2012 Benchmark Report

Service Responsiveness
Survey

Thank You for Participating!

Service Responsiveness Survey

Service responsiveness is critical to a positive tenant experience. How does your responsiveness stack up to your peers and industry top performers?

This compilation report aggregates responses and identifies standards you may want to consider.
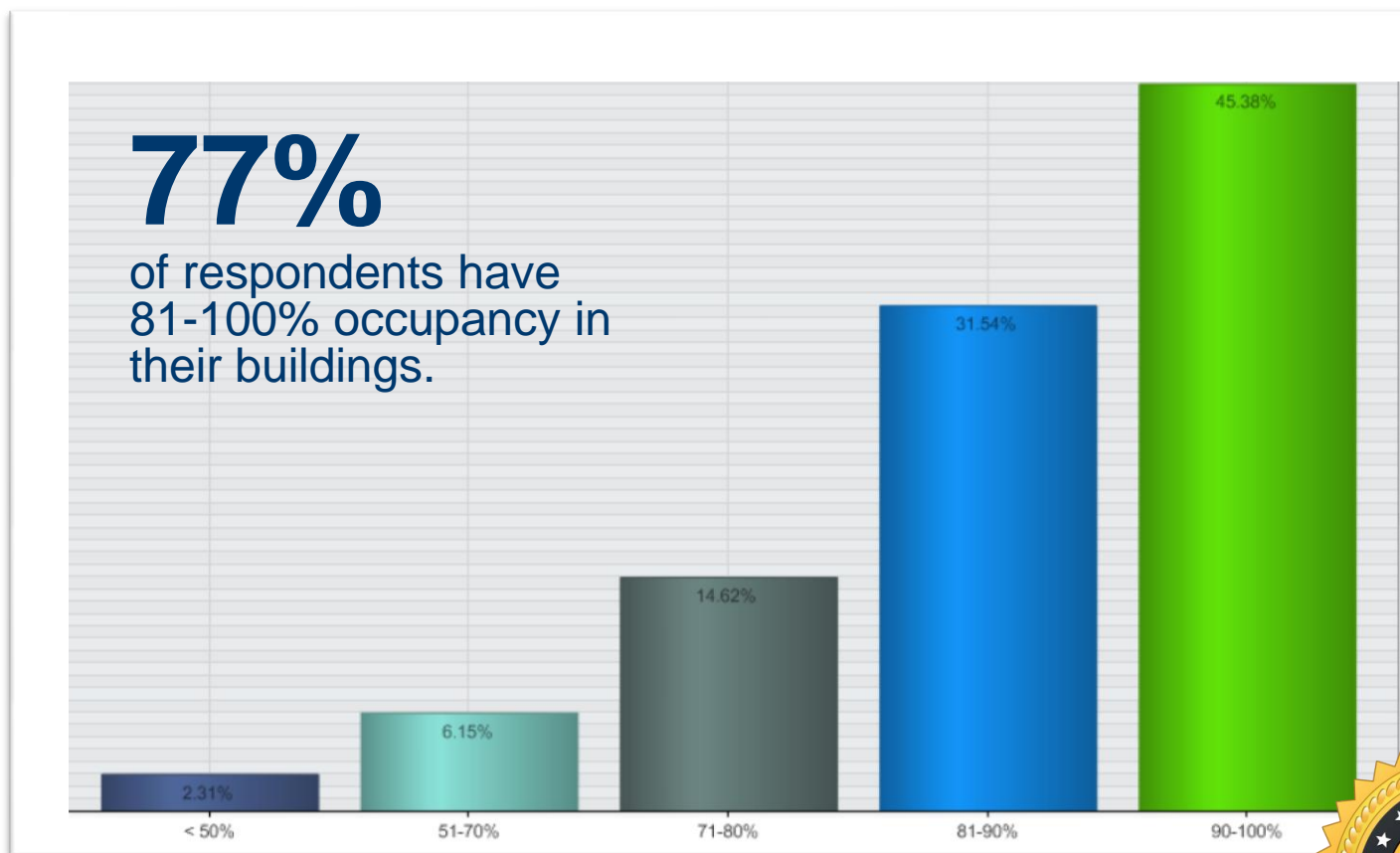
Your participation in this benchmark helps to inform us where we might update our product to more adequately address your needs in this area. **Thank you.**

Top Performers:

Look for the "Top Performers" icon to see how you compare to best-in-class buildings!
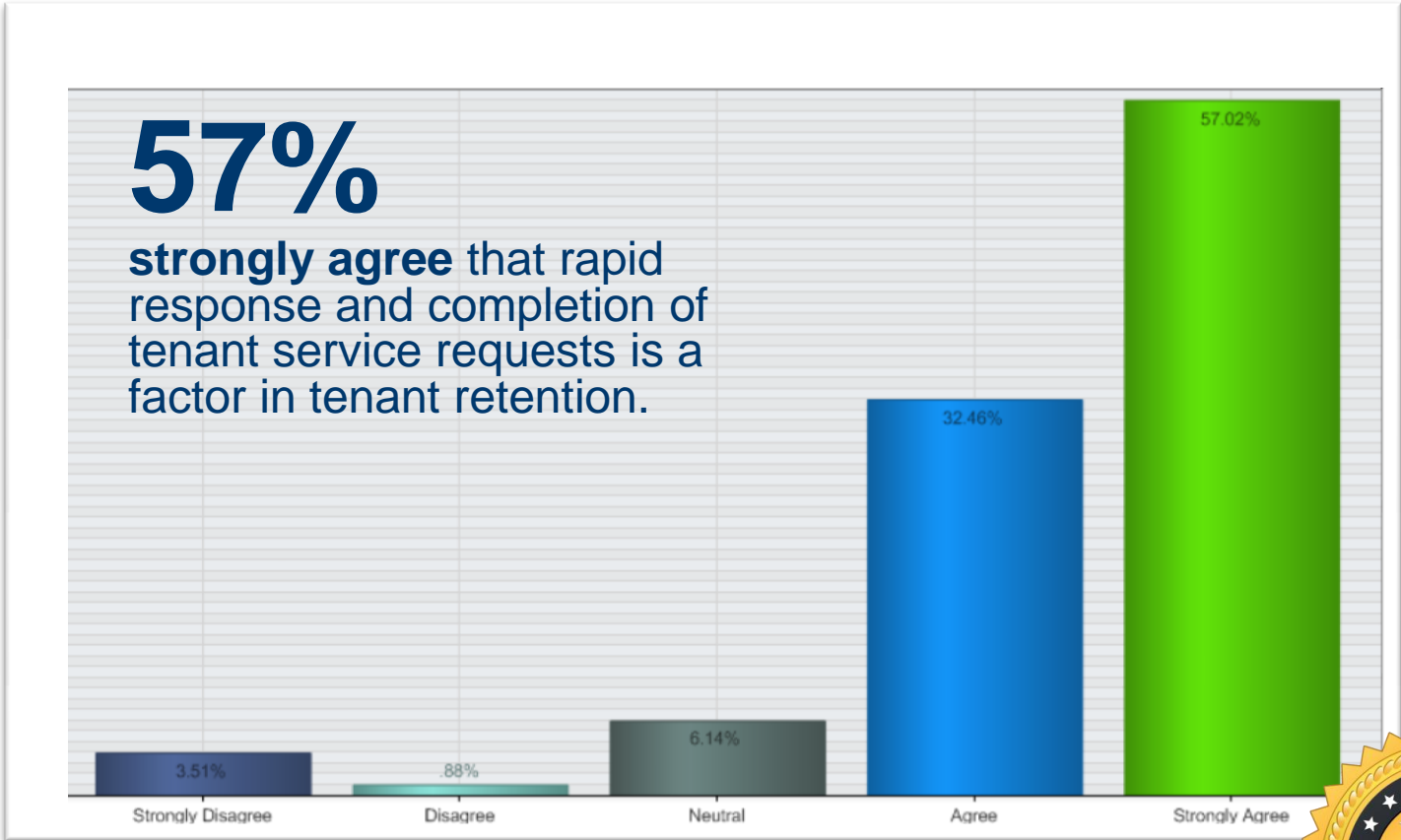
Building Engines "Top Performers" are commercial property owners and managers that demonstrate best practices in building operations and management, including maintaining an occupancy rate over 90%.

