



SUCCESS STORY

STAMFORD HOSPITAL



TEAM

John H. Goudey
Managing Director

Stephanie Manfredi
Property Manager

Tanya Russell
Property Administrator

Julio Mio
Lead Engineer

Josue Correa
Maintenance Technician

Joel Levi
Maintenance Technician

SERVICES PROVIDED

- Asset Management
- Property Management
- Facilities Management
- Leasing

www.colliers.com

CHALLENGE

In 2006, Colliers was engaged by Stamford Hospital to provide full-service asset management of the hospital's residential housing and medical and administrative office portfolio. The initial engagement included lease administration, accounting services and facilities management of the hospital's 33 asset, 300,000 square foot portfolio consisting of 12 multi-tenant medical office buildings, 11 multi-tenant residential staff housing buildings and five administrative properties.

SERVICES

Colliers thoroughly evaluated the hospital's portfolio and processes; one of the first issues immediately identified included breaking the stigma of a non-responsive (previous) management company. With that Colliers launched a detailed action plan including:

- Client service program consisting of weekly executive level client meetings and regular tenant and building visits;
- Creating a web-based database for all leased and own properties;
- Monitoring the hospital's costs to maximize return on residential locations;
- Accounts Receivable services for all 125 doctor/clinical offices and 300 apartments;
- Accounts Payable services for all portfolio properties;
- Preparation of monthly financial statements including individual property P&L statements and a single consolidated statement for the entire portfolio;

- Implemented a pro-active on-site management team including engineering staff;
- Currently upgrading and renovating residential portfolio;
- Implemented an on-line work order system and 24/7 call desk to track tenant service requests.
- Consolidating and rebidding vendor contracts resulting in lower costs and higher quality services provided.

RESULTS

In 2011, Colliers was awarded a contract extension after the mandatory re-bidding of the original five-year management and leasing agreement. We competed with three other firms for this 400,000 square foot medical portfolio. Ultimately it was Colliers' detailed knowledge of the hospital's properties, personnel and our firm's dedication to a memorable service experience that convinced hospital management to extend our agreement for three more years.

In 2012 the Stamford Hospital formed a subsidiary company, called S.H.I.P. (Stamford Health Integrated Practices). Due to its merits with the original contract, Colliers was selected to manage this rapidly expanding new company. S.H.I.P. has now doubled in size to over 40 locations in more than 116,000 square feet. With medical practices anxious to become part of this program, S.H.I.P. continues on its rapid growth.