

## DARA J. NICHOLSON, RPA

*Principal - Property Management and Corporate Services*

### ATLANTA COMMERCIAL ROLE

Dara Nicholson oversees property management for the ACPS portfolio, including tenant services, emergency planning, and execution of the company's policies for energy conservation and sustainability.

With more than 27 years as one of Atlanta's leading property management executives, Dara earned a reputation for developing disciplined teams committed to the highest standards of service delivery and for elevating the performance of poorly performing operations.

Dara is acknowledged throughout the real estate industry to be a distinguished leader of high-performing organizations, as recognized by her incomparable record of tenant retention and individual and corporate accolades.



### PROFESSIONAL ACCOMPLISHMENTS

- As Senior Vice President of Property Management for Cousins Properties, Dara's nationwide portfolio ranged from 15 to 21 million square feet of Class A office properties, providing service to more than 1,500 tenants, and responsible for expense budgets totaling more than \$150 million.
- Dara developed, executed, and controlled a number of portfolio-wide, novel expense containment initiatives. In one recent year, her program cut operating expenses by 5 percent, a savings of \$4m in the aggregate, and more than \$500,000 at some larger properties, rendering many properties more attractive to lease prospects
- Dara created *The Cousins Way*, an admired 700-page electronic manual, covering topics from life safety, to fiscal controls, to human resource management, to emergency preparedness, and more. "Cuzway" dramatically shortened the learning curve and became an indispensable management tool for orientation, training, and best practices.
- Kingsley Associates, the nation's leading real estate benchmarking firm, ranked Dara's property management teams in the top two percentile for customer satisfaction, with scores that outperformed the tenant perception benchmark year after year. The firm's tenant retention rate averaged more than 80 percent, one of the highest in the industry.
- Dara produced and implemented award-winning emergency planning and disaster preparedness programs, including comprehensive business continuity plans and detailed guidance for every contingency from pandemic preparedness to active shooter response to terrorism and criminal activity.
- While at Cousins, Dara's properties received 74 TOBY (The Office Building of the Year) Awards, nine LEED certifications, numerous ENERGY STAR awards, and the 2011 NAREIT Leader in the Light Innovator Award.
- In response to Atlanta's water use crisis in one recent year, Dara's task force recruited tenants in a voluntary effort to curtail unneeded weekend water and electricity use, a practice that continues to this day, yielding substantial savings in utility expenses year after year.

### PROFESSIONAL HONORS AND AWARDS

- BOMA George F. Richardson Award
- BOMA Clontz Award
- BOMA Membership Chair of the Year
- *The Cousins Way* Award

### MEMBERSHIPS AND APPOINTMENTS

- Past President and Board member of Building Owners & Managers Association
- Vice President, BOMA Regional Conference
- Presidential appointment: BOMA International Strategic Long-Range Planning Committee for two years
- Committee member, Spruill Art Center Preservation
- Committee member, Angel Flight

# ACPS Atlanta Commercial Property Services

## REPRESENTATIVE PROPERTIES MANAGED

