



PROPERTY MANAGEMENT

LOCATION:

Head Office North Vancouver
Branch Office New Westminister

Serving clients within British Columbia, focus on the Lower Mainland, in addition to clients in the interior of British Columbia and on Vancouver Island.

OBJECTIVE:

Working with Clients who are looking for a Property Management firm that will offer:

- Efficient communication
- 24/7 emergency contact
- Physical site visits from Property Management group
- Actively engaged and be proactive on maintenance items around the building.
- Proactive methodology
- Remove ownership from the day-to-day operational process of managing the building. Have freedom to travel and not have to worry about the property. To ensure communication is direct from Custom Realty to Tenants/Suppliers



WE ARE RESPONSIVE

We know what it's like to get lost in the shuffle of "big business", that's why we always answer your call. Whether you're a start-up looking to expand your office space, a property owner looking to divest your investment, or a building owner looking for a property manager, we are here to help you.



WE ARE CLIENT-FOCUSED

At Custom Realty your needs are our needs. At Custom Realty we listen to you. We ask a lot of questions to ensure that we're able to provide you the service specifically tailored for you. We believe that your success is our success.



WE ARE INNOVATIVE

Let's face it, finding the right space to lease or the right client for your property isn't easy. We don't shy away from the tricky requests, in fact we thrive on finding creative, out-of-the-box-solutions for our clients. We know the Lower Mainland market, from the North Shore to the outskirts of Langley, from industrial lands to office and retail. We do the leg work so you can focus on your core business.

CUSTOM REALTY

MANAGEMENT SERVICES

- Co-ordinate cleaning, snow removal and landscaping operations.
- Weekly inspection of the property for up to one hour per visit.
- Complete minor repairs that may be required, including changing of common area light bulbs.
- Check common area locks and doors.
- General site clean-up, including interior common area and exterior.
- Coordination sub-trades for service of HVAC, roof, elevator, fire alarm monitoring/testing, security cameras and access control system.
- Coordinate the maintenance of building systems.
- Develop and implement schedules and procedures for safety inspections and preventive maintenance programs.
- Prepare building maintenance budgets.
- Plan, organize and prepare contracts for provision of supplies and services, such as signage, cleaning, maintenance, parking, safety inspections, security and snow removal, as outlined in the annual budget.
- Oversee the installation, maintenance and repair of real estate infrastructures including machinery, equipment and electrical and mechanical systems.
- Ensure that trouble calls received from clients or tenants are acted upon.
- Facilitate moves by coordinating timing, installation of elevator pads and occupant access.



CUSTOM REALTY **ADVANTAGE**

At Custom Realty, we understand the complex needs of commercial real estate investors and that's why we offer a customized approach.

At Custom Realty, our expertise is in providing tailored services that meet the specific needs of our clients. Our property management professional offer local in-depth market knowledge and our finance team deliver reporting and analysis, annual budgets, and support on complex financial issues. Our clients choose us because they want to work with a team that puts them first, are proactive, and are committed to increasing their asset values.

The Custom Realty advantage means you have the experts working on what they do best. This approach gives our clients peace of mind and saves them time and money.

Custom Realty Services include:

FACILITY MANAGEMENT

- Proactive maintenance schedule to mitigate unexpected capital costs and increase asset value property.
- Clear and regular communication with clients and tenants.
- A dedicated team of bonded and responsive maintenance staff.
- Complete routine site visits to confirm state of building, as well as look for any potential damage and future work required.
- Plan, organize and prepare contracts for provision of supplies and services such as signage, cleaning, maintenance, parking, safety inspections, security and snow removal.
- Oversee the installation, maintenance and repair of real estate infrastructures including machinery, equipment and electrical and mechanical systems.
- Respond to all calls, ensuring clients and tenants have quick response to trouble calls.

- After-hours emergency call-out services, accessible 24/7.
- Provide an easy transition with coordination the transfer of facilities management and provide Notice of Direction to suppliers and owners.

