

# OCCUPIER SERVICES

Lease Administration & Lease Accounting

# THE ADVANTAGES

## The LEE Advantage

Every Lee & Associates office delivers world-class service to an array of regional, national, and international clients - from small businesses and local investors to major corporate users and institutional investors. Our professionals combine the latest technology, resources, and market intelligence with their experience, expertise, and commitment to superior service to optimize client results.

### WHAT SETS US APART?

Since 1979, Lee & Associates has reimagined the way that commercial real estate companies should be structured. Each Lee & Associates office is owned and operated by its professionals. As shareholders of the company, this separates us from our competition and creates one common goal; to provide seamless, consistent execution and value-driven market-to-market services to our clients.

### SERVICES TO MEET THE NEEDS OF OUR CLIENTS

Lee & Associates' offices offer a broad array of real estate services tailored to meet the needs of the company's clients in each of the markets it operates, including commercial real estate brokerage, integrated services, and construction services. With specialty practice groups in each of these disciplines, our professionals regularly collaborate to make sure they are providing their clients with the most advanced, up-to-date market technology and information.

*"Culture is the distinguishing factor in how we provide a cohesive set of client services throughout the company at the highest level in the industry."*

*- Jeff Rinkov, CEO*

*LEE & ASSOCIATES IS THE LARGEST BROKER-OWNED COMMERCIAL REAL ESTATE FIRM IN NORTH AMERICA, AND ONE OF THE FASTEST GROWING!*

**1,500**

PROFESSIONALS  
AND GROWING  
INTERNATIONALLY

**\$32+**

BILLION  
2022 TRANSACTION  
VOLUME

**108%**

INCREASE  
IN BROKERED SALE & LEASE  
CONSIDERATION OVER 5  
YEARS



# THE SERVICES

## Service Delivery

We service domestic and international portfolios of all sizes and product types for owned and leased facilities, as well as equipment leases.

The VP of Lease Administration will oversee the onboarding of all new portfolios under management and will manage the portfolio for a minimum of one year after onboarding to ensure a smooth transition. A lease analyst will be shadowing during that time and will become the dedicated analyst on the portfolio with continued oversight from the VP. At the client's direction, monthly or quarterly service delivery meetings are established to ensure KPI's and expectations are being exceeded.

The scope of services can be altered at any time depending on client needs.



# THE SERVICES

## Standard Services

- Lease abstraction & management utilizing CoStar Real Estate Manager
- Critical date tracking, including e-mail alerts & reports
- Weekly/monthly rent payables validation & reporting
- Payables done via manual upload or API integration
- TI allowance & security deposit tracking & collections
- OPEX reconciliation review & audits
- Dedicated e-mail address for streamlined communication
- Lease accounting, including financial & compliance reporting
- ASC842 and IFRS16 compliance
- Reporting packages customized to suit client requirements
- Partnership with client's brokerage team

# THE SERVICES

## Additional Offerings

- Estoppel & SNDA review for accuracy
- Lease compliance review for repair & maintenance issues
- Direct communication with landlords re: rent, maintenance, etc.
- Sublease portfolio management
- Equipment lease administration
- Transactions management utilizing CoStar Real Estate Manager
- Lease review before transactions to identify potential opportunities

# THE PROCESS

## Discovery & Onboarding, Data Abstraction & Validation

### **Discovery & Onboarding**

We understand that every client has unique needs when it comes to their real estate portfolio. The relationship begins with a discovery session between Lee & Associates Lease Administration and the client's real estate team to better understand both the client's current processes and future objectives. A scope of services is established and tailored to meet the client's needs.

During the onboarding process, key performance indicators (KPI's) and other metrics will be established to ensure goals are being met or exceeded throughout the assignment.

### **Data Abstraction & Validation**

During the initial setup in CoStar Real Estate Manager, the client's existing portfolio will be abstracted into the database using all available leases, amendments, and other documents provided to our team. After the database is populated, any new lease documents will be sent for abstraction via a dedicated email address monitored by the Lease Administration team.

For each lease, hundreds of data points are abstracted, and all documents are stored in the database for ease of accessibility. All abstractions go through a two-step validation process to ensure accuracy and consistency. Data is also run through a semi-annual audit process to further ensure data integrity.



# THE PROCESS

## Reporting & Analytics

The Lease Administration team will work with the client's real estate team to develop a custom reporting package to be delivered monthly, quarterly, semi-annually or annually. In addition, ad-hoc reports can be created and distributed upon request, or the individual user can create their own custom reports in a matter of minutes.

Any data field can be pulled into reporting, making it possible to present and analyze portfolio data in a manner that suits the client's needs.

Multiple ASC 842 reports and schedules are available for both the client's accounting team and external auditors to easily review without manually piecing together multiple reports to achieve the same end result.

**DISCOVERY PROCESS**  
Establish Parameters

**GATHER DATA**  
Document Inventory

**POPULATE DATA**  
Lease Abstract | Data Transfer

**VERIFY DATA**  
Data Quality

**REPORTING**  
Define Reporting Requirements

**DELIVERY & TRAINING**  
Delivery of Platform | Schedule





# THE ADVANTAGES

## Strategic Approach

Our strategic approach to portfolio services allows our clients peace of mind, knowing that their real estate data is being managed by real estate professionals, while allowing them to focus on their core business.

### Cost avoidance & savings

✓With years of experience in both preparing operating expense reconciliations for owners and auditing reconciliations for tenants, our team has a unique perspective on pass-thru costs. Our audits will identify savings through landlord overcharges, as well as cost avoidance in future years.



### Risk mitigation

✓With accuracy always being the number one priority, our process implements a two-step validation on all data entered into the database.



### Strategic planning

✓Our team provides the data our clients utilize to make confident, well-educated decisions about their portfolio. Accurate critical date and financial reporting is essential to successfully implementing any strategic real estate plan.





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## PROFILE

Starting her career in commercial real estate in 2006, Lisa's experience has been heavily focused in lease administration, lease accounting, data management and analytics. Lisa has managed domestic and international portfolios, including T-Mobile, CBRE, AECOM, Tyco International, ADT and Covidien. Her data-driven approach and ability to identify best practices and efficiencies helps clients optimize their lease administration solution.

Prior to joining Lee & Associates Cincinnati in 2022, Lisa was engaged as a consultant, where she provided lease administration and lease accounting services to the company. She has worked for CBRE and T-Mobile, managing real estate portfolios for occupiers, and also Kimco Realty and regional firms on the West Coast, providing portfolio services to owners.

As head of Lease Administration for Lee & Associates, Lisa oversees the team and all client relationships.



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