



Nadlan-Harris
Property Management Incorporated



Meeting Needs,
Exceeding Expectations



Meeting Needs Exceeding Expectations

The team at Nadlan-Harris Property Management may call 500 Champagne Drive in Toronto their home, but ask Liron Daniels and his staff where their family lives and they'll point to over 60 dots on a map of the Greater Toronto Area.



eds, Expectations

Indeed, from Toronto's historic Candy Factory Lofts to the chic Broadview Lofts in the city's east side, Nadlan-Harris' diverse portfolio of residential and commercial properties are connected by a team of professionals committed to building strong relationships, trusting partnerships, and lasting communities.

"We take our role as a boutique management company to heart," says Liron Daniels, President of Nadlan-Harris. "That means we value every client and we tailor our services to each property's unique characteristics and communities."

"They're not just listings, they're part of our family."

For Liron, working with family is nothing new. It was, after all, familial ties that motivated him to trade his pilot's license for a front row seat in the company's development. In 2004, he took a lead role in the company and oversaw the company's re-branding to Nadlan-Harris Property Management.

HEADSHOTS (L-R):

Liron Daniels, President; Hannah Daniels,
Director of Communications; Floriana
DiChiazza, Vice President

“ Nadlan-Harris has been managing our property since 2001, and we couldn't be happier. When they started, we were facing a \$600,000 deficit. With their help, we managed to recover it without any special assessment or huge increase in maintenance fees. The team at Nadlan-Harris found ways to save money and cut back on the budget. This is one great accomplishment, and all the owners here are grateful for in having Nadlan-Harris manage our home.

—Agnes Eigner, President of 1665 Victoria Park

”

A lot has happened in those 10 short years. In the beginning, Daniels was joined by his sister, Hannah Daniels, Director of Communications; Floriana Di Chiazza, Vice President; and a small but efficient support staff. Together, the team took the reigns on Nadlan-Harris' evolution, expanding its already impressive portfolio and later quarterbacking its official amalgamation in 2011.

“For us, 2004 was really our biggest year,” recalls Hannah, “That's when Liron took control and the company as we know it really began to branch out. We had 10 buildings under our management when we first started, and now we have over 60. To have that amount of growth in such a short amount of time is something we're all very proud of.”

Today, the Nadlan-Harris manages thousands of units around the GTA, and its name can be found on condominium high-rises, townhouses, rental apartments, and industrial and commercial complexes across the GTA. Among its most long-standing properties include the aforementioned Candy Factory Lofts on 993 Queen Street West, a 121-unit converted candy factory it has managed since the building's inception in 1999.

“We've worked with the Candy Factory Lofts since it was created,” says Liron. “We're talking about lofts that date back over a hundred years, so you can imagine the challenges those pose.”

Its roster also includes 281 Woodbridge Avenue (aka the “Renaissance of Woodbridge”), a property sporting 240 units and 7 retail units for which Nadlan-Harris played a key role throughout the preliminary stages of its development; and the YCC 309-30 Buddleswood location in Scarborough, a development featuring 36 townhomes which has been in the company's roster for over three decades.

Reflecting on the entirety of his company's inventory, Liron notes, “We have properties as small as 16 units to shared properties with over 700 units. Everyone is different and we value them as such.”

THE “ALL-IN” APPROACH

Nadlan-Harris' portfolio is as diverse and unique as the company itself. No matter the size or complexity, however, its commitment to providing a full-service approach remains the same for each and every client.

And, in some cases, that service begins before the shovel hits the ground.

“For a number of our projects, we're in there before a building is even built,” explains Hannah. “We're taking more of a leadership role in project management, and that means we're consulting with the builders in those early stages on everything from the first year budget to what kind of emergency systems should be in place and what kind of machinery is most effective.”

“We're able to be that voice because we've been in the industry for so long. And later, when it comes time to manage that building, we're in a position to offer informed recommendations to our clients because we know the building, we know the budget, and we know what it takes to properly manage it,” she adds.

