

November 2020

HARRISBURG COMMERCIAL

real estate REPORT

Making the Move to Virtual Inspections

Cost and time savings for off-site inspections are still dependent on the human element.

By Matthew Stoehr



While owners and lenders have used virtual property inspections for some time now, the COVID-19 pandemic has placed them firmly front and center as companies look for ways to adapt while adhering to health and safety guidelines. Industry leaders like Freddie Mac now conduct virtual inspections on a widespread basis, and many in commercial real estate see the appeal of completing an inspection via a screen rather than spending time and money to fly an inspector out to a property. When most of the country is forced to conduct business digitally, virtual inspections seem like an obvious choice — but they present some drawbacks, and

it's important to compare the potential risks and benefits before deciding how to inspect your next property.

Working With On-Site Staff

The success of virtual inspections depends heavily on the on-site property management staff helping to facilitate the property walk-through. For a virtual inspection to match the in-person alternative accurately, individuals on both ends of the live stream must be extremely thorough. Every corner of the property must be viewed, and issues impacting the assessed property value must be presented with complete transparency. In many cases, these concerns aren't an issue. Many well-trained on-site staff approach their role in the virtual inspection

This article was originally published in *Commercial Investment Real Estate* magazine. Reprinted with permission of CCIM Institute. Learn more at www.ciremagazine.com.

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New Listing



2,056 SF

NEW Office Sale - 510 N. Front Street, Harrisburg

- Great views of the City Skyline and the Susquehanna River in this move-in ready and up to date office building
- Private office/conference room with river views and other private offices are also available
- Second floor storage or conference area not included in square footage but could be useful



62,621 SF

Sale - 2801 North Third Street, Harrisburg

- Stunning landmark in the City of Harrisburg available for sale
- The Zembo Shrine Center was beautifully constructed with the Moorish Revival style architecture and has been well-maintained throughout its years
- Over 300 lined parking spaces



2,712 SF

Sale - 453 Jonestown Road, Jonestown

- Over 2 acres of commercial land located just moments from Route 72 and Route 22
- Two-story home on the property could be utilized or removed for a redevelopment opportunity
- Excellent access and visibility from heavily traveled Jonestown Road

Commercial Listings



Price Reduced

5,918 SF

Lease - 415 Market Street, Harrisburg

- First floor space available in the Harrisburg Transportation Center in downtown Harrisburg
- Within walking distance to all the downtown restaurants, amenities, and Riverfront Park



Price Reduced

15,852 SF

Sale - 2221 N. Sixth Street, Harrisburg

- Historic church was founded in 1890, rebuilt in 1895 and expanded in 1916 as a memorial to Camp Curtin, the largest northern military camp of the Civil War
- The church stands out as a prominent important architectural landmark for the City of Harrisburg and the region
- Property features the ability to seat over 700 congregants, beautiful stained glass windows, one of the largest organs in Harrisburg, many offices and classrooms, and a large commercial kitchen with adjacent fellowship hall



Price Reduced

4,019 SF

Sale - 1440 State Street, Camp Hill

- Single-story, freestanding commercial building on heavily traveled State Street in Camp Hill
- The former NAPA store has an open floorplan which would allow for many commercial/retail uses
- Good parking and excellent visibility are just a few of this site's notable features

(Featured article...Continued from page 1)

process seriously, facilitating comprehensive and precise inspections. However, some staff will miss key components of the property, leaving the inspection vulnerable to inaccuracies due to insufficient data. From a remote position, it may prove difficult to ascertain how thorough or forthcoming your on-site contact is and if you've garnered an accurate representation of the property.

The success of virtual inspections depends heavily on the on-site property management staff helping to facilitate the property walk-through.

"The success of virtual inspections depends heavily on the on-site property management staff helping to facilitate the property walk-through."

Wi-Fi and Cell Coverage

While more populated areas of the country have strong Wi-Fi and 4G/5G cell reception, a significant portion of the U.S. still has insufficient — or even nonexistent — connectivity. Even in the areas with generally strong coverage, certain portions of a building may lead to cell or Wi-Fi connectivity lapses. Clearly, this presents a challenge when conducting an inspection virtually. There are times when navigating an entire property without losing connectivity is an issue.

