

# PROPERTY MANAGEMENT CASE STUDY

Emergency Response Systems



## AT A GLANCE PROPERTY | CLIENT

- Client: EJR Real Estate, since November 2023
- Metro Church
- Location: Marlborough, MA
- SF: 134,648

*"After working with Dawn and her team at various commercial properties that Glickman Kovago & Jacobs manages, it is very apparent that this team treats these properties as if they are their own. In addition, they are simply the best to work with!"*

### VINNY RIZZO

Technical Sales Representative  
Mobile Air & Power

*"Vinny has always pulled through for us in an emergency, and there have been many! Mobile Air & Power specializes in providing temporary climate control and power generation. I can always count on them to provide stellar service for GKJ and our clients."*

### DAWN KELLEY

Senior Property Manager  
Glickman Kovago & Jacobs

## CHALLENGE

- **Situation:** The HVAC rooftop units servicing a church failed to cool during a summer heatwave on a Friday morning.
- **Timing:** With weekends being the church's busiest period, swift action was crucial to prevent operational disruptions during the weekend services.

## SOLUTION(S)

- **Emergency Response:** The Glickman Kovago & Jacobs Management team collaborated closely with Mobile Air & Power to swiftly deploy emergency crews. By 4:30 PM, a mobile 80-ton AC unit and generator were delivered and set up.
- **Associated Work:** The team also replaced and installed vinyl ductwork to ensure optimal HVAC efficiency.
- **Long-Term Recommendations:** The NAI GKJ Property Management team provided strategic recommendations for long-term HVAC replacement and service solutions to enhance future reliability.

## PARTNER/VENDOR:





# PROPERTY MANAGEMENT CASE STUDY

## Emergency Response Systems

### AT A GLANCE

#### PROPERTY | CLIENT

- Client: EJR Real Estate, since November 2023
- Metro Church
- Location: Marlborough, MA
- SF: 134,648

*"After working with Dawn and her team at various commercial properties that Glickman Kovago & Jacobs manages, it is very apparent that this team treats these properties as if they are their own. In addition, they are simply the best to work with!"*

#### VINNY RIZZO

Technical Sales Representative  
Mobile Air & Power

*"Vinny has always pulled through for us in an emergency, and there have been many! Mobile Air & Power specializes in providing temporary climate control and power generation. I can always count on them to provide stellar service for GKJ and our clients."*

#### DAWN KELLEY

Senior Property Manager  
Glickman Kovago & Jacobs

#### PARTNER/VENDOR:



#### TEAM

- Glickman Kovago & Jacobs Management team immediately pursued on-site repairs and oversight, including:
  - Dawn Kelley, Senior Property Manager
  - Keith Porter, Building Engineer

#### TIMING

- Our Property Manager and Facilities Maintenance Technicians will respond to all emergencies **24-hours a day, 365 days/year** and on a 24-hour per day "on-call" basis.

#### SOLUTION(S)

- **Emergency Response:** The Glickman Kovago & Jacobs Management team collaborated closely with Mobile Air & Power to swiftly deploy emergency crews. By 4:30 PM, a mobile 80-ton AC unit and generator were delivered and set up.
- **Associated Work:** The team also replaced and installed vinyl ductwork to ensure optimal HVAC efficiency.
- **Long-Term Recommendations:** The NAI GKJ Property Management team provided strategic recommendations for long-term HVAC replacement and service solutions to enhance future reliability.

#### PROACTIVE SERVICES

- Our proactive property management services monitor and preserve your property, providing expert recommendations for maintenance, upkeep, and long-term efficiency. It also maximizes property value and minimizes operational hassles.



# PROPERTY MANAGEMENT CASE STUDY

## Emergency Response Systems

### AT A GLANCE

#### PROPERTY | CLIENT

- Client: EJR Real Estate, since November 2023
- Church building
- Location: Worcester, MA
- SF: XXXXX

#### BENEFITS

- Direct Cost: \$xxx
- Indirect Cost: \$xxx
- Cost Savings over lifetime: \$XX

*"As a client of GKJ Property Management for XX years, I can confidently say that they have taken the stress out of managing my properties. With my busy schedule on the road, I don't have the time to handle daily operations. GKJ PM takes care of everything, from routine maintenance to handling emergencies, allowing me to focus on my priorities without worry."*



**ERIC ROSECRANS**

Client, EJR Real Estate

#### PARTNER/VENDOR:



#### CHALLENGE

- **Situation:** The HVAC rooftop units servicing a church failed to cool during a summer heatwave, occurring on a Friday morning.
- **Timing:** With weekends being the church's busiest period, swift action was crucial to prevent operational disruptions during the weekend services.

#### SOLUTION(S)

- **Emergency Response:** The Glickman Kovago & Jacobs Management team collaborated closely with Mobile Air to swiftly deploy emergency crews. By 4:30 PM, a mobile 80-ton AC unit and generator were delivered and set up.
- **Associated Work:** The team also replaced and installed vinyl ductwork to ensure optimal HVAC efficiency.
- **Long-Term Recommendations:** The NAI GKJ Property Management team provided strategic recommendations for long-term HVAC replacement and service solutions to enhance future reliability.

#### TEAM

- Glickman Kovago Management Emergency teams were deployed immediately for on-site repair and oversight, including:
  - Dawn Kelley, Senior Property Manager
  - Keith Porter, Facilities Manager
  - Mobile Air & Power (vendor)

#### BENEFITS

##### TIMING

- Our Property Manager and Facilities Maintenance Technicians will respond to all emergencies **24-hours a day, 365-days/year** and on a 24-hour per day "on-call" basis.

##### PROACTIVE SERVICES

- Our proactive property management services monitor and preserve your property, providing expert recommendations for maintenance, upkeep, and long-term efficiency.