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What is your overall occupancy %?

77%
of respondents have 81-100% occupancy in their buildings.

Chart values:
- < 50%: 2.31%
- 51-70%: 6.15%
- 71-80%: 14.62%
- 81-90%: 31.54%
- 90-100%: 45.38%

Top Performers: 100% have > 90% occupancy

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Rapid response and completion of tenant service requests is a factor in tenant retention.

57%

strongly agree that rapid response and completion of tenant service requests is a factor in tenant retention.

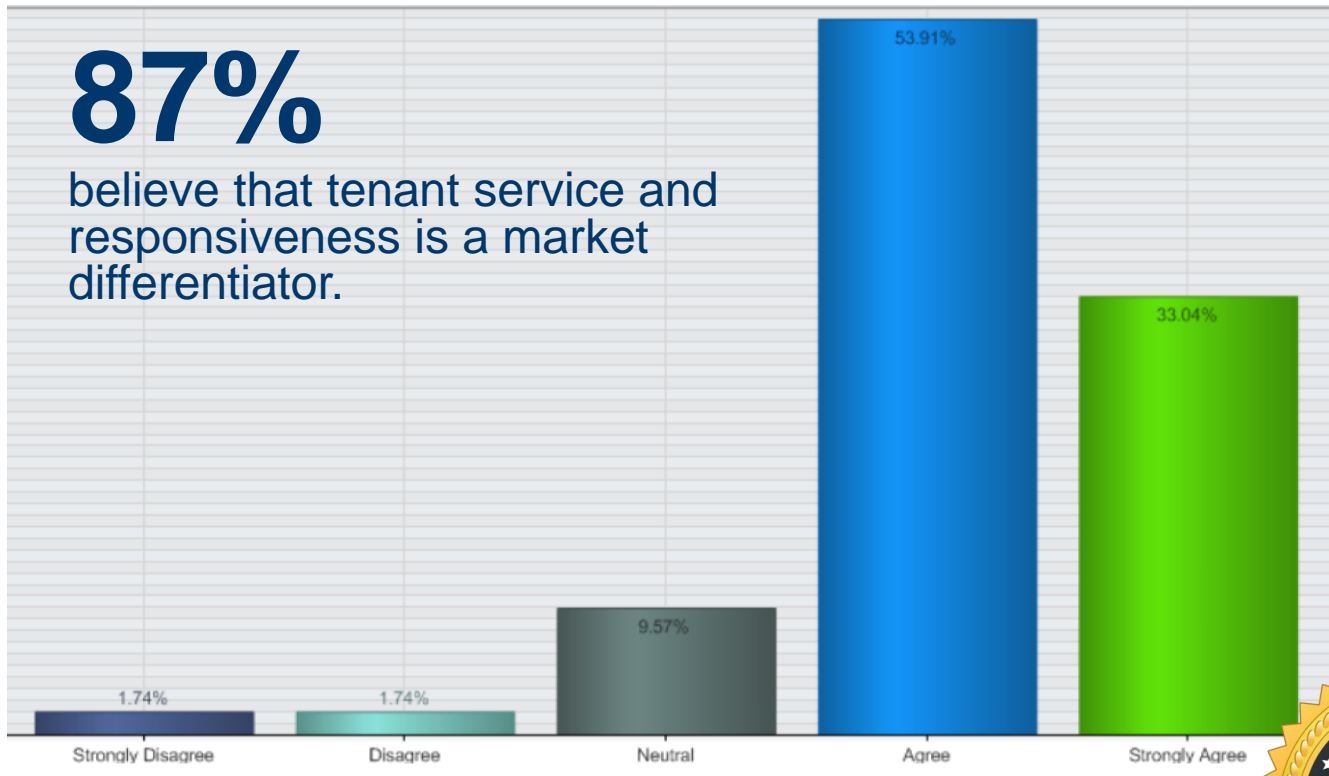|	
Strongly Disagree	3.51%
Disagree	.88%
Neutral	6.14%
Agree	32.46%
Strongly Agree	57.02%

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Top Performers: 61%

Our current and prospective tenants would appreciate metrics that accurately represent our service level responsiveness.

78%
believe that tenants would appreciate metrics representing their service level responsiveness.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.74%	.87%	19.13%	57.39%	20.87%

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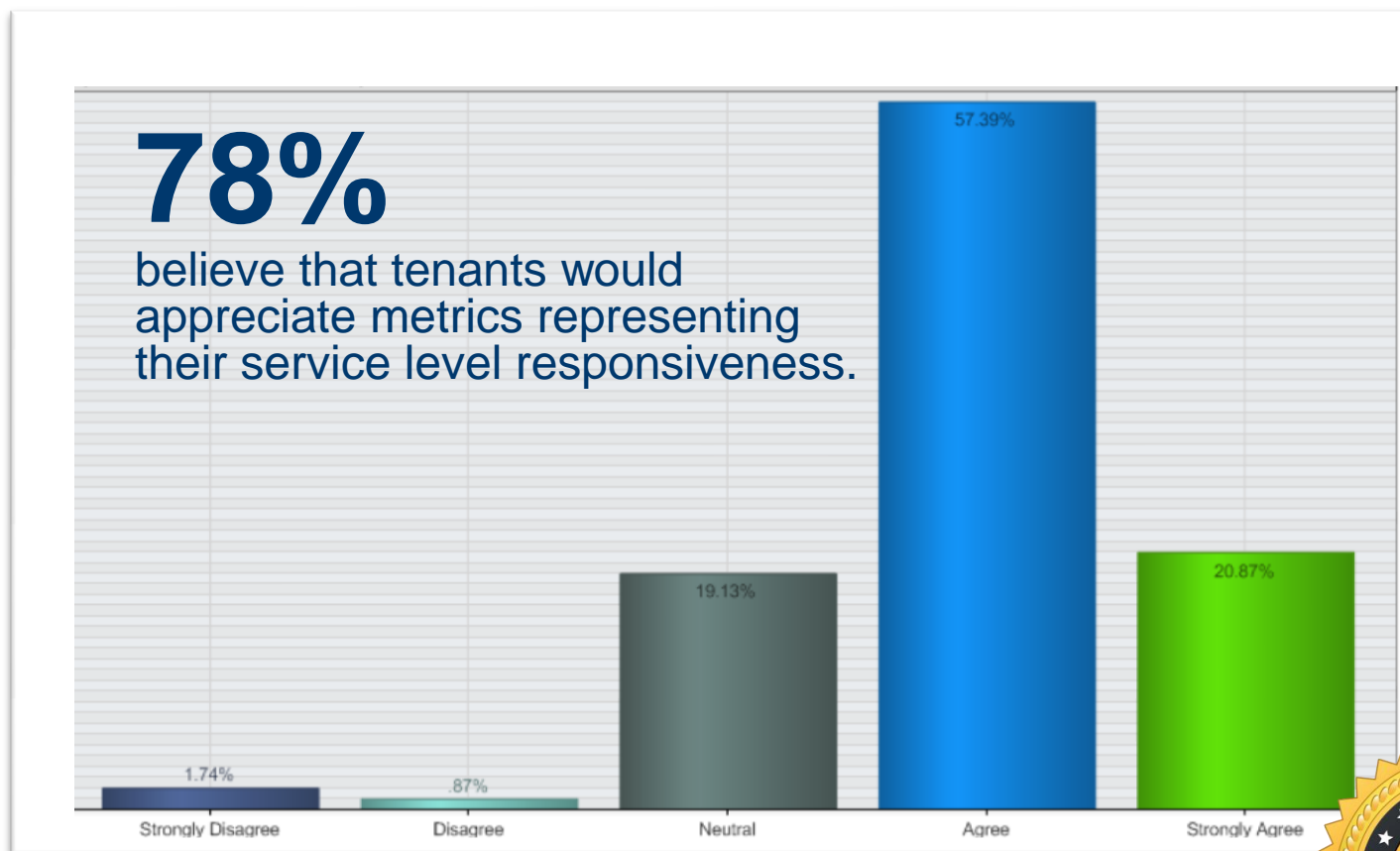
Top Performers: 87%