If an inspector cannot view portions of the property or if the video call continually drops or is unable to connect, the integrity of the inspection is compromised. Poor connectivity also makes the virtual inspection process lengthier, more cumbersome, and may result in insufficient data for the inspector. The inability to assess the level of connectivity of any given building creates a significant challenge for inspectors. If coverage is lacking, a virtual inspection might not even be possible, potentially resulting in costly delays and impacting a property's appraisal and funding.

Virtual Inspection Technology

The technology available to conduct virtual inspections has evolved in recent years, with multiple apps streamlining the process for inspectors. While some industry participants still use traditional video conferencing apps along with manual documentation methods, applications designed for virtual inspections guide inspectors through the process of completing checklists, collecting photos and video, and storing the necessary documentation. A central hub housing all this information improves the thoroughness of a virtual inspection while making the process more efficient for both the inspector and on-site staff. As the adoption of virtual inspections continues to grow, the technology will undoubtedly improve to address the industry's needs and challenges.

Data Management

After inspectors work with on-site staff to collect photos, videos, and other data from a virtual inspection, they must determine which elements to include as part of the official loan documentation and what can be discarded. An industry standard doesn't yet exist for storing virtual inspection data, which can result in either missing documentation that impacts

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Office Listings



Sale - 200 S. Progress Avenue, Harrisburg

- Don't miss out on the wonderful opportunity to own prime real estate on this desirable street in Harrisburg
- The office is currently being used as a longtime counseling practice but has many different possibilities
- The layout is flexible and consists of a waiting area, several private offices and a second floor that could potentially be rented out separately



Lease - 101 N. Pointe Boulevard, Lancaster

- Class A, multi-tenanted building in the heart of Lancaster County's business area
- This beautiful building boasts large window lines, in-suite cooling/heating, in-suite music system, a guarded lobby, a common area breakroom and many high-end finishes
- Great central location with ample parking available



Sublease - 3 Kennedy Street, Lancaster

- This 2,875 SF former bank has modern features and an intelligent layout for a variety of users
- The design includes 3 drive-thru lanes (1 ATM), 4 private offices, conference room, and a break room
- Located just minutes from the Route 30 interchange at Greenfield and Old Philadelphia Pike and Route 222

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the accuracy of an appraisal or excess information that creates unnecessary storage costs. Given the large size of video files, the storage of virtual property data is more challenging and expensive than it may seem. As virtual inspections become more widely used, the need for increased storage will only continue to mount. Security must also be addressed when deciding how to collect and store information, because popular video conferencing applications pose well-known vulnerabilities that may leave inspection data open to breaches.

Virtual inspection technology will be leveraged as a tool to improve — rather than replace — in-person inspections. By coupling technology with human judgment, we can enhance property inspections without compromising their validity.

Time and Money

Two frequently touted benefits of virtual inspections are the time and cost savings compared to in-person alternatives. These pluses can be realized in many cases. Airfare, hotels, and other costs add up quickly, and travel consumes a considerable amount of an inspector's time. However, virtual inspections, from a cost perspective, typically come with several hundreds of dollars in fees. For companies flying inspectors across the country, these fees may be less than travel costs, making virtual inspectors the more economical option. But for organizations with inspectors within a two- or three-hour drive or flight of most properties, it is often less expensive to conduct the inspection in person. This cost-benefit analysis must be completed on a case-by-case basis, depending on where the property and inspector are located. When evaluating time savings, virtual inspections almost always beat in-person - except in cases where a virtual inspection must be redone in person due to poor connectivity or other issues.

The Importance of Human Judgment

No matter how effective the technology or on-site support staff, virtual inspections simply can't replicate human judgment. It's simply not possible to incorporate the same level of human observation and reasoning when an inspection occurs via an iPad or similar device. No matter how much time or money you save with a virtual inspection, none of it matters if the data isn't useful in accurately assessing a property.

