



Client Enrichment Series

Welcome to today's presentation on an

Introduction to Property Management and Lease Administration

the presentation will start at 2:00pm EST

Note: Phones are automatically muted during the presentation. You have the ability to send questions to the host and presenters through your questions pane. They will answer as many of the questions as possible throughout and at the end of the presentation. All questions will be captured, and answers sent to all participants before the next presentation in the Series.



Client Enrichment Series

Introduction to Property Management and Lease Administration

Presenters: Chip Pierpont
Facilities Management Officer
Facilities Management and Services Programs
GSA Central Office

Tracy Talbert
Lease Management Program Manager
Facilities Management and Services Programs
GSA Central Office

Host: Leah Fant
National Account Manager
Office of Client Solutions
GSA Central Office





GSA PBS Federal Property Management



GSA's Property Management Authorities

- Federal Property and Administrative Services Act of 1949, as amended, and as revised, restated and recodified without substantive change by P.L. 107-217 (Title, 40 U.S.C., Subtitle I).
 - Governs real and personal property acquired to carry out Federal missions and programs. The Act focuses on the acquisition, utilization and disposal of real and personal property.
- Public Buildings Act of 1949 and 1959, as amended, and as revised, restated and recodified without substantive change by P.L. 107-217 (Title 40, U.S.C., Subtitle II).
 - Governs the acquisition, construction and alteration of public buildings and their sites.
- Section 111 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470h-3).
 - Law of general applicability authorizing the outlease of agency-owned historic properties to non-Federal entities.

GSA's Property Management Authorities

- Public Buildings Cooperative Use Act of 1976, as amended, and as revised, restated and recodified without substantive change by P.L. 107-217 (40 U.S.C. 581(h)).
 - Outleasing of certain space in public buildings for educational, cultural, recreational, or commercial purposes.
- 40 U.S.C. 3101
 - Public buildings and their sites outside of the District of Columbia, and military reservations are under exclusive jurisdiction and control of Administrator of General Services.
- 40 U.S.C. 8101
 - Public buildings and grounds in the District of Columbia are under the charge of the Administrator of General Services.
- Stewart B. McKinney Homeless Assistance Act (P.L 100-77), renamed McKinney-Vento Homeless Assistance Act (P.L. 106-400).
 - Provides process for making excess property available to assist the needs of the homeless.

GSA's Public Buildings Service - Owned Inventory

- 1,513 Buildings
- Approximately 176.4 Million Square Feet
- PBS operates buildings in all 50 states, U.S. Territories, and the District of Columbia
- Diverse Portfolio – Office buildings, courthouses, laboratories, warehouses, land ports-of-entry and data centers

Core and Sub-Core Property Management Programs

- **Core Property Management**
 - Operation, Maintenance and Minor Repairs
 - Custodial, IPM, Snow Removal
 - Energy Conservation
 - O&M Agency Delegations
 - Operating Cost Measure
 - GSALink
 - Overtime Utilities Estimating
 - CMMS
 - GPP/LEED
 - Training
 - MARS
 - Policy and Procedures
- **Sub-Core Property Management**
 - Environmental Support
 - Fire and Life Safety Support
 - Sustainability

GSA's Property Management Goals

- **Support the missions of our customer agencies**
 - Provide safe, healthy, clean, productive and comfortable environment
 - Development of custodial/mechanical standard specifications
 - Provides consistent, reliable services
 - Policy and Procedural Guidance
 - MARS Review Tool Development

GSA's Property Management Goals

- **Support the social and economic programs of the Federal Government**
 - Energy Conservation
 - Shave Energy
 - Energy Star
 - Disaster Preparedness Support
 - SourceAmerica/AbilityOne (formerly NISH)
 - GP/LEED

GSA's Property Management Goals

- **Efficient and cost-effective operations**
 - Operating Cost Measure: Benchmarking the GSA PBS inventory compared to commercial sector rates
 - GSALink
 - Reimbursable Services for Overtime Utilities
 - CMMS
 - Federal Buildings Personnel Training Act
 - On-Site Courses - FIFT, FHPB, SBOT
 - Online Courses - Water Conservation, Electrical Safety, HVAC



GSA PBS Lease Administration/ Management



Lease Management Program Efforts

Lease Management Desk Guide (LMDG)

Lease Administration Manager (LAM)
Training

Lease Management Customer Guide

Lease Management Tool

Lease Management Desk Guide - Overview

**LAM Major
Duties**

New Leases

Occupancy

**Lease
Expiration and
Termination**

**Relationship
Management**

Security

Sustainability

Lease Administration Manager - Major Responsibilities



New Leases

Pre-Occupancy & Transition

- LAM participates in meetings and completes assigned tasks.

Service Contracts (Non-Fully Serviced Leases)

- Coordinate the procurement for the service contract.
- Deliver the completed scope of work and estimate for services to the CO.
- Serve as the COR for the service contract.

Moves/Relocation

- Collaborate with the tenant agency to develop the move SOW.
- Coordinate the procurement for the move contract.
- Follow applicable, established GSA project management procedures.
- Coordinate the physical move schedule.
- Serve as the COR for the move contract.

