

HOLLADAY PROPERTIES
Details of Management Services Options

Management Service Description	Asset Management	Full Property Management
Annual Fair Market Value (FMV) Study	X	X
Establish Standard Business Lease Terms (SBLT)	X	X
Obtain Owner Approval of New & Renewing Tenants	X	X
Negotiate Renewal Lease within SBLT	X	X
Document Lease Terms for Owner Approval (SLP)	X	X
Prepare Lease Documents per SLP	X	X
Provide Regulatory Compliance Monitoring of Leases	X	X
Administer Terms of Lease Consistently for All Tenants	X	X
Calculate & Communicate Annual Increases	X	X
Calculate & Communicate Expense Recoveries	X	X
Preparation of Client Specific Policies & Procedures	X	X
Annual Revenue Budget Projection	X	X
Invoice Tenants for Monthly Rent	X	X
Set Up Lock Box and Bank Accounts	X	X
Collect & Post Rent Payments	X	X
Monitor AR Status, Contact Delinquent Tenants per Policy	X	X
Approve & Pay Building Invoices	XXX	X
Update Monthly Rent Roll Listing All Tenants & Spaces	X	X
Prepare Monthly Accounting Package	XXX	X
Update FM Link Monthly with Lease & Financial Info	X	X
Provide Client Access to FM Link	X	X
Annual Property Inspection & Report	XXX	X
Semi-Annual Meetings with Owners	X	X
Educate Physician Tenants as to Regulatory Compliance	X	X
Annual Operating Budget Projections (Income & Expense)		X
Annual Capital Budget Preparation		X
Monthly Variance Monitoring, Quarterly Variance Reports		X
Monthly Operations Review Calls (ORC)	XXX	X
Negotiate Leases with New Tenants & In-Term Amendments		X
Quarterly Meetings with Owners		X
Monthly Tenant Visits by Holladay, Issue Identification		X
Delivery of Tenant Gift Baskets (3 times per year)		X
Preparation of Incident Reports, Copy to Owner		X
Quarterly Risk Management Walk-Thrus		X
Insurance Confirmations : Tenant & Vendor Certificates		X
Vendor Service Contract Bidding per Policy		X
Preparation of All Service Contracts (also input on FM Link)		X
Vendor Service Level Reviews by Holladay		X
Housekeeping Surveys for Tenant Satisfaction		X
Strategies to Enhance Asset Value		X
Capital Needs Assessments & Reviews		X
Oversite of Maintenance Requests & Repairs		X
Professional Engineering Support thru Holladay		X
Energy Management Reviews & Green Initiatives		X
Best Practices Consultations with Owners		X
XXX = Typical Additional Items in Enhanced Asset Management Contracts		