Introduction

A report by Building Engines identified best practices based on customer service and tenant satisfaction, financial efficiency, communications and marketing, maintenance, amenities, security and risk management, and certifications and awards.

Credit: https://www.buildings.com/article-details/articleid/21394/title/9-operational-practices-high-performing-commercial-facilities--employ

Report's Key Findings

1) High-performing CRE organizations are 1.6 times more likely than their under-performing peers to track performance against lease service level agreements. This is the most consistently differentiating tenant service practice.

2) Tenant satisfaction is the top priority of CRE owners/asset managers and front-line operations staff. Property managers are especially attuned to satisfying tenants.

3) Property staff at high-performing properties are more proactive, expect more change in their jobs and have a less rigid prioritization of goals. They also have a more holistic view of their responsibilities than those at properties characterized as "laggards."

4) High performers are 1.3 times more likely to benchmark operating expenses to internal sources and 1.7 times more likely to benchmark to external sources.

5) High performers do not staff more generously than laggards within the same property type and class, indicating their competitive advantage is not due to a larger workforce.

6) High performers are more likely to employ broadcast messaging systems, digital signs and screens, and traditional newsletters throughout facilities, using more channels to get information to tenants.

7) High performers use technology to digitize content like equipment images and manuals more frequently than laggards.

8) Amenities differentiate high performers most clearly in the hyper--competitive Class A sector.

9) ENERGY STAR certification is table stakes in 2017 at the top of the commercial office market. Over 70% of trophy assets and 51% of Class A properties in this study are ENERGY STAR certified.

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