

THE **retail** CONNECTION
management services

Property and Asset Management

The number one objective of Connected Management Services, a wholly owned division of The Retail Connection, is to provide retail shopping center owners with the property and asset management services they need to complement their in-house capabilities.

TRC's affiliated companies work together to provide unparalleled resources an owner can rely on. We partner with our clients to understand their business needs in detail. This allows us to deliver a service that is responsive, project specific and results oriented.

Connected Management Services provides property and asset management with the customer AND client in mind. We are experts at getting your property noticed by retailers while enhancing the shopper's experience. While we work to produce a quality shopping environment, we also ensure that the day-to-day operations of the center are consistent, efficient and effective.

Connected Management Services is committed to the best practices and processes, including:

- Tenant Relations
- Financial Reporting
- Vendor Partnerships
- Annual Budgeting
- Effective Cost Management
- NNN Reconciliation
- Lease Administration
- Capital Improvement Planning
- Clean | Safe | Secure Shopping
- Marketing

Construction Management *management services*

As part of our Construction Management Services platform, our construction management team has more than 50 years of diverse construction and retail real estate development, redevelopment and renovation experience. We assume an owner's mentality and take responsibility for the direction and implementation of the entire construction process.

We serve as the single point of contact for the owner, making sure the project is completed on time and within budget while minimizing risks. Our approach allows our clients to focus on their core business strategies and becomes the connection where retail and real estate come together.

- Site Planning
- Scheduling
- Budgeting
- Contracts and Lease Administration
- Entitlement Process
- Field Construction Management
- Tenant Coordination
- Bidding Process
- Project Close Out

Corporate Services

Whether it is lease administration, lease auditing or project management, our Corporate Services team is equipped with years of experience to keep retail projects on course with each owner's objectives.

Proactively identifying areas for improvement saves time and results in lower overall costs. By prioritizing open communication and a close partnership with clients, we work hard to identify opportunities within each retail property to save time, fulfill project goals and create a higher valued asset. With our Corporate Services' best practices and process controls, you will gain access to a highly experienced team created specifically to meet your objectives.

LEASE ADMINISTRATION

Through our extensive and diverse property management, development and acquisition experience, we have developed a thorough understanding of the important areas of lease administration. Because of today's changing real estate environment, tenant and landlord requirements and other financial challenges, it is important to have someone well versed in lease administration and how those issues impact what was oftentimes negotiated under different market conditions.

Our lease administration professionals understand inherently what it takes to provide services with tangible and intangible related assets in mind. Landlords often overlook simple or incorrectly stated financials in an everyday lease administration function. Alternatively, tenants may not be thoroughly reviewing their occupancy costs or other options and rights within the lease.

We understand critical or exposed areas, and we have the confidence and capabilities to correct them.

PROJECT MANAGEMENT

Whether you are an owner or a tenant, need a new facility or a new store build-out or are undergoing a relocation or expansion, The Retail Connection can assist. We do single and multi-site project management and focus exclusively on retail.

With our best practices and process controls, you gain access to a highly experienced team created specifically to meet your objectives—whether it is interior build-out, move management, commercial real estate operations, occupancy planning, engineering, architecture or construction. Our collaborative approach is managed by a dedicated project manager who serves as your single point of contact and accountability. Whatever the scope, we will achieve your goals.

Marketing Services

Our marketing professionals have more than 20 years of experience in branding, positioning and promoting shopping centers of all types and sizes including enclosed malls, open-air and small to large strip centers. We provide shopping center consultation, advisory and management. Our fees are based on the size of the center and the overall marketing required on a monthly basis.

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