

Property Oversight

- Conduct a thorough review of each property's operating systems and procedures.
- Implement a preventive maintenance program of the mechanical equipment and systems.
- Inspect and inventory all existing systems, tools and supplies to assess their useful condition and immediate purchase needs.
- Review and maintain as-built drawings and specifications on file for completeness.
- Review energy conservation programs and implement new procedures, as necessary.
- Review security and emergency procedures in place and modify, as necessary.
- Implement tenant service hot-line and establish standards for response timing.
- Negotiate vendor service contracts to ensure the most competitive pricing possible.
- Ensure that each property achieves the highest possible "curb appeal."
- Implement monthly property inspection procedures and incident reporting system.

Insurance Tracking

- Evaluate, confirm, and document tenant and vendor insurance coverage
- Automatic tracking of insurance certificates and endorsements to insure that tenants and vendors have the appropriate insurance to cover claims for which they are responsible
- Insurance tracking practices also cover owner insurance documentation, property insurance investigations and claims procedures, liability inspection practices, and project safety checklists.

Help Desk Services

- Monitor tenant service calls to ensure tenant satisfaction and retention, which will ultimately, increase property values.
- Insure timely response to tenant calls and work order requests and track them from start to final posting
- Make sure the property team via the help desk is always on-call and available to respond to service requests and emergencies.
- Track and trend service calls and compare them with portfolio database to gauge the performance of property team and identify opportunities for operational process improvements.

Tenant Relations

- Meet with key tenant contacts on a regular basis, review immediate tenant concerns, and identify the service factors that drive tenant satisfaction.
- Continually solicit tenant feedback in order to build and maintain positive tenant relationships
- Evaluate past operating practices in terms of impact on service and satisfaction levels.
- Examine existing tenant services and work order processes and develop enhancements and/or modifications as necessary
- Review existing Emergency Procedures Manual and advise tenants of any changes in information. If needed, distribute a revised Manual.
- Consider with ownership, the implementation of special services such as tenant appreciation programs and tenant satisfaction surveys.

Vendor Management & Contract Administration

- Grade and monitor suppliers of goods and services in the areas of commitment to quality service, price/value, responsiveness, and ability to anticipate needs.
- Review existing service contracts; examine scope of services, specifications and costs.
- Evaluate quality and performance of products and services; identify contracts to re-bid and timing of the re-bid process.
- Review opportunities to establish incentive based contracts which reward superior performance and tenant satisfaction.
- Prepare RFP packages, competitive bid and award contract services (including analysis, review, and negotiation).
- Review contract documentation and set up standard contact files as well as prepare comprehensive contract abstracts summarizing each service agreement.
- Review current vendor billing process procedures and service provider insurance.

Management Services Reporting

- Prepare a Management Services Report immediately following the completion of each month's activity for review by ownership.
- Include in Report a review of significant operating activity at each property during the reporting period with a breakdown of the work order requests.
- The monthly documentation serves as a "report card" of the operations efforts at each property, and repeatedly focuses on the property team's efforts and progress toward ownership's overall goals during the year.