

Analytical Report

Summary notes are taken during each interview. Interview notes are computerized. The summary report is referenced and cross reference and maximum benefits are thereby extracted from the interview data.

Survey results are used jointly with owner/management in the development of objectives that will result in improved tenant satisfaction and operating performance of the property.

Objective Report to Tenants

A final phase of the tenant interview program is a report to tenets. This report must stand a reasonable test of objectivity. With objectivity as a standard for the report, a positive tenant reaction is achieved.

Method K Partners has developed a unique approach to property management. Budget and expense control are an element of the Method K approach. The difference and unique aspect of the Method K approach is the objective and the method in which the management attention is directed.

PROPERTY MANAGEMENT

**The underlying objective of the Method K approach to property management is...
MANAGE TO FACILITATE THE BUSINESS
SUCCESS OF YOUR TENETS**

THE METHOD

Method K management is a "sure-fire" approach to improved tenant satisfaction and improved property operating results.

Method **K** Partners
INC.

(847) 253-6633 • Fax (847) 368-0401
www.methodk.com

Method **K** Partners
INC.

1204 East Central Road
Arlington Heights, IL 60005



Method **K** Partners
INC.

Property Management
That Produces Results



The key to successful property management is to concentrate on tenant expectations and needs.

We work closely with tenants, through sensitive property management, to determine how we help tenants achieve business success. This does not mean we actually become involved in the management of the tenant's business.

WHAT THE TENANT WANTS IS WHAT YOU WANT.

If tenant expectations and needs are achieved, this will help the tenant succeed. A successful tenant experience will keep the property rented and support higher rents.

Successful investment performance of a property will resist the manager who attempts to enforce it. Successful investment performance of a property will fall into the lap of the manager who acts to facilitate the business success of the tenants.

The elements of the Method K approach to property management include:

Property Inspection

A detailed inspection is made of each new property to be managed. A specially qualified team has been developed for the property inspection. The inspection outline includes:

- Roof
- Stairwells
- Tenant Suites
- Lobby and Garage
- Engineer's Shop
- Night Inspection
- Elevator Penthouse
- Mechanical Plant
- Outside Building Area
- Public Floor Area

Property Performance Review

Another element of the Method K approach to property management is the Property Performance Review. The Building Owners and Managers Experience Exchange Report is used as the format for the conduct of this review.

The BOMA Exchange Report is a detailed compilation of building management experience. The current report covers over 4,000 office and retail property owners' and managers' experience. These 4,000 buildings represent a wide and varied selection of properties.

The BOMA Experience Exchange Report's comprehensive base provides the opportunity to develop historical income and expense comparisons as measured against the property being surveyed.

A comparison of the management and operating experience of the property being surveyed against the BOMA Experience Exchange Report is invariably a revealing experience. The comparison is meaningful because of the opportunities to compare "apples with apples". The opportunity for comparison with like properties is provided because data is cross-referenced based on type of property, size, age, location, number of stories, city or suburban, etc.

The consequence of this Management Performance Review will identify where your property management performance requires attention and will establish a format for continuing improved management performance.

Tenant Survey

Another element of the Method K approach to property management is the Tenant Survey.

The purpose and approach to the Method K survey is not only to determine the things that make for tenant satisfaction, but also to determine how, in the management of tenant facilities, owner/management can facilitate the business success of the tenant. Tenets become immediately responsive to this.

The Method K approach is to "ask". This is done through person to person, face to face, interview contact. The interview approach is used because it is the best method for identifying the "real" satisfaction and dissatisfaction in the owner/management and tenant relationship. **The interview outline covers the full spectrum of information in a way that the subject matter of the interview emerges as "satisfiers" and "dissatisfies" of the relationship.**

The interview can achieve in-depth expressions and understanding not attainable through any other technique. Only skilled interviewers, qualified in non-directive interview techniques are used.

The Critique

Upon the conclusion of interviews with tenants, an owner/management critique is arranged. The critique provides the opportunity for owner/management review with the people that actually conducted the interviews. **The critique offers a first hand "sense of feel" of tenant attitudes and opinions.**