

The logo for Tok Commercial, featuring the word "Tok" in a large, bold, white sans-serif font, with "COMMERCIAL" in a smaller, all-caps, white sans-serif font below it. A vertical white line is positioned to the right of the text.

**Tok**  
COMMERCIAL

# PROPERTY MANAGEMENT SOLUTIONS

MAINTENANCE / VENDOR MANAGEMENT / TENANT RELATIONS / FINANCIAL REPORTING

# SERVICES OVERVIEW



## ACCREDITED MANAGEMENT

We are proud to be recognized as an **Accredited Management Organization** (AMO®) by the **Institute of Real Estate Management** (IREM®). This ensures that you receive the highest standards in performance, experience, ethics, and financial accountability.

We maximize the long-term value of your portfolio so you can realize the greatest asset appreciation possible.

## TENANT & VENDOR RELATIONS

We retain quality tenants, address their issues quickly, and are committed to maintaining your property's value. We provide **24/7 availability** and measure our performance annually.

With our strong relationships to property vendors, **we receive preferred pricing** on services like landscaping, HVAC, and property insurance.

## FINANCIAL REPORTING

Our accounting team provides clients with detailed, **accurate financial reporting** delivering a clear picture of your asset's current and projected financial status.

We strategically position the property to perform over both the long term and in day-to-day operations. We establish an annual operating budget and manage the property's cash flow. Monthly financial reports include an income statement, balance sheet and variance reports.

The annual budget is used to estimate monthly cash flow and owner distributions. We also provide a comprehensive year-end financial package for you and your tax professional.

All accounting information will be delivered through a secure, online portal, accessible at any time.

TOK  
COMMERCIAL

# MANAGEMENT EXPERIENCE

## OFFICE

122 Properties  
3.0 MM SF

## RETAIL

115 Properties  
2.6 MM SF

## INDUSTRIAL

135 Properties  
8.5 MM SF

## OTHER

13 Properties  
GOVERNMENT FACILITIES &  
ASSOCIATIONS

## SELF STORAGE

5 Facilities  
2,224+ Units

## PROVEN CAPABILITIES

Our experience saves you time. And that benefits your bottom line.

Proven programs, in-depth market knowledge, and strategic relationships will achieve your objectives. Your success comes from our core values:

- Efficient building operations
- Preventive maintenance
- Excellent tenant relations
- Transparent communication

## LONG-TERM RELATIONSHIPS

Our portfolio has grown to over **14 million square feet** and is uniquely stable and expanding.

Frequent communication, timely and accurate information, and a service-oriented team are the foundations of our relationships with property owners, tenants, and vendors.

## CERTIFIED EXPERTS

All of our property managers have earned or are working towards their **CPM® designation**. No other company in Idaho employs as many CPM® certified property managers.

Our team averages over 10 years of property management experience per manager.