The ability to assume a more hands-on role in the planning and development of its projects is owed in large to the team's years of accumulated experience, as well as Liron's own building environmental systems (BES)

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background which allows him to provide knowledgeable recommendations to both builders and corporations. "We're at a point where builders will actually reach out and ask us for our input. Even though they've been in the business for many years themselves, they'll ask us to consult on any number of issues. Not only does this demonstrate our reputation, but it's something that gives us the management edge down the road when that building is up and running."

In addition to early stage consulting, Nadlan-Harris takes pride in offering a vast range of property management services catering to every stage of a property's life. These include initial services such as conducting detailed physical descriptions of the property, performing complete budgetary reviews, and providing comprehensive analysis of financial statements and records, to name a few.

Once a building is up and running, Nadlan-Harris never sleeps. Whether its maintaining live, 24-hour service for staff and property owners; developing and overseeing maintenance programs for all physical components of a property; or drafting comprehensive analyses of all solicited tenders and quotations, the team is always working.

"We always tell our clients that we will meet your needs and exceed your expectations, and that's something we apply to everything we do," insists Floriana.

And the list goes on. In addition to its initial and day-to-day services, Nadlan-Harris provides a sizable list of property expertise. It includes – but is not limited to – financial and administrative services such as managing payroll and bookkeeping requirements, preparing budgets and expenditures, conducting site inspections, overseeing the short-term investment of surplus funds (in accordance with current regulations), and providing regular reviews and updates for all building operations.

Notes Floriana: "Our biggest goal is to consistently deliver the service that we promise and add that extra TLC."

That extra TLC is further demonstrated by Nadlan-Harris' attention to their clients' bottom lines. Whether it's consulting on energy-saving measures during pre-construction planning, implementing cost-saving strategies throughout the lifetime of the property, or conducting large-scale green energy audits, Liron and his staff are always on watch for new and innovative ways to bring greater value to their properties and their residents.

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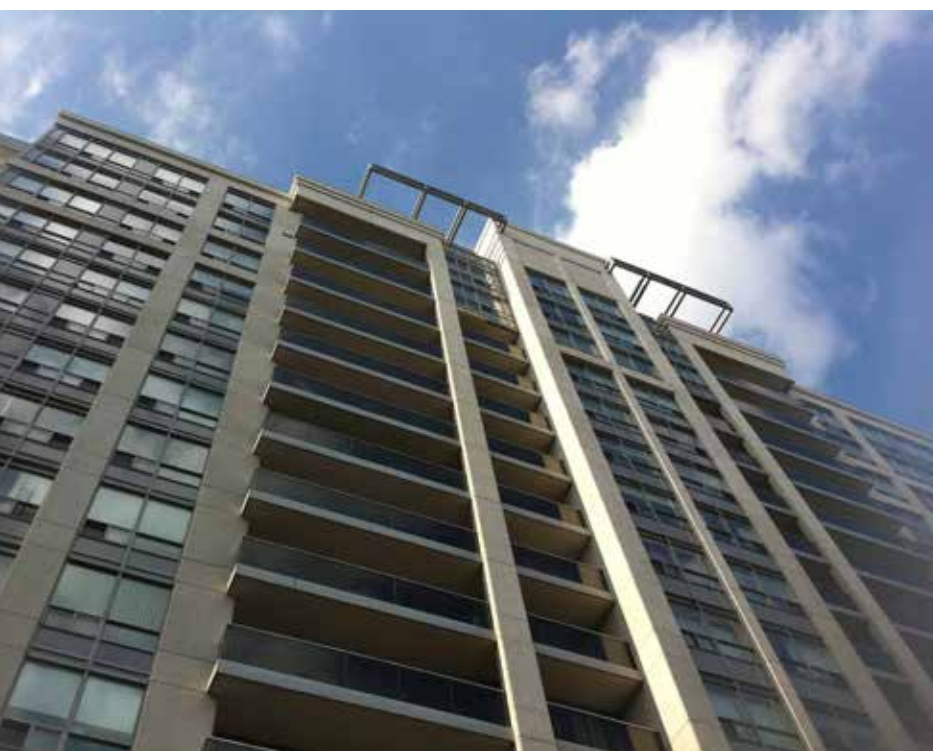




◀ Liron, Floriana, and Hannah in front of the Nadlan-Harris building

BUILDINGS (T-B):

1665 Victoria Park
50-60 Disera Drive
281 Woodbridge Avenue



“We realize that these condos are people’s homes and major life investments, so we’re constantly looking for ways to create financial stability,” says Hannah. “That can mean anything from exploring eco-friendly retrofits, providing energy audit services, finding ways to save operational costs, or using bulk pricing to help our clients’ budgets. It can be something as small as installing nets in the unit sinks to avoid clogging, but we’ll look into it. Everything adds up.”

