

**Memo**

**From: Richard Sliwoski, Department of General Services**

**To: Agency Heads & Cabinet Members:**

**Date: November 7, 2006**

In January 2005, the Division of Real Estate Services (DRES) was created as part of a consolidated real estate portfolio management program described in Executive Order (EO) 75 titled "Managing the Commonwealth's Real Estate Holdings." This EO directed a system-wide reengineering of the Commonwealth's real estate processes for acquisitions, sales, easements and leases. Since this division was formed, DRES has worked with your agencies to find new and improved facilities, negotiate new leases, and in general provide assistance with your real estate needs.

As we continue to advance the Commonwealth's real estate portfolio management program, we are fine-tuning our processes and division structure. As with any new program, in order to capitalize on its success, adjustments and refinements continually need to be made, and I wanted to keep each of you informed as these changes evolve. Some upcoming process refinements for DRES include utilizing our staffs' skills more effectively in new strategic ways, increasing two-way communication between the division and its customers, and engaging agencies in a dialogue to assist with determining enhancements that could be made to help meet our customers' needs. While some changes will occur immediately, other enhancements to the Division will be implemented over the next six months.

In managing the Commonwealth's lease transactions, Bob Gluck's experience and knowledge has played an integral role in moving the Division forward. Therefore, Mr. Gluck has been named the Director for the newly formed Bureau of Lease Acquisition. In this capacity, Bob will be the chief negotiator and deal maker for the Commonwealth.

This new assignment will create a vacancy in the Division. As of November 7<sup>th</sup>, Ernie Forrest will serve as the Interim Director of DRES until such time as the recruitment for the DRES Director position can be completed. Mr. Forrest's years of experience in the Bureau of Real Property Management will help ensure this leadership change will not create an interruption in service.

To utilize our staff's knowledge and skills more effectively, the division will soon establish Agency Relationship Managers or ARMs. An ARM will be assigned to each of your agencies, serving as your advocate and as your primary customer service contact. This new outreach approach will assist in not only streamlining staff efficiencies within the division, but the ARM will be able to develop a broad knowledge of your agencies' space needs, operational requirements, specific and strategic real estate issues expanding two-way communication between your agency and the division.

As part of fine-tuning our real estate management efforts we will be reforming our Agency Real Estate Roundtable. We need to be partners with you, the agencies that we

serve. This Agency Roundtable will assist the Division in determining more precisely the services you need, while developing an additional way to keep you informed of the Division's progress. Our plan is to hold our first Agency Roundtable in mid-December. Additional information about this Roundtable will be forthcoming.

The Department of General Services is committed to taking the necessary measures in order to sustain our momentum and continue to transform the management of the Commonwealth's real estate portfolio. We are in the final development stages of a communications campaign that includes the Agency Real Estate Roundtable and the ARMs. It will also include improvements to the DRES web pages, the development of an electronic newsletter, and the utilization of additional tools to help us keep you, our customer, informed. As these plans are finalized, more information will be distributed at the end of November.

I appreciate your patience and understanding as these refinements and adjustments within DRES are made. I can assure you the entire Division is committed to and is working hard to effectively and efficiently manage your agencies' real estate needs. If you have any questions about DRES and the program enhancements I've just mentioned, feel free to contact me at [richard.sliwoski@dgs.virginia.gov](mailto:richard.sliwoski@dgs.virginia.gov) or at 786-3311.