

facilities services



“Successful facility management means the property and its tenants are open and ready for business every day.”



elliott associates

ready for business every day

The presentation of a property is critical to landlords, tenants and customers. That's why Elliott Associates keeps a fresh eye on the property, checking in frequently to ensure it's presentable and ready for business. We pay attention to all of the details from the landscaping in the front of the building to the trash receptacles in the back. When something needs to be fixed, replaced or maintained, we know the right vendors for the right job. We also have a comprehensive knowledge of system maintenance for HVAC, roofing, fire, security and safety systems. It's our mission to strike a balance between pride-of-ownership and cost for the tenant.

more resources mean more service

Our Facilities Services team has established long-term relationships with several hundred vendors that we have found to be trustworthy, reliable and who adhere to the same high standards we do. We use these vendors to perform a wide variety of maintenance, repair and construction projects every year. No matter how complex or how simple the project, these established resources allow us to provide clients with quality work that is performed expediently and at a reasonable price.

we do it seamlessly

An integration and coordination happens within Elliott Associates that sets us apart from other firms. Our Facility Managers and Property Managers work hand-in-hand on behalf of the property owners. Together, they communicate and ensure all issues are addressed.

In addition, we have a web-based, electronic work order system that monitors the response time much more efficiently than a traditional paper system. This allows us to be accountable for seeing that the work is accomplished in a timely manner and to the tenants' and owners' satisfaction.

We keep our eye on the values and ethics that have made us the dependable, responsive firm our customers have come to rely on, time and time again, for their investment properties. We do this by making ourselves available for emergencies to vendors, clients and tenants 24 hours a day and by being completely thorough in our communication.

our numbers add up

We currently manage millions of square feet of commercial real estate, primarily located across the Pacific Northwest, and within these properties we work with approximately 1,000 tenants. This equates to hundreds of construction projects we manage every year. Our track record of timely project completion is impeccable. We manage budgets and quality issues meticulously, and as a result, we are rewarded with satisfied and repeat clients.



the elliott associates advantage

Our services reduce the risk in maintenance, repair and the construction process, as well as lowering project costs and reducing an owner's time involvement. We have to keep a lot of people happy, and our Facilities Services team never loses sight of that.

Our in-house professionals regularly inspect a facility to ensure all routine and scheduled maintenance is being performed correctly and on time. We identify potential problems and determine whether an immediate repair is necessary. Early detection of these issues can prevent larger, more expensive repairs in the future, which, in turn, creates considerable savings to the property owners and fewer disruptions to a tenant's business operations.

construction management

From conception to completion, our Construction Project Managers supervise and coordinate licensing, vendors and contracts for new construction, roof replacements, remodels and other complex projects. We act as the eyes of the owner by hiring skilled architects, engineers, and contractors and by working directly with the local government offices for permits.

Our Construction Management team handles all maintenance, repair and construction project services over \$5,000 for a fee as outlined in our property management agreements. These services are also available to clients outside of our property management clientele.

- Feasibility studies
- Predevelopment/pre-purchase due diligence
- Planning/engineering/design management
- Construction/contractor supervision
- Scheduling
- Budgeting/cost management
- Bid evaluations/contract negotiations
- Inspection coordination
- Project closeout documentation
- Client satisfaction review

diverse in experience and service

Our Facilities Services and Construction Services team consists of a diverse group of individuals who are educated and experienced in the fields of construction, engineering and project construction management. Our professionals are backed by a company that provides a full range of services, including **Asset Management, Investment Services, Property Management, Leasing Services, and Accounting Services.**

This means clients can work with one company from the early stages of investment research and acquisition to property development, maintenance and enhancements, managing the investment and finding creative solutions towards the sale or trade of the investment. All of our services and expertise greatly reduce the learning curve for our clients, so they can make informed decisions on managing their investment.

We are an Accredited Management Organization (AMO®) – one of only 520 elite firms nationwide that hold this prestigious accreditation. We are also recognized members of ICSC, IREM and CCIM.

what makes us good:

Our people : Our vision : Our capability : Our commitment

asset management

investment sales

property management

leasing services

accounting services

facilities services



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THE ACORN: An acorn symbolizes the fruition of hard work, endurance, and heritage. It evolves from a small seed and grows into a deeply rooted tree. This is how we grow our clients' commercial real estate investments: offering strength, potential, partnership and growth.