

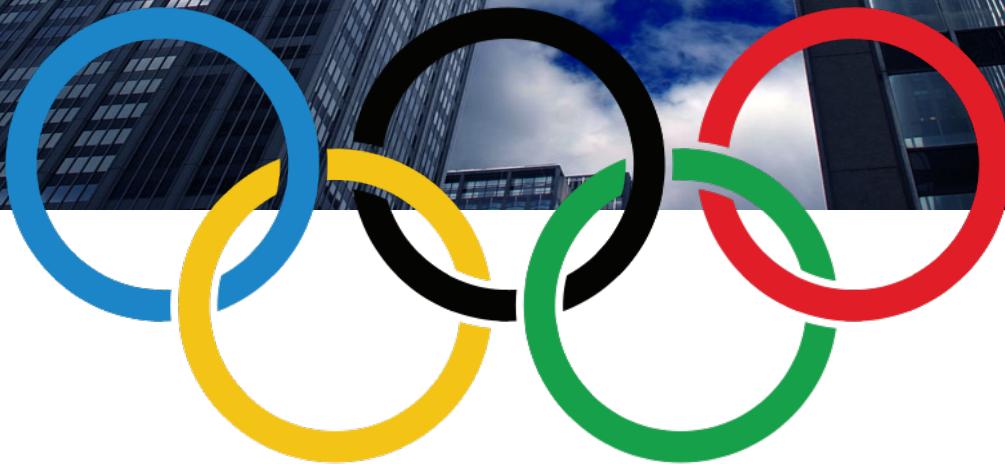
Article



# GOING FOR GOLD

How to Get Your Building Up  
to Olympic Standards

Market: Commercial Real Estate  
Role: All  
Purpose: Education



# GOING FOR GOLD

## How to Get Your Building Up to Olympic Standards

Every few years young athletes from around the world come together to compete on the highest and most respected level, captivating audiences who follow them throughout their Olympic journey. These competitors have conditioned for years, prepared for challenges, and feared the possibility of unplanned errors and injuries.

If you are feeling inspired by Olympic athletes, why not take time to make sure your building has a chance to go for Gold?

Just as Olympians from every nation must prepare themselves, in more ways than one, for their spotlight moment, there are many steps you can take to ensure that your building is meeting the Gold Standard.

### Maintenance



Athletes from every sport have to practice regularly in order to maintain an elite performance. Are you equally dedicated to maintaining building assets and equipment? Without properly functioning systems costs rise, tenants become dissatisfied and the property degrades – over time losing value and becoming less of a viable entity.

Gold medal athletes and buildings are both well-oiled machines. A comprehensive preventive maintenance program is vital to keep assets and facilities in operating condition—routine equipment inspections, efficiency measurements and proactive repairs should be systematically scheduled and tracked. The idea is to identify potential performance weaknesses before they occur – be it an inefficient HVAC system or a weak elbow.

### Risk Management

Everyone dreads the Black Swan Event – the moment when something unexpected goes wrong. In the 2008 Beijing Olympics, swimmer Michael Phelps experienced an equipment malfunction that would have knocked most competitors out of the race. The swimmer's goggles filled with water during one of his signature races, leaving him blind. Because Phelps had planned for an incident just as this, he was able to count his strokes, complete the race, and still win gold.



An outstanding competitor is one that prepares for any disaster. For a property management professional, this extends to managing risk and liability through risk assessment, table-top exercises, emergency checklists and pre-plans, and disaster scenario planning. Expect the unexpected by ensuring that you have all the necessary information easily on hand – visitor records, certificates of insurance, incident reports and resolutions, fire & life safety programs, standards of operation and all supporting documentation. Rule number 76: no excuses, play like a champion.

## Tenant Service



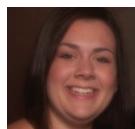
An enthusiastic and supportive crowd or fanbase has always been known to drive an athlete towards the medal stand. Athletes are challenged by their fans to meet and surpass expectations and inspired by their positive energy.

In building management, the first step in turning your tenants into fans (you know the ones that stay in your building for the long term) is to understand their expectations. Modern tenants want to be able to track and reconcile service requests online and in real time. They want to schedule building resources easily and seamlessly. They want a modern tenant handbook that is easy to access and has the building information they need. Create a positive experience for them and gain their support for the big race.

## Communications

An athlete's coach and team play an essential role in an Olympian's journey to the podium. Communication between player and coach and amongst teammates is crucial to understanding expectations, strategizing, and making sure everything goes according to plan.

In the same way, modern communications tools allow owners and property management teams to better monitor tenant needs, fulfill work orders and service requests more efficiently, and lend a professional face to their building. These tools give tenants the visibility and control that reflect well on the services you provide.



By: Emily Featherston

## More Information

### Want More Best Practices for Building Operations?

Visit the Building Engines resource center for operational best practices in tenant service, equipment and asset maintenance, risk management, and communications at [www.buildingengines.com](http://www.buildingengines.com)

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