

PROPERTY MANAGEMENT

Quarterly



Create building component inventories prior to inspections

Western Specialty Contractors

Before launching a maintenance program and scheduling an inspection, create a building component inventory list that includes interior and exterior elements.

If you are a building owner or facility manager preparing to launch a new or revamped maintenance program, the first step is to create a building component inventory, even before you do an inspection.

While this step may seem unnecessary, it makes sense to do it because you'll end up spending a lot more money and time if you don't. A proper building component inventory will set your maintenance program on the firm foundation it needs to drive a



Bill Hohmeier
Vice president,
East operations,
Western Specialty
Contractors

sound inspection.

No matter your experience or technical expertise, creating a building component inventory is not complicated. Essentially, an inventory is a list of all the building components included in your preventive maintenance program,

along with general information about each component. It can be as simple as a spreadsheet or more complex, depending on what works best for you and your properties.

There are several factors to contemplate when compiling a building component inventory, but here are three main ones to consider:

■ Listing the building components.

Which components should you include in your building component inventory? Preventive maintenance costs money and time, so including

everything may not be wise for your overall budget.

As a general rule of thumb, for each component, ask yourself: Is the component critical to the safe operation of the building? Is it expensive to replace or difficult to purchase off the shelf?

If you answered yes to any one of those three questions, then that component should be included in your maintenance program and building component inventory.

Please see Page 27

INSIDE

PAGES 6-8



Legal updates

Managers need to be up-to-date on fiduciary duty as well as the WARNING Rules

PAGE 16



Wellness trends

Two wellness-focused certifications can help your business transition into the "new normal"

PAGE 22



Spring cleaning

It's time for a buildingwide cleaning that organizes, declutters and upgrades systems

Contents

Property management news	4
Fiduciary duty and liability for property managers Kevin Walsh and Jessica Allison	6
The WARNING Rules: What managers must know Stephanie D. Loughner	8
A younger matter of perspective from a veteran Tom Bahn	10
Property management is more important than ever Liz Taylor and Jessica Cole	12
Cost-effective ways to create healthier buildings Brie Martin	14
2 wellness-focused certifications worth investing in Adam Meltzer and Renée Azerbegi	16
Tips to help maximize your building's clean air Cindy Boyes-Wetzel	18
Maintenance tasks to prepare for full capacity Bill Zoeller	20
Businesses should conduct spring cleaning too Kevin Lynch	22
Management must be ready and willing to adjust Maria Galindo and Andrew Glaser	23
What business is commercial real estate really in? David Abrams	24
Proper protocol for homelessness challenges Kevin Carter	25
The rising role of tech in commercial real estate Becky Hanner	26
Tech for long-term solutions, not short-term fixes Adam Luckey	26

Letter from the Editor

Weathering last year's storm

A year ago, the second-quarter Property Management Quarterly was filled with news about a new virus and concerns for potential lockdowns. What a difference a year makes. This issue focuses on what probably would have been inconceivable then – that after a year of limited capacity and shifting workplace expectations, we're starting to prepare for a vaccinated population in which employees come back to the office in larger numbers, consumers venture out for errands more often, individuals make travel plans and many rejoice at the thought of engaging in face-to-face social interactions.



This issue reminds readers that reclaiming a sense of normalcy will require paying attention to the mundane as well as going above and beyond to inspire tenants. So while this issue highlights articles covering management, maintenance, technology, law and many other regular topics, I was struck by how every category discusses some familiar elements along with things that feel like new territory. For example, it's common for us to include articles addressing spring cleaning and maintenance in the April issue; however, it's less common to highlight articles discussing how to ensure your building components, which may have been used at less-than-full capacity this past year, must be prepared to safely ramp back up.