A FOCUS ON COMMUNITY

As anyone in the property management game can attest, each day has its challenges. And aside from working behind the scenes to maintain a property’s long-term prosperity, Nadlan-Harris’ strength also lies in managing these day-to-day issues that arise in any dwelling.

“In all these types of buildings, we’re normally dealing with a mix of elderly people, young families, and even students who might be going to university or college. So you have to find ways of accommodating everybody, and that’s always a challenge,” explains Hannah. “On any given day we could be dealing with barking dogs, neighbours with loud instruments, smoking issues, or residents who can’t sleep because a child upstairs is playing too loudly or someone else is making noise after coming home from a midnight shift. These are all things that make our everyday jobs exciting and challenging, but at the same time fun.”

No doubt, when all is said and done, and all the boxes are ticked, the top question on every property owners and managers’ mind is: Are my residents happy? After all, delivering and maintaining a high quality of care is what the industry is all about, and the ability to create a genuine – and lasting –



“ Nadlan-Harris took over the management of our building, which is two shared towers, and we continue to see one improvement after another. They took over a large company that was managing us and managed to reduce – yes reduce! – our maintenance fees. Now, our maintenance fees only increase slightly with inflation. We are very happy and proud to have Nadlan-Harris managing our property. ”

–Noam Friedman, member of the Board of Directors at 50/60 Disera Drive

sense of community is another benefit Nadlan-Harris brings to the table.

“We strongly believe in promoting community within our properties because, at the end of the day, the properties we manage are people’s homes and we’re the face they’re going to be dealing with,” insists Floriana. “Remember, we’re not just there for a year and then we’re gone; we’re talking years and years of a relationship. We want to build that sense of community so everyone feels comfortable with their neighbours and they know who the company is that’s managing their home and, in many cases, their major investment.”

To foster that sense of communication, Nadlan-Harris holds yearly events to build ties between unit residents, board members, and property owners, while also staying front and centre with all property stakeholders. Over the years, these have taken the form of community lunches, summer barbecues, and gala holiday parties complete with live entertainment, buffets, community guests, and fun for the kids.

“One summer, we threw a ‘Get to know your new management’ pizza party, where we brought in all the bells and whistles, including cake, clowns, face painting, and an ice cream

truck,” recalls Floriana. “We love doing stuff like that because it brings everyone together and puts a human face to what we do.”

Encouraging transparent and consistent communication is also critical to building a community. This is something Nadlan-Harris achieves through situational updates, regular newsletters, open resident forums, and its all-day customer care line.

According to Hannah, the sum of Nadlan-Harris’ communication efforts gives clients and residents the peace of mind of knowing they are in the loop and an important part of Nadlan-Harris’ family. “We believe truly



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that people should always feel like they can be heard and voice their concerns. It's their home. They want to know what's going on and they want to know that if they put their recommendation or concerns out there that they're going to be heard."

Superior communication is also vital for managing emergencies, she adds, insisting, "We're dealing with people's lives, so we have to respond instantaneously."

THE TALENT BEHIND THE SCENES

Great people, vast resources, and trusted partners. These are the ingredients that continue to drive Nadlan-Harris as it expands its portfolio and seek new opportunities in project management, facility management, and its core property management offerings.

Fueling this growth are the 33 professionals who proudly represent the Nadlan-Harris name, all of which are trained Registered Condo Managers (RCMs), like Liron, or in the process of obtaining the industry designation.

Individually, Nadlan-Harris' staff members represent some of the most dedicated and trained property management pros in the business. Together, they operate as one, cohesive unit, building on each other's strengths and expertise to better serve their clients.

