

# HICAPS Highlights

Providing a centralized approach to project management

Summer 2024

## Why Hire An Owner's Representative For Your Project?

In the construction world, an owner's representative (aka owner's rep) is an industry expert hired by the owner of a building project to act as the owner's advocate and represent their best interests. This can be particularly helpful for projects where the owner has limited knowledge of design and construction, or lacks the time and resources in-house to effectively fill this role.

There are numerous inherent risks related to the development process that can hinder a successful project's outcome. Owners may find the process daunting because they do not fully understand where the inherent risks exist. Many moving parts are involved, a lot of money is at stake and projects are becoming increasingly more complex and demanding of the owner's time and resources.

All too often, project goals are not met, causing the owner to question their decisions and the abilities of the participants they have chosen to work with, and whether they have the owner's best interests in mind. Engaging the services of an owner's rep is the safest way to appropriately manage and mitigate the inherent risks involved in the process.

The reality is, project teams are compiled of many different consultants and contractors, each with their own ideas and sometimes conflicting interests. An owner's rep is the only member of the project team whose one objective is to execute the owner's project goals. Collaborating with the owner, the owner's rep acts on behalf of the owner to ensure the project stays on track, on schedule, and within the approved budget. This allows

the owner to make informed decisions in a timely manner.

As an owner's rep, HICAPS operates as part of your project team. We provide project management oversight and a range of essential services throughout all phases of the project to ensure it runs smoothly and that complex goals are more easily met. We integrate with the owner's organization, but work under a

separate contract held with the owner. Our services include project planning, design, construction, and commissioning, as well as the closeout phases. However, our specific services vary based on a project's scope and the owner's requirements. Our scope of services include:

- Budget and schedule management;
- Stakeholder management;
- Establishing the communication plan;
- Risk management and mitigation;
- Quality management and contract enforcement;
- Managing RFPs and bids;
- Selection and procurement of project team members.

The owner's rep serves as the liaison between architects, engineers, contractors, testing agencies, utility providers, municipal authorities, financial institutions, FF&E (furniture, fixtures and equipment) vendors and other specialty

consultants and third-party vendors. The approach of an owner's rep is collaborative, but also focuses on accountability and assurance that all project team members

are working towards the owner's goals and objectives. The true value of the owner's rep is in providing a process in which the success of all team members is encouraged, not hindered.

When is the best time to hire an owner's rep?

An owner's rep can be engaged early on during the project's inception phase or later during any stage of the project such as: planning, design, construction, closeout, and occupancy. That said, it's wise to engage an owner's rep during the initial project inception to collaborate directly with the owner to establish the fundamentals of the project. This may include identifying the owner's goals and objectives; establishing a vision for the project; determining a realistic budget and schedule; helping with site selection; and assembling a project team and project delivery method best suited to meet the owner's needs.

Interested in learning more about HICAPS' owner's rep services and how our firm can help support your vision and accomplish your goals? Contact Vice President Dave Smith, CCM, REFP at [dave@hicaps.com](mailto:dave@hicaps.com)



*The true value of the owner's rep is in providing a process in which the success of all team members is encouraged, not hindered.*

**HICAPS**

HOOD INFORMATION CONTROL AND PLANNING SYSTEMS

P.O. Box 35165 | 600 N. Regional Road | Greensboro, NC 27425  
TEL: 336.665.1234 | FAX: 336.665.1855 | WEBSITE: [www.hicaps.com](http://www.hicaps.com)



*Employee Spotlight*

## HICAPS' New Project Engineer

HICAPS would like to welcome one of our newest Project Engineers to the team. Garrett Willett is a recent graduate of the University of Georgia with a Bachelor of Business Administration with a focus in real estate. Attending the University of Georgia was always a dream of his and, while in attendance, he found his passion for real estate development.

While in college, Garrett spent time exploring the industry, including spending time with a commercial brokerage and a residential home builder. As a problem solver with an eagerness to learn and start his career in the construction industry, he is ready to become part of the team. Garrett grew up here in Greensboro, North Carolina, where he enjoys spending time with his family, friends, and pets. Some of his hobbies include working out, watching sports, playing golf, and yard work. Garrett is always open to trying new things and looks forward to new experiences and adventures.

Welcome Garrett! We're happy to have you!



HOOD INFORMATION CONTROL AND PLANNING SYSTEMS

P.O. Box 35165  
600 N. Regional Road  
Greensboro, NC 27425

[www.hicaps.com](http://www.hicaps.com)



*Employee Spotlight*

## Welcome to Our Newest Project Engineer

HICAPS would like to give a warm welcome to Deepika Dayalan, our newest Project Engineer. Deepika is based in Greensboro, North Carolina, and graduated from Arizona State University with a Master's degree in Construction Management and Technology. She has earned multiple certifications, such as LEED® Green Associate™, CMIT, OSHA 30, and Procore. She is passionate, qualified, and eager to learn, grow, and make a meaningful impact in the construction industry by applying her skills in project scheduling, construction project management, and scopes of work.

Deepika loves spending time with her baby boy, Shavik, as well as traveling, going on adventures, and enjoying the arts.

Welcome, Deepika! We're very happy to have you on our team!