

Create real **value** through property management performance

Property investors today face many challenges to ensure the success of real estate assets. While tenants seek enhanced quality of building services, other stakeholders focus on environmental sustainability. There is increased demand for greater transparency, risk management and compliance. Alongside all of this is the constant pressure to reduce costs and enhance efficiencies.

As the leading property management services provider in Australia, with a national managed portfolio of more than 3,500 properties - comprising more than 8.6 million sqm - Jones Lang LaSalle understands these challenges and has the experience, talent and resources to add real value beyond day-to-day management.

We focus on maximising rental income, and ultimately, asset value. We do that through strategic lease negotiations, reducing your risk profile, streamlining capital works and applying effective tenant-retention strategies.

With over 680 property and facilities management specialists across the country, we have the scale and geographic distribution to provide clients with the most sophisticated property management services available. Our experts are backed by a depth of resources and infrastructure to ensure we consistently create real value for clients through property performance.

The many benefits of partnering with Jones Lang LaSalle

- **Maximise property value** through long-term strategies, including tailored services to support day-to-day property management.
- **Increase tenant attraction and retention** with effective strategies, including best-in-class help desk facilities and lease administration practices.
- **Achieve sustainable solutions** via an integrated approach to environmental sustainability management across the asset life cycle.
- **Minimise risk** through holistic, site-specific risk processes implemented by experienced professionals.
- **Ensure compliance**, with robust reporting and review mechanisms, for the asset and all service providers.
- **Access timely and accurate financial reporting** through our web-enabled proprietary reporting platform - OneView by Jones Lang LaSalle.

“*The on-site management team at Chatswood Central has demonstrated a detailed knowledge and understanding of the property through the application of their hands-on management approach. The team has achieved some great results due to the strong working relationships that they share with tenants, contractors and Valad. We are very pleased with the performance of the Jones Lang LaSalle management team and have no hesitation in recommending them.*”

Kurt Wilkinson
Chief Operating Officer
Valad Property Group

Property Management

Quality services tailored to you

Jones Lang LaSalle's property management services can be integrated to suit the needs of your asset or portfolio. The following services are available as required to support your existing business model:

- **Lease administration** – achieve maximum value during lease renewals through our specialist negotiation capabilities.
- **Financial reporting and accounting** – make better decisions with consistent and accurate financial data delivered overnight via web-based reporting.
- **Engineering facilities management** – maximise value through cost-effective building engineering solutions backed up by high-quality and diverse facilities support services and specialist advice.
- **Sustainability consulting** – add value and realise sustainability design potential through our specialist expertise.
- **Risk management and compliance** – minimise risk and ensure compliance by adopting our holistic, site-specific risk management processes.
- **Property Service Centre** – minimise tenant frustration through our 24/7 help desk facility for day-to-day property management.
- **Capital works management** – streamline capital works projects and maximise value through practical technical advice and innovative management solutions.
- **Building audits** – protect your investments by identifying and tracking risks and opportunities.
- **Procurement management** – achieve cost efficiencies via our buying power.
- **Transition management** – minimise disruptions to building operations during tenant transitions through our first-class transition management processes.
- **Critical environment management** – minimise risks through our cost-effective operating process and professional staff trained to ensure 100% uptime.

“*Jones Lang LaSalle has delivered quality advice to us around the management of Australia Square over the past two years. They have managed, with the assistance of relevant specialist consultants and the co-owner's representatives, an AUD 13-million public space refurbishment, a 30,000-sqm make-good, leased 23,000 sqm in the complex, maintained 100% retail occupancy and implemented an award-winning recycling programme.*”

John Swadling
Head of Commercial
DEXUS Property Group

“*We appointed Jones Lang LaSalle because its management team is backed by a team of specialised leasing personnel who have a proven track record in the effective management of the centres. Above all, we believe that Jones Lang LaSalle has the capabilities to back up its promises with results.*”

Amelia Yan
Glenquarie Shopping Centre and Peninsula Plaza

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