



## REAL ESTATE SERVICES



# Effectively manage your real estate assets

Your real estate portfolio is often your largest asset and your biggest expense. The effective and accurate management of these assets helps control costs, maximise revenue for owned properties and provide your business with the flexibility and agility to meet future business needs and trends.

We effectively manage real estate assets, provide independent advice and tailored solutions to maximise value and efficiencies for our clients.

Our multi-disciplinary team of property managers, lease specialists and tenant representatives work together to manage your portfolio. We identify market opportunities and trends, while uncovering cost savings opportunities that will support your current and future real estate needs.



**\$340m+**

Recurring rental  
per annum



**5,075+**

Leases and  
licences



**5,200+**

Properties  
managed



**22+**

Team  
members

## Real Estate Management Services

**Strategic Advice & Portfolio Management:** Strategic asset or portfolio review, own vs lease analysis and specific project advice.

**Transaction Management:** New leases, lease renewals/ extensions, early surrender and make good negotiations across office, retail and industrial portfolios.

**Lease Audit:** Cross-reference your records with source documents to ensure accuracy and provide comprehensive lease data.

**Lease Administration:** Rent roll verification and management of lease documentation, critical dates and lease data.

**Property Accounting:** Rent roll processing and forecasting and budgeting.

**Property Management:** Tenant and landlord liaison and dispute resolution. Asset management and daily operations.

# Our difference

## Leading Technology Platform

Technology platform MRI Manhattan, integrating property accounting, lease management, facilities management and business intelligence analytics.

## Independent and Impartial Property Advice

We are not a broker; we are independent of sales and leasing brokers and landlords. We are the trusted real estate advisors of our clients.

## Technical Expertise and Experience

We understand complex lease mechanics and their impact on day to day operations. We leverage our facilities management and project management experience to ensure we negotiate not only the best financial terms but also lease provisions that protect and enhance our clients' ongoing occupation.

# Our expertise

BGIS has a team of over 20 experienced real estate professionals who have industry-leading skills and expertise to manage our clients' property portfolios.



## Sue Nhieu, Director – Real Estate Services

Sue leads the real estate department at BGIS. She is a senior corporate real estate professional with over 20 years of global real estate experience and has managed large property portfolios on behalf of clients. Sue brings to bear over 600,000 m2 of successful lease negotiations. She recently provided strategic advisory and lease negotiation expertise for Rio Tinto, as well as leading the team in providing lease administration support across its key global offices.

She has extensive experience in real estate strategy development and execution, financial analysis and complex lease negotiations. Sue has represented organisations including VicTrack, Transport Accident Commission, genU, Victorian Planning Authority, Victorian Department of Treasury and Finance, as well as blue chip companies such as PwC and Thomson Reuters during her time in Toronto. Sue is qualified with a Bachelor of Business Administration and is a Licensed Estate Agent – VIC, QLD, NSW, ACT, SA and WA.

Sue Nhieu +61 439 913 682 | [Sue.Nhieu@apac.bgis.com](mailto:Sue.Nhieu@apac.bgis.com)

# Our experience

## DEPARTMENT OF TRANSPORT AND PLANNING

**LOCATION:** Victoria

**TERM:** 2017 to 2025

### Overview

BGIS is the facility and property manager for the Department of Transport and Planning's portfolio of owned property assets across Victoria. These assets have been acquired for future transport infrastructure projects and generate revenue back into road transport infrastructure projects.

The portfolio includes:

3,223 owned properties, 33 commercial, 239 residential, 2,666 land allotments, 242 telecommunication sites, 7 advertising sites, 25 freeway service centres/access and 11 Road Occ. Developments.

### Real Estate Management Services

- Lease Administration
- Property Management
- Property Accounting
- Real Estate Transactions
- Real Estate Advisory Services

### Facilities Management Services

- Maintenance Management
- Building Operations
- Compliance Management
- Customer Solutions Centre
- Supply Chain and Vendor Management



## HBF

**LOCATION:** Western Australia

**TERM:** 2017 to 2024

### Overview

BGIS provides real estate management, facilities management and project management to HBF, a leading provider of health insurance services. The portfolio covers a network of 20 HBF branches, one corporate office and 22 recently acquired medical clinics. The scope includes:

- Property and Lease Management, including negotiations
- Facilities Management
- Project Management, including fit outs
- Front of house and concierge services



BGIS assisted HBF to realise the retail fit-outs project through real-scale walkthrough technology.

# Our experience

## genU

**LOCATION:** Victoria  
**TERM:** 2021 to 2024

### Overview

genU is a 'profit for purpose' organisation providing disability, ageing, community and employment services. They have a national footprint of over 200 locations.

BGIS provide real estate transaction services including new lease, renewal and make good negotiations as well as strategic advisory services.



## HCF

**LOCATION:** NSW  
**TERM:** 2017 to 2024

### Overview

Formed in 1932, HCF has grown to become one of Australia's largest combined registered private health fund and life insurance organisations. BGIS provides facilities management, real estate management and workplace solutions to HCF's portfolio of three corporate offices and 67 retail branches, including 62 retail leases under management. Services include:

- Facilities Management Services
- Real Estate Management Services
- Workplace Solution Services



Additional clients we provide real estate services to include:



CATHOLIC ARCHDIOCESE  
OF MELBOURNE





## About BGIS

BGIS is a leading provider of facility management services, project delivery services, energy and sustainability solutions, building performance management, workplace advisory and management, real estate services and trades services.

Our talented team of over 10,000 people operates across offices in Canada, United States of America, Australia, Asia and New Zealand.

Our clients are from a diverse range of sectors, including defence, justice, government, education, healthcare, utilities, finance, telecommunications, property, resources, oil & gas and sport & leisure. We manage over 50,000 client locations totaling more than 50 million square metres in a portfolio of corporate offices, retail, universities, schools, hospitals, venues & stadiums, institutions, bases, remote townships, warehouses, industrial assets and data centres.

## Australia offices

Adelaide | Brisbane | Canberra | Melbourne | Perth | Sydney

T: 1800 351 235 | E: [enquiries@apac.bgis.com](mailto:enquiries@apac.bgis.com)