

property management

“Property Management doesn’t cost money. It saves money. And when it’s done right, it makes you money.”



elliott associates

deep-seated in service

More than 35 years ago Elliott Associates founded the company by offering Property Management services that answer to a higher standard. Today **Property Management** remains the heart of our business, but over the course of time as our client base grew, so did our service range. We now offer integrated management services that also include **Asset Management, Investment Sales, Leasing Services, Accounting Services, and Facilities Services.**

We view Property Management as a relationship between clients, tenants and our people. It doesn't matter how large or small a client's portfolio is — we manage every property individually, paying close attention to the unique characteristics of each asset and the tenants within. Our services, our teamwork, and our experienced Property Managers contribute to the successful management of millions of square feet of commercial, retail, and industrial-flex space.

customized strategy for our clients

Our Property Managers answer to the needs of a property. We listen to the goals and intent of the property owner and then tailor our strategies, services and resources to ensure these goals are achieved. Once we understand the client's financial and investment goals, we form our Property Management team. We match the property to the appropriate manager and then build our team accordingly. A team most often consists of a Property Manager, an Assistant Property Manager, a Facilities Manager, a Portfolio Accountant, a Leasing Broker, and a Lease Administrator.

services provided

- Annual budget preparation
- Cash management and accounting
- Monthly financial reporting
- Supervision of all on-site employees and contractors
- Regular property inspections, evaluations and supervision
- Tenant relations
- 24-hour emergency response
- Rent collection
- Construction management, tenant improvements and new construction
- New lease and lease renewal negotiations

how we deliver satisfaction

Fiscal responsibility is our first priority to our clients. Through precise lease administration, stringent cash management, proper budgeting, and expense control, we keep every property running smoothly. We regard the budget as a working document that encompasses a tremendous amount of relevant information regarding a property. The budget serves as a compass for the year ahead, providing a clear vision of what is expected for owners, tenants and our property managers. And we're so conscientious with numbers that our budgeting process begins in July in order to complete our internal approvals for submission to the owner by mid-November. *Nothing is overlooked.*

Our second priority is tenant relations. We provide tenants with 24-hour response to emergencies, and we help them succeed by looking after the physical condition of the property and by keeping it ready for business every day. By controlling operating expenses so occupancy costs are transparent and reasonable, tenants benefit from financial certainty, which in turn grants them the ability to better plan for the future.

Our third area of focus is our responsibility to vendors. We make sure they know what is expected of them, and we're there to oversee the fulfillment of their work. This requires constant communication between our team, the vendors, the tenants and the owners, and we take great pride in being good at it.



there's no substitute for experience

Our property managers are exceptionally diverse, capable and adaptable. In order to succeed they must excel in customer service, leasing, marketing, analysis, and construction. They must also have the ability to multi-task, communicate clearly, and remain flexible.

Additionally, our wide range of services also allows clients to 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 uncertainty for our clients, so they can make informed decisions on managing their investment.

properties we serve

- Retail – *strip malls and anchored centers*
- Industrial – *business parks, R&D, distribution*
- Office – *high-rise, mid-rise and garden*
- Medical – *office, clinic and lab*
- Corporate and government facilities

owners we represent

- Private investors
- Partnerships
- Family trusts
- Corporations
- Institutions
- Non-profit organizations

the elliott associates advantage

Our unique position as a company with roots firmly established in every facet of the industry has given us a wealth of knowledge, experience and resources that we advantageously leverage for our clients in a way that no one else can. Our business begins and ends by what our clients require, so we work with, listen to, and adapt to our clients' individual needs rather than adhering to a pre-established framework. We consider long-term and short-term goals, as well as more intangible factors that carry meaning for our individual clients.

Most importantly, we believe that trust is the true currency of this business, so we do everything we can to establish and uphold this ideal through clear, concise, and frequent communication.

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.