

Eleven vendors, one move date.

A pediatric practice moves into 6,200 SF on the second floor of a Ballantyne medical office building on Monday, November 16. Every vendor between the lease and the first patient, on one board, chased until they deliver.



46

days to move-in

Patients scheduled from **8:00 am November 16**. The date does not move.

11

vendors on the board

Landlord side and tenant side, **each with an owner and a date.**

2

late this week

Architect and furniture. **Both escalated to the broker today** with options.

Oct 5

the date that decides it

Miss the furniture order and the exam rooms **arrive after the first patient.**

VENDOR BOARD · OCTOBER 1

VENDOR	NEEDED	LAST TOUCH	STATUS	IF LATE, IT HOLDS UP
Landlord's contractor Tenant improvements, 6,200 SF	Substantial completion Nov 2	Sep 30	ON TRACK	Framing and rough-in passed
Architect Revised casework drawings	Were due Sep 25	Sep 30	LATE	Contractor's casework order
Furniture dealer Exam, waiting and staff furniture	Order by Oct 5	Oct 1	ESCALATED	Move-in, 5-week lead time
Cabling contractor Data drops, 48 locations	Sign quote by Oct 6	Sep 29	QUOTE OUT	Rough-in before drywall
Internet provider Fiber install	Order by Oct 9	Sep 28	SITE SURVEY OCT 6	Phones, scheduling system
Equipment vendor Exam tables, scales, vaccine fridges	Delivery Nov 12	Sep 22	CONFIRMED	None
Signage Suite and directory panels	Landlord approval	Sep 30	WITH LANDLORD	Fabrication
Building security Access badges, 22 staff	Staff list by Nov 6	Sep 24	NOT STARTED	Nothing yet
Electric utility Account in tenant's name	Start date Nov 2	Sep 29	SCHEDULED	None
Insurance agent Certificate naming the landlord	Before move access Nov 9	Sep 29	WORDING FIX	Move access, keys
Movers Weekend move, 2 crews	Book by Oct 16	Sep 30	3 QUOTES IN	Move-in

Every vendor gets a touch at least twice a week until delivered. Anything that moves the move-in date goes to the broker the same day.

ONE VENDOR, THREE TOUCHES

SEP 24 · THE ASK

FROM Queen City Tenant Advisors · Operations
TO Account rep, furniture dealer
SUBJECT Furniture order · Ballantyne pediatrics · Suite 210

Hi Dana,

Writing for Morgan Hale at Queen City Tenant Advisors on the Suite 210 order. The practice signed off on the layout Tuesday. Two things to place the order this week:

1. The final quote with the exam room chairs swapped to the wipeable vinyl the practice picked.
2. Your lead time from order to delivery. We are planning on five weeks.

Move-in is November 16, so we need it ordered by October 5.

SEP 29 · CHASE

FROM Queen City Tenant Advisors · Operations
TO Account rep, furniture dealer
SUBJECT RE: Furniture order · Ballantyne pediatrics · Suite 210

Hi Dana, following up on the below. We still need the revised quote and the lead time. The order has to go in by Monday the 5th to make a November 16 move. Can you send both today?

The chase. Same thread, two lines, the deadline restated. No re-explaining.

A LANDLORD-SIDE VENDOR

SEP 30 · CHASE

FROM Queen City Tenant Advisors · Operations
TO Project architect, landlord's contractor copied
SUBJECT Casework drawings · Suite 210

Hi Ken, the revised casework drawings were due September 25. The contractor can't release the casework order without them, and that order has a four-week lead. Can you confirm they'll be out by Friday, October 2? If one detail is holding it up, tell us which and we'll get the practice's answer today.

The ask gets narrower each time. The first email asked for drawings. This one names the order that is waiting, the lead time behind it and the one date that matters. It also offers to unblock the architect.

The landlord's contractor is copied because the delay holds up their schedule too. That keeps it from becoming the tenant's problem to solve.

HOW THE CHASING WORKS

Every ask carries its deadline and its reason

"By October 5, because of a five-week lead" gets answered. "When you get a chance" doesn't.

Four days, a phone call

Calls go to the office line and get logged on the board with who answered.