Ideally, virtual inspection technology will be leveraged as a tool to improve — rather than replace — in-person inspections. By coupling technology with human judgment, we can enhance property inspections without compromising their validity. ■

About the Author:

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Office Listings



4,186 SF

Sale - 2451 N. 3rd Street, Harrisburg

- Commercial ADA accessible one story building with finished lower level in excellent condition that has been recently remodeled (carpet, paint and windows)
- Building offers 13 private offices, waiting/reception area, two conference rooms, break room, three restrooms, and a large training room on the lower level
- Located on the corner of N. 3rd and Schuylkill, across from the Polyclinic Medical Center



3,500 SF

Lease - 930 Century Drive, Suite 102 Mechanicsburg

- Attractive office suite in recently renovated building
- The inside features carpet tiles, neutral colors and an open area allowing for various future configurations
- Good parking and easily accessible from Route 15



1,843 SF

Lease - 156 Cumberland Parkway, Suite 200, Mechanicsburg

- First floor office space available in this Class A, high-profile building
- The location offers easy access to Route 15 and the PA Turnpike (I-76), plus great local amenities
- It is hereby disclosed that a partner in the ownership of this property is a licensed real estate salesperson in the Commonwealth of Pennsylvania

Office Listings



Lease - 30 N. Third Street, Harrisburg

- 1,449 - 19,665 SF contiguous available in Class A office building
- Skywalk to Strawberry Square, Walnut Street Garage, Harrisburg Hilton, Whitaker Center, etc.
- This building is Energy Star Certified and utilizes the latest energy management systems for optimal energy efficiency



Lease - 3507 Market Street, Suite 102, Camp Hill

- Located within the heart of the West Shore, this aesthetically pleasing building has one suite available for lease
- The property is centralized on Camp Hill's main travel artery and is close to many restaurants and businesses
- 45 Parking spaces available



Lease - 1773 W. Trindle Road, Suites B & D, Carlisle

- Newly updated office space for lease along busy Trindle Road
- Easy access to I-81 and the rapidly growing areas of Carlisle
- Located right in the heart of new retail and adjacent to Target anchored Carlisle Crossing Shopping Center



Lease - 5275 E. Trindle Road, Mechanicsburg

- Corner office suite available which offers functionality and usability
- The professional office space features executive sized offices, large conference room(s) lining the perimeter, private in-suite restrooms and two entrances
- Space can be left as one large suite or made into two suites; Suite A - 2,318 RSF and Suite B - 4,133 RSF
- Watch video tour online



Lease - 1029 Mumma Road, 2nd Floor, Lemoyne

- Attractive office building with 2nd floor space available
- Property has been well-maintained, features modern upgrades and has ample on-site parking
- Convenient location along the west shore business corridor with quick access to all major business hubs on both east and west shores



Lease - 4386 Sturbridge Drive, Harrisburg

- Class A office space for medical or professional use
- Space in shell condition, ready to accept a build-out designed to suit tenant
- Located along Route 39 with access to amenities such as lodging, eateries, gas, banking and all major transportation corridors

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Office Listings



Lease - 1335 N. Front Street, Harrisburg

- Functional first floor office space includes four offices, a work room, reception area, kitchen, and two bathrooms
- Grand windows overlook beautiful Susquehanna River in downtown Harrisburg
- Parking available in a lot on the next block for the first floor tenant
- Conveniently located minutes from I-81 and I-83



939 - 1,320 SF

Lease - 2090 Linglestown Road, Suites 107 & 205, Harrisburg

- Attractive Class A building located in a populated business area with easy access to Front Street and Routes I-81, I-83, and 322
- This professional office space has been nicely finished and comes competitively priced
- Ample parking available

