



THE ABSTRACT

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MERCHANTS BANK RETAINS NEVILLE TO ASSIST FACILITIES MANAGEMENT

Neville is pleased to announce the addition of Merchants Bank as a significant facilities management customer.

With Gary Dean, long time Director of Facilities Management for Merchants, retiring this past Spring, Merchants turned to Neville to

assist the in-house team, now led by Kris Francis.

Merchants operates 34 branches throughout Vermont, spanning the State to all four borders. A quick trip to inspect the portfolio requires a solid week of driving.

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Bay State Financial Renewal & Renovation

Neville was pleased to assist in the renewal and renovation of the Bay State Financial lease at 302 Mountain View Drive in Colchester, VT. Owned by Legacy Real Estate Ventures, 302 Mountain View has been managed by Neville for the past two owners, and is a premiere property on Colchester, Vermont's well known Water Tower Hill.



Bay State Financial required a space expansion, addition of offices to open floor space, and various other design improvements, all while remaining occupied. Neville acted as Construction Manager for the project, and coordinated a full range of vendors. Construction had a 4 week window and was completed on time and under budget.

We at Neville would like to thank our vendors for making us look so good: Kevin Hendee Construction, Cummings Electric, Cedar Ridge Sprinkler, New England Air Systems, New England Floor Covering, Bobby T's Janitorial, Dions Locksmith and Sharpeye Contracting. We also thank Bay State Financial for their patience in living through construction noise and dust.

For additional information on construction management services please contact Randy Civiello, Director of Maintenance and Contracting at 802-862-0208 or rciviello@nevilleco.com.



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Merchants Bank Facilities Management Continued



Merchants also operates their headquarters building in South Burlington at 275 Kennedy Drive, two parking lots away from Neville's Vermont office.

Neville's role in FM for the Bank is to handle the day-to-day maintenance and repair issues, freeing Kris Francis and his team to handle the myriad of bank-specific concerns that arise. Merchants has recently built a new branch in Bennington, VT (see photo left), and is preparing to renovate their College Street, Burlington branch in the first quarter of

2014. Along with transitions to upgraded ATMs, movement of the Bank's Disaster Relief Data Center, and universal changes occurring in consumer banking, Mr. Francis and his team have their hands full. Integrating Neville's personnel into the mix allows efficient work order processing for the branches, additional real estate budgeting controls, supplementary real estate services easily accessed (such as tax abatement and site selection) and staffing which can be ramped up as needed.

Melanie Ryan, Assistant Property Manager is the point of contact for the Merchants Bank contract. For additional information about this property, please contact John Wilking, President at 802-419-6417 or jwilking@nevilleco.com.

It's Budget Season: Life Safety Details

Each Fall Neville dedicates several months to the budgeting of every property in our portfolio. Our clients and tenants know that during this period the office is a little schizophrenic, as we attempt to spend half our days racing around looking at ongoing property issues, and the other half attempting to avoid interruption with our noses glued to monitors. Our dreams during this period are filled with swirling facts and figures and, like accountants in April, our weekends don't seem to exist.

Neville's budget format is incredibly detailed. This isn't meant to make us look good — in fact, we rarely show the expense detail, known as our X-Lines, to our clients. The detail is meant to help jog our memory for every potential issue we face.

Since our budgets are now complete, we thought we would give you a look at the detailed line items included in one section of our X-Lines—Life Safety. Not surprisingly, life safety systems are a top concern for property managers. Here is our list of Life Safety items we review each year. 

Item	Amount
30-00 Cable/Internet	10,000.00
00-00 Electricity	1,517,884.76
00-00 Fuel	1,296.24
100-00 Private Fire Line Charge	1,559,384.00
400-00 Water & Sewer	1,000.00
Issues	3,063,190.00
5720-00 Appraisal Fee	68,570.00
4600-00 Rent Expense	68,570.00
5720-00 Subscriptions	3,111,650.00
Expenses	3,248,790.00
RECOVERABLE EXPENSES	68,570.00
Taxes - Real Estate	3,111,650.00

Fresh Faces



Melanie Ryan joined the Neville team in December of 2013 as an Assistant Property Manager.

Prior to Neville, Melanie had positions in purchasing, accounting, administration, office management and customer service.

Melanie has the dubious role of assisting in the management of a portfolio run by John Wilking, the owner of Neville, so while she's learning loads, she is looking forward to the day when her portfolio will truly be her own. And that day is coming.

Melanie has proven herself countless times through extraordinary administrative skills. She is a very quick study, and great with customer service. Melanie jumps into every project with both feet, often coming back with completed work nearly as fast as she grabs it.

Melanie Ryan may be reached at the Neville Vermont office at 802-419-6426 or mryan@nevilleco.com.



Donna Kaczmarek joined Neville in August of 2012 to be the Site Administrator at our Northern Meridian Senior Housing project in South Burlington, VT.

Donna came to Neville from an interesting and varied background. Many in the area know her for her leadership with her husband in South Burlington Youth Baseball & Softball, as did we.

However, she actually arrived at our door from an editorial and graphics position with a local newspaper, where we placed the ad to which she responded. Fortuitous!

At Northern Meridian, Donna has a wide range of responsibilities; leasing, maintenance coordination, customer service for 124 senior apartments, a newsletter, and much more. She arrived and rained competence and happiness on Northern Meridian and Neville.

Donna Kaczmarek can be reached at the Northern Meridian Site Office at 802-951-1691 or dkaczmarek@nevilleco.com.

Item

- Fire Alarm & Safety Systems
- Fire Alarm Contract
- Fire Alarm Repair & Fees
- Fire Extinguisher Service
- Fire Hydrant Contract
- Fire Sprinkler Contract
- Fire Sprinkler Pump Testing
- Fire Sprinkler Repair
- Life Safety Monitoring
- Telephone Service for Monitoring

Purpose

- This is a catch all line item for smaller systems
- Most public buildings have a service contract for their fire alarm
- This covers repairs to the fire alarm and municipal fees charged in some cities
- This covers servicing, recharging and replacement of fire extinguishers
- Many communities have a requirement for ownership to service the fire hydrants
- As with the fire alarms, sprinkler systems must be inspected annually
- On taller buildings, the sprinkler pump is vital to a working sprinkler system
- Repairs and maintenance to the sprinkler system
- Most fire and sprinkler systems require a private monitoring company
- The monitoring company cannot be called without a phone line