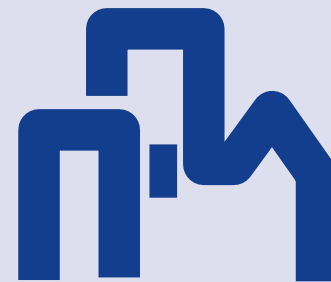


November 2015

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From The President



ARE YOU PROVIDING GREAT SERVICE? What can you do to increase your value to your customers and your company?

What are you doing to keep your current customers? Do they keep coming back and working with you or are they renewing their leases?

What comes to mind is GREAT SERVICE. Do you have a favorite restaurant, store, sales person, etc. and you just love the service that they provide to you? When you deal with them, do you expect nothing but the best? How do you feel when you receive this level of service? Makes me feel great, honored and appreciated. So, how can you turn your level of service up so that your customers/clients think of you? Becoming a great service provider requires us to commit ourselves to being great and putting forth the effort.

To improve, renew and invigorate your level of service, here are a few things to consider and follow. Understand, there's a catch. For the best results, you have to be willing to improve; open to new ideas; and hold yourself accountable for your actions.

STEP 1 – BECOME A STUDENT OF SERVICE. Learn from people who give you great service. Next time you are out at the grocery store, getting a haircut, the doctor's office, etc., begin observing how people treat their customers. Are they providing

great service? Observe and study what they do. Ask yourself, what makes them great? How do they make you feel? What are they doing to make you feel that way? It may be nothing "super-secret" but just their willingness to be friendly to their customers.

STEP 2 – DEVELOP GREAT SERVICE ACTIONS. Daily, look at the individual service actions you personally are taking. Find one great service action and practice and improve it EVERY DAY. At the same time, find one that you are no-so-great at and work on eliminating it or making it better. No matter what position you have in your company, you impact the company's success based on your actions. How are you doing?

STEP 3 – EXPECT THE BEST OF PEOPLE. This includes everyone—customers, coworkers and STRANGERS. It is hard sometimes, especially in service, but you must expect the best. A major mistake that we make is assuming that customers are complaining to get something for free or that they are being dishonest in some way. If you think this way, you will find evidence to support your claim. Instead, expect the best even when they are behaving their worst.

Most of the time, they have good intentions. One of the best ways to get more of the "good" to come out of the person is to acknowledge them when they do something great, even though some may see it as a negative. Find a way to turn that negative into a positive.

Know that success will not come overnight. There will be days that you feel like it's impossible but remember they great days when

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Amy Berner / (937) 603-6745
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From The President *(continued)*

the customers are appreciative and you get that great feeling of accomplishment yourself. When you have lapses, stay focused and hold yourself accountable. Don't lapse back into your old habits. Are you ready to make a commitment to provide great service? When you are committed, you will find things changing inside you—a feeling of pride and fulfillment knowing that you're making a difference not just making a living.

So, are you providing GREAT SERVICE? Are you doing the little things that make a difference? I challenge you to take pride in your dealings with people every day, even if it means getting out of your comfort zone. Set yourself apart, give your best and expect the best from others. See how much happier your life becomes.

— *Frank Bullock*

Upcoming Events and Speakers

Just a reminder, our membership luncheons are held on the second Tuesday of each month.

If anyone would like to recommend a future speaker or topic, please contact Nancy Ferrara at (937) 299-2662 or nancy.bae.boma@ameritech.net

November 10th – Jeff Hoagland, Matt Farrell and Eric Farrell with The Big Hoopla, NCAA First Four Local Organizing Committee, will be our guest speakers. We will also collect toys for the Marine Corps League Toys for Tots program at this luncheon.

November 12th – Our next Breakfast & Learn Session, covering Thermal Imaging, is being held at the Turner Property Services Group office located at 3199 Klepinger Road from 8:30am–10am. Our sponsors for this event are Turner Property Services Group and Heapy Engineering.

November 18th – After Hours Event from 5-7pm at Chappy's Social House, located at 7880 Washington Village Drive in Washington Twp. This event is being sponsored by Becky Edgren and PuroClean Emergency Services.

December 8th – Kettering Fairmont High School's Fusion acapella choir will be our holiday entertainment again this year. Fusion is under the direction of Mr. Matthew Kohler.

January 12th – Bryan Bucklew, President and CEO of the Greater Dayton Area Hospital Association, will be joining us as our guest speaker.