# OFFICE MANAGEMENT EXPERTISE



**UNIVERSITY PLAZA**  
5 Story, Class A Office Building



**ICCU BUILDING**  
6 Story, Class A Office Building



**GREYSTONE BUILDING**  
3 Story, Class A Office Building



**TALUS PROFESSIONAL PLAZA**  
Medical Office Building



**C.W. MOORE PLAZA**  
8 Story, Class A Office Building



**SNAKE RIVER LANDING**  
2 Story, Class A Office Building



**CAPITOL GATEWAY PLAZA**  
Two 3 Story, Class A Office Buildings



**CAPSTONE BUILDING**  
Single Story, Class A Office Building



**LAKEHARBOR**  
2 Story, Class A Office Building



**RIVER CRESS BUILDING**  
3 Story, Class A Office Building



**501 FRONT STREET**  
3 Story, Downtown Office Building



**12601 EXPLORER DRIVE**  
2 Story, Class A Office Building



**157 RIVER VISTA**  
2 Story, Downtown Office Building



**BANNOCK BUILDING**  
3 Story, Historic Office Building



**COEUR D'ALENE REGIONAL CHAMBER**  
2 Story, Downtown Office Building



**358 & 428 CHENEY**  
Two Medical Office Buildings

# INDUSTRIAL MANAGEMENT EXPERTISE



**GREEN ACRES DISTRIBUTION**  
Warehouse/Distribution Center



**WEST PLAINS LOGISTICS**  
Three Warehouse/Distribution Buildings



**DENVER WAY**  
Warehouse/Distribution Center



**FULLER84 BUSINESS PARK**  
Three Warehouse/Distribution Buildings



**12000 EXECUTIVE**  
Warehouse/Distribution Center



**BOISE GATEWAY IND. PARK**  
Four Building Industrial Park



**SOUTH COLE IND. CENTER**  
Four Warehouse/Distribution Buildings



**PINTO INDUSTRIAL**  
Warehouse/Distribution Center



**PARK84**  
Seven Building Industrial Park



**INDIAN CREEK BUSINESS PARK**  
Eight Building Industrial Park



**1445 COMMERCE**  
Warehouse/Distribution Center



**MADISON LOGISTICS CENTER**  
Warehouse/Distribution Building



**2112 & 2224 N. BOULEVARD**  
Two Warehouse/Distribution Buildings



**CLEARWATER INDUSTRIAL**  
Two Building Industrial Park



**EARLY DAWN COMMERCIAL CENTER**  
Three Building Flex Industrial Park



**IRON CREEK INDUSTRIAL**  
Three Warehouse/Distribution Buildings

# RETAIL MANAGEMENT EXPERTISE



**FAMILY CENTER AT FEDERAL WAY**  
Multi-Tenant Anchored Center



**COLE VILLAGE SHOPPING CENTER**  
Multi-Tenant Anchored Center



**WESTGATE SHOPPING CENTER**  
Multi-Tenant Anchored Center



**BOISE SPECTRUM**  
Multi-Tenant Anchored Center



**MERCATO AT BRIDGETOWER**  
Multi-Tenant Strip Center



**RIVERGATE CROSSING**  
Multi-Tenant Anchored Center



**MIDTOWNE SPECTRUM**  
Multi-Tenant Anchored Center



**LAKE HAZEL VILLAGE**  
Multi-Tenant Anchored Center



**2565 17TH STREET**  
Multi-Tenant Strip Center



**CANYON PLAZA**  
Multi-Tenant Strip Center



**3018 CLEVELAND**  
Multi-Tenant Strip Center



**EARLY DAWN COMMERCIAL**  
Multi-Tenant Retail Center



**ONTARIO RETAIL CENTER**  
Multi-Tenant Anchored Center



**THAIN PLAZA**  
Multi-Tenant Anchored Center



**EVERGREEN CENTER**  
Multi-Tenant Strip Center



**MARKETPLACE AT MCCALL**  
Multi-Tenant Anchored Center

# SERVICE FEATURES

## SETUP



## ON-GOING



## ANNUAL



### PROPERTY MANAGEMENT

- Declarations & Bylaws
- Setup Utilities
- Annual Vendor Contracts
- Maintenance Inspection

- On Call 24/7
- Manage TIs
- Regular Property Inspections
- Field Tenant Calls
- Coordinate ongoing and emergency maintenance

- Year End Summary
- Review & Renew Vendor Contracts
- Collect Bids for Future
- Budget Projects
- Track Property Tax Payments

### ACCURATE ACCOUNTING

- Develop Budget
- Yardi Setup
- Budget Detail
- Establish Rent Roll & Abstract Leases
- Tenant Invoices
- Mortgage Payments

- Review & Pay Invoices
- Monthly Financial Statements
- Manage Cash Flow
- Operating Account
- Reconciliation

- Year End Financial Package
- Operating Expense
- Reconciliations
- 1099 Forms for Vendors

### PROACTIVE MAINTENANCE

- Review Site Plans
- Backflow Inspections
- Fire Life Safety Inspections
- Preventative Maintenance Plan

- Preventative Maintenance
- Inspections
- Owner Request Response
- Correspond with Contractors
- On Call 24/7

- Coordinate Annual Fire Life Safety Inspections

# ACCURATE ACCOUNTING

## CORPORATE OVERSIGHT

Our property management accounting team works closely with our property managers to understand the needs of each client.

Our corporate internal controls provide clients with professional, objective oversight.

## CLIENT REPORTING

Our Accounting staff works closely with our property managers to understand the needs of each individual property owner.

- Monthly financial reports: income statement, balance sheet, and variance reports
- Payroll processing and reports, A/R, A/P, and timely invoicing and payments
- Comprehensive annual financial packages for clients and/or their financial advisors
- Electronic processing of vendor invoices, direct deposit, and wire transfers

## ACCOUNTING SOFTWARE

Yardi is an integrated software that allows the property management and accounting teams to work crossfunctionally for the property.

Budgets are created, invoices are coded, tenants are billed, rents are received, and monthly financial reports are created within the Yardi software program, showing exactly how a property is performing in real-time.

