

DAYTON BOMA

BUILDING OWNERS & MANAGERS ASSOCIATION

FROM THE PRESIDENT

NOVEMBER 2021



By Karen Basista
President
Dayton BOMA

My Dayton BOMA friends and associates, the time has come for me to write my last President's message. I can honestly say the past two years have been a blur and not gone by in the way I would have anticipated. I have been a BOMA member for over 30 years (showing my age here 😊) and it's been such a great experience. It has also been an honor and a privilege to serve on the Dayton BOMA board at different times over the years. I have met and worked with some of the best Property Managers and Vendors with whom I was able to share ideas, experiences, and laughter. I sincerely thank each of you for those moments. I would also like to thank Nancy for all her support, hard work and creativity. She is the heart and soul of our association. And, of course, there is our membership. We could not be a successful organization without you, your commitment and support. Please continue to be involved and active. It is truly appreciated.

Sean Turner recently attended the annual BOMA Conference and was kind enough to share some pieces of it with me. So, I will share with you just a few items that I found noteworthy:

- Over half of workers would prefer a hybrid work model. The hybrid model was already on its way into

our culture before COVID but that accelerated its implementation.

- Remote work has robbed junior staff of mentoring opportunities.
- People are capable of working from anywhere, but they'll choose to come back to the office if it offers something they can't get anywhere else.
- The office serves a special purpose. It makes teaming and collaboration easier. It facilitates impromptu conversations and brainstorming.

In closing, I would like to wish each of you happy and healthy holidays. I also wish us all a successful 2022, both personally and professionally. As always, please continue to be safe and well.

2022 WINTER BUSINESS MEETING & NATIONAL ISSUES CONFERENCE

Join us for BOMA International's 2022 Winter Business Meeting and National Issues Conference to be held in Washington D.C. from February 6th – 9th. Open to all BOMA members, this event offers the chance to learn, network and participate in interactive discussions on emerging trends and best practices in commercial real estate. It's also your chance to advocate on behalf of commercial real estate directly with your elected officials.

Registration and housing will open soon!

UPCOMING SPEAKERS AND EVENTS

Reminder... Our membership luncheons are typically held on the second Tuesday of each month from 11:30 until 1:00.

November 9th – Dayton BOMA Membership Luncheon to be held at the Kohler Center from 11:30 until 1:00. Officer Ron Strehle with the Dayton Police Department will be joining us to talk about active shooter response. We will be collecting toys for the Marine Corps League Toys for Tots program at our November luncheon.

November 17th – Dayton BOMA After Hours Event from 5-7pm at Milano's on Brown Street. This event is being sponsored by Sean Turner, Jo Lease, Vickie Vanderhorst and Turner Property Services Group.

December 14th – Our Dayton BOMA Holiday Luncheon will be held from 11:30 until 1:00 at The Tank in the Dayton Arcade.

July 25th, 2022 – Dayton BOMA 37th Annual Golf Outing, Walnut Grove Country Club, 9am Shotgun Start.

OUR VISION

BOMA will be the partner individuals in the commercial real estate industry choose to maximize value for their careers, organizations and assets.



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(937) 299-2662
nancy@bomadayton.org

Community/Membership Interaction:
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(937) 299-2662
nancy@bomadayton.org

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(937) 401-9700
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(937) 603-6553
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Since the release of BOMA International's very first COVID-19 guidance document back in January 2020, the BOMA Coronavirus Resource Center (boma.org/coronavirus) has served as a repository of credible information and thought leadership to help commercial real estate professionals navigate unprecedented change. Over time, it has expanded to include insightful articles, comprehensive

research and links to helpful analysis, documents, websites and webinars.

As the industry moves towards recovery, bringing new issues and priorities to the surface, the BOMA Coronavirus Resource Center continues to serve as a place for knowledge amid transformation. The resources highlighted below have been curated to reflect the current state of the industry and to help property professionals rebound from adversity.

An archive of all materials shared and produced in response to the height of the pandemic emergency can be found at boma.org/coronavirus.

BOMA INTERNATIONAL DEEP DIVE

Fasten your snorkel and get ready for our latest in-depth exploration of the issues important to today's commercial real estate industry. BOMA International's all-new BOMA *Deep Dive* series, available exclusively to BOMA members, offers the expert insights and context you need to navigate the ever-evolving commercial real estate landscape. Consider this your personal invitation to go beyond the surface and discover answers to questions you didn't even know you had. We're going where the nitty-gritty meets the heart of the matter and then some. *That's* a BOMA Deep Dive.



