensuring our management team has functional knowledge of landscaping operations at the communities they serve through seasonal updates, community-specific updates and whitepaper-type communications that are suitable for distribution to our clients.

Kyle sets the standard of what it means to Own It in a way that is highly visible to everyone he interacts with. He represents the best of FirstService Residential.

**Jason Colonna**

Director of Maintenance  
Charleston, SC