Likewise, articles covering the importance of customer service for tenant relations have been a cornerstone in Property Management Quarterly. But with office and retail vacancy rates plummeting in the past year and sublease space skyrocketing, the argument that good service is essential to retain and recruit tenants is more important than ever. Further, while sustainability projects have topped many property wish lists for years, the focus has shifted slightly with wellness now an integral part of the conversation. It isn't enough to have a building that is certified to minimize energy use – it must place an equal emphasis on health and wellness. Many argue that the impression of a healthy building will be a key component to getting tenants back in your space. Finally, the pace at which technology has infiltrated our lives in the past several decades is almost hard to remember, as Becky Hanner reminds us on Page 26. But the pandemic makes the progress of the past seem to have occurred at a snail's pace compared with all the new ways people have embraced technology in a single year. So while we usually feature articles about new solutions, we now see how technology is a part of everything property managers oversee. As commercial real estate spaces fill back up, I'm anxious to hear from readers about the joys and growing pains that accompany the reboot.

Michelle Z. Askeland
maskeland@crej.com
303-623-1148, Ext. 104



ambient energy

Creating Healthy Spaces in Resilient Buildings

Working with developers and the A/E/C industry to create a resilient and regenerative built environment



DENVER • SAN FRANCISCO • 303.278.1532 • www.ambient-e.com



We are **EXPERTS** in the current
changing Denver market dynamics

14 MILLION SF under management & **1,000** current tenants



OFFICE



INDUSTRIAL



RETAIL

Let us help you find solutions for your assets

Brad Calbert, NAIOP, ULI
President

303 283 4566 | brad.calbert@colliers.com



COLLIERS INTERNATIONAL
4643 S. Ulster Street, Suite 1000 · Denver, Colorado 80237
303 745 5800 · www.colliers.com/denver



CSU's new project nearly doubles on-campus solar

Work began on a Colorado State University solar energy project that will help reduce the institution's carbon footprint. In October, CSU awarded the renewable energy project to builder Namasté Solar and financial partner Solaris Energy.

Namasté Solar will develop, design and construct the 5.5-megawatt solar power project across 21 sites on the CSU campus in Fort Collins, with Solaris Energy providing the needed capital. Sites include the Johnson Family Equine Hospital, Laurel Village, Richardson Design Center, and the Agricultural Research, Development and Education Center. Combined, the systems are expected to produce 7,532 megawatt-hours per year, the equivalent of powering over 900 homes with electricity throughout the system's decadeslong lifetime.

CSU currently has 6.8 MW of on-campus solar, and this project will nearly double that. This is another major development toward CSU's commitment to 100% renewable electricity by 2030 and carbon neutrality by 2050.

Aside from Namasté Solar and Solaris Energy, the project will employ at least 12 other local businesses, boosting the economy with well-paying green jobs. Work is underway and is estimated to be completed by late 2022.

"Our nonprofit and local roots have been a guiding north star for us when it comes to serving our community. As a solar finance company, we also deeply value climate

solutions and protecting our environment," said Solaris Energy CEO Alex Blackmer. "This project brings it all together, with our local university leading the way to boost the local economy and provide a sustainable future for the very students it serves. We're proud to be a piece of the magic."

When the project was first announced in 2020, Colorado was experiencing the two largest fires in the state's history just miles from CSU's campus. The fires across the West made national headlines, bringing home the climate and air quality benefits this solar energy project has, as well as other clean energy initiatives, which reduce greenhouse gas emissions.

"Last year's fires had a devastating impact here in Colorado and provided an even greater sense of urgency to address the climate crisis we all face," said Jason Sharpe, co-owner and CEO of Namasté Solar.

Namasté Solar and Solaris Energy are working with CSU's sustainability and CSU facilities management staff to install solar on rooftops, carports and a ground mount at a sheep pasture on the agricultural campus.

CSU will receive renewable electricity through a long-term power purchase agreement with Solaris Energy. The terms of that agreement fix the electricity rate charge to CSU for 25 years, providing a hedge against future rate hikes. CSU will retain ownership of Renewable Energy Credits attributed to the new systems, and Solaris Energy will own and manage the systems as a

part of its larger asset portfolio.