Tenant service and responsiveness is a market differentiator.

**87%** believe that tenant service and responsiveness is a market differentiator.

Chart values:
- Strongly Disagree: 1.74%
- Disagree: 1.74%
- Neutral: 9.57%
- Agree: 53.91%
- Strongly Agree: 33.04%

Top Performers: 92%

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Owners and investors would find quantitative proof of responsiveness valuable information.

86%

agree that owners and investors would find quantitative proof of responsiveness valuable information.

		Neutral	Agree	Strongly Agree
		14.04%	58.77%	27.19%

Strongly Disagree % — Disagree % — Neutral — Agree — Strongly Agree

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Top Performers: 90%
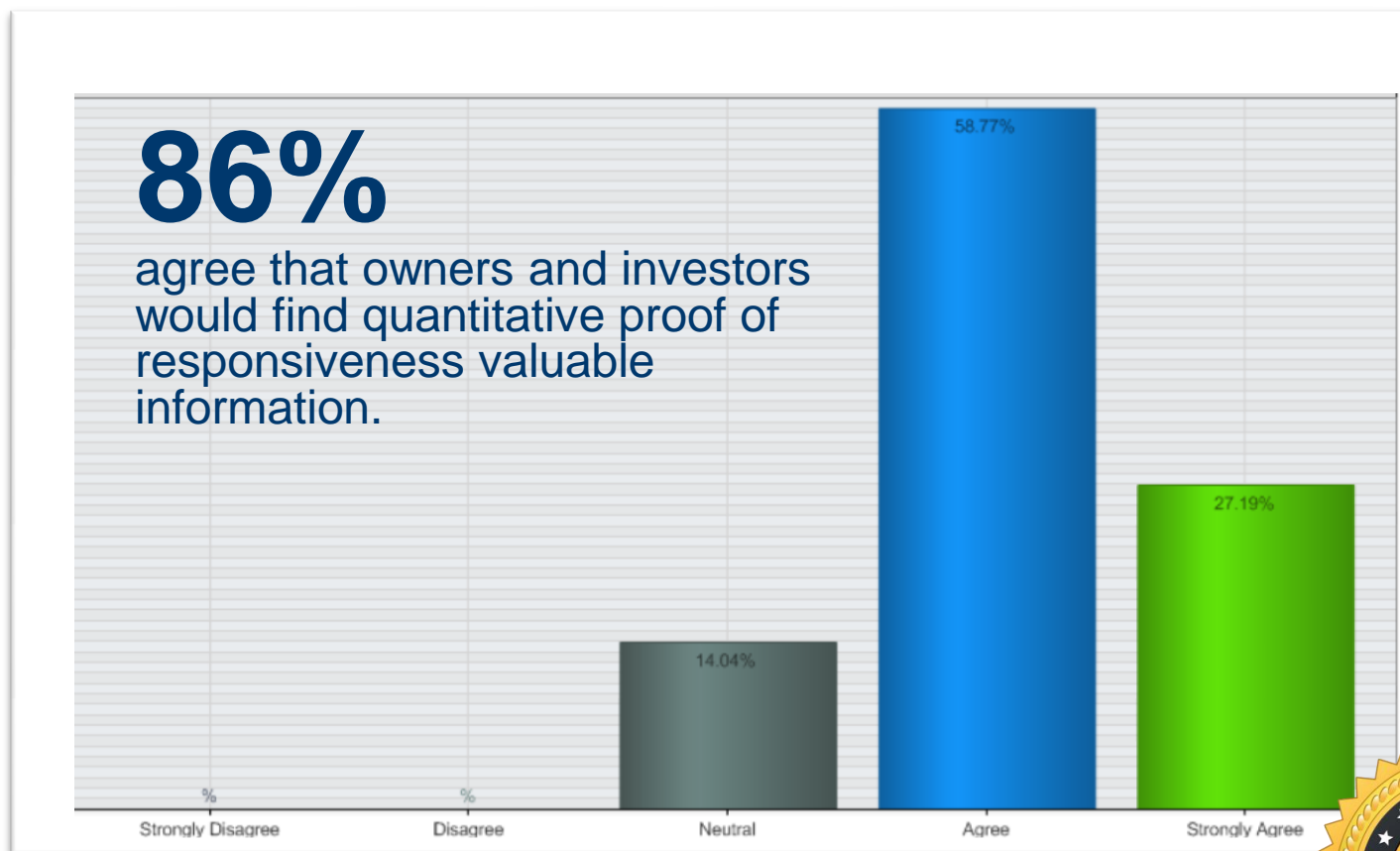
Acknowledgement and completion times of tenant requests should be...

...Broad *(one standard for all issue types)*

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10%	30%	18%	34%	8%
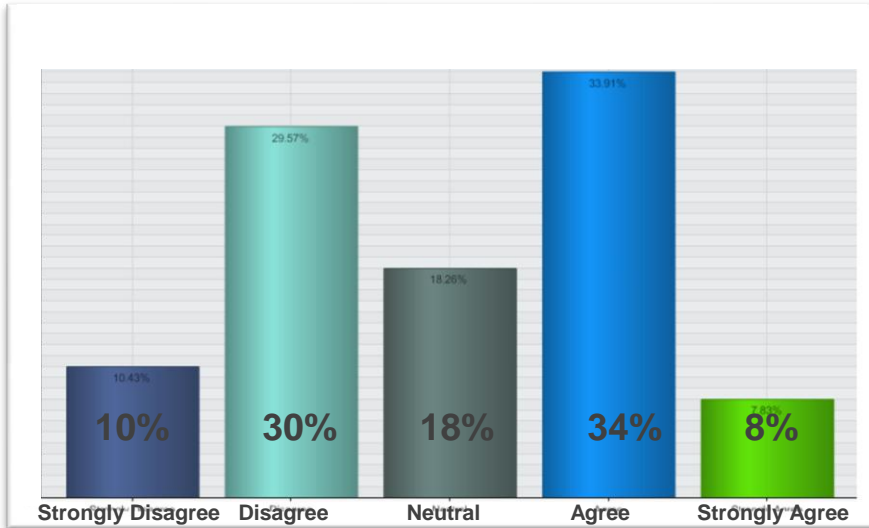
42% believe that acknowledgement and completion times of tenant requests should be broad.

