

GS Management Company

Your Full Service Commercial Property Management Company



5674 Sonoma Drive • Pleasanton, California 94566
Phone 925/734-0280 • Fax 925/734-8125 • E-mail gsmc@gsmanagement.com
www.gsmanagement.com

Organization

GS Management Company has a reputation for implementing creative solutions to complex real estate issues. Our principal strength is our ability to direct and manage resources, to enhance property values for our clients, and to meet their specific objectives. We offer property management expertise with customized financial reporting capabilities. The principals and associates of GS Management Company bring a wide range of disciplines and talents to the projects we undertake. We have a track record of serving clients ranging from local individual owners to national institutional clients. This enables us to draw upon a broad range of experience in developing management plans for our clients' portfolios.

Our organization offers a wide range of technical expertise, outstanding customer service, creative and assertive marketing, and superior accounting and reporting abilities. We pride ourselves in establishing client relationships that allow ease in the flow of information between owner and manager, to simplify the tasks of the owner and to insure meeting the owner's investment objectives. The advantage of working with GS Management Company is the personal pride we take in our effort to design a strategy and management program that successfully meets the needs and requirements of each owner. GSMC has been consistently named among the top 25 property management companies in the Silicon Valley Business Journal, East Bay Business Times and San Francisco Business Times. GS Management Company has an A+ Rating with the Better Business Bureau.

Beverly Howell & Phyllis Osaki



Executive Team



Phyllis Y. Osaki is the Chief Executive Officer and a principal of GS Management Company. Ms. Osaki has worked in commercial real estate since 1977. Prior to joining GSMC, she was No. California Regional Vice President with Koll Management Services, and she was the No. California District Vice President with PREMISYS Real Estate Services, Inc., a national property management company which was a wholly owned subsidiary of The Prudential Insurance Company. Ms. Osaki has in-depth experience in marketing, leasing, construction management, project acquisition/renovation and commercial property management. She earned her Bachelor of Arts Degree and Standard Teaching Credential from San Jose State University.



Beverly J. Howell is Chief Operating Officer and a principal of GS Management Company. Ms. Howell has worked in commercial real estate since 1983. Prior to GS Management Company she was the principal of a local property management company, which was merged with GSMC in 1996. From 1985 - 1992 she was a Portfolio Manager with Koll Management Services overseeing an extensive industrial and office portfolio in the East Bay. Ms. Howell received her Bachelor of Science Degree in Business with an emphasis in Accounting from San Francisco State University.



Pamela L. Olson, CPA, is Vice President of Finance and, as such, she is responsible for overseeing the portfolio financial statement preparation and accounting operations. Ms. Olson is located in our Bend, Oregon office where she effectively telecommutes with our clients and the GSMC team. Ms. Olson specializes in real estate issues with an emphasis on partnership accounting. This experience allows her to coordinate and prepare all of the audit and tax reporting, as well as the accounting set up of new entities. Prior to joining GS Management Company in 1993, Ms. Olson was a Senior Tax Accountant at Arthur Andersen & Company. Ms. Olson received her degree in Business Economics with an emphasis in Accounting from the University of California, Santa Barbara.

Property Management Services

GS Management Company manages several million square feet of commercial properties throughout Northern California. We aggressively work toward reducing operating expenses and increasing cash flow for our clients. Our objectives include performance excellence, professionalism, communication, responsive/personal service and attention to detail. Our managers are attentive and highly responsive to the individual needs of our clients, as well as their tenants. Every management contract is approached with the sensitivity of a personal investment.