Other news

■ **CentrePoint Properties** engaged the Colorado Commercial Property Assessed Clean Energy program to leverage \$1.5 million for the upgrades on a 95,952-square-foot office building located at 789 Sherman St. in Denver. Improvements include a new makeup air unit, cooling tower, boiler, domestic hot water pump, building automation system upgrade, garage sensors, roof coating, window joint sealing and LED lighting.

"As the building is almost 50 years old, it's not surprising that it needed so many system upgrades," said Alan Bruno, vice president of CentrePoint Properties. "Thanks to Colorado's C-PACE program, what could have been a major capital budget investment turned into an asset improvement opportunity through a major building overhaul that benefits the environment, our tenants and our bottom line."

Integro Strategic Finance developed the project in partnership with **Group14 Engineering**, which conducted the project savings analysis and found that the building is projected to save over \$1.5 million in utility costs over the useful life of the energy-efficiency improvements, according to Sue Reilly, president of Group14 Engineering.

Bellco Credit Union provided the \$1.5 million in C-PACE financing.

■ Colorado C-PACE announced that **Palmer Properties**, in partner-

ship with **Air Comfort**, will use \$130,000 in Colorado Commercial Property Assessed Clean Energy financing to convert a former IHOP into a new Big Red F Post Chicken & Beer restaurant. Located at 1002 S. College Ave. in Fort Collins, the retrofit will include a major overhaul of the air conditioning and space heating systems.

Financing was provided by **Inland Green Capital** via the Colorado C-PACE program's open market funding model. While Inland has provided PACE financing nationwide, the project is the company's first in Colorado.

■ **Xcel Energy – Colorado** announced the details of its upcoming Clean Energy Plan to deliver its customers an estimated 85% reduction in carbon dioxide emissions from 2005 levels by 2030. The plan will result in greater reductions than required by Colorado law and will double renewable energy and battery storage on the system, providing customers with electricity derived from approximately 80% renewable sources while maintaining affordable and reliable energy service.

In 2018, Xcel Energy became the first utility in the nation to announce a vision of a carbon-free electricity system by 2050. Highlights of the plan include adding 5,500 megawatts of new wind, solar generation and battery storage; significantly reducing coal plant operations by 2030 and retiring or

Please see News, Page 28

We've got your commercial property covered.
From the inside-out.

ASPHALT | SWEEPING | SNOW REMOVAL
JANITORIAL | LANDSCAPING
PAINTING | WATERPROOFING | COATINGS
FOLIAGE DESIGN | HOLIDAY DECÓR

