

# Colliers Property Management Services

Colliers Property Management Services, LLC, (CPMS) understands that today's commercial real estate marketplace embodies change at every level, from demographic shifts to consolidations and capital market trends that affect commercial real estate values. Today, more than ever, owners require knowledgeable and proactive full service real estate companies to ensure that their assets and their future are protected and value enhanced. Successful assets in this marketplace are those that adapt to change and can create dynamic, appropriate solutions for each property on an individual basis.

We have based our program on a foundation of customer service. CPMS works closely with owners to develop a plan in alignment with their specific goals and objectives that enhance the value of each individual asset. We then provide the resources necessary to empower each asset manager to apply the skills, tools, and knowledge required to continually exceed our client's expectations in this rapidly changing and challenging business and economic environment.



## Management Services Provided

### ▶ Asset Management

Our asset management team is responsible for the fiscal as well as the physical well being of each property and overall satisfaction of the client. We begin each assignment keeping the owner's long and short-term objectives in-mind and incorporating them into the business plan. We are driven to enhance the value of every property. We do so by maintaining an owner's perspective and focusing on both the quality of the day-to-day operations through our third-party providers and the overall strategic context of market position, long-term capital planning, value enhancement and property disposition.

### ▶ Property Management

Our success stems from our commitment to develop long-term relationships with building owners and tenants. We set clear goals and expectations, implement a meticulous transition plan, and then deliver timely, accurate services, comprehensive reporting, and cost control recommendations. Our experienced professionals take the time to understand your needs and carefully match them with our wide range of services, so that the management program we provide is tailored to your portfolio.

### ▶ Facilities Management

Colliers' facility management approach contains the basic principles of sound plant maintenance, optimum asset utilization and efficient service delivery. We consult with our clients to gain a detailed understanding of their unique requirements so that the facility management programs we develop fulfill both long and short-term objectives. Each assignment entrusted to Colliers will be treated with a specially assembled team with a single point of accountability. Your Colliers account executive will work hard to ensure that each assignment is completed to exceed your expectations.

### ▶ Construction Management

Colliers International offers development and project management services for both institutional owners and corporate clients. Our development management team operates as your representative during the project, keeping in mind our clients' requirements for long-term occupancy and use. Our objective has always been to maximize the economic value and utility of a client's asset.



▶ Consulting Services

Colliers International provides a broad range of consulting services, including:

- Property Tax Consulting
- Financial Analysis Services
- Energy Consulting
- Insurance Consulting

▶ Project Representation

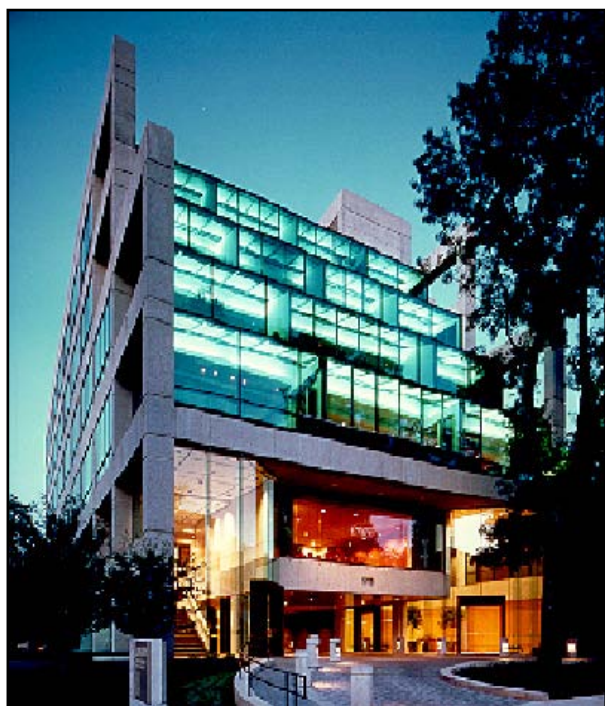
Our goal in representing property for lease or sale is to maximize the return on our clients' investments. Colliers International achieves this goal through our superior knowledge of local markets, our reputation as a leader in our industry, and our unparalleled ability to create innovative leasing strategies and marketing campaigns.

▶ Emergency Maintenance Services

In North America, Colliers International manages over 65 million square feet of commercial property. In the Western United States, our real estate management portfolio exceeds 19 million square feet of real estate. We provide seamless, first class service and performance regardless of the size or type of real estate management requirement. Colliers takes responsibility for all of the operational and mechanical needs of your property. This service will include arranging service contracts with third-party contractors and/or, upon request, service for complete preventative maintenance programs. Colliers' 24-Hour Service Center coordinators are focused on the protection of your investment. The center allows owners and tenants to make service requests with one call or e-mail at any time, day or night. Each service

request is then dispatched electronically via cell phone or PDA to a pre-assigned service technician. Work orders remain active until our service center coordinators receive confirmation from our service technicians that the work has been completed. Even if one of your properties is located in a different city or state, you dial the same phone number, and we will dispatch the appropriate team.

Real estate business managers have internet access to the service center work order database system to monitor and supervise call activity. This quantitative data can also be used to measure response times, isolate trends, and manage the tenant's environment and the client's property more efficiently. This is an important tool in supporting our commitment to tenant satisfaction.



▶ Retail Development

We work in partnership with our clients to enhance the value and performance of their real estate with market research, technology and intimate knowledge of the communities they serve. We have built retail shopping centers from the ground up and it starts with the right demographic profile, accurate pricing, realistic time line, aggressive pre-leasing plan and proper tenant mix. Our leaders have a successful track record for providing a broad range of commercial real estate services to retailers, including site selection, acquisition and disposition, tenant representation, advisory services, retail investments and property management.

**For further information, please contact:**

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