- High tenant retention
- Responsive to tenant service calls
- Aggressive receivable collections
- Regular communication with owner
- Preparation of fiscal operating budget
- Expense control/revenue maximization
- Preventative maintenance program
- Regular detailed inspection of each property
- Prepare scope of services for vendor bidding
- Supervision of contractors/vendors
- Maintain property files/tenant records
- Maintenance personnel services (optional)
- Construction management (optional)
- Marketing/leasing (optional)



Accounting Services

GS Management Company recognizes the importance of a highly skilled accounting team. Our accounting team works hand in hand with the property manager to service our clients and tenants. We utilize Skyline property management and accounting software programs, and can provide in-depth detailed monthly financial statements or simple Excel spreadsheets, based on what our clients prefer. The accountants are involved in the accounts payable and accounts receivable process, the preparation of the annual operating budget, annual reconciliation, cash flow projections, and owner distributions.

- Customized reporting
- Preparation of cash basis and/or accrual basis reports
- Preparation of monthly cash flow with budget comparison
- Monthly variance reports
- Preparation of monthly rent roll
- Monthly receivables/aging report
- Monthly distributions to owners or calculation of cash required
- Monthly rent statements
- Expense reconciliation
- Tenant account auditing
- Cash management including maintaining money market and checking accounts
- Compliance with providing property information for loan covenants
- Coordinate property audits
- Coordinate project tax returns



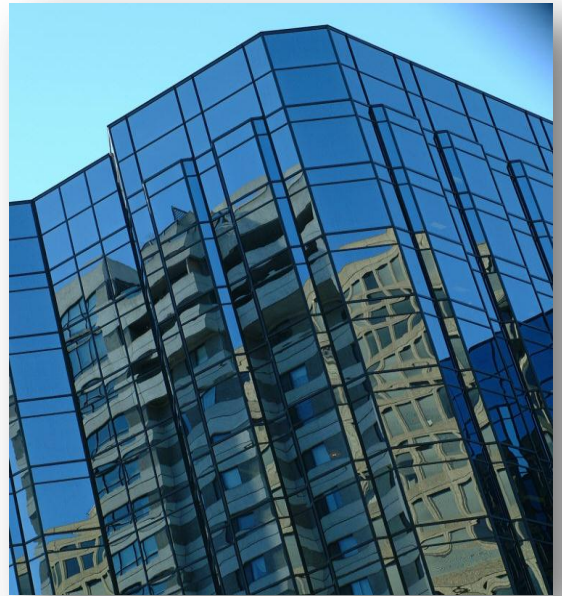
Date	Amount
10/20	\$ 738.97
10/21	526.82
10/22	590.53
10/23	524.21
10/24	362.24
10/25	308.42
10/26	
10/27	

Marketing/Leasing Services

If the owner so desires, GS Management Company has the capability to provide marketing and leasing services for our clients. These services range from managing and coordinating the marketing efforts of the exclusive listing agent to directly leasing new or renewal transactions on behalf of the owner. If the property has an exclusive agent, we have the expertise to coordinate all marketing efforts between the agent, the tenant and the owner.

If GSMC is responsible for the marketing, we will prepare fliers, install marketing signs, post information on the internet, prepare proposals, negotiate terms and prepare the lease. Our team has been working with the Northern California brokerage community for over thirty years and we have established strong ties with the top brokers in every field and market. This is an optional service.

- Manage and coordinate marketing program of exclusive agent
- Coordinate direct marketing
- Prepare brochures, proposals and lease documents
- Communicate with owner and negotiate lease
- Cooperate with all procuring brokers



Maintenance Services

The ability to respond as quickly as possible to a tenant's service call is our in-house maintenance team's top priority. Tenants expect and appreciate it when the property management team responds immediately to make repairs to their premises. A lack of responsive service can often be the reason they elect not to renew their lease. We use a state-of-the-art work order software program allowing us to instantly distribute work to our maintenance force in the field via their wireless devices and tenants can go online to send us work orders for immediate response. Our maintenance team is always friendly, knowledgeable, service oriented and they follow through expediently. Whether they are working on an office, industrial, retail property or association, our service team are always well groomed in their GSMC uniforms. They know that they represent our clients and they understand how important it is to establish a positive rapport with tenants and vendors. They are available to our clients on an hourly "as needed" basis or on an allocated monthly basis.

