

AN INTERVIEW WITH JEFF ROYCE, DIRECTOR OF BUILDING SERVICES

EXPRESS: Many people may not know Ryan has a Building Services department. Please give *Express* some background on your department.

JR: Ryan began self-performing maintenance in 1980 at the then Ryan-owned One Corporate Center in Edina, Minnesota. As Ryan grew and built its real estate portfolio, the maintenance group grew as well. In 2000, as a part of a strategic plan to develop a third-party maintenance business, the maintenance group became Ryan Building Services. Today, in addition to Ryan-managed office, industrial and retail facilities, Building

Services also services over 30 third-party maintenance customers from our Minnesota, Iowa and Arizona offices.

EXPRESS: What services does your team provide?

JR: Our primary focus is to provide a comprehensive preventive maintenance program for all types of building

ensure the safety and comfort of their employees and customers. They also want to keep their operating costs low. Ultimately, our customers want a facility that operates trouble-free so they can conduct their business. They trust us to deliver that for them.

EXPRESS: How does Ryan meet those needs? What makes Ryan different?

JR: Ryan has developed, built, owned, managed and maintained buildings for over 67 years. This experience allows



Jeff Royce, Director of Building Services

embody the Ryan values of honesty and integrity.

EXPRESS: What is next for Building Services at Ryan?

JR: We will continue to partner with our customers, innovating to meet and anticipate their needs. We will service their facilities in a manner above industry standards. We will focus on our customers', tenants' and owners' needs and exceed their expectations. We will stay abreast of the latest trends and technology. As an example, because of our construction department's commitment to LEED (Leadership in Energy and Environmental Design), we have learned to maintain LEED-certified buildings and are more cognizant of operating our existing buildings using environmentally-friendly methods. We will build our business by offering our services to customers familiar with Ryan. Building Services is an extension of our Property Management group and closes the circle of the complete range of services Ryan offers their customers.



Joel Hemmesch, Lead Engineer, troubleshooting a roof-top unit electrical system



**Pegasus Solutions, Arizona
Maintained by Ryan Building Services**

systems, customized for the building and the customer. We also provide repair services, consulting, building assessments and energy management services.

EXPRESS: What are your customers' major concerns?

JR: That depends on the customer. Generally, they want to protect their asset, prevent equipment failures and

us to be proactive in our approach. We implement programs and procedures to maintain properties with the overall goal of reducing the need for demand service, after-hour emergency calls and this allows us to maintain the highest standards of tenant/customer satisfaction. The Ryan difference is our people. Our staff has a strong sense of ownership and fiscal responsibility for our customers' properties. They