

COLLIERS REAL ESTATE MANAGEMENT SERVICES GROUP

Real Estate Management Services

Capabilities Overview

Accelerating success.



Real Estate Management Services Group



Colliers International's Real Estate Management Services (REMS) group is a premiere provider of asset, property and facility management services in the region. **With approximately 7 million square feet currently managed in the tri-state area and 2 billion square feet worldwide,** Colliers is well positioned to manage properties efficiently, with the continual goal of maximizing customer service, controlling building operating costs and enhancing the asset value.

EXPERIENCE

Our experience includes a full range of commercial properties, office, medical, retail & industrial, for real estate owners including institutions, corporations, governments and individuals.

Each Colliers REMS professional delivers the highest level of service: timely, efficient, accurate, and dependable and always operating from a foundation of integrity.

Colliers supports and has individual memberships in BOMA (The National Association of Building Owners and Managers).

TENANT RETENTION

Our focus on professional property and facility management through a well-trained, responsive staff, who are motivated to maximize the owner's investment return, leads to satisfied tenants, improved tenant retention and increased occupancy in the properties we manage.

In surveys distributed to Colliers' managed properties, responses consistently indicated an above average performance based on property manager performance, building staff efficiency, building condition, integrity of building services, response to billing inquiries and attention to maintenance. The result: lower turnover, higher occupancy and increased property value.

TECHNOLOGY

Our use of leading-edge software allows us to work with maximum speed and precision, and frees more time for our professionals to provide the personal connections and insights that result in tenant satisfaction and retention. Our seamless, global communications platform, provides an efficient exchange of information internally, as well as with clients.

VALUE

As we steer your property through the intricate process of real estate management, we continually strive to develop revenue producing, cost-reducing ideas that add value to your investment.

In addition to first-class property management, Colliers offers a full spectrum of services to meet all of your property needs.

- > Accounting
- > Construction Management
- > Due Diligence
- > Facilities Management
- > Lease Administration
- > Strategic Consulting
- > Receivership/Bankruptcy Services





Core Services

FULL MANAGEMENT

- » Routine site inspections of the building(s) and grounds
- » Identify issues or items for repair and either make repairs expeditiously or obtain Owner's approval (depending on spending limits within management agreement)
- » Routine visits with tenants to establish good tenant rapport and identify issues
- » Prepare specifications, bid and contract for all general property services
- » Monitor all vendors performing service to the property for performance and pricing
- » Monitor, through logs, the utility usage and investigate any unusual charges
- » Price and place property and liability insurance, if required

ACCOUNTING

- » Bill tenants for base rents, taxes, insurance and common area maintenance as per the terms of the leases
- » Collection of all rents due under the lease
- » Approval and payment of all vendor invoicing
- » If within Philadelphia, collect and pass through tenant U&O taxes
- » Prepare annual operating budget, with suggested capital improvements
- » Provide monthly reporting package
- » Complete annual CAM reconciliations

IN-HOUSE LEGAL COUNSEL

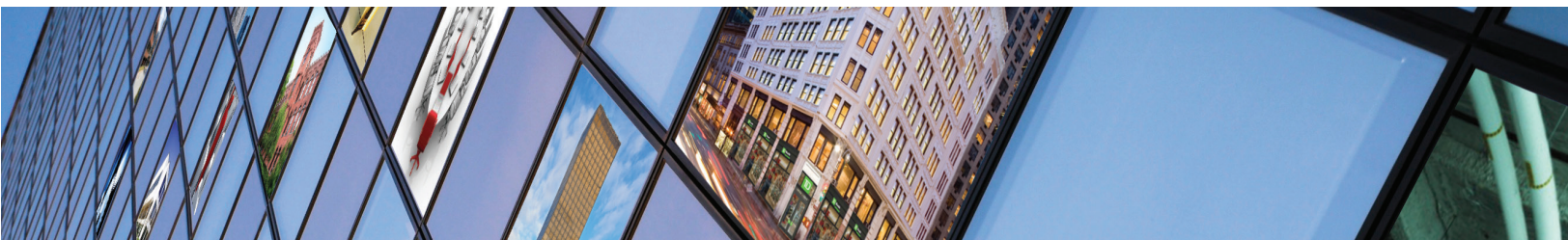
- » Abstract of tenant leases
- » Creation of new leases, lease assignments, lease amendments
- » Send default notices to tenants, if required

CONSTRUCTION MANAGEMENT

Facilitate the timely completion of all space requirements including tenant improvements, A.D.A. compliance work, code work and capital improvements:

- » Prepare specifications, obtain proposals, contract for, and oversee special projects, building renovations, capital improvements, tenant improvements.
- » If required, contract with appropriate consultant to prepare input and specifications for special projects
- » Monitor progress payments and final payments to contractors
- » Upon completion, obtain appropriate warranties, CO's, etc.

Colliers International's Management Services can be provided on a full management basis or a la carte, depending on the needs of the Ownership.





Representative Clients

- » Alliance
- » Atlantic Realty
- » AFIAA US Investment
- » Center Square Real Estate
- » CW Capital
- » Elman Investors, Inc.
- » Falcon Real Estate
- » Grovesnor
- » Jewish Family Children's Service
- » LaSalle Investment Management
- » Legg Mason
- » LNR
- » Metzler North America
- » Northwest Mutual Life
- » Procter & Gamble
- » Regency Realty Corporation
- » Sanofi Pastuer
- » Smith Group
- » TIAA CREF
- » Watson Pharmaceutical
- » Wilmington Trust

Real Estate Management Team



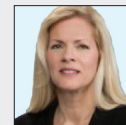
STEPHEN RESINSKI RPA, CPM
Managing Director
Real Estate Management Services



JEFFREY THOMAS
Senior Property Manager



ANTHONY ZINNI
Senior Property Manager



ARLYNNE CLAYTON
Property Manager



ZANNA HALL
Property Manager



ERIC SEGAL
Property Manager

JOE MARCONI
Facility Manager

MATTHEW FINDEIS
Maintenance Technician

JASON GORMAN
Maintenance Technician

MATT GORMAN
Maintenance Technician