- Highly-skilled building engineers
- Responsive to tenant service calls
- Prepare preventative maintenance program
- Directly resolve most repair/maintenance issues
- Professional demeanor in GSMC uniform
- Enhance positive relationships with tenants and vendors
- Available on an hourly as needed basis
- Cost effective maintenance for properties



Construction Management Services

When an owner decides to invest capital dollars in their property, whether it is for a tenant's interior improvements or for a new roof, it is extremely important to monitor the entire process to avoid delays, change orders and control costs. GS Management Company's team of professionals has vast experience in the coordination of capital and tenant improvements and we are in control of the process from day one.



We designate ourselves as the point of contact throughout the construction process, coordinating with the architect, tenant, contractor and owner. We request competitive bids and value engineer the bids for our clients. We carefully review each progress payment before recommending payment by the owner. From the beginning to the end of the job, our objective is a smooth and timely move-in for the tenant and to insure cost control for the owner. This is an optional service.

- Coordinate meetings with architect and tenant
- Review plans from the owner's perspective
- Maintain control over design to insure cost effective tenant improvements
- Solicit bids from subcontractors or general contractor
- Value engineer all bids for owner
- Monitor throughout construction process
- Point person for tenant, architect and contractor
- Work with local governmental agencies to insure code compliance
- Set up construction meetings
- Maintain cost control throughout construction process
- Conduct final walk-through and follow up on punch list items
- Primary objective is to insure timely tenant move-in
- Conduct similar controls managing all capital improvements

Experienced, Professional Team

GS Management Company is proud to employ experienced, professional property & assistant managers, as well as experienced accountants. They must have the ability to combine operational property management, financial and analytical capabilities along with excellent people skills to meet the high management standards required by our organization.

Our property managers are licensed by the California Department of Real Estate. They are encouraged to attend career development programs and to obtain industry designations such as The Institute of Real Estate Management's (IREM) designation for Certified Property Managers (CPM) or The Building Owners and Managers Association's (BOMA) designation for Real Property Administrators (RPA).

Our management philosophy is "team" management. The property manager is supported by the entire organization to ensure we can provide the highest level of service to our clients and our tenants. The support team consists of the principals, accounting staff, administrative staff, in-house maintenance staff, and property managers.



Office Management Experience

GS Management Company has an in-depth experience and expertise managing Class A and suburban office projects throughout Northern California. We have managed Class A multi-building master planned office projects, mid-high rise office buildings located in downtown San Jose, north Bay Area, two story suburban office buildings and unique boutique office buildings in downtown Palo Alto. We also experienced managing medical office buildings and combination retail & office buildings.

GS Management Company understands the meaning of "Full Service" for office tenants even if they are on a triple net lease. Our experience includes the transition of new office developments, the renovation of older office buildings, leasing office buildings, monitor tenant improvements and the management of stabilized office buildings.



Retail Management Experience

GS Management Company's retail portfolio includes neighborhood shopping centers and strip shopping centers. We understand the management intensity of working with both sophisticated anchors and small, local retailers. Retail management demands experience in percentage rents, the importance of maintaining a pristine center, understanding the need to create just the right balance of various types of retailers, the parking demands and signage control. We are aggressive when it comes to graffiti control, trash, sidewalk and parking lot maintenance. Keeping our retail centers full and attractive yet keeping expenses in control is a number one priority with GS Management Company.



- Neighborhood/community retail centers
- Understand unique management of sophisticated anchor or smaller retail tenant
- Calculate and bill percentage rents
- Graffiti controls
- Parking controls

R & D/Industrial/Warehouse Management Experience

GS Management Company has an extensive background in managing every type of industrial product, including big-box warehouse, free-standing R & D buildings and multi-tenant industrial buildings or what is commonly called incubator space. We have an in-depth understanding of what it takes to manage industrial properties and their tenants. In addition to our management and marketing experience, the members of the GSMC team have been involved in the development, renovation and liquidation of industrial properties throughout Northern California. GS Management Company recognizes the importance of monitoring any hazardous materials that may be used by industrial and high tech tenants. Regular property inspections are critical to insure that industrial tenants do not store unsightly pallets or equipment in inappropriate locations.

