

According to Sr. General Manager Susan Roberts, Park Central’s owner Invesco Real Estate, a global real estate investment manager with US$80.4bn of assets under management, is “committed to transforming the building into a more attractive destination for prospective and current tenants. The pandemic has showed us that a building needs to be more than a place to go to work.”

In response, ownership and the Park Central management team began a multi-year renovation project. Gensler was selected as the architect, and JLL PDS serves as the project manager.  The scope of the project includes:

* Obtaining LEED Platinum and Energy Star certifications
* Major HVAC improvements including the installation of two new chillers
* Touchless entry access with blue-tooth enabled capabilities
* Elevator modernization that leverages the latest technology for vertical transportation, including:
  + A filtration system in each cab, ensuring clean air
  + Touchless destination dispatch to a user’s floor via blue-tooth enabled personal devices

Additionally, a $10-million amenity project was built out at the same time. This included:

* Renovating the lobby look and feel with a modern twist
* Converting a bank vault space, with 26” inch thick concrete walls, into a café and bike amenity area complete with showers and storage. The café team will start operating in June 2021.
* Transforming the vacant second floor space into a tenant amenity floor featuring a newly constructed fitness center, deli and training center.
* Remodeling the upper plaza deck to offer tenants outdoor seating, a lounge area, informal meeting space, a vegetable garden and a game area.
* The deli’s operations will begin in June 2021, with the plaza’s remodel projected to be completed about the same time.

The JLL Property Management team was and is instrumental in ensuring Park Central remains at the top of Denver’s Class A office market. While all these projects were planned and underway before the pandemic, the team executed as originally planned, in anticipation of the work force’s return to the office.

“Our goal is to make sure building employees feel safe upon returning to work in the coming months. We are partnering with Invesco Real Estate to investigate healthy building credentials, and we’ve put a strong focus on offering tenants what they need to return to operating in their offices. So far, feedback has been great, and our entire team is ready to see tenants return and enjoy the new amenity spaces,” said Susan. “The building’s brand equity has risen in the market, and the broker community has provided incredibly positive feedback on the new enhancements. We plan to showcase the remodeled Park Central to the broker community later this year.”

Clearly, the Park Central team has been incredibly busy, with Susan leading these efforts along with the Senior Chief Engineer, Don Smith. She joined the property team after the property she was managing was sold – and just as Park Central’s projects were kicking off.

“I hit the ground running,” said Susan. “It’s been an amazing opportunity and a great learning experience. The JLL property team has been incredible throughout the two-year duration of this project - during an unprecedented time.”

When Susan isn’t at Park Central, you’ll find her, her husband Jim, and their 145-lb Swiss Mountain dog outdoors. “We met in the singles lift line at Copper Mountain, rode the chairlift together and started dating long distance since I lived in Chicago at the time. We were both competitive ski racers for many years and shared this passion - along with several national titles between us.” Susan and Jim also have two sons that live locally in Colorado.