Deep Dive No. 5

Despite the challenges of the past year and a half, the healthcare real estate sector has proven itself as a resilient asset class. Looking ahead, medical office buildings will be expected to reflect a new era in health care delivery, informed by the trends accelerated throughout the COVID-19 pandemic. *Taking the Pandemic Pulse of Healthcare Real Estate*, the fifth installment in our series of BOMA Deep Dives, offers an overview of this sector's performance amid disruption and identifies key considerations for both property professionals and tenants as they prepare for a future defined by factors like ease of access, flexibility and technology integration.

Deep Dive No. 6

While it didn't take long for much of the commercial real estate industry to experience the negative impacts of the pandemic, experts anticipate the journey back to normal will take some time. Until then, savvy property professionals with net operating income on their minds are finding new purposes for space left vacant over the past 18-plus months. Some are searching for temporary solutions, while others are looking to play the long game via adaptive reuse projects. *Getting Creative With Vacant Spaces*, the sixth installment in our series of BOMA Deep Dives, explores some of the conversions experts are seeing out in the field today, as well as the variety of factors driving this trend.

STAY CONNECTED WITH THE BOMA APP

The BOMA App is your hub for everything BOMA, including each year's annual conference app and quick links to BOMA resources, allowing you to stay informed on the go. Just search "BOMA App" in the iTunes Store or Google Play.



SEVENTEEN COMMERCIAL PROPERTIES WIN THE OUTSTANDING BUILDING OF THE YEAR® AWARDS

BOMA International Honors Excellence in Commercial Real Estate

The commercial real estate industry honored 17 commercial properties with The Outstanding Building of the Year® (TOBY®) Awards last night at the Building Owners and Managers Association (BOMA) International's annual conference, the 2021 BOMA International Conference & Expo, in Boston.

The TOBY Awards are the commercial real estate industry's highest recognition honoring excellence in commercial building management and operations in specific categories of building type or size. To win a BOMA International TOBY Award, a property first must win both local and regional competitions. Judging is based on criteria that includes community impact, tenant and employee relations programs, energy management, accessibility, emergency evacuation procedures, building personnel training programs and overall excellence. A team of industry experts also conducted comprehensive building inspections.

The following properties were honored with 2021 BOMA International TOBY Awards:

In the Corporate Facility category, the winner is **Seattle Municipal Tower** in Seattle. The property is owned by the City of Seattle and managed by CBRE.

In the Earth category, the winner is **353 North Clark** in Chicago. The BOMA 360 Performance Program-designated building is owned by Heitman and managed by CBRE.

In the Historical Building category, the winner is **Queen's Quay Terminal** in Toronto. The BOMA 360-designated building is owned by Northam CCPF II Tenco (QQT) Ltd. and 10954594 Canada Inc., and it is managed by Northam Realty Advisors Ltd.

In the Industrial Building category, the winner is **1001 North Greenfield Parkway** in Garner, North Carolina. The property is owned and managed by Duke Realty.

In the Medical Office Building category, the winner is **1128 Hornby** in Vancouver, British Columbia, Canada. The BOMA 360-designated building is owned and managed by Wesgroup Properties.

In the Mixed-Use Building category, the winner is **The Curtis** in Philadelphia. The property is owned and managed by Keystone Property Group.

In the Public Assembly Building category, the winner is the **Harold Washington Library Center** in Chicago. The property is owned by the City of Chicago and managed by CBRE.

In the Renovated Building category, the winner is **401 Park** in Boston. The property is owned and managed by Samuels & Associates.

In the Enclosed Retail category, the winner is **10 Dundas East** in Toronto. The complex is owned by 10 Dundas Street, Ltd. and managed by BentallGreenOak.

In the Open-Air Retail category, the winner is the **Shops of Oakville South** in Oakville, Ontario, Canada. The complex is owned by Shops of Oakville South Inc. and managed by FCR Management Services LP.

In the Suburban Office Park Low-Rise category, the winner is **1-8 Prologis Boulevard** in Mississauga, Ontario, Canada. The BOMA 360-designated property is owned by Healthcare of Ontario Pension Plan (HOOPP) Realty Inc. and managed by Triovest Realty Advisors Inc.

In the Suburban Office Park Mid-Rise category, the winner is **SouthCreek Corporate Centre** in Markham, Ontario, Canada. The BOMA 360-designated property is owned by Northam CCPF Tenco (Commerce Valley Drive) Ltd. and managed by Northam Realty Advisors Ltd.

