

B E N E F I T



How can your properties benefit from Etkin's Management Excellence?





V A L U E A D D E D

## Experience That Counts

Founded in 1982, Etkin provides comprehensive property management services for more than 7.5 million square feet of quality medical, office, industrial and retail properties. Our leadership position reflects our extensive property management experience, cutting-edge technology and service beyond the scope of traditional property management organizations.

Etkin excellence in the delivery of services results in:

- Unmatched Owner/User Satisfaction
- Robust Occupancy Levels
- Enhanced Building Image
- Optimal Cash Flow
- Long-term Asset Enrichment

Etkin's well-deserved reputation as a preferred provider of real estate property management services is built on our commitment to operate our clients' buildings as if they were our own.

*"Etkin brings substantial experience to the management of our properties. This unique perspective means that they operate our investment from an entrepreneurial point of view."*

**STACY RICHARDS, MD**  
Rochester Medical Center





EXPERTISE

## Our Unique Approach

Etkin believes that when it comes to maximizing cash flow, leasing is only half the battle. As managers, we improve efficiency and eliminate waste while enhancing a building's success and reputation. Etkin provides our owners with a comprehensive financial profile of their properties. We apply our experience as principals to every aspect of our management portfolio including:

### Innovative Procurement Process

- Meet with Building Owner
  - Review Policies
  - Discuss Expectations
  - Inspect Site Together
- Execute Management Agreement
- Assign Property Manager
- Meet With Tenants
- Develop Operating Manual
- Secure Vendor Contracts
- Generate Portfolio Discounts
- Pursue Cost Reduction Opportunities

### Physical Management Components

- Assign Trained Management Personnel
- Perform Regular On-Site Inspections
  - Evaluate Contractor Performance
  - Preventative Maintenance Initiatives
- Anticipatory of All Requirements

State-of-the-Art Financial Reporting  
Create Operating Budget  
Quarterly Financial Reports and Distributions  
Capital Improvement Plan  
Monitor Accounts Receivable/  
Accounts Payable

### Strong Tenant Retention

- Timely Response to All Requests
- Host Appreciation Events
- Accessible Property Management Office

- On-Site Maintenance Technicians
- Tenant Satisfaction Surveys

Our goal is to add significant value to each assignment and to perform beyond our clients' expectations in every facet of our service delivery.





## The Etkin Edge

Measurable results are the work product of Etkin' property management style. Our talented team brings hands-on experience and strong leadership to assure that we achieve clients' goals.

To maximize benefits to building owners, Etkin utilizes:

- Highly motivated on-site management professionals who control operating expenses through detailed evaluations, innovative procurement technology and effective contract administration.
- Proactive maintenance programs keep every building open and ready for business. Prompt response to service requests and regularly scheduled preventative maintenance of infrastructure and mechanical systems results in an extremely high level of tenant satisfaction.
- Immaculate grounds and common areas, with 24/7 response if needed is essential. From snow removal to planting flowers at the first sign of spring, Etkin is hard at work with the right specialists at the right time to improve your building's position in the marketplace.

*Etkin has done a great job assuming the property management for our buildings in a seamless and organized manner; proactively addressing potential issues so they are resolved in a timely and cost-effective manner. I would definitely recommend Etkin's property management team."*

**MICHELLE HORNBERGER**  
COO Crittenton Development Corporation





# RESULTS

## We work hard to GET and KEEP your BUSINESS

"Just a few words of gratitude to Etkin for the great job it has done in managing our buildings. Regardless of obstacles, Etkin has always come through and given us the attention to detail demanded by our staff members. The ability to respond on short notice to our requests is greatly appreciated. Success is based upon developing relationships, responding in time of need and correcting issues quickly and without fanfare. Etkin has accomplished this flawlessly and we appreciate your being part of our team."

**MICHAEL D. POULOS**  
President / CEO, Michigan First Credit Union



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