Top Performers: 38%

...Issue specific *(e.g. Too Hot/Too Cold)*

| Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1%	3%	6%	63%	28%
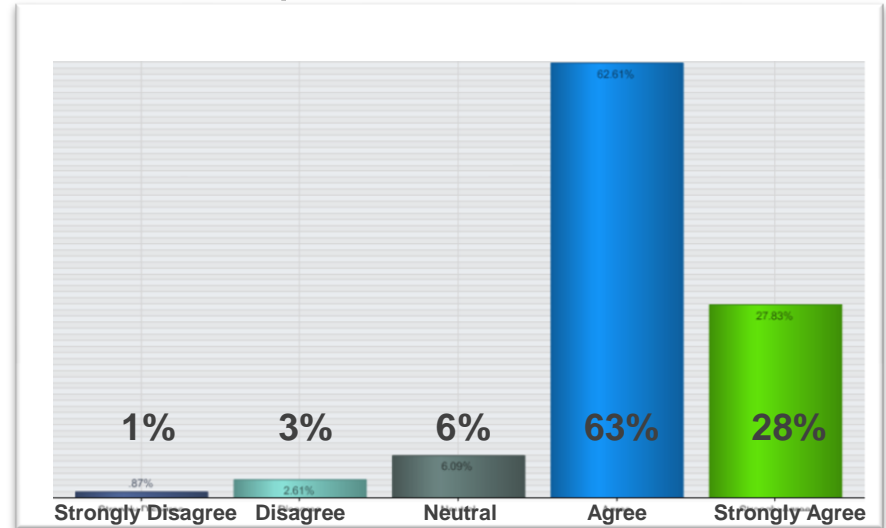
81% agree that acknowledgement and completion times of tenant requests should be issue specific.

Top Performers: 98%

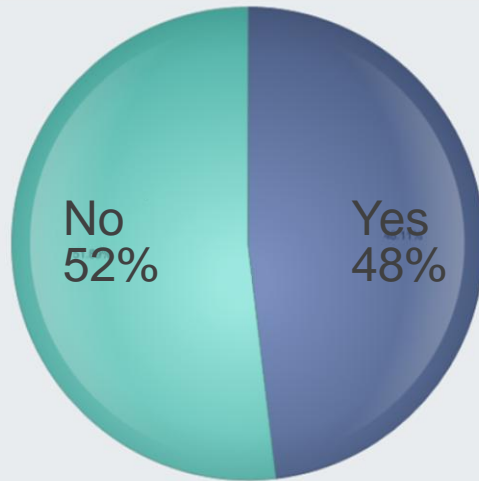# We have service level agreements in our leases that outline response and completion times.

74%

do not have SLAs in their leases that outline response and completion times.

Yes
25.71%

No
74.29%

Top Performers: 76%

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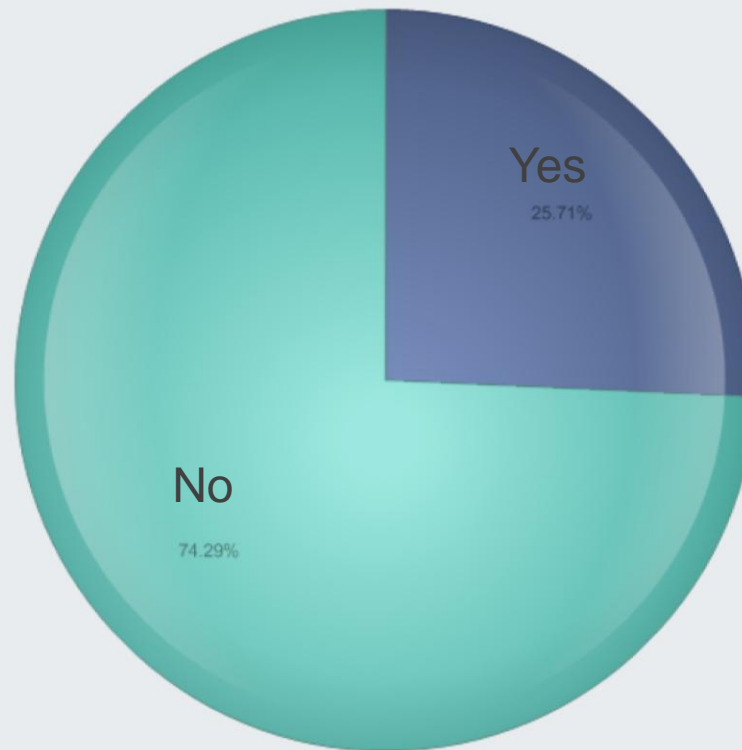
Policy for response and completion times are set at the...

... Corporate level

No 52%   Yes 48%

48% set policy for response and completion times at the corporate level.