In the Under 100,000 Square Feet category, the winner is **3300 Paramount Parkway** in Morrisville, North Carolina. The property is owned by Perimeter Park Offices, LP, and

managed by Trinity Partners.

In the 100,000-249,999 Square Feet category, the winner is **511 EJC** in Irving, Texas. The property is owned by Codina Partners and managed by Crescent Property Services.

In the 250,000-499,999 Square Feet category, the winner is **745 Thurlow** in Vancouver, British Columbia, Canada. The BOMA 360-designated building is owned by 2748355 Canada Inc. and 45 Thurlow Street Holdings Inc., and it is managed by QuadReal Property Group, LP.

In the 500,000-One Million Square Feet category, the winner is **333 Bush** in San Francisco. The BOMA 360-designated building is owned by 333 Bush LLC and managed by Tishman Speyer.

And, in the Over One Million Square Feet category, the winner is **150 North Riverside** in Chicago. The BOMA 360-designated building is owned by 150 North Riverside Titleholder, LLC, and managed by CBRE.

The 2021 TOBY Awards program and banquet were sponsored by The Home Depot Pro.

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HOW TO PROTECT YOURSELF FROM WINTER WEATHER

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion. Winter storms including blizzards can bring extreme cold, freezing rain, snow, ice and high winds. A winter storm can:

- Last a few hours or several days.
- Cut off heat, power and communication services.
- Put older adults, children, sick individuals and pets at greater risk.

IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY.

Know your winter weather terms:

Winter Storm Warning

Issued when hazardous winter weather in the form of heavy snow, heavy freezing rain, or heavy sleet is imminent or occurring. Winter Storm Warnings are usually issued 12 to 24 hours before the event is expected to begin.

Winter Storm Watch

Alerts the public to the possibility of a blizzard, heavy snow, heavy freezing rain, or heavy sleet. Winter Storm Watches are usually issued 12 to 48 hours before the beginning of a Winter Storm.

Winter Weather Advisory

Issued for accumulations of snow, freezing rain, freezing drizzle, and sleet which will cause significant inconveniences and, if caution is not exercised, could lead to life-threatening situations.

Know Your Risk for Winter Storms

Pay attention to weather reports and warnings of freezing weather and winter storms. Listen for emergency information and alerts. Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Preparing for Winter Weather

Prepare your home to keep out the cold with insulation, caulking and weather stripping. Learn how to keep pipes from freezing. Install and test smoke alarms and carbon monoxide detectors with battery backups.

Gather supplies in case you need to stay home for several days without power. Keep in mind each person's specific needs, including medication. Remember the needs of your pets. Have extra batteries for radios and flashlights. If you are unable to afford your heating costs, weatherization or energy-related home repairs, contact the Low Income Home Energy Assistance Program (LIHEAP) for help.

In Case of Emergency

Be prepared for winter weather at home, at work and in your car. Create an emergency supply kit for your car. Include jumper cables, sand, a flashlight, warm clothes, blankets, bottled water and non-perishable snacks. Keep a full tank of gas.

Stay Safe During Winter Weather

- Avoid carbon monoxide poisoning.
- Only use generators and grills outdoors and away from windows. Never heat your home with a gas stove top or oven.
- Stay off roads if at all possible. If trapped in your car, then stay inside.
- Limit your time outside. If you need to go outside, then wear layers of warm clothing. Watch for signs of frostbite and hypothermia.
- Reduce the risk of a heart attack by avoiding overexertion when shoveling snow and walking in the snow.
- Learn the signs of, and basic treatments for, frostbite and hypothermia.

Frostbite causes loss of feeling and color around the face, fingers and toes.

- Signs: Numbness, white or grayish-yellow skin, firm or waxy skin.
- Actions: Go to a warm room. Soak in warm water. Use body heat to warm. Do not massage or use a heating pad.

Hypothermia is an unusually low body temperature. A temperature below 95°F is an emergency.

- Signs: Shivering, exhaustion, confusion, fumbling hands, memory loss,

slurred speech or drowsiness.

- Actions: Go to a warm room. Warm the center of the body first—chest, neck, head and groin. Keep dry and wrapped up in warm blankets, including the head and neck.

BOMA INTERNATIONAL POLICY BRIEF: BUILDING COLLAPSE IN SURFSIDE

BOMA International continues to help lead the national conversation on building safety following the tragic condominium collapse in Surfside, Fla. A new policy brief, "The Building Collapse in Surfside: What You Need to Know," intends to address many of the issues raised by BOMA local associations across the country.