January 21st – After Hours Event from 5–7pm at Fricker's on St. Rt. 725 in Centerville. Our sponsors for this event are Bill Mangus, Chuck Baker and Securitas Security.

February 9th – Theresa Busher, Social Security Public Affairs Specialist, will be joining us to share how to get the most out of our Social Security benefits.



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From The Board of Directors

Dear Dayton BOMA Members,

As we approach this holiday season and the New Year, we would like to take a moment to thank you for your membership in Dayton BOMA, commercial real estate's number one business solutions provider and support network.

We are aware of the choices you have when it comes to membership and participation in professional organizations, and we sincerely appreciate you choosing BOMA.

Through your membership, you receive a tremendous return on your dues investment. We impact your company's bottom line and operating strategy by:

- Building your skills through best-in-class educational offerings.
- Providing invaluable networking opportunities.
- Aggressively working as the industry's advocate in the halls of power.
- Supplying you immediate access to timely and cutting-edge information and resources.
- Maximizing value. Money saving discounts on publications, research, meeting registrations, combined with the benefits above keep you relevant, help you reduce operating costs, increase asset value, and achieve a higher ROI.

Now, more than ever, membership in BOMA is vital to your professional success in addition to your company's well-being. We truly appreciate your membership and we look forward to working even harder for you and your interests in 2016.

Please contact Nancy Ferrara at Dayton BOMA, the BOMA International Association Services team at (202) 326-6317 or membership@boma.org with any questions about your membership.



Our best for a great holiday season!

Regards,

*Dayton Building Owners and Manager Association
Board of Directors*



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Fall HVAC Maintenance: Getting Your Heating System Ready for Winter

Summer is quickly coming to an end. Before you know it, the fall season will be here, which can only mean one thing; winter is right around the corner. And while the holiday's snowmen and hot chocolate may still seem far away, fall is the perfect time to start preparing your commercial building/home for the harsh, frigid winter season.

Is your heating, ventilating and air conditioning (HVAC) system ready for the cold weather? As a property manager or building owner, it is better to find out now than after winter has begun, especially when you consider that heating demands account for 33% of the overall energy consumption of most commercial buildings. Ensuring that your HVAC system is working efficiently can greatly impact your bottom line. But how do you go about preparing your HVAC system for winter?

Fall HVAC Preventive Maintenance Tips

Is it time to replace your HVAC system?

Before you do anything, consider the age of your heating system. If it is more than 10 years old, it may be time to contemplate replacement. A lot of gas furnaces installed more than 10 years ago are only about 50-60% efficient. Today's gas furnaces boast efficiency ratings as high as 97%.

Replace or Clean Air Filters: Dirty air filters restrict air flow and hamper the efficiency of your

entire HVAC system. So if you haven't changed or cleaned your air filters in a while, now is the perfect time to fix that. This should ideally be done every month.

Adjust the Supply Registers: Remember, hot air rises and cold air falls. So when the weather begins to cool, it is important to open a few of the supply registers on the first floor and close a few on the second floor. This will help your system heat your commercial building/home more efficiently.

Calibrate Thermostats: If the calibrations are not correct, your heating system will not be as efficient as it could be.

Invest in a Programmable Thermostat: A programmable thermostat allows you to better manipulate the heating and cooling of your office building. You may need to re-program the thermostat for different temperatures for different times of the day. And using such a thermostat could end up cutting your heating costs anywhere from 20% to 75%.

Check the Furnace: Before starting your furnace for the first time this winter, have it professionally inspected and cleaned. This will not only ensure that your furnace operates safely, but also efficiently.

Professional HVAC Inspection: Most importantly, you should have your HVAC system inspected twice a year by a professional contractor. This will help

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Creating Alternatives



identify any potential problems and ensure your system is working as efficiently as possible. Ideally, these inspections should take place in the fall and spring, when HVAC demand is lowest. Technicians will check for reliable, efficient and safe operation of all HVAC equipment, including checking filters, inspecting belts, motors, electrical switches, contacts, safety switches, refrigerant levels, and gas pressure.

