

**THORNTON**

**OLIVER**

**KELLER**

**C O M M E R C I A L R E A L E S T A T E**

*Experience Results.*

## **Property Management**

# Property Management



**Accredited  
Management  
Organization**



**Certified  
Property Managers**

## ***Unparalleled service and in-depth financial reporting.***

We are an Accredited Management Organization (AMO®) which 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 property so that you can realize the greatest asset appreciation.

We position your property to create maximum tenant appeal and to maintain outstanding tenant relations and renewal rates. Industry certified managers implement preventative maintenance and risk mitigation strategies. Our financial reports detail actuals to budget analysis and offer accurate projections.

## **Property Management**

***Property Maintenance:*** Staffed by experienced, professional maintenance engineers, our team creates customized preventative maintenance programs and offers 24/7 availability for after hours issues.

***Accounting & Financial Reporting:*** Our team, led by a CPA, provides clients with detailed, accurate financial reporting offering a clear picture of your asset's current and projected financial status.

***Tenant Relations:*** We address tenant issues quickly, retain quality tenants and maintain your property's value. We provide 24/7 availability and measure our performance annually.

***Vendor Management:*** We have formed strong relationships with our property vendors and are able to provide preferred pricing on services like landscaping, HVAC, and property insurance.



## **Responsive Leadership**



***The Big Picture:*** Thornton Oliver Keller 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.

***Daily Directives:*** Our responsibility is to lead your property's team. We coordinate the efforts of the parties involved - vendors, tenants, service providers, leasing agents, insurance agents, bankers - to maximize returns and mitigate risk.

# Management Portfolio



***Our experience helps you save time and increase your bottom line.***

Two decades of commercial real estate experience guides our efforts to grow your property's value and retain or attract the best tenants. Proven programs, in-depth market knowledge and strategic relationships built over time achieve your objectives.

Ambiance, vitality and tenant mix enhance a commercial property's ability to attract and retain quality tenants which promotes leasing success and strong renewals. Efficient building systems operations and maintenance, excellent tenant relations and transparent communication are cornerstones of our service.

## Current Portfolio

We are familiar with all aspects of commercial real estate property types. Our portfolio includes some of the most desirable properties in the Boise Metro Area and is a testament to the level of service we provide.

***Office properties:*** 42 assets; 1.3 mm SF

***Retail properties:*** 40 assets; 1.4 mm SF

***Industrial properties:*** 38 assets; 1.6 mm SF

***Self Storage facilities:*** 2 assets; 732 units

***Land & Mobile homes:*** 5 assets; 90+ acres

***Associations/Other:*** 3 assets; 225,000 SF



## Management History

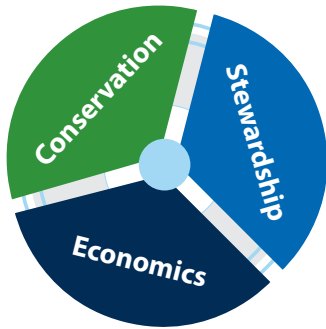


***Longevity:*** Over 50% of the properties, that we manage have been with us for over five years. Our portfolio has grown to 4.5 million SF. Tenant relations programs, building operations strategies, and property accounting services create our uniquely stable and expanding portfolio.

***Relationship Building:*** Regular and transparent communication, timely and accurate information and the best qualified, service-oriented team in the business 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 either their CPM® or ACoM® designation. Our team averages 11 years of property management experience per manager.

# Sustainability Philosophy



## ***Sustainability can be applied to all resources: natural, property, and financial.***

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. We stay current with sustainability practices that increase efficiency, lower operating costs, and improve a property's long term value.

### **1 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 efficiency.
- We monitor indoor air quality (IAQ) to benefit employee health.



### **2 Stewardship**

Stewardship focuses on taking care of what you already own. 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.

***Examples:***

- Utilizing Energy Star metrics, the monitoring of energy consumption in one property manager's office portfolio led to modifications that saved an average of 38% in annual energy costs.
- Individualized, preventative maintenance programs increase the life of building systems including doors, lighting, roof, parking lot, and landscaping.