The document answers frequently asked questions and concludes with a short checklist of tasks that properties can consider going forward. While the situation in Surfside is in some ways unrelated to commercial real estate, the industry has an important perspective to share. In August in West Palm Beach, Fla., BOMA International co-convened a symposium, "Ensuring the Safety of Existing Buildings," with the International Code Council (ICC) and the National Institute of Building Sciences (NIBS).

As discussion following the building collapse continues, we will continue to provide appropriate resources and expertise to BOMA members, partner organizations and decision-makers at all levels of government. For further information, contact Ken Rosenfeld, Director of State and Local Affairs, at krosenfeld@boma.org.

If you'd like a copy, please reach out to Nancy at nancy@bomad Dayton.org.



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MEMBER HIGHLIGHT

Genevieve Neller was born in Toronto, Ontario, Canada. At age 6, she immigrated to the Akron/Cleveland, Ohio area with her mother and brother, where she continued to live until age 20. She received her United States citizenship in 2008. Genevieve relocated to the Cincinnati area in 2010 where she continues to live today with her family. She is married to her husband Jeff, and has three children: Noah, Wyatt and Macy.

She has an associate degree in Business Management with a focus on Marketing from Cincinnati State, an Ohio Real Estate License, and an Ohio Notary Certification. She's spent the last ten years in Residential Property Management. She is continuing to work on getting her Bachelor's in Business Administration from Thomas More University.

Genevieve started at ABM in June of 2021 as the Business Development Manager for the Janitorial Services division, covering the Cincinnati, Dayton, Louisville, Lexington and Indianapolis territories. Genevieve is a member of BOMA, IFMA, LEA, WCRE, IREM and CREW.

In her spare time Genevieve enjoys spending time with family and reading.



BENEFITS OF A BOMA MEMBERSHIP

Build Valuable Connections

Make connections that have a tangible impact on your career by tapping into the commercial real estate industry's most powerful network at monthly luncheons, national and international conferences, and more. Check out our upcoming events by going to [boma.org](https://www.boma.org) and clicking on Education & Events.

Access Industry-Leading Education

BOMA's cutting-edge educational content—including webinars, traditional classroom-style sessions and customized trainings—arms you with the knowledge you need to maximize your building's performance and become a more effective player in the commercial real estate industry. Go to [boma.org](https://www.boma.org) and click on Education & Events.

Make an Impact

As the leader in commercial real estate advocacy, BOMA gives you access to the latest information on key legislative, regulatory, and building codes issues at both the national and state level so you can play a direct role in shaping the future of your industry. Learn more about how you can get involved by going to [boma.org](https://www.boma.org) and clicking on Advocacy & Codes.

Access Research and Resources

BOMA's comprehensive research, resources and articles will help you stay relevant and prepared. Explore in-depth research on important industry topics, benchmarking data, sustainability information, and interactive tools that help you determine the impact of current trends on your properties. You can also utilize the

BOMA Career Center to discover new opportunities. Go to [boma.org](https://www.boma.org) and click on Research & Resources.

Stay Informed

BOMA members receive news and information on emerging trends, forecasts and updates on issue affecting the commercial real estate industry through BOMA's communications and publications. And check out BOMA's world-renowned measurement standards for office, industrial, mixed-use and more. Visit our bookstore by going to [boma.org](https://www.boma.org) and clicking on Store in the upper right-hand corner.

Enjoy Exclusive Savings

Take advantage of significant discounts on purchases of building supplies, express shipping, merchant services and more from a variety of national companies. You'll also save on BOMA bookstore purchases, registration for the annual BOMA International Conference & Expo, local events, and more! Browse our Member Savings Programs at [boma.org](https://www.boma.org) and click on Membership.

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Cybersecurity involves preventing, detecting and responding to cyberattacks that can have wide-ranging effects on individuals, organizations, and the community and at the national level.

Cyberattacks are malicious attempts to access or damage a computer or network system. Cyberattacks can lead to loss of money, theft of personal, financial and medical information that can damage your reputation and safety.

