THE STATE OF COMMERCIAL REAL ESTATE OPERATIONS

Original Benchmarking Research for CRE Owners and Managers by Building Engines

900+ CRE professionals surveyed

500+ operations teams across the US and Canada

6 types of offices studied

Trophy | Class A | Class B/C | Medical Office Buildings | Industrial | Retail

HOW WELL DID THOSE IN OUR STUDY PERFORM?

18% leaders (above-market occupancy and rent)

27% competitors (above market occupancy OR rent)

54% laggards (all others)

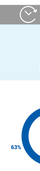
WHAT DO LEADERS DO DIFFERENTLY?

Priorities

Tenant Satisfaction is the **#1** priority of CRE operations professionals.

Ranking of Priorities

Owner / investor / asset manager



Property/facility manager

Property management leader

Assistant/associate property manager

Engineer/ maintenance tech

Property and facility managers care about tenant satisfaction most, while revenue generation is a major concern for owners, investors, and asset managers.

Outlook

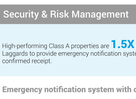
Onsite building personnel (property managers, assistant property managers, and engineers) at High Performers are more proactive day-to-day **63%** for Leaders vs. **55%** for Competitors vs. **39%** for Laggards.

How time is spent

Customer Service

High Performers are **1.6X** more likely to track performance against service level agreements.

All Office & MOBs



Service performance tracking vs. lease service level agreements

4 out of 5 High Performers seek tenant feedback on work order performance.

Efficiency

Leaders are **1.3X** more likely to benchmark operating expenses to internal sources

Over **1/2** of High Performers compare expenses to internal company benchmarks, vs. **38%** of Laggards.

Internal operating expense (OPEX) benchmarking

Amenities

Leaders are **1.2X** more likely than others to have onsite retail, and **1.5x** more likely to offer a discount program to tenants.

Leaders are **1.4X** more likely to offer a fitness center than Laggards.

Communication & Marketing

Leaders have **more ways** of communicating with tenants.

All Office & MOBs

High-performing Trophy buildings are **1.8X** more likely than Laggards to employ a **broadcast messaging tool.**

Broadcast messaging tool

Maintenance

Over **90%** of office properties and MOBs use an online service request system.

Over **70%** use a mobile app for task tracking, and over **60%** use one for inspections.

Security & Risk Management

High-performing Class A properties are **1.5X** more likely than Laggards to provide emergency notification systems with confirmed receipt.

Emergency notification system with confirmed receipt

About **70%** of all Leaders use a tracking system for certificates of insurance (COI) from vendors (71%) and tenants (69%).

Certification & Awards

ENERGY STAR® certification is table stakes at the top of the commercial office market. Over **70%** of Trophy assets are ENERGY STAR® certified.