Leased Space Occupancy

Lease Inspections

Cure Process

Overtime Utilities

**Situations Requiring
Immediate Action
and Unresolved
Service Calls**

**Subsequent Repairs
and Alterations**

Outleasing

Child Care Program

Occupancy: Lease Inspections

Follow the Inspection Checklist for every lease



Conduct at least one inspection annually



Transmit findings to the lessor, copying the tenant agency and LCO



Verify satisfactory completion via re-inspection



Deficiencies
resolved?

Occupancy: Lease Inspections

Deficiencies Resolved

- Issue Close-Out Letter

Deficiencies Not Resolved

- Refer to the Cure Process

Occupancy: Cure Process

Deficiencies Identified

- LAM Issues Lessor a Deficiency Letter
- Allotted time passes
- The LAM re-inspects

Deficiencies Uncured

- LAM consults the LCO and determination is made
- Cure Process triggered
- LAM issues Notice of Non-Compliance letter to the lessor
- Allotted time passes
- The LAM re-inspects

Occupancy: Cure Process

Deficiencies remain uncured

- LAM consults the LCO
- LCO consults regional counsel and determination is made to continue the cure process
- GSA issues Notification of Default - Final Opportunity to Cure letter to the lessor
- Allotted time passes
- LAM re-inspects

Deficiencies remain uncured

- LAM consults the LCO
- LCO consults regional counsel and determination is made to continue the cure process
- GSA issues Notice of Exercise of Lease Right – Commencement of Work letter to the lessor

Occupancy: Cure Process

GSA Contracts for Work

- GSA's Project Manager (PM) will proceed in accordance with the GSA action plan
- The PM will monitor the completion of work until the deficiencies are resolved
- LCO sends the Notice of Exercise of Lease Right - Deduction

Occupancy: Situations Requiring Immediate Action

Situations that require immediate action include, but are not limited to, the following:

Office or building conditions that pose a probable human health risk.

Building leaks and flooding.

Power outages.

Loss of the ability to temper the space for an extended period of time, or anything that prevents the use of the leased premises.

Occupancy: Unresolved or Escalated Service Calls

- Standard service calls should be directed to and resolved by the lessor's designated representative.
- In situations when the lessor does not respond or does not respond adequately to the request, the LAM may be contacted by the tenant agency to assist in resolution of the problem.

Occupancy: Immediate Action and Service Calls

When the LAM becomes aware of any situation that may be considered a building emergency, or receives an “escalated” service call, the LAM must complete the following steps:

Notify

- Notify the lessor immediately and document the notification by following up in writing.
- Notify the LCO/LS.
- Contact regional SME(s), as applicable.

Confirm

- Confirm the lessor takes appropriate action to remedy the situation.

Occupancy: Immediate Action and Service Calls

Consult

- If the lessor does not remedy the situation in a timely manner, consult the LCO/LS and collaboratively determine if the situation is a potential cure process trigger event.
- The LCO is ultimately responsible for making this determination.

Potential Cure

- If it is determined this is a trigger for the cure process, refer to Chapter 4, B. cure process for details.

Close

- Upon resolution, the LAM must document the file and close out the process by following up with the tenant agency and the LCO/LS.

Lease Expiration and Termination

Situations where a lease term is ending, or a tenant agency is vacating a portion or all of its space in a leased location could result in any of the following:

**New or
replacing
lease**

**Succeeding or
superseding
lease**

**Move to
federally
owned space**

**Closing the
office**

Lease Expiration and Termination

LAM Responsibilities

Inform tenant agency of all requirements and coordinate moving equipment, furniture, etc.

Coordinate with tenant agency, LCO/LS, lessor, property manager to schedule advance inspection.

Coordinate final space exit inspection after the agency has vacated.

Take pictures or video to document condition of space.

Collect keys from tenant agency and return to lessor.

Complete GSA Form 1204 "Condition Survey Report".

Sustainability

- Partnership
- Recycling
- Green Purchasing
- Construction Waste Management
- Energy Star
- LEED

Templates

- Pre-Occupancy and Transition
 - Lease Transition Checklist
 - Lessor Transition Package
 - Customer Welcome Brochure
 - Lessor FAQs
- Lease Inspections
 - Inspection Checklist
 - Inspection Form
 - Letter Templates

Templates

- Cure: Notification of Non-Compliance Letter
- Lease Management File Checklist
- Occupancy Profile for Leases
- Sustainability
 - 5 Steps to a Good Building Recycling Program
 - Environmental Products and Recycling Letter
 - Leased Building Recycling and Waste Data Worksheet
 - Leased Building Environmental Products Worksheet



Questions?

Thank you for joining us today for a discussion on

Property Management and Lease Administration

- **Future sessions**

- January 2015: Introduction to the PBS Pricing Policy
- February 2015: Introduction to Furniture Procurement

www.gsa.gov/ces

ClientEnrichmentSeries@gsa.gov