Cyberattacks can occur in many ways, including:

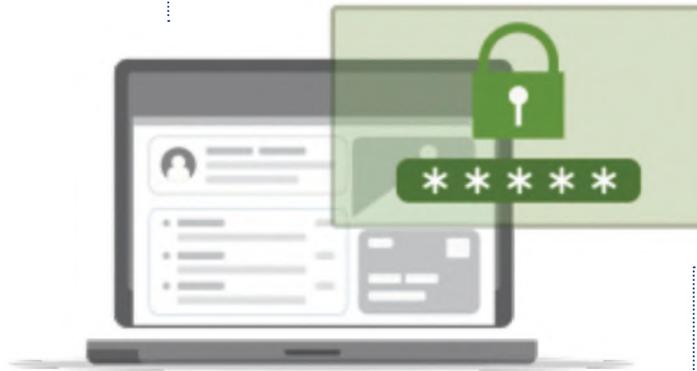
- Accessing your personal computers, mobile phones, gaming systems and other internet and Bluetooth connected devices.
- Damaging your financial security, including identity theft.
- Blocking your access or deleting your personal information and accounts.
- Targeting children and adults.
- Complicating your employment, business services, transportation and power grid.

Protect Yourself Against Cyberattacks

You can avoid cyber risks by setting up the proper controls. The following are things you can do to protect yourself, your family, and your property before a cyberattack occurs:

- Limit the personal information you share online. Change privacy settings and do not use location features.
- Keep software applications and operating systems up-to-date.
- Using a password manager, use upper and lowercase letters, numbers and special characters, as well as, two-factor authentication (two methods of verification).
- Watch for suspicious activity that asks you to do something right away, offers something that sounds too good to be true or needs your personal information. Think before you click, and when in doubt, do NOT click. Do not provide personal information.

- Use encrypted (secure) Internet communications.
- Protect your home and/or business using a secure Internet connection and Wi-Fi network.
- Use a stronger authentication such as a personal identification number (PIN) or password that only you would know. Consider using a separate device that can receive a code or uses a biometric scan (e.g. fingerprint scanner or facial recognition).
- Check your account statements and credit reports regularly.
- Only share personal information on secure sites (e.g. "https://"). Do not use sites with invalid certificates. Use a Virtual Private Network (VPN) that creates a more secure connection.



- Use anti-virus solutions, malware and firewalls to block threats.
- Regularly back up your files in an encrypted file or encrypted file storage device.
- Protect your home network by changing the administrative and Wi-Fi passwords regularly. When configuring your router, use either the instruction manual or speak to your internet-cable provider, to setup the Wi-Fi Protected Access 2 (WPA2) Advanced Encryption Standard (AES) setting, which is the strongest encryption option.

Regarding COVID-19

- Be cautious about sharing personal financial information, such as your bank account number, social security number, or credit card number.
- Do not click on links in texts or

emails from people you don't know. Scammers can create fake links to websites. Visit government websites, like [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus), directly in your internet browser.

- Know that the government will not text or call you about "mandatory online COVID-19 tests," outbreaks "in your area," mandatory vaccinations, or to sell you COVID-19 cures.
- Remember that the government will not call or text you about owing money or receiving economic impact payments.
- Be aware that scammers may try to contact you via social media. The government will not contact you through social media about owing money or receiving payments.
- If you have been exposed to COVID-19, a contact tracer from your local health department might call you to let you know and ask you to self-quarantine at home away from others. Discussions with health department staff are confidential. They will not ask for financial information.
- Keep in mind that scammers may try to take advantages of financial fears by calling with work-from-opportunities, debt consolidation offers, and student loan repayment plans.

During a Cyberattack

- Check your credit statement for unrecognizable charges.
- Check your credit reports to be aware of open accounts and/or loans you did not open.
- Be alert for soliciting emails and social media users asking for private information.
- If you notice strange activity, (e.g.

OUR MISSION

To advance a vibrant, commercial real estate industry through advocacy, influence and knowledge.



inappropriate pop-up windows), limit the damage by immediately changing all of your internet account passwords.

- Consider turning off the device. Take it to a professional to scan for potential viruses and fix. If you take your device to a store or local business, contact them in advance. Many companies have new guidelines to protect employees and individuals during the COVID-19 pandemic.
- Let work, school or other system owners know.
- Contact banks, credit card companies and other financial services companies where you hold accounts. You may need to place holds on accounts that have been attacked. Close any unauthorized credit or charge accounts. Report that someone may be using your identity.
- Check to make sure the software on all of your systems is up-to-date.
- Run a security scan on your computer/device to make sure your system is not infected or acting more slowly or inefficiently.

- If you find a problem, disconnect your device from the Internet and perform a full system restore.