Top Performers: 57%
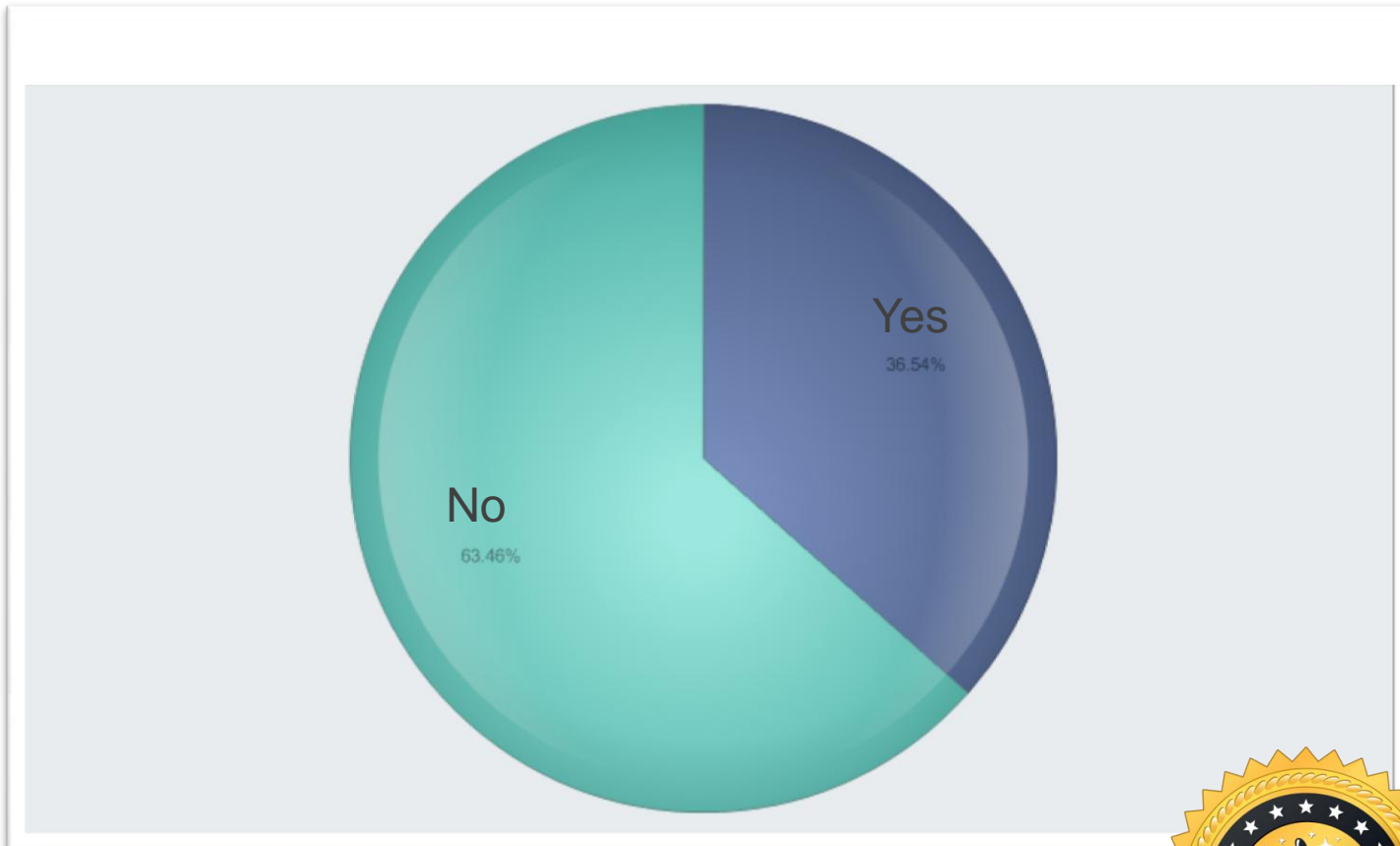
... Property level

No 41%   Yes 59%
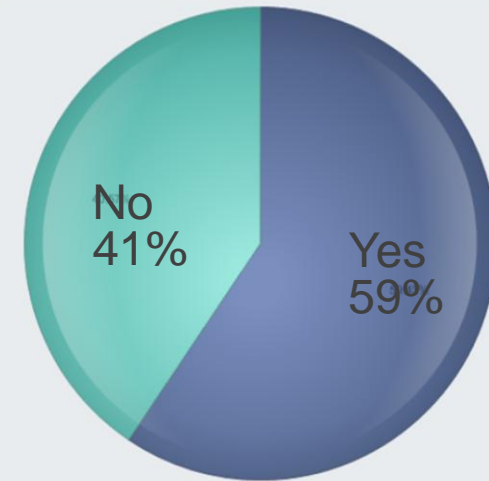
59% set policy for response and completion times at the property level.

Top Performers: 51%

We have no set standards, benchmarks or performance targets for responsiveness and completion times in place.
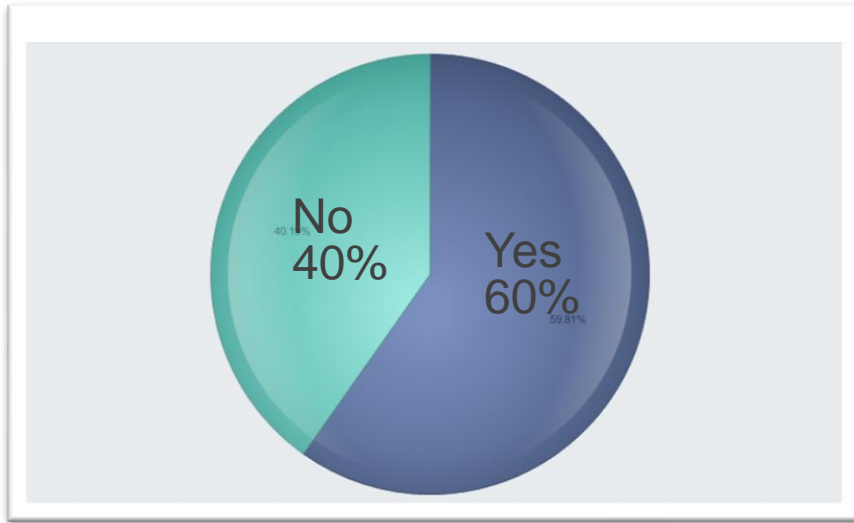

Yes
36.54%

No
63.46%

63% have some set standards, benchmarks or performance targets for responsiveness and completion times in place.

Top Performers: 74%

For tenant service requests, we currently track...

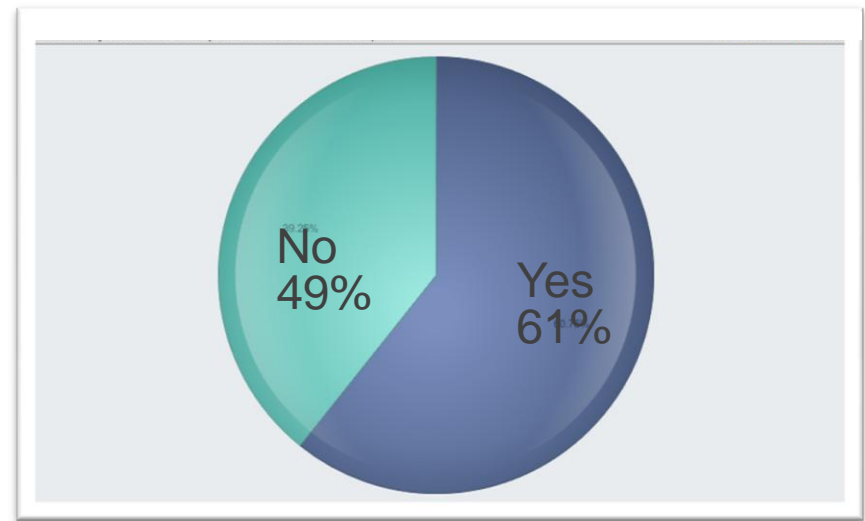## ... Response time *(acknowledgement)*

60% currently track response time (acknowledgement) of tenant service requests.

Top Performers: 62%

... Time to Completion

61% currently track time to completion for tenant service requests.

Top Performers: 64%

We currently track and measure service call-backs.

52%

currently track and measure service call-backs.

No
48.08%

Yes
51.92%

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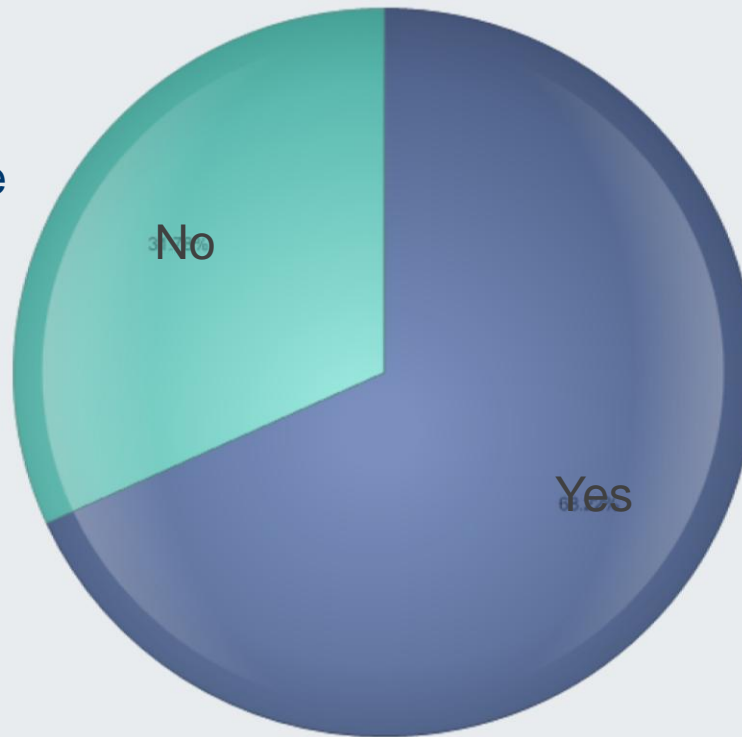Optimizing Property Performance
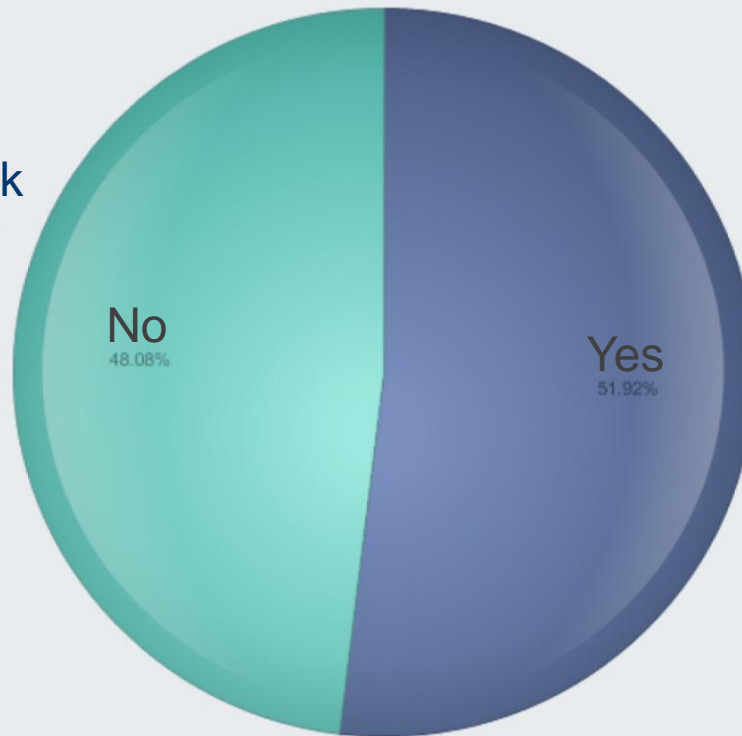
Top Performers: 57%

