



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



A PHILOSOPHY OF PRINCIPLED SUSTAINABILITY

COMMERCIAL



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.



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



Jeanine McKeon
Senior Property Manager



Patty Gordon
Senior Property Manager



PROPERTY MANAGEMENT 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



Tamera Boyd
Property Manager



Britani Robinson
Property Manager



Naomi Longhurst
Property Manager



Hailey Christensen
Property Manager



Sarah Means
Property Manager



Lana Van Artsdalen
Property Manager



Bruce Williams
Storage Specialist



Kelly McMurrian
Storage Specialist



Amanda Irish
Storage Specialist



Dezi Hernandez
Storage Specialist



Patrick Wilson
Storage Specialist



PROPERTY MANAGEMENT **ACCOUNTING TEAM**



Ryan Heiser
Director of Accounting



Brenda Wunderlich
PM Accounting Manager



Westley Oxier
Corp. Accounting Manager



James Todd
Property Accountant



Tom Wakeland
Property Accountant



Stacie Porter
A/P Specialist



Brittney Ward
AR/AP Technician



Glyn Dewey
Property Accountant



Jennifer Tarter
Corporate Accountant



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 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.

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.

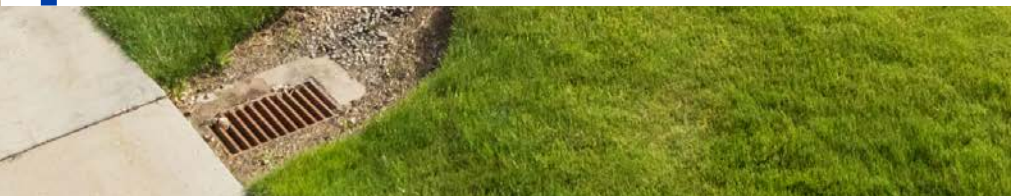
CRAIG WAGSTAFF US DEPARTMENT OF VETERANS AFFAIRS Real Estate Mgr - Contract Specialist

GREG TYLEE CITY OFFICE REIT Owner of properties nationwide.



"TOK's Property Management and Brokerage teams implemented highly coordinated solutions for numerous challenging issues over the course of their representation, to the great benefit of the property."

Owner | Holly Plaza



Results Delivered HOLLY PLAZA

Owner Representation | Stabilization, Lease-up and Disposition

1

THE SITUATION: UNDER-PERFORMING RETAIL CENTER WITH VALUE-ADD POTENTIAL

- In 2016, the owner of Holly Plaza initially engaged TOK Commercial for a limited scope of representation focused on management and leasing responsibilities. The property's 82,408 square feet had 12 vacant spaces and a 40% vacancy rate even as in-place tenants were paying below market rents.
- The property's cashflow was very limited (due to its low occupancy) and required the team to assist ownership in securing a refinanced loan in order to provide the capital necessary to fund tenant improvements and property upgrades.

2

OUR RESPONSE: PROFESSIONALLY MANAGE, STABILIZE AND LEASE-UP THE PROPERTY

- Property management services, led by Jeff Shaffer, expanded in scope to include management, maintenance and full accounting deliverables that offered ownership visibility on all aspects of the property's performance.
- The team, working closely with ownership, deployed over \$500,000 in capital to remodel, renovate and upgrade the property, originally built in 1968.
- Brokerage leasing efforts, led by Mark Schlag, filled vacancies, brought existing leases into line with market rents, reconfigured space options and positioned the property as an attractive location for businesses looking for a footprint in southeast Nampa, allowing the property to reach 98% occupancy.

3

THE RESULTS: DELIVER A HEALTHY RETURN ON THE PROPERTY THROUGH A SUCCESSFUL SALE

- With the property stabilized, the owner asked TOK's team to bring the asset to market as an investment opportunity. The offering launched in late 2020, in the middle of the COVID-19 pandemic.
- The property sold at an 8% CAP rate in 2021 and boasted a Net Operating Income that had increased by 55% since entering TOK's portfolio.
- Integrated services, facilitated by close communications and a team accustomed to working in unison, navigated a wide array of challenges - achieving exceptional results for the owner.



“The Property Management proposal really helped make the decision easier for me...”

Latham Williams, Owner

Results Delivered 900 PIER VIEW DRIVE

Multi-tenant, Class A Office Building | Idaho Falls, Id | 39,429 SF

1 The Situation: Prime asset, tertiary market

- Our team listed an investment-grade asset in Idaho Falls, a tertiary market.
- Negotiations began with an out-of-town buyer who found the property online and was seeking to invest via 1031 exchange.
- The buyer was concerned about how this property would be maintained if he were to proceed with the investment.

2 Our Response: Add management services

- We pitched property management services with a dedicated property manager and support staff to help manage tenant requests, preventive maintenance, and financial performance.
- Our management services ensure that the property will be well maintained, keeping occupancy levels high.
- The buyer was also concerned with the property's HVAC unit. Our team offered to supervise the HVAC unit's replacement and upgrade.

3 The Results: Stronger market position

- The buyer, able to purchase prime real estate in a growing market, was very pleased with the results of the transaction and hired our team to manage one of his Boise properties as well.
- The new owner also selected our local Idaho Falls agents to lease up the building and negotiate tenant renewals.



Results Delivered CW MOORE PLAZA

Multi-tenant, Class A Office Building | Boise, Id | 70,000 SF

Overview: **A full-service team delivers occupancy targets for property owner**

In the aftermath of the Great Recession of 2008, despite a flourishing local business climate, downtown Boise's office buildings were hit with a vacancy problem. Several major companies like Microsoft and Idaho Power relocated, leaving building owners with over 50,000 sq. ft. of empty office space.

C.W. Moore Plaza, one of the downtown core's key office buildings, witnessed the departure of one large tenant who left a vacancy of more than 30,000 sq. ft., almost one-third of the building's total space. Eighteen months later, the building is once again fully occupied, a rarity in the competitive downtown submarket where the vacancy rate remains over 7 percent. Pat Shalz and Karena Gilbert, represented the building and used a unique strategy which focused on the property's professional management, with great results.

The property's leasing team focused specifically on software and design companies, and with that strategy had a continuous stream of tenant tours. Shalz and Gilbert also had an entire team on hand throughout the leasing process, including the property's on-site management team of Rebekah Ward and Trisha McCurdy who could speak knowledgeably about amenities, parking, technology, safety systems and maintenance protocol. Prospective tenants were offered an opportunity to speak directly with the individuals who would address any issues with their space.

The management team worked closely with an architect, attorney, space planner, contractor and IT specialist even before there was a letter of intent or an agreement to lease.

Key Accomplishments:

- 35,000 SF of office space in the downtown core, leased within an 18 month period.
- 100% occupancy in downtown Boise - one of only a couple of buildings to enjoy that occupancy rate.
- A targeted marketing approach, full-service team and different pricing strategy resulted in a full building.