

# Operational Costs Optimization

*View of the management company.*



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## *View of the management company.*

- How Property Management Companies run the business in current market situation.
- What Property Management Companies do to retain tenants.
- What steps Property Management Companies undertake to optimize operating expenses.
- Questions and answers.



## View of the Management Company

### *How Property Management Companies run the business in current market situation:*

- How current market situation influences property management companies,
- Constant quality control using international standards for business (based on ISO standards and requirements - International Organization for Standardization),
- Usage of client-oriented and tenant-oriented principals of work in daily operations,
- What property management companies do to increase cash flow for the building.



## View of the Management Company

### *What Property Management Companies do to retain tenants:*

- CRM – Customer Relationship Management,
- Program aimed at increasing of number of additional services in the building to retain tenants,
- Regular meetings with tenants' representatives to understand current tenants' situation, predict and prevent possible problems,
- Provision of services on the highest level.



## View of the Management Company

***What steps Property Management Companies undertake to optimize operating expenses:***

- Constant monitoring of the market,
- Organization of tenders for the main services to reduce expenses,
- Waste classification, economy on trash removal, etc.,
- Economies of scale,
- Reduction of administrative expenses, telephone expenses, etc.,
- Restructuring of working schedule of service personnel,
- Revision of BMS schedule,
- Cost –effective use of resources (electrical systems, water treatment, etc),
- New IT solutions, leading to number of personnel reduction with the same quality level, EAM – Enterprise Asset Management.



# View of the Management Company

*Questions and answers.*