After a Cyberattack

If you believe you have been a victim of a cyberattack, let the proper federal, state and local authorities know:

- File a report with the Office of the Inspector General (OIG) if you think someone is illegally using your Social Security number.
- File a complaint with the FBI Internet Crime Complaint Center (IC3). They will review the complaint and refer it to the appropriate agency.
- File a report with the local police so there is an official record of the incident.
- Report identity theft to the Federal Trade Commission.
- Contact the Federal Trade Commission (FTC) at [ftc.gov/complaint](https://www.ftc.gov/complaint) if you receive messages from anyone claiming to be a government agent.
- Contact additional agencies depending on what information was stolen. Examples include contacting the Social Security Administration (800-269-0271) if your social security

number was compromised, or the Department of Motor Vehicles if your driver's license or car registration has been stolen.

- Report online crime or fraud to your local United States Secret Service (USSS) Electronic Crimes Task Force or the Internet Crime Complaint Center.
- Engage virtually with your community through video and phone calls. Know that it's normal to feel anxious or stressed. Take care of your body and talk to someone if you are feeling upset. Many people may already feel fear and anxiety about the coronavirus 2019 (COVID-19). The threat of a cyber attack can add additional stress. Follow CDC guidance for managing stress during a traumatic event and managing stress during COVID-19.



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ASK ABOUT OUR PREVENTATIVE MAINTENANCE PROGRAM!

OCTOBER MEMBERSHIP LUNCHEON

Dayton BOMA members met in October at Secure Cyber Defense in Miamisburg to learn more about cybersecurity. Thank you to Shawn Waldman, CEO and Todd Wind, Sales Director with Secure Cyber Defense for hosting and speaking at our membership luncheon.



AFTER HOURS NETWORKING EVENTS



A BIG THANK YOU goes out to Mike Houser and Houser Asphalt and Concrete for hosting our September after hours event held at Mudlick Tap House. What a great time to get to know your fellow BOMA members.

If you weren't able to join us in September, please mark your calendar for our next After Hours Event to be held Wednesday, November 17th from 5-7pm at Milano's on Brown Street. Sean Turner, Jo Lease, Vickie Vanderhorst and Turner Property Services Group will be our sponsors for this event.

If you're interested in sponsoring our event in January, please give Nancy a call at (937) 299-2662.

TRENDS

For more than a century, BOMA International has set the standard for measuring buildings. In 1915, BOMA published its first office standard, *Standard Method of Floor Measurement*. Throughout the years the standard has been revised to reflect the changing needs of the real estate market and the evolution of office building design. Today, BOMA International is the American National Standards Institute (ANSI) secretariat for a suite of area measurement standards.

BOMA International keeps you connected to the latest research, benchmarking data, trends and information on commercial real estate. Learn from the industry's best practices and expand your knowledge through the publications available at the BOMA Bookstore. Go to techstreet.com.

MARY LUE PECK SELECTED AS BOMA INTERNATIONAL'S NEXT SENIOR VICE PRESIDENT

Following a national search, the Building Owners and Managers Association (BOMA) International is pleased to announce that Mary Lue Peck will be joining its executive staff as senior vice president effective October 25, 2021. She succeeds Patricia M. Areno, CAE, who will be transitioning toward retirement after a remarkable 31-year tenure with BOMA International.

As senior vice president, Peck will play an integral role in shaping and guiding the strategic direction of the association. She will oversee the management of BOMA International's staff divisions and direct a variety of programs and services to drive innovation, deliver business results and continue enhancing member value. And, in her capacity as a key ambassador for the association, she also will build and manage relationships at all levels and represent the association to internal stakeholders, outside organizations and business partners to leverage effective collaboration and foster growth.

Peck comes to BOMA International from the National Speakers Association (NSA), where she served as president and chief executive officer. While at NSA, she led the creation and implementation of a long-term strategic plan, expanded the association's product portfolio and worked to position NSA as the authority on professional speaking. Under her leadership, NSA expanded its market reach, saw significant revenue growth, transformed its membership model and championed new diversity, equity and inclusion initiatives.

Prior to her time at NSA, Peck served as chief content and engagement officer at the Institute for Supply

Management (ISM) for more than 12 years. In this position, she led the strategic development and execution of all content, programs, products and services, achieving major successes for ISM. These included the implementation of a new membership program, a major repositioning of ISM's educational offerings and increased engagement with emerging professionals.

"Mary Lue has a long track record of visionary leadership and success in creating and executing organizational strategies," said BOMA International President and Chief Operating Officer Henry H. Chamberlain, APR, FASAE, CAE. "Her impressive experience leading associations through change and enhancing member value makes her an ideal fit for BOMA International and the members we serve across the globe."

"I am honored to build upon the successful foundation built under my predecessor, Patricia Areno. I look forward to collaborating with a dynamic membership and a dedicated staff team as we strive to advance a vibrant commercial real estate industry," said Peck.



