

## COMMERCIAL PROPERTY MANAGEMENT:

The commercial property division manages mixed-use commercial and residential properties, commercial retail space and industrial complexes. This division of the company understands the importance of not only keeping our clients' commercial properties fully occupied but in utilizing all available space and maximizing rent per square foot. We pride ourselves on helping client's lower expenses and increase property revenues through strategic budgeting, in-depth market analysis and comprehensive preventative maintenance programs. Our clients can count on accurate financials and detailed monthly financial reports to monitor the progress of their commercial properties. Investors can be assured that their commercial space will run smoothly and with profitability under our management, eliminating owner involvement and increasing investor time to look for new opportunities.



## CLIENT & TENANT COMMUNICATION

We are aware that commercial property owners differ in terms of investment style and desired level of communication. We take pride in tailoring our management services to each investor, to provide the desired level of communication. Whether it be via phone or email, our client's can be assured that a representative from our company can be reached. Tenants are treated in a similar fashion and can reach trained ATCO personnel throughout the day. The level of communication offered to our clients and investors in this division of the company is illustrated below:

- **Agent/client relationship.** Property managers and office personnel are available to promptly respond to phone calls and emails. We can make sure that our investors receive the right level of communication and hassle-free ownership.
- **Agent/tenant relationship.** The agent/tenant relationship is crucial to a rental property's success. Our open communication policy helps to achieve satisfaction and a productive working relationship that encourages tenants to remain loyal to the property.
- **Continued tenant relations.** General maintenance issues, tenant complaints and any problems that may arise will be promptly attended to. A personal property manager is assigned and maintains an ongoing dialogue with tenants. The property manager will also periodically visit the property in the interest of improved tenant relations, as well as to review property condition.

## FINANCIAL MANAGEMENT

All rents will be promptly collected, expenses paid and the preparation of detailed monthly reports issued. Our top-notch accounting department assures that our clients receive clear and concise financial records. Accurate budgets are created for each of our investors and their properties as a result of a designed asset management plan for both the short- and long-term goals of the property. Through careful planning and budgeting, we can strategically increase the value of our investors' properties over the long term and increase cash flow in the short term. A partial list of financial services offered to our commercial property owners follows:

- **Rent collection.** All rents are promptly collected and all new tenants are made aware of our zero tolerance for late rent policy.
- **Accounts receivable.** All rents will be collected and accounted for in our property management accounting software.
- **Accounts payable.** All bills will be paid on time and accurately reflected on the monthly financial statement.
- **Monthly statements.** Each month, clients can expect a detailed monthly financial report itemizing all accounts receivables and payables along with a rent roll and complete property condition notes.
- **Budgeting.** Our commercial clients can count on accurate budgeting to strategically plan for the short- and long-term goals of the property.
- **Legal & eviction.** ATCO prides itself on maintaining a low delinquency rate. In the event legal proceedings are needed, one of our two preferred, specialized landlord-tenant firms --- Adam Leitman Bailey, PC and Gutman Mintz Baker & Sonnenfeldt, PC --- can carry out the eviction process and associated legal proceedings.
- **Banking.** Due to the size of our company, we receive private business banking status at Valley National Bank and Signature Bank. Security deposits are kept with each bank's escrow management department, where yearly interest is calculated and recorded. We can also work with other Banks if requested by our client.
- **Reconciliation.** All bank accounts and funds are reconciled each month with our accounting software before a financial reporting package is sent out to association board members.
- **Yearly accounting & auditing.** The prestigious accounting firm of Raiche Ende Malter undertakes yearly audits if desired by our clients, to ensure clear and concise records. We also work with other auditors if requested by our clients.

## MAINTENANCE MANAGEMENT

Buildings need to be maintained in order to be safe, clean, appealing and to protect the owner's investment. A list of partial maintenance services offered appears below:

- **Preventative maintenance.** Our qualified staff will inspect the property to determine its general condition, structural integrity and potential problems that may require maintenance and repair.
- **Workorder and tenant complaint tracking.** Where appropriate we utilize Workspeed to track tenant complaints and work orders, minimizing waste and identifying systemic problems early.

- **Routine maintenance.** Regular routine maintenance will be performed to minimize unnecessary costly repairs.
- **Vendors.** We have a diverse and well-respected group of vendors that consistently deliver superior service at substantial cost savings to our clients. Our goal is to lower your overall costs through careful negotiations and a comprehensive database of vendors.
- **Local Law 11.** Our expertise includes ensuring your building's compliance with New York City's numerous and frequently changing regulations.

## LEASING PROCESS

ATCO Brokerage Services uses proven marketing strategies to maximize revenues for our commercial clients. Our leasing team employs these proven methods to attract and maintain qualified tenants for their commercial and industrial properties. Our specialized client retention programs are designed to keep current tenants and ensure consistently satisfied renters. Our experienced leasing and marketing team will work diligently toward full occupancy by qualified tenants, prescreened for financial stability and property suitability. Our leasing team works closely with national franchises to lock in long-term leases for our clients at optimum rents. Consider this partial list of leasing services offered in our commercial property division:



- **Market analysis.** A precise and meticulous market study is performed by our leasing team on a regular basis, to ensure that client's properties are in line with market rents and conditions, yielding the highest possible return to our investors.
- **Marketing.** Our leasing department has proven marketing strategies to fill commercial properties quickly and efficiently. Our leasing team works closely with national franchises, corporate relocations and small businesses to secure long-term leases.
- **Showings.** Client properties are shown frequently to pre-screened prospects with viable businesses.
- **Tenant screening.** Tenant selection is exceptionally important when filling our retail and commercial properties. Our commercial property management software enables us to thoroughly check the backgrounds of each business.
- **Types of leases.** Our leasing agents are trained in negotiating the best possible lease terms. Whether it be a graduated, percentage or triple net lease, our clients can be assured that their property will be fully occupied at optimum leasing terms.
- **Lease renewals & expirations.** Tenant leases will be renewed and a market analysis performed, to ensure favorable terms and minimize turnover.

