

Washington Group Plaza Case Study



SIGNIFICANT ACCOMPLISHMENTS:

- Operating expenses reduced by more than \$1.00 per square foot.
- Very positive tenant satisfaction with the property and the management company.
- Deferred maintenance, new campus restaurant and future amenities projects underway.

When Thornton Oliver Keller's team assumed property management duties for the 556,000 square foot iconic office campus known as Washington Group Plaza, there was one goal: position the property as the premier officing destination for businesses desiring to locate near Boise's downtown core.

Once home to local corporate legends such as Morrison Knudsen and Washington Group, the campus had changed ownership and was being managed by an out-of-state group. The new owners realized that a "boots on the ground" approach that could only be successfully executed by a local company would be critical to attaining its goal.

Thornton Oliver Keller's Director of Property Management, Ben Shalz, personally assumed the lead in managing the property and even occupied an office space at the property, so as to ensure that Thornton Oliver Keller was fully engaged with property activities and tenants.

The management team's initial review of the property's operating expenses highlighted several areas where Thornton Oliver Keller could implement real cost savings. Vendor contract

negotiations, personnel restructuring, and the contract for on-site restaurant services were all targeted for change. The result was a reduction in operating expenses of over \$1.00 per square foot annually.

Realizing that tenant retention would also be a top priority, the management team created and distributed a tenant survey to the 532 people who worked at the campus. The purpose of the survey was to introduce Thornton Oliver Keller to the tenants, open lines of communication and to improve tenant relations. Results of the survey were used to focus and prioritize areas of improvement, including deferred maintenance issues at the parking structure and throughout the common areas, elevator upgrades, and a newly designed campus restaurant and operator.

Several years into managing the property, tenant relations have never been stronger, with the majority satisfied or very satisfied with Thornton Oliver Keller's property management and a similar number pleased with the property and the amenities its tenants enjoy. Tenant retention has remained strong and new tenants are negotiating for the limited vacant space available.