



## New Lease Negotiation

### Client:

Capital One

### Location:

3901 N. Dallas Parkway  
Plano, Texas

### Size:

120,000 square feet

### Overview:

Capital One hired Swearingen Realty Group to negotiate a new lease for their customer service center in Dallas. The new lease led to a total savings/value add of \$2.5 million.

### Approach:

- Enhance work environment to increase employee retention
- Optimize expansion options
- Identify existing/future employees by location
- Reduce occupancy costs
- Increase space efficiencies
- Provide redundant electric power
- Provide redundant phone service
- Campus to house up to 1,200 associates at full capacity including future growth

### Results:

- Prepared demographics for future employee hires
- Enhanced space efficiencies through creative space and building design
- Increased parking to 600 spaces per building at no cost
- Negotiated extremely favorable lease terms including Phase II expansion rights
- 500 KVA back power generator, full UPS system and dual electrical supply from separate substations
- Negotiated reduced electrical cost from service provider
- Total saving/value added in negotiations: \$2.5 million
- Negotiated for Landlord-enhanced base building



**Capital One**

**For more information,  
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