

Colliers

# Real Estate Management Services

You can trust Colliers with  
your investment



Accelerating success.

# About us

*You can trust Colliers with your investment.* Colliers Real Estate Management Services Group has a proven track record of managing millions of square feet of office, industrial, retail and medical portfolios. Our Team has 85+ combined years of experience. Having managed over 5 million square feet of commercial properties, Colliers is one of the largest third party real estate management firms in Idaho.

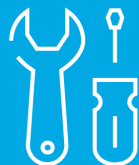
Our team works closely with clients to develop the most effective long-term real estate management solutions for value enhancement and asset stabilization. We provide comprehensive real estate management services with a clear focus on maximizing return on investment. We accomplish this through a unified management and leasing team sharing a common vision for the owner's goals and objectives.

***"Colliers goes the extra mile... achieving a 96% ENERGY STAR rating for our facility without an increase in cost. Colliers is committed to quality, sustainability, and customer service. We are delighted with their performance and their partnership."***

*Trudy Anderson, Ph.D.  
Associate Vice President / CEO  
University of Idaho, Boise*



# Available **services**



## MAINTENANCE

### Weekly

Inspections of:

- Exterior structural
- Window/door & exterior lighting
- Roof & drain
- Grounds & signage
- Signs of roof/plumbing leaks
- Emergency & exit lighting
- Visual Inspections of:
  - Fire sprinkler systems, riser pressures, valves
  - Fire alarm panel; verify telephone/radio connection to fire department
- Cleaning and upkeep of each property

### Monthly

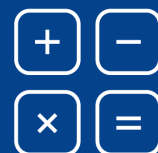
- Test emergency/exit lighting
- Inspect fire extinguishers

### Quarterly

- HVAC preventative maintenance

### Annually

- Complete life safety inspections (fire extinguishers/alarm systems/sprinkler systems)
- Flush water heaters
- Change batteries in emergency/exit lighting
- Full HVAC inspection, coil cleaning as applicable
- Clean roofs, clear roof drains



## MANAGEMENT & ACCOUNTING

### Weekly

- Review and pay invoices
- Manage maintenance 24/7 on-call services

### Monthly

- Owner reporting including balance sheets, P&L, rent roll, insurance certificates and lease expirations
- Reconcile expenses
- Collect rents (A/R) and process invoices (A/P)

### Annually

- Review vendor service contracts, bid out services as needed
- Prepare annual budget
- Property tax audit/appeals

# Our team



## Market Leader

Jim Shipman  
Managing Partner

Colliers has been operating in Idaho since 1996 and over the last 20-plus years the firm has been built from the ground up into one of Idaho's largest full-service commercial real estate firms.

## Real Estate Management



Amanda Snoey-Holladay  
Director of Property Management

Amanda is responsible for strategic planning, project management, monthly financial analysis & budgeting, development & implementation of preventative maintenance programs, team training & mentorship, and assessing needs of Owners and Tenants.



Diana Watson  
Real Estate Manager

Diana has managed industrial, medical, office, retail and multi-family properties over the course of her 25+ years in the industry.



Rachael Wood  
Real Estate Manager

Rachael has worked in real estate management for over 12 years, historically specializing in multifamily. Her expertise include tax credit properties, payables, accounts receivables, tenant charges and account research for all vendors and tenants.



Lisa Cochran  
Real Estate Manager

Lisa came to Colliers with an extensive background in government contracts and procedures in property management, as well as A/P and A/R experience. She is dedicated to the collections and contract management for her portfolio.



Patty Gordon  
Real Estate Manager

Patty has been working in the real estate management profession for over 32 years. She has a passion for developing excellent relationships with her clients and tenants.



Eric Ettesvold  
Real Estate Manager

A Twin Falls resident of 30+ years, Eric has over 10 years of sales experience along with HVAC knowledge and has owned his own small business. He is responsible for servicing clients' needs and meeting expectations throughout the Magic Valley.



Catrina Rife  
Real Estate Manager

Catrina previously worked with Colliers as a property assistant, working closely with Tenants to develop long-term real estate management solutions.



**WE'RE NUMBER ONE...AGAIN!**

Commercial Property Executive's  
**TOP PROPERTY MANAGERS**  
Rankings 2016 & 2017

# Our support

## Maintenance

With the largest maintenance group in Idaho, our team ensures your property is maintained in a first-class manner at all times, through both preventative and repair services. By removing the reliance on outside vendors our team creates a significant cost savings for our clients.