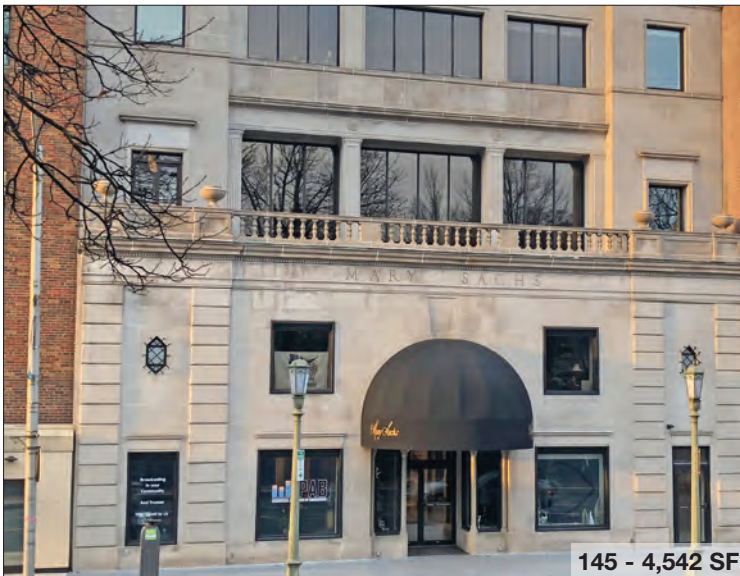
Industrial Listing



1,394 SF

Sale - 140 - 148 Ole Lane, Grantville

- This nearly 1,400 SF industrial building sits on over 2 acres of paved parking
- Perfect for a trucking company or industrial user needing quick access to I-81
- Parking availability for 60+/- cars and trailers



145 - 4,542 SF

Lease - 208 N. Third Street, Harrisburg

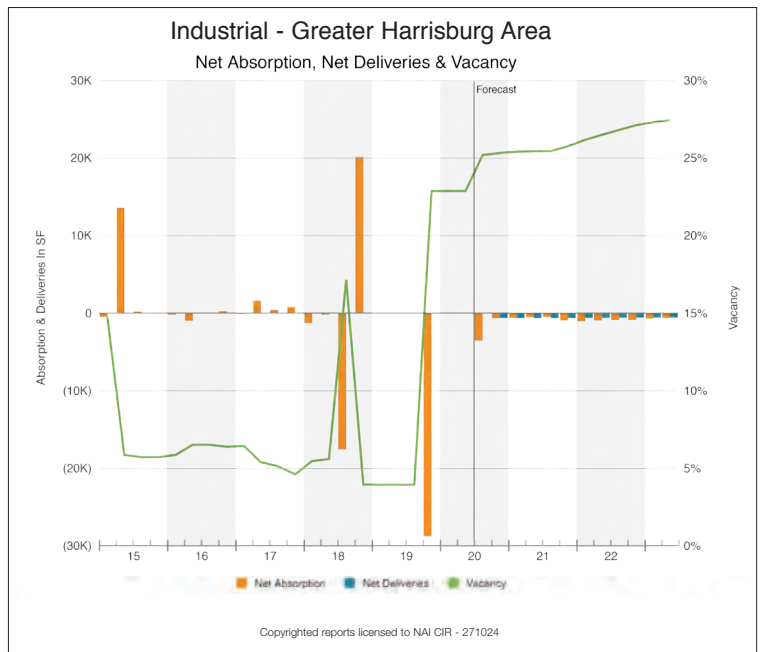
- Office space in a prime central business district location
- Historic building faces the Capitol Complex with great window lines
- Downtown amenities are just a few steps away and parking is a block in every direction



120 - 5,074 SF

Lease - 1801 Oberlin Road, Middletown

- Charming three-story stone structure with professional office tenants
- Convenient access to both Harrisburg and Lancaster
- Easy access to Harrisburg International Airport (HIA)



Investment Listing



Sale - 905 E. Chocolate Avenue, Hershey

- 15 unit Travel Inn ideally located off E. Chocolate Avenue with excellent roadside visibility and moments from Hershey attractions
- This facility is made up of 2 buildings consisting of 10 exterior guest rooms, 5 apartments and a spacious on-site manager's suite with three bedrooms, living area and kitchen
- The Hershey Travel Inn has been renovated over the years and also has solid revenue history for many years

