



Anatomy of a CRE Maintenance Property Hero

The Property Hero Awards from Building Engines recognizes high-performing commercial real estate maintenance leaders as defined by their peers.

The 2018 class of nominees placed a well-deserved spotlight on the maintenance professionals operating behind the scenes at commercial assets across the country. These are the people who bring the promise of a great tenant experience to life!

What does it take to become a Maintenance Property Hero?

1

Reliability

Nearly every Maintenance Hero nominee was described as dependable, reliable, and trustworthy.

2

High Customer Satisfaction ratings

Delivering great service is at the core of a Maintenance Hero's day. They are often the face of every commercial asset and put tenants first.

3

Going above and beyond

This year's nominees helped assets recover from disasters, helped to change a tenant's tires, and even rescued a falcon...

4

Efficiency and progressive thinking

Heroes in maintenance find new ways to use technology and processes to improve speed, tenant satisfaction, and the productivity of their teams.

5

Service and maintenance

Maintenance Heroes meticulously keep their buildings operating at a high rate of efficiency, while delivering on-time service.

6

Can-do attitude

Tenacious and motivated - even though this job can often be "monstrous" and demanding, Maintenance Heroes face it with a smile and positive attitude.

7

Strong collaboration

These Heroes build bridges between tenants and management.

8

Mentorship

Leading by example, experienced Maintenance Heroes share their skills with younger engineers.

9

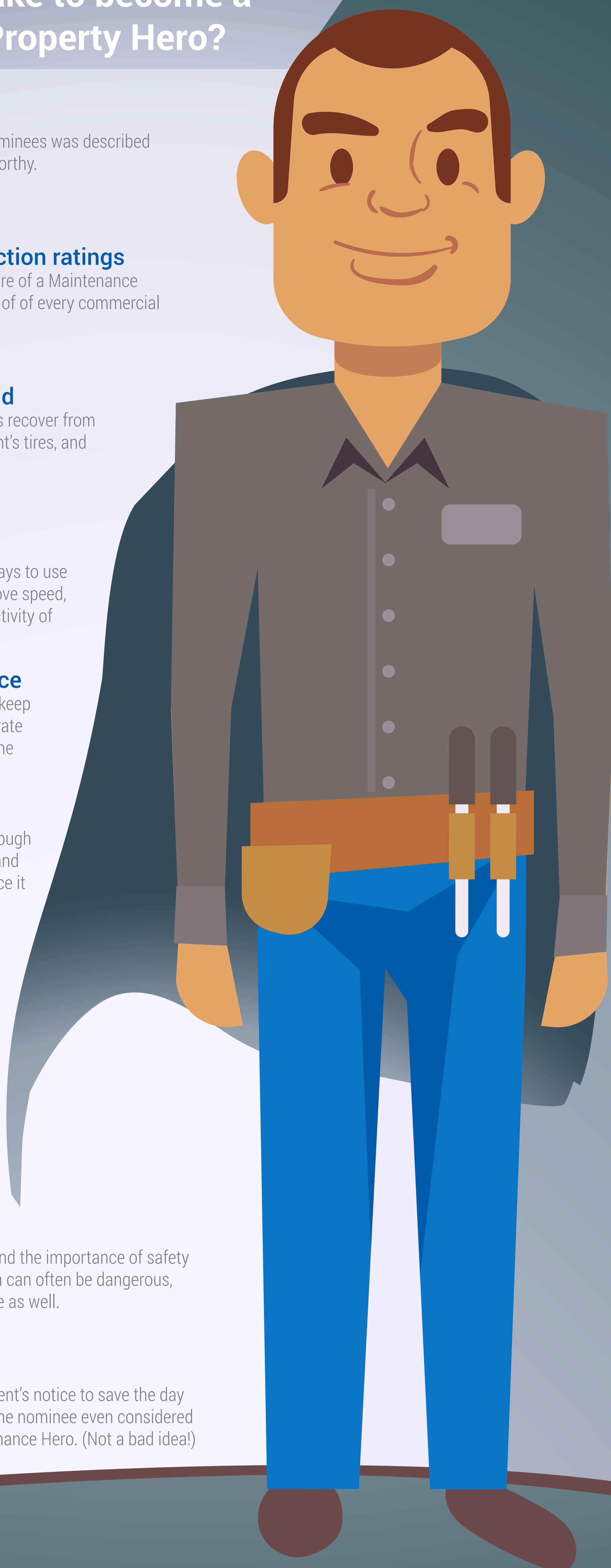
Safety

These professionals truly understand the importance of safety in every aspect of their work, which can often be dangerous, and help their teams to remain safe as well.

10

Saving the day

Above all, they are ready at a moment's notice to save the day for building owners and tenants. One nominee even considered putting up a statue of their Maintenance Hero. (Not a bad idea!)



Meet our 2018 winner:

The 2018 Property Hero Grand Prize Winner was Julio Salazar from Wright Runstad & Company.

"Julio has everything a true Maintenance Hero should have; intelligence, a sense of humor, creativity, mechanical ability, wrapped up in superior customer service."

To learn more about the 2018 Property Hero Awards, visit hero.buildingengines.com