TENANCY PLACEMENT

- Advertising available units.
- Conduct showings.
- Complete detailed application.
- Complete Tenancy paperwork, obtain Tenancy deposit.
- Move Inspection and documentation.

PROPERTY MANAGEMENT

Includes all items above.

- Preparation of annual maintenance budget for properties.
- A dedicated team of accounting professionals who provide detailed reporting, including Full Cycle Accounting.
- Collect rental payments.
- Issue payments for all suppliers.

CUSTOM REALTY

YOUR INVESTMENT.

OUR PRIORITY

- Combined, over 65 years of property management experience, including many commercial assets of Residential Use.
- Experienced managing sites with multi-national tenants and independent owners.
- Clients have direct access to Custom Realty principals.
- A 24-hour service contact, with trucks on the road to provide reasonable response to all situations.
- Costing summary provided for prior approval.
- For Maintenance and Janitorial Services, we have a fully staffed maintenance and janitorial division that provide all necessary services at fair market rates for similar trades.
- Have a full network of local trades to draw from to provide repair services where our staff is unable to do the work.
- Members of Landlord BC and follow all Residential Tenancy guidelines for all residential units with respects to interacting with occupants who are tenants.

- Winner of New Westminster Chamber of Commerce Platinum awards 2018 – Custom Service Excellence and 2019 Entrepreneur Under 40.
- Winner of ConnectCre. 2023 Canadian Women in Commercial Real Estate. Pacific Canada Region.



PROPERTY MANAGEMENT EXPERIENCE:

- Offshore international, local private and corporation investor
- Government Corporations, Start-up to National/International Tenants
- Financial Institutions
- Multi-family Residential Tenancy with a range of rents and class of buildings. Low and high rise.
- Industrial parks
- Retail Centres, Office Buildings
- Mixed – Use Building

EXAMPLES OF PROJECTS WE'VE WORKED ON:

- Elevator upgrades – full replacement of elevators – including cab upgrades
- \$4 million building restoration including electrical / plumbing upgrades
- New roofing – torch-on and shingles
- Building envelope – water proofing
- Parking lot – resurfacing / line painting
- Window replacements – full building for energy improvement
- Full apartment suite renovations – including new bathrooms and kitchen
- Implement systems to improve tenant living environment.

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I've known Jolene for a few years in business and her care and attention to detail in support her clients is unmatched.

Clients I've referred over to her have provided me with glowing recommendations and testimonials on her service and I would urge anyone who is looking for a commercial realtor to give Jolene a call.

Chad Oyhenart, MBI,
DLC Canadian Mortgage Experts

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ADDITIONAL SERVICES

- In addition to the weekly one-hour site visits, Custom Realty Ltd. staff are available for additional services. For services outside our scope, we will contract to third-party service providers.
- Including the following items: interior/exterior janitorial, handy repairs and landscaping.

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I've lived in this building for 10 years. When I first moved in, it was run very poorly. No security, sketchy residents, nightly visits from the police. I lived in fear and put a second lock on my apartment.

In 2014, the property management of the building was taken over by Custom Realty and they really turned the building around. Inspections were done, security was a priority, repairs completed, an on-site caretaker was hired, painting to common areas, new patios installed, and before you knew it the building was a totally different living experience, I felt safe and comfortable in my home.

During the COVID-19 pandemic Custom Realty continued to ensure our safety was a priority. They installed sanitizer on every floor, increased cleaning and sanitizing of high touch points, and were quick to put safety protocols put into place.
Laura Klare, Tenant
Coquitlam, BC

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REMUNERATION

Fees vary depending on building size. After initial connection we will obtain general information about your building. From there we can provide a quote specific to your building needs along with a copy of our management agreement.

