

The background of the cover is a close-up of a hand holding several glowing, semi-transparent dollar signs. The hand is positioned at the bottom, with fingers slightly curled. The dollar signs are of various sizes and are scattered across the frame, some appearing to float above the hand. The overall color palette is warm, with shades of orange, yellow, and red, creating a sense of value and investment.

COMMERCIAL PROPERTY
EXECUTIVE™

CPExecutive.com

September 2016

New Money

Inside the Real Estate Capital Markets

Top Property Managers

**Life Insurance Lenders
Step Up**

Crowdfunding's Next Frontier

2016 Top Property Managers

Rank	Company Name	Total Square Footage of Properties Managed (MSF)	Total No. of Properties Managed	Property Diversity	No. of Clients	Average Occupancy
1	Colliers International	2,000	21,200	O, I, R, M, H, Ho, X	-	-
2	Greystar	373	1670	M, M-U, St, Se	443	94
3	CBRE Group	5,200	140,000	O, I, R, H	-	-
4	Cushman & Wakefield	582	3,745	O, I, R, M, H, X	826	76.6
5	JLL	4,000	1,386*	O, I, R, X	-	-
6	SL Green	53	154	O, R, M, M-U, X	1,500	97
7	Newmark Grubb Knight Frank	651	7,399	O, I, R, X	-	-
8	Lincoln Property Co.	402	7,450	O, I, R, M, St, X	317	94
9	AEW Capital Management	99	402	O, I, R, M, Ho, Se	506	86
10	Avison Young	89	1,040	O, I, R, M, X	327	-
11	Hines	194	457	O, I, R, M, M-U, H, X	-	77
12	VEREIT Inc.	136	5,448	O, I, R	4	99
13	Heitman	148	948	O, I, R, M, Ho, St, Se, X	216	88
14	Transwestern	221	897	O, I, R, H	915	-
15	Kidder Mathews	35	418	O, I, R, H, X	152	94
16	Duke Realty	143	610	O, I, H	1116	94
17	Alliance Residential Co.	79	320	M, St	140	93.6
18	Block Real Estate Services	42	427	O, I, R, M, M-U, H, X	-	94
19	Edward Rose Building Enterprise	54	137	O, M, Se	-	93
20	BlackRock Inc.	48	545	O, I, R, M, Ho, St, X	817	91
21	The Woodmont Co.	19	85	O, R	44	87
22	Essex Property Trust Inc.	53	250	O, R, M	-	96.2
23	Kettler Management	28	27,883	M	40	95
24	Brookfield Property Partners	86*	799	O, I, R, M, Ho,	-	-
25	Burton Carol Management LLC	5	30	O, R, M, St	18	98
26	SARESIREGIS Group	33	168	O, I, R, M, M-U, Se	24	96
27	Bozzuto	49	200	M, M-U, H, X	95	94
28	Related Cos.	59	416	O, R, M, Se	3	97
29	Tiarna Real Estate Services	11	106	O, I, R, X	-	-
30	Cencor Realty Services	22	206	O, I, R, M-U	-	95
31	Ashley Capital LLC	23	35	O, I, X	35	90
32	RiverRock Real Estate Group	25	171	O, I, R	59	90.3
33	ConAm Management Corp.	46	350	M, M-U	81	90
34	SVN	40	1,116*	O, I, R, M, H, St, X	-	-
35	WS Development	20	87	O, R, M-U, X	-	92
36	Northland Investment Corp.	22	88	O, I, R, M, M-U	1	94.7
37	MCR Development LLC	7	88	Ho	-	-
38	Levin Management	14	94	O, I, R, M-U	36	94
39	L&L Holding Co.	6	12	O	-	-
40	The Richman Group	15	105	M, M-U, Se	4	97
41	Balfour Beatty Communities LLC	45	78	M, St	14	94
41	Brixmor Property Group	87	518	R	-	93
43	Atlantic Tambone	0.48	4	O, I, M	12	95

Drive for Differentiation

By Chris Nebenzahl, Associate Director of Research, Yardi Matrix

Property management grows in concert with the real estate industry, and supply has been increasing across all real estate sectors. The robust completion growth has allowed property managers to add significantly to their portfolios. From 2014 to 2015, the number of properties managed by survey respondents increased by 52 percent. As the employment market strengthens, so too has occupancy for many of the top property managers. Compared to 2014, average occupancy increased 1.8 percent to 92.7 percent in 2015 for respondent firms.

