

IMC REAL ESTATE MANAGEMENT AND ORKIN: CREATING PEACE OF MIND FOR OFFICE TENANTS

IMC Real Estate Management manages seven Class A properties across Ohio and Indiana totaling 900,000 square feet of commercial office space. With tenant relations always remaining top of mind, Orkin allows IMC to focus on what really matters – enhancing the physical space and implementing tenant improvements. IMC trusts Orkin to help maintain its reputation as a trusted real estate leader by reducing pest pressures, even the uncommon ones from geese or skunks. Orkin's preventative and proactive Integrated Pest Management plan helps keep tenants happy, so they don't have to take time out of their day to deal with pests.

We spoke with Bonnie Henry, Senior Property Manager at IMC. Here is an edited transcription of that interview.

Why did you choose Orkin?

I have had great experience with Orkin in the past, so when I came to IMC, I decided to switch from another pest management provider and bring in Orkin to overhaul our pest management program. As we acquired more properties, it made sense to continue expanding our business with Orkin because of the relationship I have built with them over the years. Our tenants recognize Orkin's name and feel reassured that their pest management needs are being taken seriously.

How would you describe your partnership – and what is the most important part of a pest management partnership to you?

We've established a great deal of trust over the years, which has led to open communication and better results for our properties. I recently received a call from one of our tenants to let us know that an employee had a pest issue at home and wanted to make sure they didn't introduce the issue in their office. Our pest specialist responded right away and devised a plan. With Orkin's thorough inspection, we were able to make sure the issue had not been introduced in the office in a quick and cost-efficient way.



Tell me one thing your pest specialist does that sets them apart from others you've worked with?

Orkin really goes above and beyond for us. All of our properties feature bodies of water, which attracted a large goose population. Our pest specialist obtained a special license to humanely remove and relocate the geese and their nests away from our property. I can always talk to Orkin about our pest management needs and they'll find a way to make it happen.

What aspects of Orkin's service are the most important to you?

Working with Orkin is seamless – from the people to the resources they offer, Orkin's service is top-notch. I can text my pest specialist with questions, look up pest information on their website and even consult the pest ID booklet I received from Orkin at the annual Building Owners and Managers Association (BOMA) conference this year.

Our Orkin team is made up of true professionals. That's why we trust our pest specialist to work directly with tenants. They know how to tackle any problem and deliver excellent results for our tenants and their customers.

"I can always talk to Orkin about our pest management needs and they'll find a way to make it happen."

— Bonnie Henry, Senior Property Manager
IMC Real Estate Management

For a free consultation, call 1.800.ORKIN NOW or visit us at orkincommercial.com

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