

# ASSET- & PROPERTY MANAGEMENT

A PROACTIVE PROCESS OF ADVISING AND SUPPORTING CLIENTS



Colliers International's approach to institutional asset and property management is unique in our industry. We have identified the subtle drivers that enable us to manage property at a higher standard and maximise asset value. While most firms just quantify asset value on a balance sheet, we take into account factors such as tenant loyalty, the relationship and regular contact between managers and tenants, top tenant service requests and new opportunities for mutually beneficial tenant collaboration. Please see some of our results:



**Credit Suisse Asset Management Imm. KAG mbH (CSAM) is a real estate investment company under the German Investment Acts. They manage real estate investments as a trustee of private and institutional investors in two real estate funds. These funds have a total investment volume of about € 7 billion in 12 European countries.**

Since 2008 Colliers International Real Estate Management Services (CI-REMS) is the Dutch Country Manager for CSAM. As Asset and Property Manager, CI-REMS has the total responsibility for the Dutch investment portfolio with a total volume of about 200,000 m<sup>2</sup> of commercial and office space generating an annual rent roll of some € 40 million at 16 properties. Additionally, Colliers provide Project Management and Contract Management for this portfolio.

## CHALLENGE

- › Maintain or increase the book value of the portfolios by means of lease extensions, reducing; vacancy levels and advanced technical measures;
- › Reducing costs for both landlord and lessee, increasing satisfaction.

## STRATEGY

- › Proactive Asset & Property Management of the overall portfolio;
- › Regular contact with tenants;
- › Consistent level of service to both CSAM as the tenants;
- › Regular and affective management information to CSAM;
- › Negotiation with tenants on leases where extension is applicable or with prospect tenants in case of vacancy;
- › Advising on possible alteration, repositioning or conversion of the property under management.

## RESULTS

- › Complete overview of the total real estate portfolio for strategy purposes.
- › Approx. 60,500 m<sup>2</sup> of new leases under Property Management;
- › Approx. 136,700 m<sup>2</sup> of prolongations under Property Management;
- › Approx. 23,000 m<sup>2</sup> of conversion;
- › Approx. 11,000 m<sup>2</sup> of repositioning.



**On behalf of CV In Nood, Colliers International Real Estate Management Services acts as Asset Manager since 2007 and Property Manager as from 2010. The portfolio under management initially contained five office buildings and two shopping centers throughout the Netherlands, with a total lettable floor area of 25,000 m<sup>2</sup> and an estimated value of € 30 million. Our overall instruction is to add value to the portfolio where possible, stay within the annual budgets and eventually to prepare the properties for selling.**

## CHALLENGE

- › The limited partnerships that are represented by CV In Nood all have a financial challenge; the budgets are based on the estimations as per founding date of the funds, which had not taken into account

- the market developments that have occurred over the recent years. Our main challenge is to operate within these budgets without compromising the technical state and value of the properties;
- › Maintain or increase the book value of the portfolio by means of lease extensions, reducing of vacancy levels and advanced technical measures;
  - › Reducing costs for both landlord and lessee, increasing satisfaction.

## STRATEGY

- › Proactive Property and Asset Management of the overall portfolio;
- › Regular contact with tenants;
- › Consistent level of service;
- › Advising on possible alterations, repositioning or conversion of the property under management.

## RESULTS

- › Three of the properties have been sold since the instruction;
- › 7,000 m<sup>2</sup> of new leases and prolongations have been established under Property Management;
- › Controllable owner's charges;
- › No exceeding budgets.

## CONTACT DETAILS

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# ASSET- & PROPERTY MANAGEMENT

## A PROACTIVE PROCESS OF ADVISING AND SUPPORTING CLIENTS

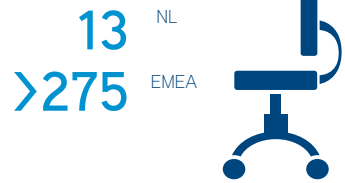
Discover Colliers International Asset- & Property Management, a partner that ensures maximum performance of a property portfolio:

## WHICH SERVICES

Colliers International specializes in property asset management and the management of commercial properties and pay most accurate attention to all aspects of your real estate portfolio.

## ASSET- & PROPERTY MANAGEMENT = WHICH SERVICES

Our team of professionals:



ADD COLLIERS  
REMS SPECIALISTS  
TO YOUR NETWORK

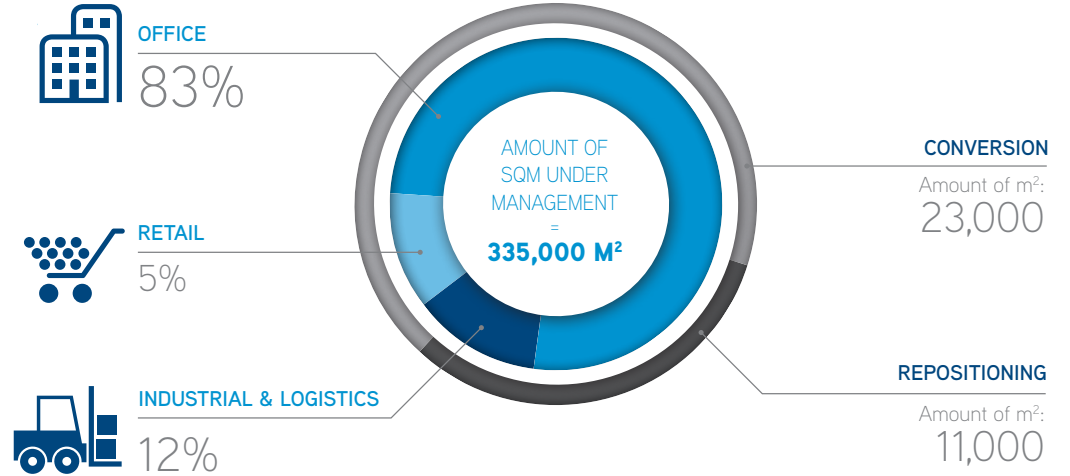


### for Asset Management:

- > Performance analysis and strategic advice
- > Leasing support including marketing/leasing vacant space and renegotiations/lease renewals
- > Investment support assistance with acquisition and disposals
- > Company Administration
- > Property accounting and reporting

### for Property Management:

- > Tenant relationship management
- > Building operations and maintenance
- > Facilities management / coördination
- > Property accounting and reporting
- > Lease management
- > Revenue collection



## LEASE TRANSACTIONS UNDER MANAGEMENT



NEW LEASE AGREEMENTS UNDER MANAGEMENT

**31%**  
62,265 M²

PROLONGATION LEASE AGREEMENTS UNDER MANAGEMENT

**69%**  
136,672 M²

“FOR COLLIERS INTERNATIONAL, ASSET- & PROPERTY MANAGEMENT IS MORE THAN STATIC MANAGEMENT. IT IS A PROACTIVE PROCESS OF ADVISING AND SUPPORTING OUR CLIENTS ON A STRATEGIC, TACTICAL AND OPERATIONAL LEVEL IN ORDER TO ACHIEVE THEIR OBJECTIVES. OUR MISSION IS TO PROVIDE THE BEST SERVICE TO OUR CLIENTS TO EARN THEIR LIFETIME LOYALTY.”

## FORWARD THINKING AND THOUGHT LEADERSHIP

Amount of published research reports annually:



Accelerating success.