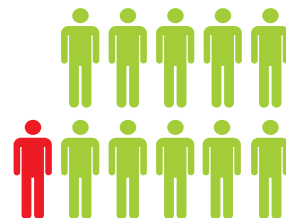
HVAC Maintenance Agreements: Taking advantage of a HVAC maintenance agreement is a great way to keep your system running at peak efficiency. Not only will such an agreement ensure that your seasonal checkups are done on schedule, but having an HVAC maintenance agreement means you will receive priority service in the event of equipment failure or other problems. An HVAC maintenance agreement will provide you with peace of mind while also saving you money in the long term. Now that is a win-win.

— Wes Eversole, Rieck Services

November is American Diabetes Month

Diabetes is one of the leading causes of disability and death in the United States. It can cause blindness, nerve damage, kidney disease, and other health problems if it's not controlled.

One in 11 Americans have diabetes—that's more than 29 million people. And another 86 million adults in the United States are at high risk of developing type 2 diabetes. The good news? People who are at high risk for type 2 diabetes can lower their risk by more than half if they make healthy changes. These changes include: eating healthy, increasing physical activity, and losing weight.



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BOMA's Office Experience Exchange Report Reveals Increased Incomes and Higher Expenses

The Building Owners and Managers Association (BOMA) International, in collaboration with research firm Kingsley Associates, recently released the 2015 Office Experience Exchange Report (Office EER), its annual office sector benchmarking study. The data from the 2015 Office EER shows definite increases in income levels offset by increased expenses for privately owned office buildings in the United States. A continuing trend towards densification also may be counterbalancing gains from a strengthening economy.

For the second straight year, the U.S. office sector has posted significant income growth, suggesting that the commercial real estate industry finally has turned a corner after struggling through the depths of the Great Recession. According to the 2015 Office EER, rental income for U.S. private-sector office buildings increased 5.3 percent from 2013 to 2014, and overall income for these properties climbed 6.2 percent during this same timeframe.

Accompanying these income gains were increases in total operating expenses and total operating plus fixed expenses, which rose 6.1 percent and 6.6 percent, respectively. While a considerable portion of this increase can be attributed to rising utility costs—illustrated by year-over-year utility expenses jumping a whopping 7.9 percent—the uptick also seems to

indicate that buildings owners and managers are moving full steam ahead on maintenance projects and other property improvements that were put on hold during the recent recession. Repairs and maintenance expenses, for example, increased 6.2 percent from 2013 to 2014.

Another factor potentially contributing to an increase in expenses is the continuing industry-wide trend of office densification. Reported square feet per office worker dropped another 1.5 percent in private-sector office buildings, from 293.7 square feet per worker in 2013 to 289.3 square feet per worker in 2014. This rise in office worker density can strain building infrastructure and add operational expenses, as HVAC systems work harder to cool spaces and electricity use increases to power the growing number of computers and other devices.

Additional top-level office sector data from the 2015 Office EER, the largest and most comprehensive office sector benchmarking resource in the industry, can be found below. Information on specific markets in the U.S. and Canada and customizable reports based on characteristics including building type and size are available with an online subscription to the 2015 Office EER at eer.boma.org.



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Private-Sector Office Building Income Trends:

- Rental income for office buildings increased 5.3 percent, from \$27.19 per square foot (psf) in 2013 to \$28.63 psf in 2014.
- Total income increased 6.2 percent, from \$28.69 psf in 2013 to \$30.47 psf in 2014.
- Base rent for office buildings increased 5.8 percent, from \$21.85 psf in 2013 to \$23.12 psf in 2014.
- Pass-throughs rose 7.3 percent, from \$5.14 psf in 2013 to \$5.51 psf in 2014.
- Revenue from escalations jumped by 13.9 percent, from \$4.62 psf in 2013 to \$5.26 psf in 2014.

Private-Sector Office Building Expense Trends:

- Total operating expenses increased 6.1 percent, from \$7.96 psf in 2013 to \$8.45 psf in 2014.
- Total operating + fixed expenses increased 6.6 percent, from \$12.49 psf in 2013 to \$13.32 psf in 2014.
- Roads and grounds expenses increased 8.1 percent, from \$0.25 psf in 2013 to \$0.27 psf in 2014.
- Utility expenses jumped 7.9 percent, from \$2.18 psf in 2012 to \$2.35 psf in 2013.
- Cleaning costs increased 6.2 percent, from \$1.44 psf in 2013 to \$1.53 psf in 2014.
- Repairs and maintenance increased 6.2 percent, from \$1.98 psf in 2013 to \$2.11 psf in 2014.
- Fixed expenses increased 5.1 percent, from \$4.65 psf in 2013 to \$4.89 psf in 2014.
- Security expenses rose 4.8 percent, from \$0.67 psf in 2013 to \$0.70 psf in 2014.

