



# PROPERTY MANAGEMENT **Solutions**



**TENANT RELATIONS**

**FINANCIAL REPORTING**

**VENDOR MANAGEMENT**





# PROPERTY MANAGEMENT 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.

Our goal is to maximize the long-term value of your portfolio so that you can realize the greatest asset appreciation possible.

## TENANT & VENDOR RELATIONS

We address tenant issues quickly, retain quality tenants, and work hard to maintain your property's value. We provide constant availability and measure our performance annually.

We have formed strong relationships with our property vendors and are able to provide 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.

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

Our corporate internal controls provide clients with accurate oversight.

## RESPONSIVE LEADERSHIP

TOK Commercial offers professional, methodical, comprehensive management services that deliver consistent value. Our vision considers the strategic position of your property over both the long term and day-to-day operations.

As your primary contact, we coordinate the efforts of the parties involved - vendors, tenants, service providers, leasing agents, insurance agents - to maximize returns and mitigate risk.



PROPERTY MANAGEMENT  
**SERVICE FEATURES**

<b>PROPERTY MANAGEMENT</b>	<b>1</b> <b>SET-UP:</b> Develop budget Review Declarations and bylaws Set-up utilities Vendor contracts Inspection for deferred maintenance	<b>ON-GOING</b> Monthly Narratives Owner correspondence Tenant correspondence Tenant insurance Vendor Insurance Review and approve invoices Property inspections Meet with contractors Construction management oversight Amendment & Renewal lease abstracts Manage cash flow On call (24/7)	<b>ANNUALLY:</b> Year-end summary Review and renew vendor contracts Next year's budget Property tax audit/appeal
<b>ACCURATE ACCOUNTING</b>	<b>2</b> <b>SET-UP:</b> Property set-up in Yardi Bank account set-up Budget details Create rent roll Rent statements Establish operating expenses Mortgage payments Establish monthly draws	<b>ON-GOING</b> Review and pay invoices Monthly financial statements Invoice monthly dues Bank account reconciliation Rent collection	<b>ANNUALLY:</b> Year-end financial tax package Operating expense reconciliation 1099 forms for applicable vendors CAM reconciliations
<b>PROACTIVE MAINTENANCE</b>	<b>3</b> <b>SET-UP:</b> Review site plan Review Backflow inspections Inspect Fire/Life safety Preventive maintenance plan	<b>ON-GOING</b> Preventive maintenance Respond to tenant requests Meet with contractors for inspections On call (24/7)	<b>ANNUALLY:</b> Schedule next year's inspections



# A PHILOSOPHY OF PRINCIPLED SUSTAINABILITY



## OUR PHILOSOPHY

Our team balances conservation, stewardship, and economics in the properties we represent. Our sustainability philosophy benefits our clients, their commercial real estate assets, and our community.

Through memberships, affiliations and best practices analysis, we stay current with sustainability practices that increase efficiency, lower operating costs, and improve a property's long term value.

## COMMITMENT TO CONSERVATION

Conservation encourages us to think globally and act locally by conserving the natural resources like water, air, trees and grass used by a property.

### EXAMPLES:

Water-conserving sensors in landscaping minimizes water use and increases energy efficiency.

## THE STEWARDSHIP PRINCIPLE

We maximize longevity, cost-to-operate, and value of existing property systems. This approach also serves as good stewardship of the natural resources utilized by the property, providing both a positive economic and environmental impact.

### EXAMPLE:

Monitoring energy consumption led to modifications that saved an average of 38% in annual energy costs for some office properties in our portfolio.

## ALL ABOUT ECONOMICS

Economics is the final component of our sustainability philosophy. We maximize efficiency and lower operating costs in order to add as much value to your property as possible.

### EXAMPLE:

Upgraded to LED lighting for exterior lights at Washington Group Plaza, greatly increasing energy efficiency at the 5-building office campus.



TOK'S PROPERTY MANAGEMENT  
**LEADERSHIP**



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



**Laura O'Dell, CPM®**  
*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*



**Jeanine McKeon**  
*Senior Property Manager*



**Patty Gordon**  
*Senior Property Manager*



TOK'S EXPERIENCED  
**MANAGEMENT TEAM**



**Jeff Shaffer, CPM®**  
Property Manager



**Stephanie Condon**  
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



**Hailey Christensen**  
Property Manager



**Britani Robinson**  
Property Manager



**Lana Van Artsdalen**  
Property Manager



**Nichole Devaney**  
Property Manager



**Nicole Batten**  
Property Manager



**Avery Hon**  
Property Manager



**Talia Kaiser**  
Property Manager



**Bruce Williams**  
Storage Specialist



**Kelly McMurrian**  
Storage Specialist



**Amanda Irish**  
Storage Specialist



**Dezi Hernandez**  
Storage Specialist



TOK'S ACCOMPLISHED  
**ACCOUNTING TEAM**



**Ryan Heiser**  
Director of Accounting



**Brenda Wunderlich**  
PM Accounting Manager



**Westley Oxier**  
Corp. Accounting Manager



**Steven Conway**  
Sr. Corporate Accountant



**Glyn Dewey**  
Property Accountant



**Terry French**  
Property Accountant



**Jeremy Ball**  
Property Accountant



**Stacie Porter**  
A/P Specialist



**Jennifer Tarter**  
Corporate Accountant



**Brittney Ward**  
AR/AP Technician





OFFERING YOUR PROPERTY

# ACCURATE ACCOUNTING

## CORPORATE OVERSIGHT

Our property management accounting team isn't a collection of strangers in another city. We work 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 package that allows the property management and accounting teams to work from the same page in regards to the property's financial information.

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.





# YOUR ADVANTAGE... OUR PROACTIVE MAINTENANCE

## CLIENT-CENTRIC PHILOSOPHY

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, as a result, have simplified the work order process to connect people as quickly as possible and 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 calling or emailing their Property Manager or submitting a work order request online
- 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.

# CLIENT REFERENCES

## Developers

**DAVID TURNBULL** BRIGHTON CORPORATION Owner|developer of commercial properties.

**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 retail 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.





# TOK

COMMERCIAL

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