



CASE STUDY

NATIONAL CAPITAL  
COMMISSION



# MANAGEMENT OF THE NATIONAL CAPITAL COMMISSION'S COMMERCIAL AND MIXED-USE REAL ESTATE PORTFOLIO, OTTAWA, ON

## SERVICES RENDERED



PROPERTY MANAGEMENT



LEASING



PROJECT MANAGEMENT

Our full-service real estate management expertise unlocked the potential of these historic properties resulting in lower vacancy and increased revenues for our client.



**The National Capital Commission (NCC) manages 1,664 properties in its real estate portfolio in Canada's National Capital Region, including 560 residential, agricultural, institutional, recreational and commercial properties in Ottawa-Gatineau.** . In 2014, we were invited to submit a proposal to provide real estate management services to the NCC that required us to oversee its commercial and mixed-use portfolio. While the NCC received multiple proposals, Inside Edge was selected and awarded a five-year contract that was subsequently renewed. Our goal with the portfolio, with properties located in the ByWard Market along Sussex Drive and in the central business district along Sparks Street, was to significantly increase revenues and improve tenant attraction and retention.

**OPPORTUNITY**



The unique opportunity to manage a mix of well-located assets required a multi-faceted approach to overcome complex heritage-building challenges. The strategy involved:



- collaborating with all of Inside Edge's internal divisions to develop an appropriate budget allowing for potential cost savings and industry-standard expense recovery from the tenants that align with their lease agreements;



- developing and implementing targeted leasing campaigns that both reduced the vacancy rate and significantly increased the portfolio's revenues;



- coordinating substantial renovations and improvements to the properties in an effort to attract and retain tenants;



- negotiating proposals, offers-to-lease and lease agreements for the 200-tenant portfolio; and



- using our extensive network of pre-qualified trades when sourcing repair, maintenance and service contracts.

**SOLUTION**



Since being awarded the contract, our team has successfully carried out best-in-class real estate management services for the NCC. The value generated by these services has increased revenues, provided stable income and offered tangible long-term growth potential across the entire portfolio.

**RESULT**



**We entered into a five-year contract with Inside Edge Properties in 2014 and subsequently renewed it for another five years in 2019. Inside Edge continues to provide expertise in relation to a host of services including property management, leasing, project management and real estate advisory services. Since Inside Edge has taken over, the company has helped increase overall revenues by 29%.**

CHRISTOPHER HETHERINGTON,  
CHIEF OF COMMERCIAL PROPERTY MANAGEMENT  
NATIONAL CAPITAL COMMISSION

**OPERATIONAL EXCELLENCE**

TENANT SATISFACTION

LEASING EXPERTISE

SUSTAINABLE OPERATIONS

ACCESS CAPITAL

MANAGE ASSET LIFECYCLE

MAXIMIZE ASSET VALUE

**VALUE CREATION**





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