# PROPERTY SERVICES

## FOCUSED ON THE CLIENT

Some companies promote work order systems with a focus on technology, while ignoring the most important components - capable people and direct communication.

We've listened to feedback from our clients and adjusted our services, simplifying our work order process to connect people as quickly as possible - in order to avoid getting bogged down in automated emails that only result in frustration, not peace of mind.

## WORK ORDER PROCESS

- Tenants submit work orders by simply calling or emailing their Property Manager or Assistant Property Manager.
- Property Managers are more accessible than ever with smart phones, remote access to office resources, and wireless connectivity
- Our management team will establish rapport with your general manager. We aren't a collection of faceless names. Your people will know their property manager and our manager will know your people.
- Work order summaries can be included with monthly financials, apprising owners of what's been done at their property.

## 24/7/365 ON-CALL SERVICE

- One property manager and one maintenance employee are on-call 24 hours a day, 365 days a year.
- Instead of an automated email response, you'll speak directly with people who will address their problems immediately and effectively.
- On-call service can be reached via phone.
- On-call managers receive and dispatch emergency-response requests promptly.

# THE TEAM



**Candice Ranson-Hartman**  
*Boise Regional Property Manager  
Partner*



**Joe Iglesias, CPM®**  
*Senior Property Manager  
Partner*



**Rebekah Ward, CPM®, LEED GA**  
*Senior Property Manager  
Partner*



**Debbie Cook**  
*Senior Property Manager  
Partner*



**Patty Gordon**  
*Senior Property Manager*



**Jeff Shaffer, CPM®**  
*Property Manager*



**Kara Powers**  
*Property Manager*



**Lily Jacobs**  
*Property Manager*



**Nick Venturelli**  
*Property Manager*



**Lindsey Braden**  
*Property Manager*



**Mark Little**  
*Property Manager*



**Diana Watson**  
*Property Manager*



**Tamera Boyd**  
*Property Manager*



**Sarah Means**  
*Property Manager*



**Nichole Devaney**  
*Property Manager*



**Lana Van Artsdalen**  
*Property Manager*



**Melissa Beckstead**  
*Property Manager*



**Tracy Khang**  
*Property Manager*



**Bryan Scheidler**  
*Property Manager*



**Cheri Stoppello**  
*Property Manager*



**Jeannie Bixby**  
*Property Manager*

## PROPERTY ACCOUNTING



**Ryan Heiser**  
*Director of Accounting*



**Brenda Wunderlich**  
*PM Accounting Manager*



**Glyn Dewey**  
*Property Accountant*



**Terry French**  
*Property Accountant*



**Stacie Porter**  
*A/P Specialist*

## PROPERTY SERVICES LEADERSHIP



**Brett Morgan**  
*Operations Manager*



**Scott Martin**  
*Operations Manager*



**Dan Walsh**  
*Maintenance Manager*



**Tom McCune**  
*Maintenance Manager*



**Robert Humphries**  
*Maintenance Manager*



**Melissa Elizondo**  
*Maintenance Coordinator*



**Sally Young**  
*Maintenance Coordinator*

# CLIENT REFERENCES

## DEVELOPERS

Gary Voigt / **GL Voigt Development** / Idaho Falls-based developer

Tim Harris / **Boise Capital Partners** / Owner/developer of retail properties

Mark Smith / **J.L. Smith Company** / Boise area developer

## BUSINESSES

Pete McDonald / **Hub Insurance** / Insurance Consultant

Vic Conrad / **Simplot** / Owner of various properties

Chris Taylor / **Fisher's Document Systems** / President & CEO

## PRIVATE INVESTORS

George Vidalakis / Owner of retail centers

Jeffry Stoddard / **Buie Stoddard Group** / Owner of commercial properties

Everett Davis / **Davis Investments** / Owner of office and retail properties

## PUBLIC INVESTORS

Jeff Banka / **Boise State University** / Real Estate Program Coordinator

Craig Wagstaff / **US Department of Veterans Affairs** / Real Estate Mgr - Contract Specialist

Greg Tylee / **City Office REIT** / Owner of properties nationwide

An aerial photograph of a city skyline, featuring various buildings and a prominent domed capitol building on the right. The image is overlaid with a blue and green gradient that transitions from a deep blue at the top to a bright green at the bottom. The text 'Tok COMMERCIAL' is centered in the upper half of the image.

# Tok

COMMERCIAL

[tokcommercial.com](http://tokcommercial.com) / 208.378.4600