

Property Management Services

The following outline lists the basic responsibilities and services that are available to our clients when they contract with us to manage their commercial properties. Some services will require additional fees to research, assemble and record property history, property assets, and existing property conditions. There may also be charges for vendor property inspections, vendor bids, and vendor supervision.

Property Information

The owner should provide CPI copies of all building blue lines, floor plans, site plans, and other general information that is in his possession. Copies of all historical records of building improvements, tenant improvements, building reports, warranties, and other pertinent property information should be made available to CPI. CPI may research and assemble the following information for the owner, and use it in the management of the project:

- Basic site plan of the building footprint with parking stalls designated.
- A roof plan showing all mechanical systems with an inventory of all individual coolers and A/C units with model and serial numbers. Scuppers will be noted.
- A site plan will show the location of all main water and gas shut off valves, main sewer lines, electrical service panels, electrical/telephone rooms, fire risers, roof ladders, etc.
- A site plan showing basic landscaping including trees, ground cover, shrubs, main sprinkler valves, main sprinkler lines, and types of controls.
- A site plan to show the location of all exterior lighting, types of lights, bulbs replacement specs, etc.

- A site plan to show the location of all project signs, dumpsters, storage yards, storage sheds, walls, truck wells, etc.
- Basic digitized pictures of the entire property and roof will be taken and stored at CPI and updated as necessary.

Roof Maintenance

Prior to or right after assuming the property management CPI will arrange to have a competent and licensed contractor inspect the roof and prepare a written report. A second contractor's opinion may be solicited. The owner should share all prior roof history and work completed with any warranties with CPI. CPI will with owner approval:

- Prepare a roof maintenance plan with specifications for the vendor and CPI Maintenance to follow and complete on an annual basis. This will likely include a bi-annual roof inspection by a roofing contractor and at least quarterly roof inspections, roof/scupper cleaning, minor patching, repair of bleed off lines, etc. Any major repair work will be properly bid, coordinated and recorded.
- In the event that additional A/C units, evaporative coolers, or other equipment for tenant use are to be installed on the building CPI may enlist the services of a qualified structural engineer with owner approval to evaluate roof loads. After the installation the contractor will seal all penetrations made for the needed equipment.

Property Management (Mechanical / Electrical)

Mechanical Systems Maintenance

CPI will inventory and note on a roof map all existing evaporative coolers, air conditioning, exhaust fans, and any other equipment installed on the roof. All units will be marked to show which suite is served. The type and location of any water lines to the coolers will also be noted on the roof map. The make, model, serial number, type, age and other pertinent information will be recorded. In addition CPI will:

- Prepare maintenance specification sheets for all coolers and A/C units to be performed by licensed vendors or qualified maintenance personnel.
- Schedule turn-on/turn-off service for evaporative coolers, usually in the early spring and late fall. A/C units will be serviced as required and a vendor or in-house maintenance person will change filters on a regular basis.
- CPI will solicit bids from qualified vendors for maintenance and service.
- The inventory of all units will be maintained as new units are installed and warranties will be recorded and referred to as needed.
- CPI will remove all unauthorized equipment off roofs and require owner approval for any installation of additional equipment, antennas, dishes, or other tenant requirements.
- CPI will interview and select with owner approval qualified, licensed preferred vendors who meet the criteria of CPI and industry standards.

Electrical Systems

CPI will note on the building site plan to location of all house and tenant electric meters and record which meter goes to which suite. In addition CPI may:

- Have a qualified electrician assess the existing electric service in the project and in each suite and present a written report to CPI.
- Perform inspections of electrical wiring, panel boxes, conduit, etc. in each suite to look for unsafe work or installation not to code.
- Select two qualified and licensed vendors as preferred vendors.

Exterior/Security Lighting

CPI will note on a building site plan the location of all exterior lights including the make, model and bulb replacement type. In addition CPI will:

- Perform monthly inspections of all exterior lighting using staff or a vendor.
- A qualified vendor or staff will replace bulbs and repair as needed.
- Make recommendations for changes or additions.
- With owner approval solicit bids for repairs or new work.
- Develop a master lighting plan for the property.

Property Management (Landscaping / Plumbing)

Landscaping

CPI will note on a building site plan the location of all main sprinkler timers, valves, main water lines, etc. The site plan will also have the location of major trees, shrubs, bushes, and types of ground cover. CPI will also:

- Prepare a specification sheet for each property detailing the monthly service to perform, the quarterly or seasonal work required such as re-seeding grass, weed control, and major trimming.
- Qualified vendors will give prices for additional services on their bids.

Parking Lots

Note on the building site plan the number of parking stalls and handicapped stalls. Determine from past history the age of the current lot and if needed, have qualified vendors evaluate and make recommendations. CPI will also:

- Periodically inspects all surface lots and determine a maintenance plan.
- Inspect and repair all bumper stops and curb work as needed.
- Watch for pooling and drainage problems.

Drainage

Note on the site plan the location of all dry wells, water retention basins and drainage areas.

- Arrange for drywells to be registered with the State in the owner's name and regularly inspect drywells and drainage areas

Plumbing

CPI will record on a building site plan the main water/gas valves and meters to the property. The location of the main sewer service and clean outs may also be noted. CPI will also:

- Perform periodic inspections of tenant and building plumbing for leaks and potential problems. This includes roof water and bleed-off lines.
- Make sure all necessary back flow tests are done and records kept.
- Select preferred vendors to perform work.

Fire Sprinklers/Safety

Record on the site plans the location of all fire risers, associated telephone monitor lines, and the basic type and make of the sprinkler system. CPI will also:

- Schedule all fire sprinkler flow tests with qualified vendors.
- Select and supervise the monitoring service.
- Make sure all tenant improvements done are according to fire sprinkler code.

Property Management (Building Services)

Building Exterior

Determine the present condition and history of the building and prepare a plan for:

- Repainting the building, posts, soffits, wood/metal trim, beams, posts, etc.
- Maintaining exterior doors and door trim
- Maintain windows, gaskets, frames, and cleaning
- Locks and door hardware, keys to common areas
- Dumpster enclosures and bumpers to protect them
- Walls, enclosures, mailboxes, etc.
- Roll-up doors, record model and make.
- Prepare spec sheet for roll up door vendor for turnovers
- Tenant signage spec sheet and vendor to use
- Building signage recommendations (location / type)

Building Interior

Obtain from owner or prepare current suite floor plans showing dimensions and basic electrical, plumbing, and HVAC locations: In addition CPI will:

- Find out the make and type of ceiling tiles used
- Record light fixture types, bulbs and ballasts used
- Carpet style and type with standard tile for restrooms
- Use standard paint color and type
- Establish standard window covering if any
- Establish building standard repairs for turnovers
- Record any special suite amenities or improvements
- Ensure all improvements are within applicable building codes

Building Services

All building recurring service providers will receive a specification outline to follow and sign a service contract with CPI on behalf of the owner. This may include:

- Pest control
- Window and janitorial service
- Porter and clean up service
- Lock and key service
- Sweeping and parking lot cleaning service
- Private trash haulers
- Insulation contractors
- Electricians, plumbers, HVAC contractors
- Roofers, maintenance, etc.

Accounting Services

Commercial Properties uses Yardi (one of the most powerful property management accounting software packages available) to maintain the financial records for your property.

As your agent, we will:

- Collect all rent monies
- Approve and pay all property expenses
- Process distributions to owners as instructed
- Reconcile operating account monthly
- Prepare and send monthly financial statements
- Prepare annual CAM reconciliations (if applicable)
- Pay property taxes