Private-Sector Office Building Occupancy Trends:

- Occupancy rates increased 1.0 percent, from 88.2 percent in 2013 to 89.1 percent in 2014.
- Reported weekly operating hours decreased by 1 percent, from 73.9 hours in 2013 to 73.1 hours in 2014.
- Reported square feet per office worker saw a 1.5 percent drop, from 293.7 square feet per worker in 2013 to 289.3 square feet per worker in 2014.

"The commercial real estate industry has been slow to emerge from the shadow of the recession, but the latest data from BOMA International's 2015



Office EER shows positive signs of growth for the office sector," commented BOMA International Chair Kent C. Gibson, BOMA Fellow, president of Capstone Property Management, L.C. "Property professionals will need to adapt to the realities of increased densification and rising utility costs to keep their buildings—and the industry—thriving."

Now in its 95th year, the Experience Exchange Report database is the commercial real estate industry's largest and most comprehensive benchmarking resource. The Office EER provides critical insights into the performance of the office sector with data from more than 5,300 office

August's Membership Star



August "Membership Star" winner Ryan Zeman is pictured here with Dayton BOMA President, Frank Bullock.

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buildings in 275 markets across the United States and Canada totaling more than 800 million sq. ft. of space. With extensive historical information, the Office EER allows users to conduct multi-year analysis of single markets, as well as generate customized reports based on various building characteristics and property types such as medical office buildings, corporate facilities and government buildings.

This year, BOMA International also announced the launch of the inaugural Industrial Experience Exchange Report (Industrial EER), the only benchmarking resource in the commercial real estate industry specifically tailored to the industrial sector. For more information and to subscribe to the 2015 Office EER and first-ever Industrial EER, visit eer.boma.org

Member Highlights



CONGRATULATIONS to our long-time BOMA member, Mike Houser, who was recently named dayton.com's "Daytonian of the Week". For the full article go to: www.dayton.com/news/entertainment/personalities/mike-houser-daytonian-week/nn6ct/

Houser Asphalt was also highlighted in the Dayton Business Journal as one of the most generous companies in the area, based on how many of the area's top fundraising events they are listed as having sponsored. Read more at www.bizjournals.com/dayton/print-edition/2014/10/03/list-content-inside-the-25-largest-nonprofit.html

CONGRATULATIONS to Sean Turner, who recently participated in the Chicago Marathon, representing Ronald McDonald House Charities. Sean completed the 26.2 miles and raised over \$2,300 for the charity!



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Cranberry-Orange Snack Mix

- 2 cups oatmeal cereal squares
- 2 cups corn cereal squares
- 2 cups mini pretzels
- 1 cup whole blanched almonds (skinless)
- 1/4 cup (1/2 stick) unsalted butter
- 1/3 cup frozen orange juice concentrate, thawed
- 3 tablespoons packed brown sugar
- 1 teaspoon ground cinnamon
- 3/4 teaspoon ground ginger
- 1/4 teaspoon ground nutmeg
- 2/3 cup dried cranberries or raisins

Preheat oven to 250 degrees. Spray 13x9 shallow baking pan with nonstick cooking spray. Combine cereal squares, pretzels and almonds in a large bowl; set aside. Reserve cranberries. Melt butter in medium microwavable bowl for 45-60 seconds. Stir in brown sugar, cinnamon, ginger, nutmeg and orange juice concentrate until blended. Pour over cereal mixture; stir well to coat. Spread in a single layer in prepared pan. Bake 50 minutes, stirring every 10 minutes. Stir in cranberries. Let cool in pan on wire rack, leaving uncovered until mixture is crisp. Store in airtight container or resealable plastic food storage bags. Makes 8 cups.



2016 Winter Business Meeting and National Issues Conference

***January 31 – February 3, 2016
Hyatt Regency Washington, Washington, D.C.***

Being an active and involved member of BOMA helps shape and direct a successful commercial real estate career. And one of the best ways to participate in BOMA is by attending the Winter Business Meeting and National Issues Conference. Whether you're interested in advocacy, education, membership, leadership development, or other industry issues, BOMA has a committee or task force that would value your contribution. The Winter Business Meeting is your ideal opportunity to learn, network and participate in interactive discussions on current trends and best practices in commercial real estate, and to help shape the future direction and mission of BOMA International.

