



Building Connections Beyond the Lease

At Agellan, we recognize that customer service is the cornerstone to long-term relationships and that tenant satisfaction and profitability are closely connected. Customer Service is more than making sure the lights are on and the rent is collected. There is more to it than the lease. At Agellan, it is an agreement to be good partners to advance our mutual interests. To achieve this we make this pledge to our tenants:

We promise to be:

- **Responsive:** To deal with all tenant concerns in a timely and reasonable manner.
- **Proactive:** To create and maintain professional and safe environments.
- **Agile:** To be out front of changing markets and to adapt to changing tenant needs.
- **Honorable:** To act with integrity, reason and transparency.
- **Accessible:** Call us. We want to hear from you. We are a small group of real estate professionals with deep industry experience and we pride ourselves on our creativity and hands-on approach to real estate.

Our goal is to build and maintain strong relationships with our tenants and to create a workplace environment that enhances a tenant's business, energizes its employees and welcomes its clients.

We are building connections one tenant at a time.