

PROPERTY MANAGER CHECKLIST

- Provide leadership and direction to and effectively manage relationships with other business groups, e.g. leasing, asset management, to ensure a high level of tenant service and achievement of company and property goals and objectives.
- Achieve operating expense reductions without negatively impacting customer service.
- Develop and maintain an ongoing tenant relations plan, implement initiatives, and maintain an operating environment to achieve a satisfactory level of tenant service.
- Prepare and present annual budget taking into consideration market conditions in coordination with other business groups.
- Manage, report, and explain monthly property financial performance through the Monthly Asset Plan (MAP) including explanations of monthly and year-to-date budget variances, explanations of aged receivables and a detail of collection efforts, explanations of capital expenditure variances and project updates, annual financial reforecast, and narratives outlining issues that may affect the overall financial or operational performance of the property.
- Manage vendor relationships to ensure service levels are maintained and costs are in accordance with the terms of the agreement.
- Manage and bid site-specific service agreements and compliance with service agreement specifications including, but not limited to, agreements for janitorial service, security service, garage management, and elevator maintenance.
- Initiate contact with the new tenant representatives to coordinate the move-in process, provide an introduction and orientation to the management staff and building, review available services, and explain the building rules and regulations.
- Track new leases and existing leases and notify the necessary departments of any changes before they occur, ensuring changes are appropriately documented.
- Manage tenant relationships to ensure tenant retention and a high level of service including timely and complete resolution of tenant concerns, coordinating special services and requests and conducting formal and informal inspections.
- Ensure compliance with insurance requirements, building codes, life safety codes and other applicable laws, regulations and policies.