We use an online system for tracking and reporting on service requests.

71%

use an online system for tracking and reporting on service requests.

No

Yes
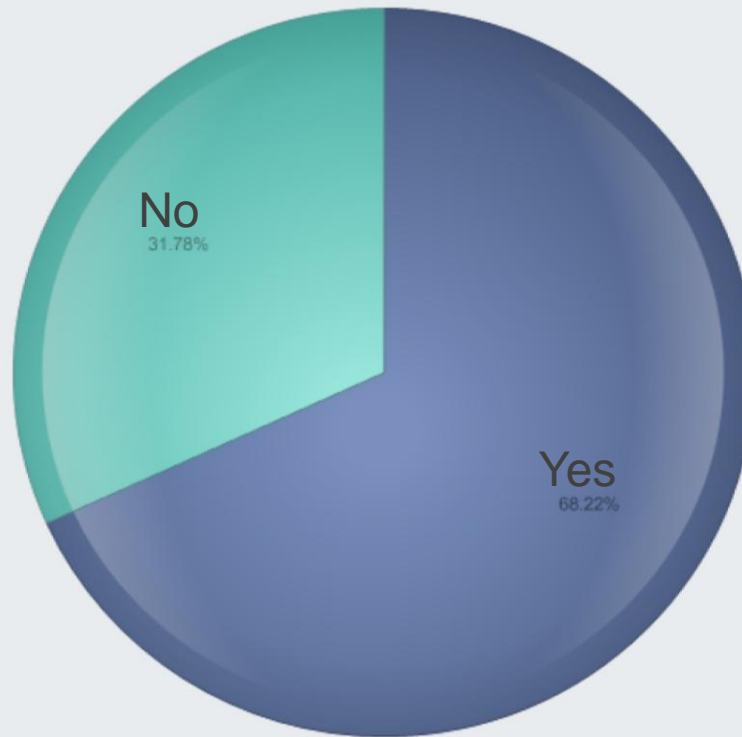
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Top Performers: 79%

Our maintenance staff uses mobile handheld devices in their service.

68%

say their maintenance staff uses mobile handheld devices in their service.

No
31.78%

Yes
68.22%

Top Performers: 72%

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The amount of time between the creation of service request and acknowledging receipt of that request should be:

33.33%

22.86%

15.24%

8.57%

12.38%

7.62%

nmediate, less than 5 minutes   5 – 15 minutes   15 - 30 minutes   30 – 45 minutes   45 minutes – 1 hour   < 24 hours

71%

believe that the time between the creation and acknowledgement of a service request should be within 30 minutes.

Top Performers: 72%

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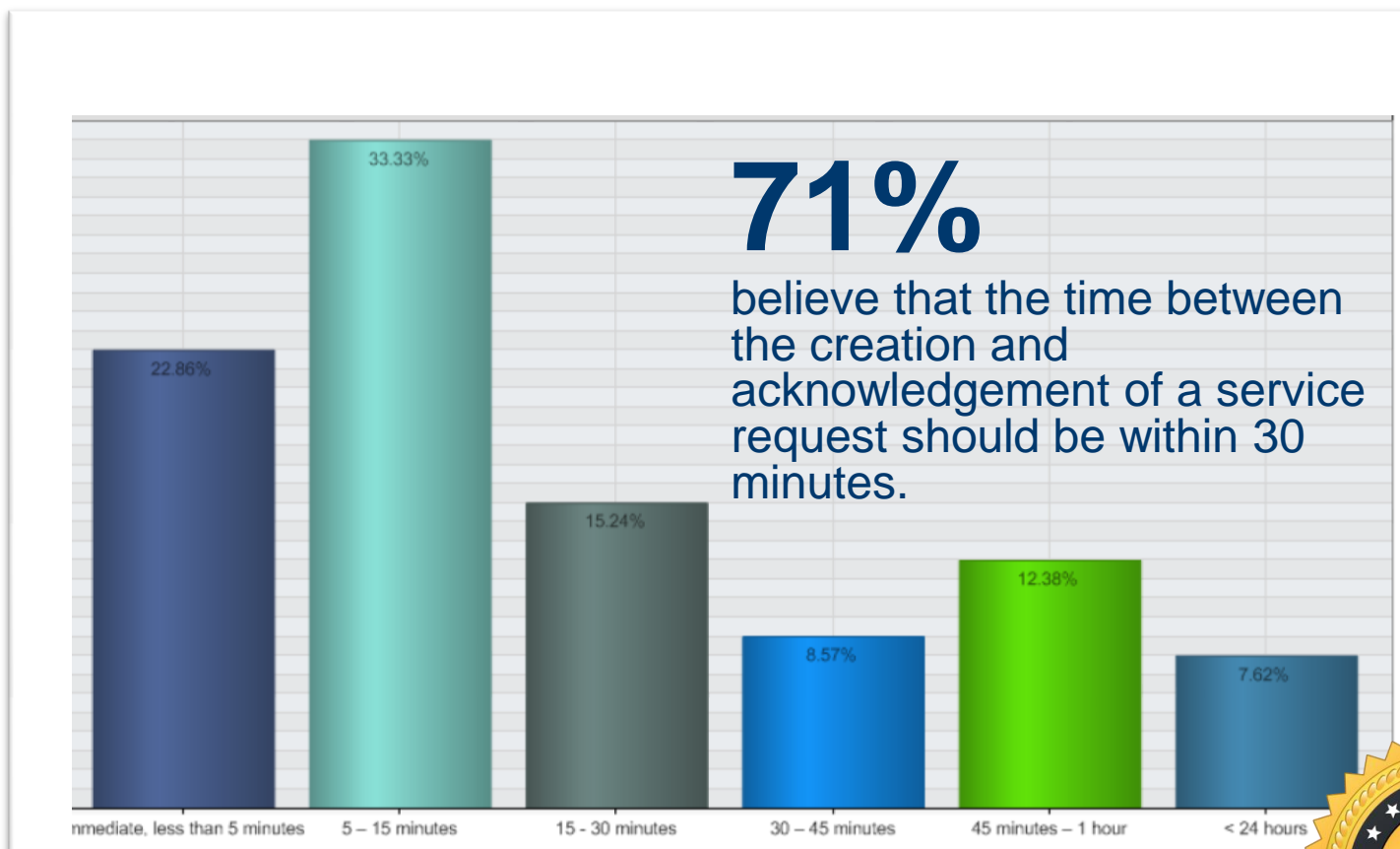
In general, the amount of time between the receipt of a service request and the assignment of a work order should be:

37.14%

19.05%

16.19%

16.19%

8.57%

2.86%

< 5 minutes 5 – 15 minutes 15 - 30 minutes 30 – 45 minutes 45 minutes – 1 hour < 24 hours

72%
believe that the time between receiving a service request and assigning a work order should **within 30 minutes**.