5,436 SF

Featured Land



Sale - 730 Limekiln Road, New Cumberland

- Over 8 acres of land available within a 1/4 mile of the Limekiln Road exit off I-83
- Good for a variety of commercial uses
- Some visibility to travelers going eastbound on the PA Turnpike

Land Listings

Location	Acres	Zoning	Type
370 W. Main Street, Leola, Lancaster County	1.3 - 2.8	General Commercial	Sale/Lease
1301 Eisenhower Boulevard, Harrisburg, Dauphin County	1.77	ML-Light Industrial	Sale
453 Jonestown Road, Jonestown, Union Township	2.05	Commercial	Sale
Price Reduced - 7700 Derry Street, Harrisburg, Dauphin County	2.12 (lot 4)	Commercial District General	Sale
Price Reduced - I-81 and W. Trindle Road, Carlisle, Cumberland County	2.18 (2 parcels)	Commercial Highway	Sale
Price Reduced - 100 Narrows Drive, NEC of US Route 422 & Narrows Drive, Lebanon	2.2	Commercial	Sale
Pending - 7700 Derry Street, Harrisburg, Dauphin County	2.3 (lot 8)	Commercial District General	Lease
1345 Eisenhower Boulevard, Harrisburg, Dauphin County	4.46	ML-Light Industrial	Sale
Kriner Road, Chambersburg, Franklin County	4.64	Commercial Industrial	Sale
Price Reduced - 755-759 Kriner Road, Chambersburg, Franklin County	4.73 - 7.83	Commercial Industrial	Sale/Lease
W. Suncrest Drive and Spring Road, Carlisle, Cumberland County	4.87 (4 parcels)	Commercial/Light Industrial	Sale
Peters Mountain Road & River Road, Halifax, Dauphin County	5.1	None	Sale
700 S. Baltimore Street, Dillsburg, York County	5.23 - 57.5	Agricultural - Conservation (AC)	Sale
Eisenhower Boulevard, Harrisburg, Dauphin County	5.39	Commercial General	Sale
Cherry Street (Lot #9) & Walnut Street, Highspire, Dauphin County	7.77	Residential Low Density	Sale
503 Jonestown Road, Jonestown, Lebanon County	7.91	Commercial	Sale
Route 441 and Orchard Drive, Harrisburg, Dauphin County	8.34	Single Family Residential District	Sale
730 Limekiln Road, New Cumberland, York County	8.64	Commercial Business	Sale
Carlisle Pike (Route 11) Waterford Square, Mechanicsburg, Cumberland County	8.78 (8 lots)	Community Commercial (C2)	Sale
Hanshue Road, Tract 2, Hummelstown, Dauphin County	9.42	Residential Agriculture	Sale
1900 State Road, Duncannon, Perry County	9.46	Commercial	Sale
Pending - Eisenhower Blvd & Highspire Road, Harrisburg, Dauphin County	10.0	Commercial District General	Sale
Sold - Gettysburg Pike & Spring Lane Road, Dillsburg NWC, York County	14.92	Commercial	Sale
Price Reduced - Allentown Boulevard, Harrisburg, Dauphin County	17+	Commercial Highway (CH)	Sale

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Check Out Our Recent Deals

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SOLD - 75 Evelyn Drive, Millersburg

OSL Holdings, LLC purchased this 10,984 SF office building in Millersburg. Orthopedic Institute of PA will be occupying the space. The Bill Gladstone Group of NAI CIR represented the seller and Eric Revene of NAI Commercial Partners represented the buyer.



SOLD - 650 S. Enola Road, Enola

Alfred J. & Margie B. Adelmann purchased this 5,600 SF commercial building in Enola. Larson Lightning Protection, Inc. will be occupying the space. The Bill Gladstone Group of NAI CIR represented the seller and Janet Krusen of Iron Valley Real Estate represented the buyer.



LEASED - 651 Gibson Boulevard, Harrisburg

Durable Surfaces, LLC leased 4,823 SF of warehouse/office space in Harrisburg. The business solves commercial challenges for concrete flooring and other surfaces - Enduring Solutions for Enduring Surfaces. The Bill Gladstone Group of NAI CIR handled the transaction.