

## FAQ

### ***How do I request the services of the Property Manager?***

*Complete and submit the Property management Request form, found on the FM website or call Facilities Management Customer Support at 209-468-3357.*

### ***How do I report a janitorial issue which needs attention?***

*Call the Facilities Management (FM) Customer Support at (209) 468-3357.*

### ***Who do I contact to report a maintenance concern in the building which we are leasing?***

*This depends upon the terms of the lease agreement. Contact the landlord directly if the terms of the lease indicate that they are responsible for maintenance.*

*If the County is responsible for maintenance, submit a Facilities Management Work Request form, found on the FM website, or call the FM Customer Support at 468-3367.*

## CONTACT INFORMATION

### **PROPERTY MANAGER**

Hours of Service:  
Monday - Friday 8:00 am - 5:00 pm

(209) 468-0310 - Phone  
(209) 468-2186 - Fax

### **GENERAL SERVICES ADMINISTRATION**

#### **DIRECTOR**

(209) 468-2184

#### **ASSISTANT DIRECTOR (Division Manager for Facilities Mgmt.)**

(209) 468-9625

GENERAL SERVICES DEPARTMENT  
FACILITIES MANAGEMENT DIVISION

## PROPERTY MANAGEMENT



### **Vision Statement**

*Facilities Management delivers exceptional and reliable facilities and property management services for County departments as a collaborative and valued partner.*

### **Mission Statement**

*Facilities Management provides facility-related services, including building maintenance, minor construction/re-construction, janitorial services and real property management for County owned and leased facilities so they will meet user needs and provide safe, functional, healthy, and aesthetic environments in a sensible, cost-effective manner.*

### **Property Management's Focus**

*Property Management's focus is to ensure that real property interests, assets, and resources are delivering the highest and best benefits possible to the People of the County of San Joaquin by utilizing superior public stewardship practices, including optimum and efficient control, management, acquisition, disposal, and preservation of publicly owned and leased facilities that serve customers and the community.*

## Description of Services

The General Services Department's Property Manager, reports to the Facilities Management Division and is responsible for providing property management services for many of the County's facilities, and real estate services for existing and potential new facilities. The Property Manager's services include:

- Managing, originating, terminating, revising, reviewing, negotiating and monitoring leases
- Managing rent payments and deposits
- Negotiating and creating licenses for temporary use of County property
- Property evaluations, appraisals, acquisitions, and disposals
- Coordinating security guards for the County Administration Building

- Managing janitorial contracts for selected County facilities
- Reviewing and analyzing policies and regulations to determine their impact on property management activities and recommending any appropriate changes in operations

### Requesting Property Management Services

Complete and submit the Property Management Request Form found on Facilities Management's website.

### Scheduling/Timing

Most Property Management tasks require significant lead time due to the complexity of the processes involved and because most property-related actions must be reviewed and approved by the Board of Supervisors. Requested tenant improvements to leased properties can add significant additional time which requires advanced planning.

### Costs

Property Management services provided directly by the Property Manager are provided at no additional

cost to General Fund-funded departments. Non General Fund-funded departments are billed at the approved hourly rate.

Associated services that are not provided directly by the Property Manager are billed directly to the department requesting the service. This includes appraisals, title reports, facility condition inspections and assessments, and tenant improvements.