

# Growing Company Saves Time & Increases NOI

## ■ CHALLENGE

Client “A” is a Midwest-based multifamily property operator experiencing tremendous growth with new construction, acquisitions and rehab of existing properties. With 10,000+ living units across 12 states, this owner required additional time and expertise to procure the benefits of their residential cable TV, Internet and phone service contracts.

## ■ SOLUTION

Having previously experienced great success with Choice Property Resources (Choice) at a previous company, an executive of Client A reached out to us again. A meeting was set with Client A’s internal stakeholders so we could assess and understand their needs. Choice and Client A determined the client’s needs included:

- Assistance with identifying telecommunications service providers for new construction properties and obtaining Will-Serve letters during development process
- Coordination between construction and operations relating to access and marketing agreements for telecommunications
- Locating, analyzing then tracking existing telecommunications contracts
- Analyzing their portfolio to discover opportunities for ancillary revenue
- Centralizing and systematizing the vendor contract process to build efficiencies so that Client A retained all final decision-making while not being tied up in time-consuming technicalities.

## ■ RESULTS

- Within 90 days of engaging Choice, Client A received vendor service proposals projected to generate more than \$1,000,000 net, over the life of the contracts. This initial round of proposals also included the early replacement of over 20+ non-revenue generating, pre-existing vendor contracts. By replacing these contracts prior to expiration, Choice was able to negotiate favorable terms and ancillary revenue for the client.



- Construction costs were reduced since Choice successfully negotiated the installation of coaxial cable wiring at the expense of the service providers. Installation was all completed within construction’s timeline, while still generating revenue. Choice provides the continuous management of each community’s individual contracts and revenue collections while providing Client A with consistent summary reports, ensuring additional opportunities are not missed.
- Reduced operational expenses via dozens of promotional services for Client A’s properties.

These resulting successes were accomplished while saving Client A significant internal time with no up-front costs. Client A has grown significantly and continues to rely on Choice’s full-time staff for the administration and management of their telecommunications contracts.

### FOR MORE INFORMATION

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