BOMA International's Board of Governors, the BOMA Regions and all committees and task forces will meet during the Winter Business Meeting. The National Issues Conference will include an update on key issues affecting commercial real estate before Congress, as well as insiders' tips on meeting with members of Congress and legislative staff.

This gathering is one of BOMA's best opportunities to review critical legislative issues and, most importantly, to communicate real estate's message in a unified fashion to Congress. Real estate's concerns are best presented when BOMA members, speaking as constituents, talk directly to their elected officials.

All conference events will take place at the Hyatt Regency Washington, just steps from the U.S. Capitol and other DC landmarks.

After Hours Networking Events

A big **THANK YOU** goes out to Sharon Rislund, Sheri Simpson, Jane Curtis, Karen Basista and Miller-Valentine Group Realty Services for hosting our September After Hours Event at El Rancho Grande on Brown Street. What a great time to get to know your fellow BOMA members!

If you weren't able to join us in September, be sure to mark your calendar for our next After Hours Event to be held on Thursday, November 18th from 5-7pm at Chappy's Social House, located at 7880 Washington Village Drive in Washington Twp. This event is being sponsored by Becky Edgren and PuroClean Emergency Services.

If you're interested in sponsoring an After Hours Event, please give Nancy Ferrara a call at (937) 299-2662.



BAE Conference in Washington, D.C.

Nancy Ferrara, Dayton BOMA Association Executive, attended the 2015 BAE Conference in Washington, D.C. in October. Pictured with her are Krista Macomber, Manager of Members Services with BOMA Greater Cleveland; Janice Parham, Executive Vice President with BOMA Greater Cleveland and Karen Kneis with BOMA Columbus.



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RE: Group-Rating Safety Accountability

Dear Employer:

Each year Ohio employers have the opportunity to participate in BWC's Group-Experience-Rating Program or Group-Retrospective-Rating Program. While these programs are not required, they do provide you with an opportunity to significantly reduce your workers' compensation premiums, while increasing your awareness of safety and risk-management strategies.

Workplace safety is an important component of these programs. To succeed in accident prevention, we encourage you to use the many resources available to you. We believe a group-rating program is a partnership that includes you and your employees, your sponsoring organization or third-party administrator (TPA) and BWC. Each has specific roles and responsibilities, all designed to assist in preventing workplace accidents. This letter outlines the safety services expectations you should have as an employer enrolled in a group-rating program.

The employer will:

- Maintain a safe workplace;
- Attend safety training to enhance workplace safety;
- Use BWC's safety services as needed;
- Fulfill the required two-hour training requirement and provide proof of attendance to sponsor for claim(s) occurring within the last year.

The certified primary and affiliated sponsoring organizations will:

- Sponsor eight hours of safety training (this may be done at one time or may be provided incrementally as long as the total is at least eight hours);
- Provide information regarding safety resources to group members;
- Possibly assist an employer in achieving its safety needs;
- Manage employer fulfillment of the two-hour training requirement, where applicable;
- Publish this letter to group members.

The TPA may:

- Assist sponsoring organizations with fulfilling the group-rating safety requirements;
- Assist an employer with its safety needs;
- Work in conjunction with sponsors to develop safety training and deliver safety resources;
- Provide resources for claims handling.

BWC will:

- Monitor all group-rating safety activities to confirm requirements are met;
- Remain in communication with sponsoring organizations to provide recommendations for fulfilling safety requirements;
- Provide safety training through Ohio's Center for Occupational Safety & Health;
- Offer on-site safety consultation (hazard assessments, air and noise monitoring, ergonomics evaluation, training) by a BWC safety professional;
- Offer publications and videos for safety program support;
- Conduct employer visits to confirm the employer is meeting group-rating requirements, when appropriate.

The goal of this collaborative effort is to make sure all your safety needs are met. Using these resources will assist you in preventing accidents, reducing claims costs and achieving the highest discounts possible. Below you'll find contact information for various resources.

Group sponsor: BOMA Ohio

Third Party Administrator: CareWorksComp, Shane Castle, Account Executive/Program Manager (614) 917-8641

BWC: <http://www.bwc.ohio.gov/employer/services/safetyhygiene.asp>, groupratingsafety@bwc.state.oh.us

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