We are extremely familiar with the calculation, billing and collection of triple net CAM expenses and industrial gross rents. We recognize that managing industrial property is completely different from managing office property, insuring that owners achieve maximum value from their real estate investment. Furthermore, the industrial tenants appreciate the in-depth knowledge of our professional managers. When it comes to managing industrial properties, GS Management Company is the property management organization to hire.



Commercial Association Management Experience

Managing a commercial association is completely different from a typical commercial property, and GS Management Company fully understands the difference. GSMC has the unique expertise in managing many commercial associations from single building/condominium projects to major business parks consisting of several hundred acres. We work with the various owners to create the association budget and bill the owners their pro-rated share of the association dues. We organize and lead the annual association board meetings and monitor the upkeep of the common area to the satisfaction of all Owners involved.

- Manage commercial owners association
- Create common area budget
- Calculate and bill owners' dues
- Supervise vendors to maintain common area
- Conduct association meetings
- Communicate with owners



Sunnyvale, California

Facility Management

GS Management Company offers facility management services to those companies that want to focus on their core business, rather than assign internal personnel to manage their facility. Companies elect to outsource their facility management needs to GS Management Company to provide day to day maintenance services, lease management, internal moves, remodeling, as well as overall facility management coordination. Our online maintenance work order software allows our clients to easily complete a work order for everything from installing white boards to reporting a roof leak.

GSMC will:

- Coordinate internal moves and supervise all service vendors
- Calendar critical lease dates and manage our client's lease
- Review all service contracts & lease documents
- Review and analyze CAM expenses & reconciliation invoices
- Provide budgetary numbers for facility expenses
- Communicate with client's landlord on as needed basis





Client Testimonials

- *“Your assistance during the re-tenanting of the property was invaluable.”*
- *“We would like to commend you for your professionalism in managing this property. We lease several properties across the country and have experienced many property management firms. The quick response and follow through for the concerns we have voiced were remedied in a manner of high priority each time. This is uncommon in a high growth economy.”*
- *“I would like to commend you for your work in the sale transaction. Your ability to continue to meet the on going needs of the tenants, to continue the process of releasing space and at the same time to manage the disclosure process of selling the property were exceptional.”*
- *“In all my years a tenant, I can positively say that being in this building has been the best experience in my career.”*
- *“I have found that the team is top notch, always responsive to our requests. I’ve never heard the words ‘no’ or ‘we can’t help you with that’ from the team.”*
- *“I just wanted to take a moment to thank your office for its help and cooperation over the past few months with regard to the audit which we conducted. Your staff was always very professional and helpful.”*

Quotes from clients.



Client Testimonials

- “We received the annual CAM adjustment and found it to be a decrease rather than an increase. Congratulations to the estimators and the management team!”
- “A special thanks for the excellent job you are doing in the maintenance of the shopping center. It takes effort and diligence to maintain a place available to the public.”
- “I cannot express enough thanks to your excellent staff for their comprehensive attention they provided at our facility and the status updates I received on a weekly basis. Because of their efforts, I felt assured that any issues that arose at that location were being handled and reported to me in a timely and efficient manner.”
- “Beautiful! You guys (GS) are such a breath of fresh air for us as owners. Thanks for all your good work!”
- “I need to advise you of the pleasure it has been to deal with your company. Responses to our requests or questions have been immediate and with complete professionalism. The impression given to us from your company has been that you are here to collaborate with us to assist in rectifying any problems or concerns that may arise.”
- “Over the years, you have done an excellent job managing this property, surpassing the high standards required by an institutional owner. The maintenance of the properties has been outstanding, and tenant relations have been excellent. Your prompt response to inquiries and resolution of problems has led to a very smooth running property.”