Keith Pratt  
Maintenance Technician



Kevin Miller  
HVAC Technician



Gerry Koen  
Maintenance Technician



Zachary LeValley  
Maintenance Technician



Chad Richardson  
Maintenance Technician



Tyler Richardson  
Maintenance Technician



Scott Borchert  
HVAC Technician



James Brennan  
Day Porter

## Accounting

All of our clients' accounting needs are met locally from our downtown Boise office. With 50+ years of combined experience, the team provides comprehensive financial reporting, keeps record of all income and expenses, creates monthly statements and advises on the annual operating budget. We work closely with each client to ensure all accounting services and reporting is tailored to individual needs.



David Andrus, CPA  
Chief Financial Officer



Shawn Barber  
Accountant



Griffin Peppley  
Accountant



Andrew Trushkov  
Accountant



Melanie Ferentz  
Accounts Payable

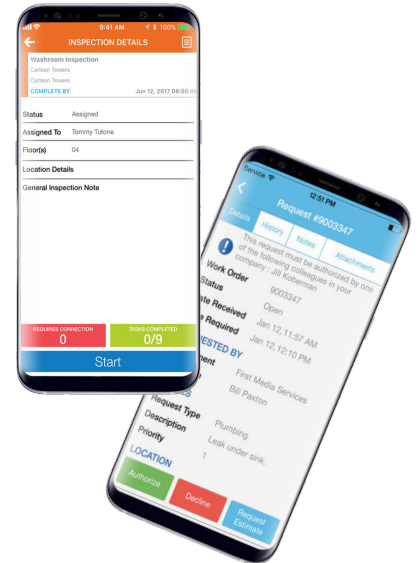
# Ownership reporting

At Colliers International we invest in the best technology to better serve our clients. Both Angus and Yardi are tools which are dedicated to the commercial real estate industry and are built with the client in mind.



Angus AnyWhere is a secure cloud based operations management platform.

- Angus AnyWhere currently manages and services 2 billion plus square feet.
- Private client portals
- Angus Systems connects our maintenance team with landlords and tenants, so that maintenance needs are directly and quickly communicated



Yardi is a comprehensive accounting and property management software providing owners with a broad spectrum of financial information. It manages your entire business, including operational, financial, leasing, and maintenance activities, all in a single database. With Yardi we are able to specifically tailor reports to clients needs. You decide the timing, format and content in each report—providing a continual snapshot of your investment.

# Representative **properties**



## **Bodo, 8th St & Broad St | Boise, Idaho**

**Challenge:** Since its completion, Bodo's occupancy had consistently exceeded 90%. While this was a positive starting point heading into the recession, many tenants did not have continuous operation clauses and could close their doors at any point, creating an enormous risk for the owner.

**Results:** Colliers negotiated the elimination or deferral of termination clauses in those tenants' leases while maintaining market rents, avoiding occupancy loss and preserving the revenue stream. Colliers' reduced expenses by identifying and rectifying utility usage inefficiencies, refining vendor scopes of work, and bidding contracts. This resulted in a 3.5% average annual reduction in operating expenses.



## **Centennial Job Corp | Nampa, Idaho**

**Challenge:** The State of Idaho took over this facility to operate and maintain in July 2019. Previously under the Federal government umbrella, on over 1,089,000 SF with eleven buildings, several out-buildings, garden area and baseball field. As the only pilot program for all 50 states several challenges were faced: no working management platform, years of deferred maintenance, and an unchartered pilot program.

**Results:** Colliers developed a working platform for an unprecedented venture and implemented programs to include preventative and restorative maintenance schedule that include a tracking system. Colliers re-negotiated contracts resulting in significant savings and oversaw several project management improvements to include security system installation, dorm renovations and landscaping



## **Eagle Plaza Shopping Center | Eagle, Idaho**

**Challenge:** An out-of-state investor with ample asset management experience was interested in purchasing a multi-tenant retail building in Eagle, Idaho. He requested that Colliers Property Management conduct a review on the building and landscaping prior to making a purchase decision.

**Results:** The Colliers property evaluation team exposed \$11,700 of undisclosed deficiencies to the client. The results were taken to the Seller who conceded to repair all the items on the inspection report and replace an inoperable HVAC unit. The client was able to purchase the property for far less than the appraised value, even in a strong "seller's market."



## **Franklin Business Park | Boise, Idaho**

**Challenge:** Franklin Business Park is a 40+ year old complex with seven individual buildings totaling close to 97,000 SF. The greatest challenge faced when the property was acquired in summer 2018 was dealing with ten years of deferred maintenance to the roofs and HVAC and tenants not paying their own direct utility expenses.

**Results:** Colliers managed the new property owner's investment of over \$2,000,000 in new roofing and HVAC systems which were completed in early spring of 2019. This investment, along with future exterior upgrades, has assisted with securing credit tenants on 60-month leases and renewing seven existing tenants at or above market rates. Additionally, an audit of the utility bills and reorganization of direct expenses for gas or electricity, as specified in leases, has resulted in reducing property expenses by \$12,000 per month.

# Real estate management **contacts**

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