### **3 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.

***Examples:***

- Recycling bins placed at Northgate Shopping Center saved \$4,800 in annual waste removal costs.
- A lighting retrofit at Lakepointe Center I exchanged T-12 lighting for more efficient T-8 lighting, providing annual energy savings of \$8,000.
- We work with you to establish capital improvement budgets that achieve positive economic returns on each sustainable initiative implemented. Working closely with Idaho Power and other public/private entities, we take advantage of every available incentive for green improvements.



## Property Managers



**Ben Shalz, CPM®**

Phone: 208.947.0826  
ben@tokcommercial.com



**Joe Iglesias, CPM®**

Phone: 208.947.0813  
joe@tokcommercial.com



**Bill Gutridge, CPM®**

Phone: 208.947.0809  
bill@tokcommercial.com



**Karen Thomas, CPM®**

Phone: 208.947.0851  
karen@tokcommercial.com



**Candice Ranson-Hartman**

Phone: 208.947.5511  
candice@tokcommercial.com



**Michelle Crenshaw, ACoM®**

Phone: 208.947.0805  
michelle@tokcommercial.com



**Danielle Dahlberg, CPM®**

Phone: 208.947.0810  
danielle@tokcommercial.com

## Professional Designations



**AMO®:** Accredited Management Organization, AMO® is awarded to real estate firms that have a track record of high performance, experience, stability and financial accountability and have a Certified Property Manager [CPM®] directing and supervising the property management team.



**CPM®:** Certified Property Manager is a designation from the Institute of Real Estate Management (IREM®), an affiliate of the National Association of Realtors. The CPM® designation is awarded to real estate managers who have met the Institute's exacting requirements in the areas of professional education, examination and experience.



**ACoM®:** Accredited Commercial Manager certification is awarded to managers of commercial real estate properties who have met the Institute of Real Estate Management's (IREM®) exhaustive requirements in the areas of professional education, examination and experience. Accredited Commercial Managers must also abide by a rigorous Code of Professional Ethics that is strictly enforced by IREM®.



**LEED Green Associate:** This designation is for professionals who demonstrate green building expertise in non-technical fields of practice. Green building management expertise for property management professionals.

## Assistant Property Managers



***Barbara Decker***

Phone: 208.947.0829  
barbara@tokcommercial.com



***Trisha McCurdy***

Phone: 208.947.0839  
trisha@tokcommercial.com



***Rebekah Ward***

Phone: 208.947.5522  
rebekah@tokcommercial.com

# Accounting & Maintenance Teams

## Accounting Team



**Cheryl McNeil, CPA - Controller**

Phone: 208.947.0821  
cheryl@tokcommercial.com



**Kandi Jones**  
Accounts Payable



**Leslie Walt**  
Accounts Receivable



**Judy DeBoer**  
Accounting Manager

## Maintenance Team



**Dan Walsh - Director of Maintenance**

Phone: 208.860.0431  
danw@tokcommercial.com



**Tom McCune**  
Building Maintenance Tech



**Chad Sellman**  
Building Maintenance Tech

### **Comments for Karen Thomas:**

"I wanted to take the time to let you know about your organization's performance on the recent acquisition, renovation, remodel and schedule performance of our new location at 12438 West Bridger. We now have over 18,000 square feet of modern, clean, comfortable office space. You and your team have been an essential part of making all this possible."

-Don Azvedo, ProTeam, The Vacuum Company

### **Comments for staff at the Idaho State Police Facility:**

"Bruce, Allen, and Steve did a phenomenal job of creating exactly what was needed. They did the job both professionally and efficiently. I am constantly impressed with their ability to step up and take on any project; their depth of skill and knowledge is a very great asset to our facility here in Meridian."

- Colonel G. Jerry Russell, Idaho State Police

### **Comments for Michelle Crenshaw:**

"I want to thank you for all of your expertise and effort managing 12000 Executive Drive. My visit to Boise was very productive and informative due to yours and the Thornton Oliver Keller leasing team's knowledge and expertise of the building, the Boise leasing market, and the industrial real estate business."