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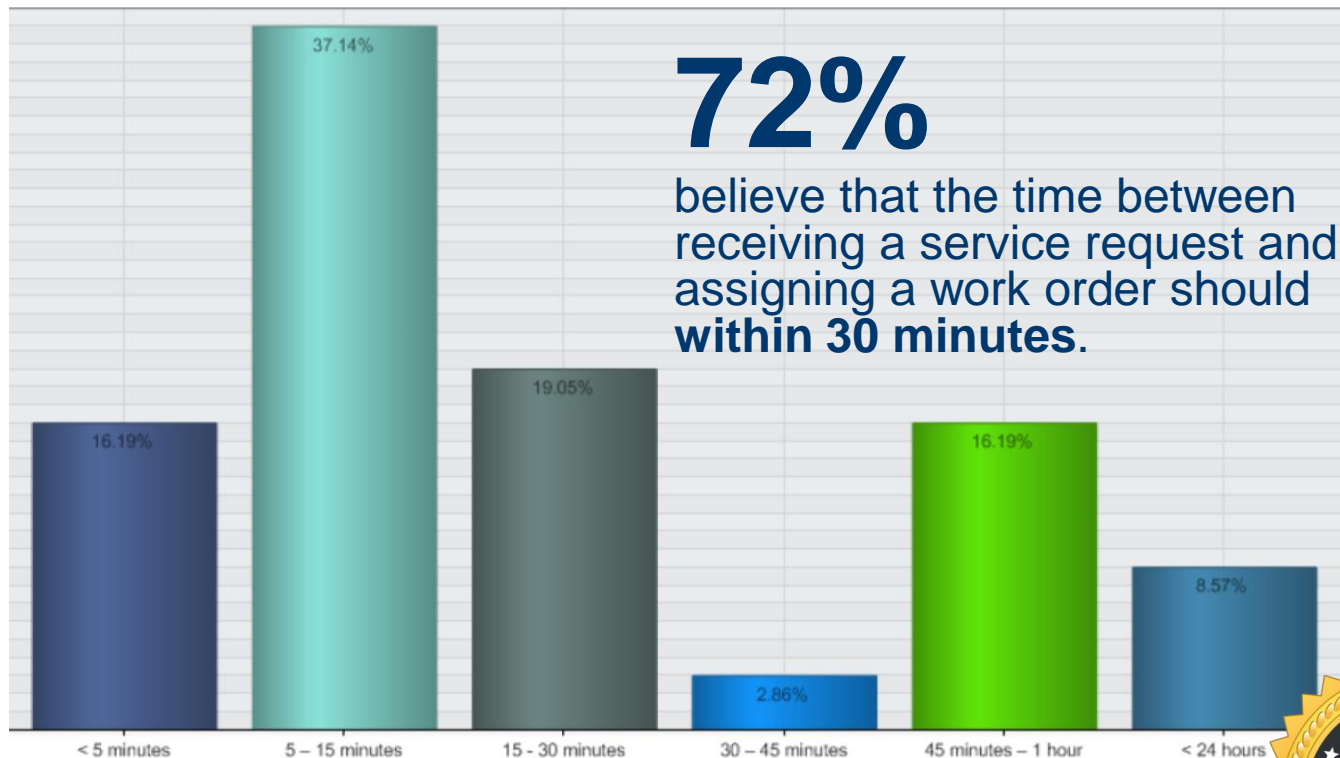
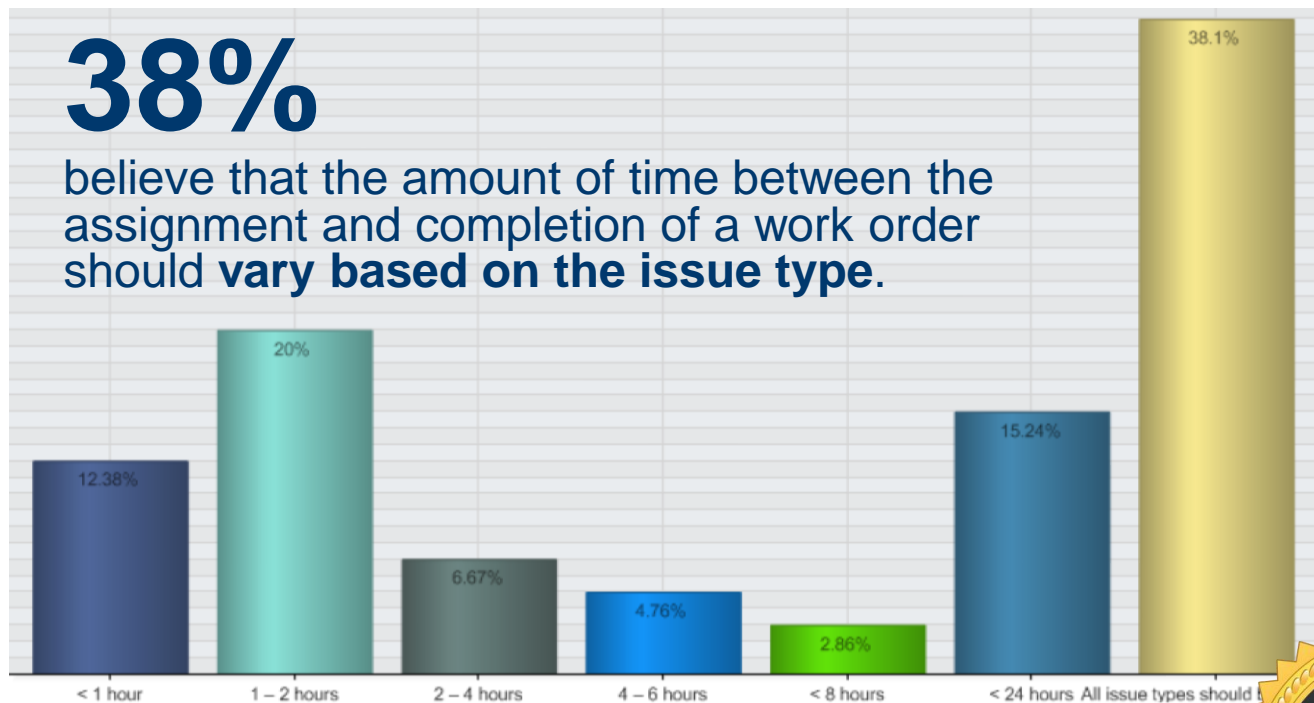**Top Performers: 70%**

The amount of time between the assignment of a work order and the completion of that work should be:

Note: Assume all parts needed are in stock and work is 100% internal.

