

A Historic, Urban, 2-Million Square Foot Multi-Use Facility

If You Renovate It, They Will Come... But how do you maintain it?

What happens when you redevelop a historic building to create a new urban landmark? If you do it right, you get an award-winning, 10-story mixed-use development with restaurants, stores, offices, residences, event space, and a rooftop entertainment area. The complex opened in 2014, with the developer having invested over \$300 million on its rehab, aiming to preserve authenticity while focusing on environmental sustainability. In 2016, the property was listed on the National Register of Historic Places and attained LEED-Gold certification.

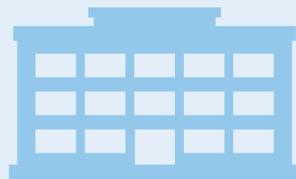
The building dates back to the early 1920s and was used as a warehouse, retail store, and corporate

offices until the late 80s. It then remained vacant, or largely so, until this renovation. Keeping true to its history, the property has reclaimed wood floors, exposed brick, and up-cycled iron details, which give it an appropriate urban-chic look. The windows have their original glass panes, which have been fully restored for energy efficiency.

Located at the end of a popular urban walking path along a former rail line, the facility features a well-conceived mix of national retailers, local businesses, chef-driven restaurant concepts, and a food hall highlighting local restaurateurs and regional foods. Included are:

500,000 SQ
FT

Class A Loft
Office Space



300,000 SQ
FT

Retail



40,500 SQ
FT

Educational
Space



33,000 SQ
FT

Open Space &
Landscaping



200

Apartments



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How the Right Partner Helped Get the Facility Move-in Ready

ABM helped the property owner/developer almost from day one of the renovation—when it was a hollowed-out building with extension cords and hanging light bulbs. ABM's involvement started with a walk-through with the client where a list of needs was developed, it evolved through handling that list plus any maintenance need that arose; and ended with a spic-and-span facility on opening day. Some of the jobs ABM took care of were:

- Floor and other hard-surface restoration
- Concrete cleanup and sealing
- Pressure washing: concrete, brick, parking lot, beams on 2nd and 3rd levels
- Graffiti removal
- Window washing
- Painting interiors and some exterior
- Parking lot striping
- Carpet extraction and repair
- Grout restoration
- Restroom countertop polishing
- Minor plumbing repairs
- Detailed cleaning

The client knew they could come to ABM for anything remotely related to maintenance, such as painting plumbing lines different colors to label their functions. Furthermore, when something went wrong, ABM was there. For example, they cleaned up water damage and debris from accidental flooding in the loading dock and some interiors. If there were construction mistakes, ABM remedied them. They made residences move-in ready, and when a prospective tenant was coming to see a retail or office space, ABM touched-up paint, mopped, dusted, and made repairs. ABM also provided staff for pre-opening events.

Most services were performed by ABM's own experts but when extra know-how or resources were needed, ABM brought in and managed trusted local vendors. Once all post-construction cleanup was done, it was then an easy transition to ABM's janitorial for ongoing maintenance. ABM remains at the ready when needed for advice or projects.

Multi-Use Takes a Multi-Talented Partner

It's important for this iconic property to maintain its brand—everything must be kept clean, beautiful, welcoming, safe, sustainable, and functional. Because ABM has vast experience in providing facilities services for many types of properties, they are an ideal partner to maintain a multi-use property. They provide green cleaning, day porter, trash removal, pressure washing, graffiti removal, periodic deep cleaning, painting, and other services for the following areas:

- Public restrooms (8)
- Food hall and courtyard
- Stairwells and elevators
- Offices
- Residential elevators, hallways and lobbies
- Rooftop space and ballroom
- Parking and loading dock
- Exterior and sidewalks

The industrial-looking facility has high, open ceilings; lots of stainless steel and glass; and original wood floors—all of which need special attention to keep spotless. There are also carpets in offices that are cleaned as needed. In addition, ABM keeps empty spaces ready for showing to prospects, does pre/post event cleanup, and provides valet trash pick-up for retail tenants. Some of the tenants contract individually with ABM for day porter and janitorial services.



Hands-On Service: In order to be available for immediate response to the owner/manager's needs, ABM Account Director, Cecilia Cordero has an office onsite. She explains, "When our client needs advice or extra resources brought in to solve problems, they come to our ABM team first. For example, recently there was a fire in the loading dock, and we were able to quickly clean up debris and smoke damage so that everything looked neat again the next day. We believe in hands-on, eyes-open, proactive service with a partnership mindset."

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Teamwork, Branding, and the Customer

Experience: Because many of the ABM services workers are public facing, it's important to hire people who care about service excellence, are proud of the property, and feel part of its team. ABM and the client both interview the applicants. Besides job skills, the service workers also need excellent social and communication skills because they serve as ambassadors who greet and direct visitors and embody the brand. Employees who clean inside some of the offices must also be vetted for security.

“ Every morning when I walk onto the property, someone—the grounds crew, the cleaning people—look me in the eye and cheerfully greet me, “Good morning!” It makes me feel like I am walking into Disney. I'd love to learn more about how your people trained for this.”

- Executive Director at an Independent Network of Supplementary Schools

The property owner provides a dedicated communal room for team building activities for service workers. A collaborative culture—“we're all here for the same reason”—is emphasized. Both the client and ABM understand that the visitor/customer experience is paramount. A recent team-building exercise to instill pride and ownership was a trivia contest based on facts about the property.

“ We've noticed people going above and beyond their normal duties and we couldn't be more appreciative. Keep up the great work!”

- Office Assistant at a Marketing Research Company

It's also important that ABM employees look the part. Their uniforms have a vintage look to match the property's brand, and when ABM services special events in the ballroom, restroom attendants wear tux and ties.

Tenant satisfaction: The property owner relies on ABM's partnership to keep everything in tip-top shape to keep tenants satisfied and visitors coming back. During holiday season at the end of 2016, at least 300,000 people a month visited the complex.

With a property this large, this high profile in the community, and this diverse, it's especially important to have a maintenance provider with the experience and resources to handle daily tasks, special services, and emergencies. It's also vital to have a partner who is committed to being part of the team. The property gains value, and a great customer experience is ensured.

About ABM

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately \$5.1 billion and over 100,000 employees in 300+ offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, janitorial, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes—from schools and commercial buildings to hospitals, data centers manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit ABM.com.



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