



NAI Sullivan Group
MANAGEMENT SERVICES

Your team
on the ground,
taking care of
business

Careful management and clear communication

Owning commercial real estate is both a privilege and a responsibility. The benefits of ownership come from effectively managing the asset—from understanding the financials to fostering strong tenant relationships and maintaining the physical property. These are skills we've honed to perfection.

We begin by helping you define and understand your objectives as the owner. Our collaborative team approach leverages our combined resources, experience, and expertise to achieve those goals. We maintain open communication and coordination among owners, tenants, and vendors, considering everyone's needs and perspectives. Then, we diligently work to find the best solutions.

Specific management areas we specialize in:

PROPERTY MANAGEMENT

We offer property owners an on-the-ground, day-to-day presence. Each property is managed by a property manager that ensures smooth operations, accurate financial management, and clear communication with the owner. We develop an efficient management plan and then implement it. Our attention to detail and proactive approach mean that we anticipate needs, address issues before they arise, and understand that our work is ongoing.

Tenants rely on the property being ready for business every day, and we ensure it is. From property maintenance and lease administration to budgeting, rent collection, and bill payment, we cover every detail and account for every dollar.

FACILITIES MANAGEMENT

Effective facility management ensures that a property's infrastructure and systems are running at their best. Achieving this requires a range of elements working in harmony. Our hands-on facility managers collaborate with hundreds of trusted vendors, creating an integrated team with a single objective: maintaining a smoothly functioning property. With the support of our NAI Global partners, we can efficiently manage facilities across multiple markets.

The seamless operation of a property and its systems is vital for landlords, tenants, and customers alike. We leverage our technical expertise to handle every detail, planning ahead for repairs and maintenance to minimize unexpected issues. We carefully select and oversee vendors to guarantee quality work at competitive rates. Regular inspections ensure the property is in top condition, and we maintain clear and prompt communication with all parties involved.

ACCOUNTING SERVICES

When done correctly, property accounting provides a clear and reliable picture of a property's financial situation, minimizing uncertainty. Accurate financial reporting is crucial for understanding a property's historical, current, and future financial status.

At NAI Sullivan Group, our bookkeepers excel at transforming the complexities of the real-world environment into organized, comprehensible financial data. They are integral to our management team, meticulously tracking and accounting for every dollar each month using advanced software. This allows us to generate clear, straightforward reports summarizing income and expenses. We emphasize the importance of precise accounting because we recognize that managing a property also means safeguarding our clients' financial interests.

LEASE ADMINISTRATION

Understanding and managing lease documents is crucial for establishing a clear landlord-tenant relationship. Our lease administration specialists conduct a comprehensive analysis of each lease to ensure that it clearly defines the rights and obligations of both parties. We meticulously review every detail, identifying and addressing any ambiguous language or terms.

BUDGETS AND PLANNING

Budgeting for a property's anticipated financial activity is one of the most powerful management tools at your disposal. A well-developed budget forecasts income, expenses, capital needs, and cost recovery, serving as the foundation for the property's operational plan. Leveraging our extensive expertise and real-time engagement with all aspects of property management and leasing, we create precise, detailed budgets that are crucial for both landlords and tenants.

OPERATING COST RECOVERY

Neglecting to accurately determine and recover operating expenses from tenants not only impacts the landlord's bottom line but can also strain the landlord-tenant relationship. Given the complexity of modern property operations and leases, this task is challenging. Our skilled team of bookkeepers, property managers, and lease administrators has the expertise to interpret lease terms, analyze operating statements, perform the necessary calculations, and effectively communicate the results. Ensuring this process is handled correctly is a daily responsibility for us, serving hundreds of property owners and tenants.

CONSTRUCTION MANAGEMENT

The success of construction projects hinges on effective management. The optimal approach involves having a single, trusted partner who maintains a broad perspective while also focusing on the finer details. NAI Sullivan Group offers complete management services, guiding projects from inception to completion. Our goal is to ensure innovative design, adherence to timelines, cost efficiency, and minimized liability.

We oversee every aspect of a construction project. Initially, we assemble a skilled project team through a thorough RFQ and RFP process. We then lead the planning, engineering, and design phases while managing contractors, licenses, and permits. We establish and monitor schedules, track and analyze the project budget with a detailed cost accounting system, and conduct regular inspections. Throughout the project, we provide detailed progress reports to keep all stakeholders informed.

Work with us

A different kind of commercial real estate experience

We provide world-class expertise and genuinely personalized service in commercial real estate. With extensive experience, skills, and resources, we manage every facet of the industry.

NAI Sullivan Group has grown and succeeded by excelling in advisory, brokerage, and management roles. Our hands-on experience and collaborative approach set us apart. While we consistently achieve our clients' goals, the manner in which we do so is equally important. Our business is built on authentic relationships rather than mere transactions. We work closely with our clients as true partners, understanding that our success is ultimately defined by theirs.

We are also a member of the largest and most influential global network of owner-operated commercial real estate firms. Our affiliation with NAI Global connects us to over 375 locally owned offices worldwide, providing access to a vast network of real estate professionals with deep market knowledge across the country and internationally.

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