- J. Steven Price, Price Realty Group, owner of 12000 Executive Drive

### **Comments for Danielle Dahlberg:**

"[Regarding the Idaho State Police Facility] The TOK crew has done an amazing job - very professional and very quick. We are all exceptionally pleased with their work. I just wanted to take the opportunity to let you know how much your staff is appreciated - they deserve a huge THANK YOU."

- Colonel G. Jerry Russell, Idaho State Police

### **Comments for Candice Ranson-Hartman:**

"Candice was always very prepared for all asset calls and always had the critical relationships with both tenants and vendors administered in a positive results manner. I would look forward to working with her again."

- David Jewkes, Commerce TNP

### **Comments for Ben Shalz, Linda and Bernie Van Diest:**

"I wanted to take the time to commend you for all of your work at Lockaway Storage. All of the little things that you do on a daily basis add up to significant results."

- Barry Raber owner of Lockaway Storage



### Eagle Capital Building Property Management and Disposition

March 2011: In July of 2010, a local lender foreclosed on the Eagle Capital Building, a 22,300 SF multi-tenant office building in Meridian. Thornton Oliver Keller was engaged to handle the property management, leasing and disposition of the building. The property was particularly challenged in that the former owner had leased space to a use that was extremely disruptive to the other tenants. This disruptive use had contributed, along with the economy, to a drastic decline in the occupancy of the building.

With the help of property manager, Michelle Crenshaw, the leasing team negotiated the termination of the disruptive use lease and stabilized the remaining tenants by offering market rate rents while simultaneously extending the tenants' lease terms. Greg Gaddis and Pat Shalz created a marketing plan which offered the building for lease and also for sale. They suggested a market price that would attract buyers to a challenged building but at the same time satisfy the bank's need to recapture its investment.

The team quickly found a buyer and placed the building under contract at 97% of the asking price. Simultaneously, Michelle worked hard to make sure that no tenants left the building. Occupancy rose to 80% and the building closed on schedule. While the property's marketing material had suggested that this property offered an opportunity for a Buyer to add value, the management and brokerage teams were able to put that value in place even prior to closing the transaction.



### **Commerce TNP - Receivership for two properties in Boise.**

July - September 2010: Commerce TNP Real Estate Solutions of Las Vegas is a court appointed receiver and utilized Thornton Oliver Keller for two Boise area assets as their locally based property manager. Commerce TNP was assigned by the Court to facilitate the operations and physical stability of the two properties.

In particular, David Jewkes, Executive Director of Commerce TNP Las Vegas, lauded Candice Ranson-Hartman for her on-point management of the properties. "Candice was always very prepared for all asset calls and always had the critical relationships with both tenants and vendors administered in a positive results manner," Jewkes said, "I would look forward to working with her again in the future. Please let her know of the appreciation of our team for her hard work in handling both asset cases in Boise. As always it is a pleasure to work with Thornton Oliver Keller."



## Idaho State Police Facility - On Site Staff

July 2010: We have managed the Idaho State Police facility in Meridian since July of 1996. The property consists of nine buildings and serves as the training facility for the Idaho State Police. The management of the facility requires a RFP process every 3 to 5 years because it is a government owned property. It also requires on-site staff for project management and on-going maintenance.

In early 2010, the organization needed to better utilize their space due to reorganization of the director's office. The onsite crew, Bruce Berry, Allen McNeil, and Steve Harmon, were instrumental in planning and restructuring the new office areas. They built walls with windows and doors to divide a large office space into several offices. They contracted with an electrician to install power and individual light switches per office, and also installed data and communication ports. The team painted and corrected the carpet layout, corrected the fire sprinklers to accommodate the new walls, and created a new conference room.

To quote Colonel G. Jerry Russell, "Bruce, Allen, and Steve did a phenomenal job of creating exactly what was needed. They did the job both professionally and efficiently. I am constantly impressed with their ability to step up and take on any project; their depth of skill and knowledge is a very great asset to our facility here in Meridian."