



FEBRUARY 2023

NOMINATION LETTER

Eric Manning | Improve It

FirstService
RESIDENTIAL

values @ work

If you have ever been faced with a maintenance-related obstacle that no one could figure out how to solve, you probably called Eric Manning. Eric is our FirstService Residential Missouri in-house plumber, master electrician, carpenter, drywaller and more!

Eric spends his time looking for ways to solve complex issues through trial-and-error processes. Let me share with you a few examples. The Alameda Tower high-rise condominium community had experienced low water pressure for many years. Local plumbing companies along with Kansas City's water department made many attempts to resolve the issue without success. Many owners had already replaced faucets and fixtures without any improvement. Before resorting to expending tens of thousands of dollars to start replumbing individual homes, FirstService Residential recommended that we have our in-house plumber take a look.

Eric put on his engineering hat and developed a machine using a pump and a closed-loop cleansing system that he ran through the plumbing lines for several hours. This process restored the water pressure to its original flow and resulted in many elated homeowners!

Many of our mid- to low-rise condominium buildings deal with hard-water issues due to debris/calcium building up in the plumbing lines. In some instances, the associations have installed water softener equipment for the entire building, without improvement. The owners' shower heads and faucets have been ruined over the years due to the continual calcium deposits decaying the fixtures.

Eric once again went to work and developed a value system that stops any calcium deposits from entering the system at the point of entry into each owner's home and can be easily cleaned out. This resulted in the preservation of the owners' fixtures and better water quality.

As a volunteer firefighter in Eric's local community, he saw firefighters and EMS personnel put their lives at risk over and over again when rescuing individuals involved in rollover car accidents. The fire department did not have equipment to stabilize a car while they worked to extract someone from an accident. Eric designed and built what he calls a "Stabilizing Stick" that allows the rescue team to secure a vehicle from moving and safely remove a trapped person, resulting in lives being saved.



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Eric is a shining example of all our core values. He is always looking for ways to improve our processes, but more importantly, the lives of everyone in our community. He is often the first person who volunteers to help with an emergency during all hours of the night. During the 2022 Christmas season, he sacrificed time that would've been spent with his family to help owners with frozen pipe issues so that they could have Christmas dinner with their families.

When his phone rings, Eric is never too busy to take the call to help resolve issues or lend a hand to anyone who is in need of assistance. He often spends time helping his fellow associates resolve issues at their homes on his own time. His mindset of continual process improvement and finding unique ways to solve problems makes Eric a valued advisor for our entire KC team!

Christine Lentz

President, Missouri/Kansas



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