TRANSITION PROCESS

1. Owner to sign off on LETTER OF DIRECTION for the Tenants and Suppliers. This will be used to transfer contact information to CUSTOM Realty for Property Management.
 - a. Notices sent to Tenants to confirm new Property Management, request updated Contact Information.
 - b. Notices sent to Suppliers where there is a contract in place to confirm new Property Management.
2. Onsite meeting to confirm the physical operating systems of the building. Set of Master Keys to be provided to CUSTOM Realty Ltd. Where appropriate, introduction with current onsite person. Access to all common areas of property to take photos and confirm the systems.
3. **Owner to provide – Tenancy Placement**
 - a. Floor plan, if one is available
 - b. Current rental information.
4. **Owner to provide – Property Management:**
 - a. Tenant list and contact information.
 - b. Copies of most recent Supplier Contracts.
 - c. Specific supplier contacts for each property
 - d. Copy of current Annual Budget.
 - e. Tenant Lease Agreements and any subsequent renewals.
 - f. Trial Balance for property.
 - g. Tenant File information.
 - h. Capital Budget plan.
 - i. Most recent property appraisal for each property.

Optimizing Property Investment.

Top 10 Reasons to Choose Custom Realty Ltd as your Trusted Third-Party Management Partner.

1. Owner's Time:

Free up owner's time by redirecting tenant calls to our dedicated team, allowing the Ownership to focus on their core strengths in construction and development. In addition to our business day admin support team, we have 24/7 emergency response team for any afterhours response required.

2. Cost-Efficiency:

Outsourcing property management eliminates the need for hiring additional internal staff, saving on recruitment, training, and ongoing employment costs.

3. Tenant Satisfaction:

At Custom Realty, we ensure prompt and efficient handling of tenant issues, improving overall satisfaction and reducing the burden on internal staff. Tools to help with this include an online system which allows tenants to submit/review maintenance requests, review their tenant file from any where in the world and update banking information for automatic rental payments.

The screenshot shows the RENTCafe website interface. At the top, there's a navigation bar with 'Payments' and 'Maintenance' tabs. Below that, a 'Payments' section is active, displaying a 'Current Balance: \$3,000.00' as of 3/19/2018. A table lists charges: 'Movein - Rent' for \$1,500.00 on 3/19/2018 and 'Movein - Deposit' for \$1,500.00 on 3/19/2018. Below this, 'March Monthly Charges' are shown, with a 'Rent' charge of \$1,500.00, resulting in a 'Total Amount' of \$1,500.00. On the right side of the interface, there are prompts to 'Set up auto-pay?', 'Add a Debit Card', and 'or use other form of payment'.

LANDLORDBC

Residential Tenancy Branch



4. Expertise in Property Management:

At Custom realty we leverage our specialized knowledge and experience in property management, addressing potential challenges that may arise as tenants move around. We are active members of LandlordBC. We follow RTB guidelines to keep everything transparent and ensure our interactions with Tenants have high integrity.

Continue.... Optimizing Property Investment.

5. Consistent Quality of Service:

Benefit from our standardized and consistent approach to property management, providing a reliable and professional experience for tenants. The founders of Custom Realty have been intricately crafting and perfecting their systems since 1988 and 2006, respectively.

6. Caretaker Management:

Custom Realty will manage the caretaker, including arranging holiday coverage, relieving the owner from day-to-day operational concerns, payroll and training. Where required, we work with 3rd party contractors to complete required repairs and work.

7. Long-Term Relationship:

Given our existing positive relationship and successful management of their other properties, extending our services ensures continuity and reliability.

8. Maximizing Investment:

Our track record with other properties demonstrates our ability to enhance property value and maximize returns through strategic management practices.

9. Risk Mitigation:

Professional property management mitigates legal and compliance risks, ensuring the owner is protected from potential liabilities.

10. Opportunity Cost:

By outsourcing property management, the owner can redirect their focus towards business expansion and development opportunities, maximizing overall business growth

REFERENCES

Provided at time of formal proposal.



www.custom-realty.ca



[Custom Realty Ltd](https://www.linkedin.com/company/custom-realty-ltd)



[Customrealtyltd](https://www.instagram.com/customrealtyltd)



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