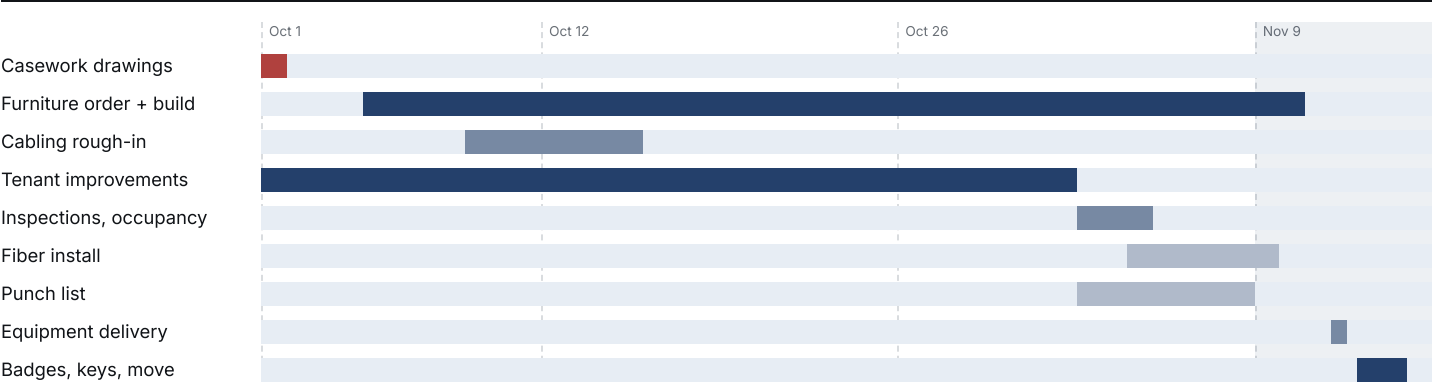
Two days of silence, then a chase on the same thread

The vendor sees the whole history and can't say they missed it.

When the date is at risk, the broker hears it with options

Priced, with a recommendation, the same day it becomes a risk.

THE CRITICAL PATH TO NOVEMBER 16



Red is late today. The shaded band is move week. Furniture is the longest run that ends inside it, so it gets the most attention.

CERTIFICATE OF INSURANCE, FIXED BEFORE IT BOUNCES

- Landlord entity named as additional insured, exactly as written in the lease, Section 11.3
- Property manager added. The agent's draft left it off
- General liability at \$1M and \$2M, umbrella at \$2M
- 30-day notice of cancellation wording
- Movers' certificate on file before the freight elevator is booked

The agent's first draft named the wrong landlord entity. It was caught on review, not by the property manager two days before the move.

ESCALATIONS TO THE BROKER THIS WEEK

Furniture	No answer since Sep 24. Options sent, recommendation is to call the manager.	TODAY
Casework	Drawings five days late. Contractor's order on hold.	TODAY
Signage	Landlord approval at day 8 of a 10-day review under the lease.	WATCH

THE WEEK OF THE MOVE

DAY	WHAT HAPPENS	CONFIRMED WITH
Mon Nov 9	Move access opens. COI on file, freight elevator booked for Saturday, keys issued to the office manager.	Property manager
Tue Nov 10	Fiber live and tested. Phones forwarded from the old office on a 72-hour overlap.	Internet provider
Thu Nov 12	Exam tables, scales and vaccine fridges delivered. Fridges logged at temperature for 24 hours before vaccines arrive.	Equipment vendor
Fri Nov 13	22 badges active. Walkthrough with the office manager and the contractor's superintendent.	Building security
Sat Nov 14	Two crews, 7:00 am start, freight elevator until 3:00 pm.	Movers
Mon Nov 16	First patient, 8:00 am.	The practice

AFTER MOVE-IN, STILL ON THE BOARD

Punch list closed Contractor's items signed off by the office manager, with photos, within 30 days.	Old space handed back Keys, badges and the walkthrough with the prior landlord, so the deposit comes back.	Accounts closed Electric, fiber and alarm at the old office ended the day after the move.	Allowance paid out Invoices and lien waivers to the landlord so the tenant improvement allowance is paid on time.
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