Ministry of Labour and Citizens’ Services
Accommodation and Real Estate Services
Shared Services BC
November 6 - 8, 2008
BEST PRACTICE

- Involve Lease Administration group early – have the Lease Administration group review the lease prior to being sent to the landlord

BENEFITS

- Lease Administration group can comment on any conflicting clauses or potential issues and make audit comments before any invoices received from landlords
BEST PRACTICE

- Perform Excellent Lease Extraction – Accommodation and Real Estate (ARES) Cost Sheet and analysis is an excellent lease extraction
- Gives a complete and thorough picture of the lease

BENEFITS

✓ Allows ARES to administer lease throughout the term
✓ Allows ARES to effective audit landlord invoices
**BEST PRACTICE**

- Use of an Electronic Document Management System: Accommodation and Real Estate Services stores all leases and related documents in one electronic location

**BENEFITS**

- Easy access and reference for all staff
BEST PRACTICE

- Use standardized data storage - consistent information entered in database

BENEFITS

✓ Effective retrieval allows for a quicker response time
BEST PRACTICE

- Use Standard Estoppel Certificate – completed only by the Lease Administration group

BENEFITS

✓ Estoppels are thoroughly understood and the risks associated with inaccuracies or misunderstandings are minimized
BEST PRACTICE

- Audit every invoice – at a minimum 20% of the leased portfolio should have an annual audit; ARES audits every invoice received.

BENEFITS

✓ Cost savings – for ARES this is approximately $1 million dollars per year
Thank you

Summary comments

Questions