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DO YOU HAVE A DISASTER LOOMING? SEXUAL HARASSMENT CAN HAVE DISASTROUS OUTCOMES

When we think of emergency or disaster planning, we usually think of minimizing risk for physical damage to property. We recently learned that cyber-security breaches can also wreak havoc on our businesses, but have you considered the damage that may result if you or someone in your organization were to be accused of sexual harassment?

Sexual harassment claims today often include more subtle forms of harassment, many of which may not seem offensive. Unfortunately, sexual harassment claims are on the rise. Any of the following actions can be considered sexual harassment if they occur often enough or are severe enough to make an employee, or client, uncomfortable, intimidated or distracted enough to interfere with their work:

- Repeated compliments of an employee's appearance
- Commenting on the attractiveness of others in front of an employee
- Discussing one's sex life in front of an employee

- Asking an employee about his or her sex life
- Circulating nude photos or photos of women in bikinis or shirtless men
- Making sexual jokes
- Sending sexually suggestive text messages or emails
- Leaving unwanted gifts of a sexual or romantic nature
- Spreading sexual rumors about an employee, or
- Repeated hugs or other unwanted touching

While some of these may seem harmless, sexual harassment claims are nothing to joke about. Review your training programs and policies on sexual harassment and discuss any concerns you may have with your attorney to ensure your employee handbook and reporting procedures are up to date.

BOMA KNOWLEDGE CENTER

The BOMA Knowledge Center is a searchable repository of all content created by BOMA



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This year's BOMA International Conference & Expo, which took place October 6–9 in Boston, was an in-person commercial real estate reunion more than two years in the making! Property professionals gathered in Beantown for timely education, dynamic and inspirational speakers, unmatched networking opportunities and solutions to meet every operational challenge. Below are some highlights.

Day 2 Highlights:

Day two kicked off with the sights and flavors of Beantown

The COVID-19 pandemic has changed everything, but what can we expect in its latter stages? People are likely to come back to the office, but the way that the office looks and functions will change significantly, according to Gensler's **Bob Peck**, principal and global government and defense practice area leader, and **Cheryl Duvall**, regional consulting practice area leader.

Peck and Duvall served as speakers for a Thursday morning session at the 2021 BOMA International Conference & Expo, notably BOMA's first in-person conference since 2019. Researching the future of the workplace is at the core of Gensler's mission, Peck said. The firm has been asking questions about how and where people want to work in a post-pandemic future since April 2020, and they uncovered some interesting insights that could influence the way we manage offices. Their research revealed that:

- **Over half of workers would prefer a hybrid work model.** However, across the countries surveyed by Gensler, the U.S. leads the world in both employees who prefer remote work only and those who want to work in the office full-time. You need to allocate space accordingly.
- **Remote work has robbed junior staff of mentoring opportunities.** "I believe this is one of the greatest losses during the pandemic," said Duvall. "You have to be far more intentional about it because it can't just happen as you walk to the conference room anymore."

- **Younger generations have a broader conception of the office's value.** Different generations go to the office for different things, Duvall explained. Gen Z respondents to Gensler's surveys were more likely to rate maximizing individual productivity as a reason they work in the office, and they were also the only generation ranking visibility for promotion in their top 10 purposes the office serves. Older workers are likely to note access to specific spaces, materials or resources.

"We have an incredible opportunity to rethink the physical workplace—to fix what wasn't working pre-pandemic and bring the best parts of work from home to the office," Duvall said. "This is an opportunity to rethink who is coming into the office and when they're coming, but most importantly, why they are coming. The why is going to drive the new purpose of the office."

Day 3 Highlights:

What the Future Holds for Commercial Real Estate After COVID-19's Impact

The Friday afternoon education session "The Future of Work: Navigating the Lasting Effects of the Pandemic on the U.S. Office Market" examined some major questions that commercial real estate professionals undoubtedly have on their minds as the pandemic lingers: How has remote work affected the U.S. office market? When can we expect to see vacancies plateau and decline? What do leases look like now? How and when will things improve?

Session leader Ariel Bentata, founding and managing partner of investments for Accesso Partners, explored these questions and organized his presentation into three sections: trends seen before the pandemic, the impact of COVID-19 and what the future holds.

Before the pandemic: To start, Bentata explained that many of the trends we're seeing right now were already in the works pre-pandemic, including the rise of remote work, the shift from central business districts (CBD) to the suburbs

and office densification.