38%

believe that the amount of time between the assignment and completion of a work order should **vary based on the issue type**.

12.38%	20%	6.67%	4.76%	2.86%	15.24%	38.1%
< 1 hour	1 – 2 hours	2 – 4 hours	4 – 6 hours	< 8 hours	< 24 hours	All issue types should

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Top Performers: 30%

The amount of time between the completion of the work and the closing of the work order (ready for accounting) should be:

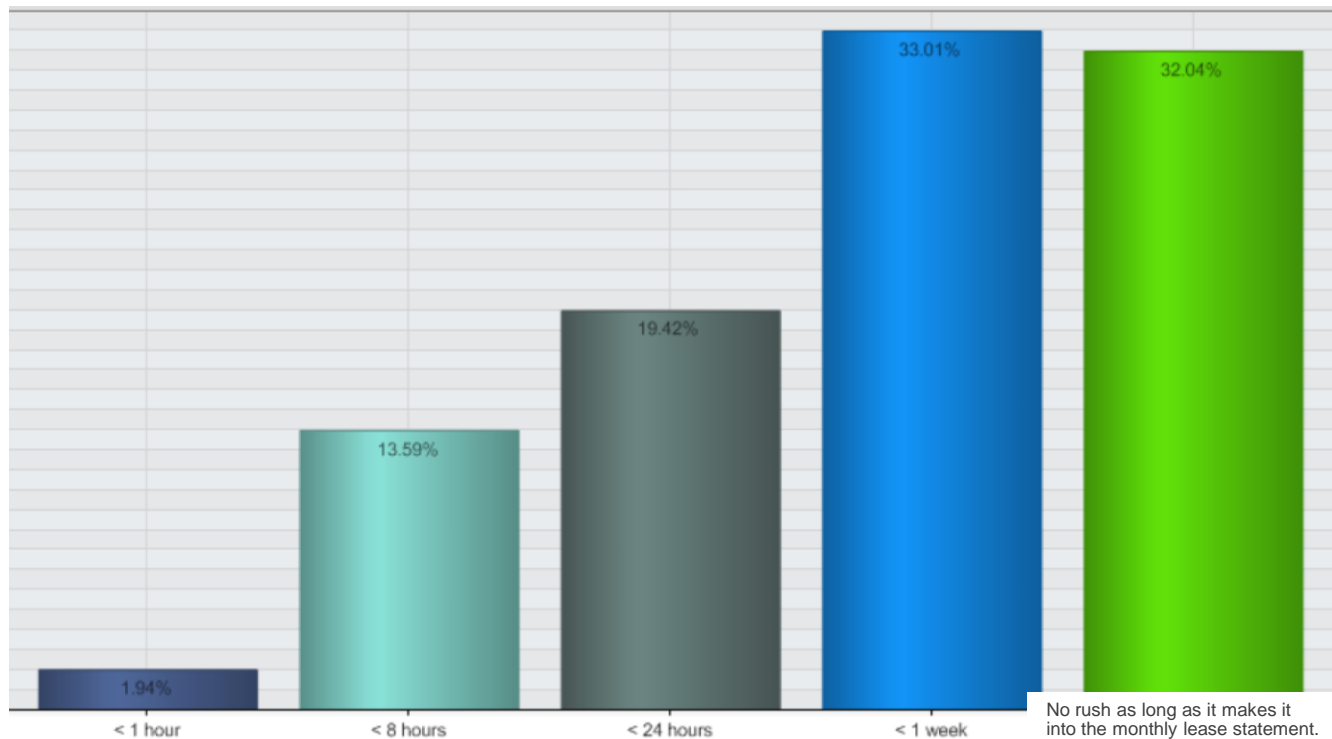**9%** believe there should be **no rush on the time between the completion of a work order and its closing** as long as it makes it into the monthly lease statement.

Chart data:
- < 1 hour: 14.42%
- < 8 hours: 25%
- < 24 hours: 27.88%
- < 1 week: 24.04%
- No rush as long as it makes it into the monthly lease statement: 8.65%

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Top Performers: 4%

The amount of time between the closing of a work order and the invoicing of that work order should be:

Category	Value
< 1 hour	1.94%
< 8 hours	13.59%
< 24 hours	19.42%
< 1 week	33.01%
No rush as long as it makes it into the monthly lease statement.	32.04%

32%

believe there should be **no rush on the time between the closing and invoicing** of a work order as long as it makes it into the monthly lease statement.

Top Performers: 24%

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Summary of Results: *General Beliefs*

All | Top Performers | Question

- **77%** vs. **100%** have 81-100% occupancy in their buildings.

- **57%** vs. **61%** agree that rapid response and completion of tenant service requests is a factor in tenant retention.

- **78%** vs. **87%** believe that tenants would appreciate metrics representing their service level responsiveness.

- **87%** vs. **92%** believe that tenant service and responsiveness is a market differentiator

- **86%** vs. **90%** agree that owners and investors would find quantitative proof of responsiveness valuable information.

- **42%** vs. **38%** believe that acknowledgement and completion times of tenant requests should be broad.

- **87%** vs. **96%** agree that acknowledgement and completion times of tenant requests should be issue specific.

Summary of Results: *Current Processes*

All | Top Performers | Question

Current Processes

74% vs. **76%** do not have SLAs in their leases that outline response and completion times.

48% vs. **57%** set policy for response and completion times at the corporate level.

59% vs. **51%** set policy for response and completion times at the property level.

63% vs. **74%** have some set standards, benchmarks or performance targets for responsiveness and completion times in place.

60% vs. **62%** currently track response time (acknowledgement) of tenant service requests.

61% vs. **64%** currently track time to completion for tenant service requests.

52% vs. **57%** currently track and measure service call-backs.

71% vs. **79%** use an online system for tracking and reporting on service requests.

68% vs. **72%** have maintenance staff that uses mobile devices in their service.

Summary of Results: *Best Practices*

All | Top Performers | Question

71% vs. **72%**   believe that the time between the creation and acknowledgement of a service request should be within 30 minutes.

72% vs. **70%**   believe that the time between receiving a service request and assigning a work order should within 30 minutes.

38% vs. **30%**   believe that the amount of time between the assignment and completion of a work order should vary based on the issue type

9% vs. **4%**   believe there should be no rush on the time between the completion of a work order and its closing as long as it makes it into the monthly lease statement.

32% vs. **24%**   believe there should be no rush on the time between the completion and invoicing of a work order as long as it makes it into the monthly lease statement.

Best Practices

Best Practices

Tips to Improve your Service Responsiveness

1. Use an online, automated system to track and respond to all tenant service requests within 1-2 hours. Tenants should be able to track the status of all requests

2. Document tenants' regular requirements and preferences

3. Automate as much as you can to make service requests a simple, less time consuming process for clients

4. Responsiveness is the first cousin to time – keep tenants informed

5. Approach the acknowledgement and completion times of tenant requests on an issue specific basis – don't use one standard for all issue types

6. Acknowledge tenant requests within 30 minutes of their creation

7. Assign a work order within 30 minutes of receiving a service request

8. Set standards, benchmarks or performance targets for responsiveness and completion times

Don't Miss Out: Additional Resources!

1   **Download the Tenant Retention Kit:**

Assess your tenant services with a Checklist, Article, and Video

2   **Visit the Tenant Retention Best Practices Microsite:**

Access our Tenant Retention webinar on-demand, bonus content, best practices & additional resources

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