



**Topic: Introduction to Property Management and Lease Administration**

**Date of Presentation: December 11, 2014**

**Link to Series Information: [CES Historical Topics](#)**

**1. Is the Lease Management Desk Guide new?**

The current Lease Management Desk Guide (LMDG) was issued in November 2013 and training was offered in the summer of 2014. If you do not know who your Lease Administration Manager (LAM) is, please contact a GSA Field Office representative or your Regional Account Manager.

**2. Where can we get a copy of the LMDG? How will the new Guide be announced and shared?**

The LMDG is an internal GSA document. GSA is finalizing the customer version and will share it on the gsa.gov site in the near future. We will make an announcement once the guide is posted.

**3. The lessor has been requesting payment on overtime utilities from GSA. It's been several months and there has been no award letter. The lessor can't invoice for payment without an award letter. Is this when a LAM should be contacted?**

The LAM is responsible for coordinating the procurement of overtime utilities with the lessor. The individual completing the verbal order (under the micro purchase level), or GSA 300, must be a warranted contracting officer. Please contact the LAM if you have any questions or issues regarding overtime utilities. If you do not know who your LAM is, please contact a GSA Field Office representative or your RAM.

**4. How and when will customer agencies be informed of their LAM contact?**

Per the new guidance released in November 2013, LAMs are involved in projects from the early stages, and customer agencies should be provided their LAM's contact information at the beginning of a new lease project. A Customer Welcome Brochure is part of the Lease Management Customer Guide. This brochure is to be shared with customers at occupancy for new leases or when otherwise appropriate. If you do not know who your LAM is, please contact a GSA Field Office representative or your RAM so they may assist you in connecting with the LAM.

**5. Where are these templates located please?**

Templates will be shared with the release of the Lease Management Customer Guide.

### **6. How do we get a GSA to enforce recycling?**

GSA can only require compliance with lease terms. The latest standard lease language regarding recycling (during occupancy) is provided below. Note that some leases may not require recycling. Please contact your LAM if you have questions regarding the requirements of your lease.

- A. For Leases greater than 10, 000 rentable SF, with a Lease term greater than six months, the Lessor shall establish a recycling program for (at a minimum) paper, corrugated cardboard, glass, plastics, and metals where local markets for recovered materials exist.
- B. Where State or local law, code, or ordinance requires recycling programs for the Premises, Lessor shall comply with such State and/or local law, code, or ordinance.
- C. When implementing any recycling program, the Lessor shall provide an easily accessible, appropriately sized area (2 SF per 1,000 SF of Building gross floor area) that serves the Space for the collection and storage of materials for recycling. Telecom rooms are not acceptable as recycling space. During the Lease term, the Lessor agrees, upon request, to provide the Government with additional information concerning recycling programs maintained in the Building and in the Space.

### **7. What does GSA do if a building loses power?**

If building issues are encountered that prevent or significantly impact the tenant's ability to occupy or otherwise use the leased space, please inform the LAM as soon as possible. The LAM should be aware of any issue potentially preventing the tenant's ability to utilize the space. The LAM will follow the steps outlined in the "Situations Requiring Immediate Action and Unresolved Service Calls" section of the LMDG. The steps are also provided in the CES presentation.

### **8. To what extent will GSA help write an alterations Scope of Work (SOW)?**

The response to the question is applicable for GSA managed projects. If an agency is requesting a delegation to perform alterations, the agency is required to demonstrate that a qualified individual from its agency will prepare the SOW, serve as the COR, and manage the project. GSA may provide expertise and assistance if requested on a case-by-case basis.

If an agency has a requirement that will result in an alteration to its current space post-award, it must notify the LAM prior to any action being taken. At that time, the LAM, using project management principles, will meet with the client agency. The client agency must provide a detailed SOW, completed with the help of a space designer/planner/construction representative, as needed. Upon completion, the client agency must provide a copy of the detailed SOW, related drawings, a cost estimate supporting the SOW, and an RWA. After the SOW and initial drawings are complete, the LAM must advise the Lease Contracting Officer of the client agency's SOW and discuss whether it involves minor or major contract changes and the impact to the existing lease.

Depending upon the alterations required, the SOW can contain, for example, one or more of the following: a narrative, floor plans, equipment specifications, contractor qualifications, and security clearance procedures. The level of detail in the SOW will vary based on the procurement process. More detailed SOWs will be needed if a solicitation for alternative sources is required.

**9. What credits do client agencies receive for using less energy? Is my agency space sub-metered?**

The operating costs that PBS pays to the lessor are passed through to the tenant agency. At this time, credit is not available for using less energy. Please check with your LAM regarding sub-metering. That information would be specific to your lease.

**10. Are we supposed to go to the LAM or Regional Account Manager if GSA isn't doing annual inspections?** Please contact your LAM first since the LAM may be in the process of scheduling your inspection. If you do not know who your LAM is, you may contact your GSA Regional Account Manager and they will be able to assist in connecting you.