"Before the pandemic, and even now, there were many downtown areas being completely redeveloped," he said. "You've seen a lot of office buildings turning into residential. You're seeing a lot of multifamily buildings in downtown areas being revamped. But [research] shows you that, over the last several years, more people have been moving to suburban buildings than people have been moving to CBD buildings."

Companies have also increased the density of their office spaces over the past 20 years, moving more employees into smaller spaces.

Impact of COVID-19

Bentata cited a study done by Cushman & Wakefield that showed office vacancies rose by 3.1% over the past 18 months (compared to about 2% during the financial crisis more than a decade ago)—but an uptick in occupancy occurred in Q1 and Q2 of 2021.

"We think that the worst is over," he said. "We're going to start to see some positive numbers. We have a portfolio of about 50 million square feet, and we're starting to see a lot more leasing activity, a lot of tours and proposals." However, shared Bentata, "People are taking longer to evaluate the proposals. They're taking longer to make decisions."

As a result of the pandemic, Bentata said numbers for subleases are up everywhere, as well as for concession packages. But the latter has stabilized and even fallen slightly over the past quarter. Average lease terms fell initially but have risen over the past quarter. He added that overall transaction volume rose by 28.7% in Q2 of 2021 from the lowest points of the pandemic.

What the future holds

Regarding working from home, Bentata cited a Gensler U.S. Workplace Survey from this summer that found that 44% of people do not want to work from home after the pandemic subsides. Only 12% said they'd like to work from home full-time (five days a

week). The survey also found that the younger generations are more likely to want to think and brainstorm at an office than older generations.

“Working from home does not provide the same level of interaction” that younger professionals need, Bentata said. “You don’t have the same camaraderie. You don’t meet a lot of people. You don’t get a lot of mentorship. Younger people need the office more.”

Bentata predicts a trend of moving generally from urban offices to suburban offices over the next several years, caused partly by companies creating satellite offices in the hub-and-spoke model to give employees shorter commutes and more convenient locations. He also expects that markets with lower costs of living that offer better lifestyle dynamics will benefit from the newfound health concerns in gateway/commuter cities, as well as the perceived long-term ability to work remotely.

And although some employees now favor greater flexibility in the ability to work from home, providing the option of going to an office will remain imperative for attracting and retaining strong talent, as well as establishing and showcasing company culture.

There’s definitely room for numbers to improve, but the office isn’t going anywhere.

Like to plan ahead? Mark your calendars now: the 2022 BOMA International Conference & Expo will take place in Nashville, Tennessee, next June 25–28! Registration opens soon, so stay tuned!

BOMA INTERNATIONAL’S VIRTUAL INDUSTRIAL REAL ESTATE CONFERENCE: THE NEW TENANT DEMANDS

January 19th, 2022 • Noon–5:00pm ET

Industrial real estate has seen dramatic shifts in recent years. Low vacancy rates and limited space options in many markets has led to a boom of investment and development. Even during the pandemic, the industrial sector has continued to thrive, thanks in part to the high demand for e-commerce. This surge, however, has brought new tenant demands for better technology, smarter space design and greater operational efficiency. Owners and property managers are challenged with ensuring their industrial assets are sufficiently capable of meeting the new tenant demands.

Join us for this one-day program where industry experts will discuss the many trends impacting industrial real estate and the long-term outlook for the sector. You’ll learn the steps owners and managers should be taking to create asset value, improve operations, and attract and retain industrial tenants. Plus, you’ll have an opportunity to interact with service providers offering the latest technologies and solutions for industrial properties.

No travel required! You may participate in BOMA’s Virtual Industrial Real Estate Conference from your own home or office. All you need is a computer and an internet connection.

Registration opens in December. Registration Fee: \$225.

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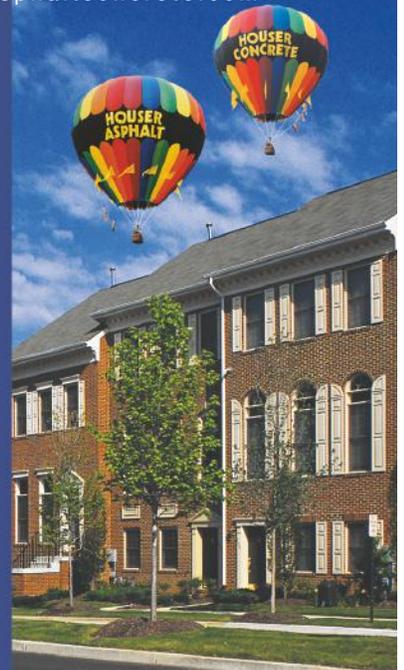
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