"We work as a team. That's one of our biggest strengths," says Floriana. "All levels of management are involved in the day-to-day operations. We don't just throw our property managers and administrators on to the site and let them sink or swim; we're all hands on and we make sure we're all working towards the same goals."

This teamwork is supported by the company's open-door philosophy, wherein – much like Nadlan-Harris' clientele – staff are always encouraged to bring their new ideas and concerns to the company's front step.

"There's a comfort in this office where if they have any question, they can come and talk to us at any time. Because of that, we all love to come to work every day and be part of that team environment. It really is like working with family, and that's what keeps everyone coming back every day," says Floriana.

Taking a moment to say hello to a passing colleague, she adds, "You can just tell by seeing everyone here. We're a team, we're a community, and we work together. That's the kind of professionalism and community we transfer to our properties."

UPHOLDING STANDARDS

For even more proof of Nadlan-Harris' industry reputation, one need only look to its ACMO 2000 certification. Awarded by the Association of Condominium Managers of

“We have been managed by Nadlan-Harris since the building was converted to a condominium from a “candy factory”, and we have seen continuous hands-on service and support from everyone at all levels of management. The building is over 100 years old and Nadlan-Harris has handled all aspects and difficulties that come along with a building of this nature. The board and management work together as a team in making decisions and ensuring the building's standards are met and maintained.

–Tom Beggan, member of the Board of Directors
at The Candy Factory Lofts

Constant Review

Protecting a client's financial stability is one of Nadlan-Harris' top priorities. In doing so, the team offers a number of services designed to generate savings in energy, contract, and preventative maintenance. Areas of focus include, but are not limited to:

- Hydro consumption (common area lighting);
- Savings identified by green energy audits;
- common element maintenance matters (painting and decorating);
- elevator maintenance and servicing items;
- periodic building repairs and maintenance items;
- HVAC preventative maintenance matters;
- periodic electrical service repair and maintenance items;
- plumbing related preventative maintenance (i.e. jockey pumps and PRV valves);
- fire and security systems;
- domestic hot water and heating boiler system (i.e. burners trays, heaters, and check valves); and
- water treatment and boiler operations.

Ontario, the designation hangs in the front lobby as a tangible reminder of Nadlan-Harris' commitment to maintaining the highest levels of industry standards.

"The ACO 2000 designation recognizes that there is a structure in the company and that we implement the structure in the sites that we manage," says Hannah. "It gives the board members reason to sleep well at night knowing there's a management company that's working to stay true to its ACO 2000 designation."

That said, Floriana notes the ACO 2000 certificate is but one piece of the Nadlan-Harris puzzle. Its importance, however, is not lost on the company's staff, who seeks to meet and exceed ACO 2000 standards in all aspects of their jobs. "This designation holds us accountable to very high requirements and standards, so it holds accountable for delivering the service we say we'll deliver and

ensures we follow these guidelines that have been put in place."

Achieving designation was no walk in the park either, she adds. "We were able to obtain it in a very short period of time, and for us that speaks volumes about the kind of people we have in this office. This is one of our bigger achievements, so we work hard to maintain it."

THE PATH AHEAD

Industry acclaim aside, it doesn't take a certification to see where Nadlan-Harris priorities lie. It's evident in the warmth its clients receive as they enter the company's headquarters, the effort its staff takes to ensure issues are being dealt with at all hours of the day, and the connections it enjoys with its partners in boardrooms, barbecues, and builder meetings across the GTA.

According to Liron, it's this degree of client care that has helped grow Nadlan-Harris into

the respected company it is today. "The biggest success for me is just being able to see the company grow from where it started to where it is now. We started in a 500 square foot office, quickly moved to 1200 square foot office, and later found ourselves in this 3500 square foot office we have now. And we're still growing."

Of course, he adds, expanding Nadlan-Harris portfolio and square footage would have never been doable without his own family and staff by his side. "I'm proud of my staff. We have a great team and I couldn't do this without them and the support of my family. Nadlan-Harris wouldn't be what it is today without them all."



Dedication. Trust. Professionalism. As Nadlan-Harris sets its sights on future expansions and continued growth, it remains focused on delivering – and exceeding – the needs of its city-wide family of owners, developers, and residents. After all, insists Floriana, "If they succeed, we succeed." ●

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