



## CASE STUDY

### LEASE ADMINISTRATION

## LEADING HEALTH CARE & HUMAN SERVICES PROVIDER

### ABOUT

The client is a premier provider of home and community-based health care, inspired by core values of respect, integrity, inclusion and growth.

### CHALLENGE

In 2009, the management of the client's portfolio was in a system no longer supported by their vendor. Moreover, with 700+ CRE locations, the client needed lease administration services to manage their commercial properties portfolios.

Since then, Mohr Partners has been able to help the client transition to a more appropriate system, MRI Qube, to enhance the process, maintain its portfolios and create a smoother system to oversee the leases of its commercial properties altogether.

### PROCESS

Mohr Partner's lease administration evaluated the clients' current processes and identified gaps. Subsequently, Mohr Partners created a playbook of all lease admin processes.

The client and Mohr Partners' lease admin team

also agreed on quarterly KPIs that Mohr Partners would be evaluated on.

### RESULT

- Conducted weekly lease administration and real estate team meetings to stay on top of critical issues
- Organized a seamless lease administration process that covers abstraction all the way to payment of rent
- Served as liaison between software provider and client
- Implemented ASC 842 and consistent compliance month over month
- Saved client over \$200K in annual payroll costs as well as over \$75K in CAM Savings annually

*We have been working in partnership with Mohr Partners for Real Estate portfolio management for over 10 years. The Mohr Partners Lease Administration team has grown with us over this time and always remained agile to our specific needs. The Lease Admin team always has an eye on ensuring our processes are best in class.*

Grant Schara, Director of Real Estate

