



**Exceeding Expectations Every Day.**

**It's What We Do.**



# Building Solid Relationships. It's How We Work.

## Who Is Pyramid Properties?

We are a commercial real estate company that's owned and operated in Austin, Texas. Since 1992, we've offered individual investors, property owners, large and small developers, and financial institutions in and around Austin a full menu of real estate services: asset advisory, asset management, property management, marketing, leasing, and property acquisition/disposition. Pyramid Properties works closely with each and every client to clearly identify their needs while utilizing our experience in every facet of commercial real estate in order to create innovative, "outside the box" solutions for reaching short-and-long-term investment goals.

## What We Believe

We don't just talk the "customer service" talk, we walk it every day. It is our goal to consistently exceed your expectations. We truly believe in personal service, serving our clients' interests with the highest level of integrity and accountability, interacting with tenants and employees honestly and with true caring, and dealing fairly and equitably in all transactions. One measure of our success is a portfolio currently totaling close to 3 million square feet. But the true gauge of Pyramid Properties' success isn't on a yardstick... it's found in the many long-term relationships we've built with our clients, tenants, employees, and vendors.

## What Makes Us Different

What is the real value of fast service if it's performed incorrectly? And how much is off-target information worth even if it's delivered quickly? At Pyramid Properties, we're small enough to be highly responsive to our clients, but we're also large enough to draw from a very deep well of expertise in all real estate principles – from asset advisory to asset disposition. We give each of our clients the sound advice and solid business practices necessary to succeed, whether it's achieving or maintaining a competitive edge in the Austin market or meeting complex investment strategies. Pyramid combines small-town service with big-time expertise.



**“ I don't specialize in just one kind of real estate investment, so why would I want to work with a commercial real estate company that does? That's why I chose Pyramid Properties...they offer all the services I'll ever need — from property marketing and leasing to property management and disposition. And, over time, I've really come to rely on both the experience and intelligence of Pyramid's management team.”**

– John Lewis, Real Estate Developer, John Lewis Company

## AMO Accreditation

The AMO accreditation is the mark of distinction among real estate management firms. Only 540 firms in the United States and Canada have demonstrated the high level of professional competence necessary to become AMO firms. To earn the AMO accreditation, a firm must meet the Institute of Real Estate Management's strict criteria in professional education, ethics, business stability, and financial standards.





# Strategies In Action

**Pyramid Properties is well-prepared and well-equipped to meet every possible challenge posed by the ownership and management of real estate.**

## Asset Advisory

Pyramid assists its clients in the development and execution of disposition strategies for real estate assets either portfolio transactions or single asset assignments. Maximum asset value is achieved for clients via a thorough underwriting of the subject real estate, selecting the proper marketing channels to ensure full exposure to prospective purchasers, and creating the largest bidding environment possible to promote maximum competition among all interested parties.

## Asset Management

Pyramid Properties acts as a fiduciary representative to ownership and provides the client with an independent, third party review and management of the various service providers associated with the real estate. Service providers traditionally include: on-site property managers, leasing agents, accounting firms, construction contractors, real estate tax consultants, brokers, lenders, and appraisers. Once information is gathered, it is then combined into a comprehensive, monthly financial analysis and variance report that updates the owner on the status of each factor influencing the value of the asset.

## Property Management

Pyramid Properties specializes in property management for individual investors and investment groups. Pyramid holds a diverse portfolio of clients, partners, property types, property sizes, and configurations. Experienced in office, industrial, retail, and flex space, Pyramid Properties thoroughly understands the management methods particular to each. With an emphasis on achieving the financial and wealth-building objectives of clients or partners, Pyramid focuses on the structure of leases, tenant relations, and judicious use of capital improvements in order to achieve long-term value maximization.

## Marketing/Leasing

Pyramid Properties has formed a strategic alliance with Aquila Commercial – an Austin-based, full service real estate brokerage company. Aquila Commercial has assembled a diverse team of market leaders from CBRE, Staubach, and Trammell Crow and is known as a market leader in innovative and aggressive marketing techniques. By combining cutting-edge information and market data with superior negotiation and deal strategy expertise, Aquila Commercial provides wide market coverage that ensures maximum exposure to deal flow for your properties.



# Maintenance Made Easy

## We're On It!

Whether it's a commercial building with office, industrial, retail, or flex space, no matter what it looks like, when it was constructed, where it is located, or how much it costs to rent, if a building isn't well maintained, tenants will leave it just as soon as they can.

Tenant satisfaction directly affects occupancy rates, which affect monthly cash flow, and ultimately, the building's value. At Pyramid Properties, we understand how a well-trained, responsive, and capable maintenance team can positively influence customer satisfaction. That's why we take our maintenance services so seriously. In fact, our clients and tenants say we border on the fanatical. Whether it's an office that's a degree too hot or cold or a dripping faucet, we're on it!

## Our Maintenance Team

Superior maintenance services start with a superior maintenance team. We strive to create a family atmosphere for every employee at Pyramid Properties, and our maintenance staff is certainly no exception. Over the years, Pyramid Properties has focused on recruiting the most capable and conscientious individuals to staff our maintenance teams. As a result, each member of our maintenance team displays a willingness to solve our tenants' problems while showing pride in our work. We do everything possible to ensure that our clients and tenants experience a rare event in today's "here today and gone tomorrow" work environment – continuity in customer care. The difference is seen in total customer satisfaction and higher tenant retention rates.



## Quick Response Service Calls

Pyramid Properties utilizes Angus Anywhere, an online service that allows tenants to quickly and easily make any maintenance request from any place, at any time. The process is simple—tenants simply log on to a password-protected account directly from the Pyramid web site. By utilizing Angus Anywhere, we enable managers to make better, more timely decisions through access to real-time data.

### Angus Anywhere Software:

- Enhances service responsiveness.
- Increase tenant satisfaction.
- Eliminates up to 80% of all phone calls.
- Provides better asset management.
- Standardizes life safety protocols.
- Details information tracking, record keeping, and benchmarking.
- Increases billing accuracy and revenue.
- Allows rapid dispatch and work order tracking.
- Helps mitigate exposure.



Please call 512.472.1585 or visit our web site at [www.pyramid-properties.com](http://www.pyramid-properties.com) for more information. See how the diversity of our services can be custom-designed to match your specific needs.



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