

Sun Federal Credit Union (SFCU) is a full-service financial cooperative serving members in Northwest Ohio and Pennsylvania at 10 locations. According to Dave Wilde, VP of marketing and business development for Sun Federal, the credit union has worked with the Rudolph Libbe Group since 2003, completing over 30 projects of various types and sizes. Since July of 2014, RLG's facility management team GEM Service has been a strategic partner for Sun Federal in all of its locations.

With the GEM Service team overseeing regularly scheduled maintenance, Sun Federal employees can focus on its members without worrying about everyday facility issues. GEM Service is a resource for annual and capital budgeting and all facilities-related requests, to help reduce the total cost of operations for Sun Federal. As Dave explains, GEM Service's proficiency in facility management removes the burden of upkeep from him and his team. He said, **"Do what you do best for your company. Let them do what they do best with your facilities."**

COMPLETED CONSTRUCTION TO ONGOING MAINTENANCE

In 2004 Rudolph Libbe Inc., an RLG company, built Sun Federal's 23,000-square foot corporate support center in Maumee, Ohio. Over the next 18 years, RLI continued building and renovation projects for SFCU. Dave says, **"We are not facilities people; we are in the business of finance and banking. Our Rudolph Libbe Group team lines up the maintenance and construction details, and then makes sure they get handled. Our team brings up issues, along with budgets, timelines, and plans. Their solutions help us make good spending decisions. It frees up my time, allowing me to focus my attention on taking care of members."**

Beyond performing routine maintenance, GEM Service manages all subcontracted work, capital projects, emergency repairs, and assists in assembling annual and capital budgets. One memorable project that comes to mind for Dave was the opening of a new branch in a Perrysburg shopping plaza in 2020. RLI did the build-out, and a ribbon-cutting was held during the pandemic to allow for the new branch to open. **"It was a memorable project, as we'd never done a build out like this, and RLI's expertise in knowing what to look out for was so helpful,"** Dave said. **"Our prior construction projects involved renovating an existing branch. Local regulations and permitting are not something we have experience with. It's where RLI excelled and saved us a lot of hassle."**



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*- Dave Wilde
VP Marketing & Business
Development for Sun Federal*

So that Sun Federal can focus on its core business, some of the tasks performed on a daily basis include light bulb changes, fixing door handles, fixing and patching drywall, moving furniture and checking fire alarms and extinguishers. These inspections ensure that everything is up to code, and working correctly.

Having multiple locations requires significant upkeep, which is why GEM Service handles all subcontracted maintenance. This includes snow removal, landscaping, HVAC maintenance, fire suppression and electrical work.

EMERGENCY RESPONSE PLANNING

Facilities like credit unions are not always occupied, which means people aren't necessarily in the building when disaster strikes. Things like flooding, building damage, HVAC and heating problems, and more, could go unnoticed for more than 24 hours. That's why RLG has teamed up to create an emergency response plan for disaster recovery. That way, if something were to happen to one of Sun Federal's facilities, whether it be in the Northwest Ohio or Philadelphia area, there is a plan in place to provide an immediate solution with appropriate resources for the issue.

Members rely on Sun Federal locations being open and available for use. Thanks to the implementation of an emergency response plan, if something happens, both members and employees can rest assured that downtime will be minimal. Beyond the seamless upkeep of their facilities, Dave Wilde appreciates RLG for all that they are as a company.



“ The Rudolph Libbe Group is a company of integrity and that matches ours. We value the partnership. It allows us to impact the lives of our members because we know our facilities are in good hands. Our RLG team feels like part of the SFCU employee family. They know our buildings better than we do. ”

- Dave Wilde



For more information,
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