



The **REAL ESTATE
MANAGEMENT
INDUSTRY**

2005 Award Winners

REMI awards
Real Estate Management Industry

A Spark of Innovation
A Brighter Future for Property Management

REMI awards
Real Estate Management Industry



Albert Payne, Director of Sales and Business Development, Toronto Hydro Energy Services (right) presents the REMI Award to Leonard Drimmer (left), CEO TransGlobe Property Management Services.

Over the last 10 years, TransGlobe Property Management has been committed to the goal of property management with integrity.

TransGlobe's portfolio includes approximately 12,000 apartments and more than 4.1 million square feet of commercial space. The company manages rental properties in Halifax, Ottawa, Cornwall, Toronto (and the surrounding area), Burlington, Kitchener-Waterloo, London, Vancouver and other major population centres. This adds up to a lot of satisfied clients, as well as one of the reasons they won the REMI award for their category.

"We hold true to our acquisition strategy of acquiring mid-market assets where we can leverage our value-added approach to create quality living for residents," says Daniel Drimmer, president of TransGlobe. "We continue to be confident in our ability to acquire assets in our key target markets and have the platform and infrastructure to accommodate our growth objective of increasing the size of our portfolio all the while servicing our tenant base."

Daniel launched TransGlobe Property Management Services in 1994. At that time, he took over the management of the buildings owned by Berlin Haus, the parent company. That included three residential buildings and two commercial buildings. Until 1997, the company made a number of small purchases and one-off deals consisting of several hundred suites per year, balancing the company's growth through commercial and residential purchases.

As of 1997, TransGlobe started to grow more quickly with the purchase of a number of large commercial properties. This included two key properties in Etobicoke: Valhalla Executive Centre (1997), consisting of 330,000 square feet, and the Airway Centre (2001), completed in 2005, consisting of 500,000 square feet. At the end of 2005, TransGlobe purchased the West Metro Corporate Centre in Etobicoke, adding another 620,000 square feet to the commercial portfolio.

In order to balance the company's portfolio, TransGlobe purchased 2300 residential units in London (2002) and 3200 residential units in the Kitchener-Waterloo-Cambridge-Guelph area (2003). In 2005, the company went coast to coast, with a purchase of 1200 units in Nova Scotia and 1000 units in Vancouver. As of March 2006, TransGlobe became the largest residential landlord in London and southwestern Ontario (west of the GTA).

TransGlobe is a true family affair, with three generations of experience in the property management industry. Leonard Drimmer, vice-president and CEO, who trained in the parent company's head office in Germany, Berlin Haus, eventually joined his brother Daniel in Canada at the beginning of 2002. It was at that point that the company took some of its greatest leaps in business growth. They work as a team and oversee all aspects of the business together.

According to Leonard, "TransGlobe Property Management is dedicated to property management with integrity." Throughout the company's growth, the company's goal has remained the same: to practice distinction through superior professionalism, rapid response to tenant issues, advanced technology and continuing tenant focused innovation to ensure that their tenants are happy. These qualities have made TransGlobe one of Canada's most prominent property managers, and created unparalleled tenant loyalty across the country.

CUSTOMERS COME FIRST

TransGlobe spends a lot of time and effort in making sure that customers come first. They offer a number of services for both commercial and residential tenants that simplify the search process. The company Web site offers a search tool for finding available properties. The Residential Search tool allows people to search available rental apartments based on the criteria most important to them. It also allows them to apply and pay deposits online, and contact TransGlobe representatives directly.

The Commercial/Industrial Search tool allows business owners to search all available commercial/industrial real estate properties based on their criteria. The Space Calculator helps them to determine how much space they need, and then directs them to properties that best meet their requirements.

According to Leonard, "We strive for exceptional customer service. Communication is key. Tenants can communicate with us via the feedback hotline and e-mail. We want to make sure that the flow of communication is there. We take pride in the buildings we own. Anyone in the company can be reached by the customer."

The TransGlobe Web site also includes a Tenant's Centre, which contains tools that allow tenants to pay rent and deposits online, make service requests, and contact TransGlobe