Many of the top 10 property managers from 2014 remained in the top 10 in 2015. These firms offer a wide array of real estate services to their clients, and manage a significant portion of the total market. Roughly 85 percent of the total square footage and 80 percent of the total properties managed by survey respondents are managed by the firms in the top 10 of our rankings. Since 2014, the average square footage under management increased 15 percent for the top 10 property managers, compared to just 4 percent average growth for all other respondent firms. Firms outside of the top 10 have seen sub-

Real Estate Research Indexes/ Rankings

FROM COMMERCIAL PROPERTY EXECUTIVE AND MULTI-HOUSING NEWS

stantial changes from our survey last year, as many have experienced decreases in properties managed and total square footage.

In addition to the financial fundamentals, property managers are looking for new ways to innovate and attract clients. Technology and a more expansive suite of services have become increasingly important to property managers. As a point of differentiation, many firms are selling themselves as well-rounded, offering a wide variety of services, from property management to investment and transaction strategy. More brokerage firms are offering property management and market analysis to their clients to provide a better-rounded real estate package.

Big data and technology are also being used by property managers to improve their standing in the industry and optimize profits for owners. Property managers are increasing efficiency by using Internet listing services to fill vacancies and developing interactive online platforms for tenants to make payments and communicate with their local management representatives. Newly constructed properties also include high-tech amenities such as interconnected utility controls that allow property

managers to monitor and optimize energy usage. For innovative property managers, sustainability has become an important focus for growing their business. The rise of “green buildings” has increased the awareness of environmental and financial paybacks in the real estate sector. Not only can property owners and managers market the benefits of a smaller carbon footprint but the cost savings from reduced resource usage is also significant. The growing real estate industry forces property managers not just to stay competitive in the traditional fundamentals of portfolio growth, rent growth and occupancy but to take innovative approaches to sustainability and technological advancement.

Methodology

The 2016 *CPE-MHN* Ranking of Top Property Management Firms utilized self-reported property characteristics for all firms. The ranking is a weighted formula based on a variety of factors (only a few of which are specified here), including the total square footage and number of properties under management, property operations owned and managed, and participation in property sectors, among others. The ranking represents what we feel is a logical balance between firm growth and market share, as well as property diversity.

Rank	Company Name	Total Square Footage of Properties Managed (MSF)	Total No. of Properties Managed	Property Diversity	No. of Clients	Average Occupancy
44	Post Properties Inc.	22	61	M	2	95
45	Bell Partners Inc.	58	238	R, M	28	94
46	Camden Property Trust	57	172	M	-	95
47	Charles Dunn Real Estate Services Inc.	20	327	O, I, R, M	-	-
48	Western National Property Management	21	169	M	40	95.3
49	Harbor Group Management Co.	28	116	O, I, R, M	15	94
50	FPA Multifamily	24	110	M, St	1	95
51	Aimco	44	196	M	-	95.9
52	American Campus Communities	39	201	St	26	97.8
53	The Ashforth Co.	31	52	O	28	83
54	Kimco Realty Corp.	96	605	R	-	95.4
55	Gables Residential	29	123	R, M	18	95
56	LARC Asset Management & Realty Inc.	2	17	O, R	-	81
57	Henry S. Miller	2	35	O, R	11	-
58	Taubman	19	18	R	1	94.2

Key: O= Office, I=Industrial, R=Retail, M= Multifamily, M-U= Mixed-Use, H= Health care, Ho= Hospitality, St= Student Housing, Se=Senior Housing, X=Other
*Based on fiscal year 2014 data.

To be included in upcoming surveys, email Samantha Goldberg at samantha.goldberg@cpe-mhn.com.