720-575-DCPS
sondra.lankston@denvercps.com
www.denvercps.com



MILLER'S LANDING – 65 ACRE MIXED USE DEVELOPMENT

11 minutes from Lone Tree, I-25 and Plum Creek Parkway

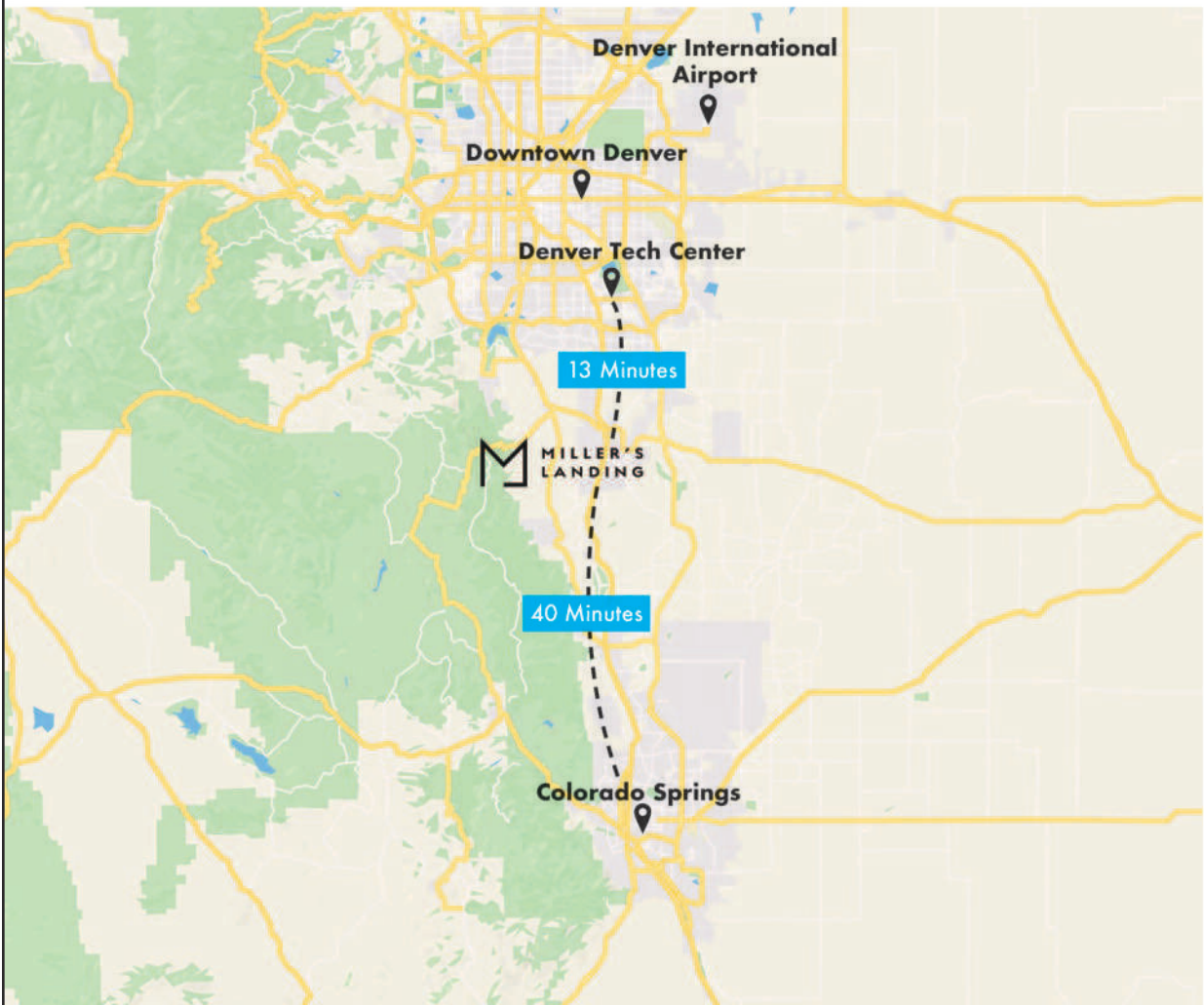
Multi-Tenant Office Building **Delivering 2nd Quarter 2022**

150,000 RSF available | 50,000 RSF Floorplates

**Approved for
C-PACE funding!**

With C-PACE financing
Miller's Landing continues
its commitment to
environmental sustainability
and water conservation

SMART, HEALTHY, SUSTAINABLE



Imagine an office
space with more
of what you want

**Let's build the
future together**

call Linda Kaboth
RISE Commercial
720.274.8374



Fiduciary duty and liability for property managers

Property owners frequently delegate authority for financial matters involving their properties to property managers, including the collection of rent or deposits and the costs of repairs or maintenance. What duties does the property manager owe to the property owner by assuming responsibility for these financial matters? In addition to any duties imposed by the contract, the property manager may owe a “fiduciary duty” to the property owner, depending on the level of control exercised by the property manager over these financial matters. A fiduciary duty imposes strict legal requirements on the property manager and subjects the property manager to increased exposure to liability, if breached.

Generally speaking, a fiduciary relationship exists when one person is entrusted to act for the benefit of or in the interests of another. The term “fiduciary duty” actually includes two distinct duties: the duty of care and the duty of loyalty. Essentially, one who possesses a fiduciary duty must act in



Kevin Walsh
Shareholder,
Brownstein Hyatt
Farber Schreck LLP

the best interests of his or her principal. In the property management context, this means that the property manager is responsible for ensuring that all rent payments are promptly paid to the owner, contracting with reliable and affordable companies for repairs and maintenance, avoid-

ing the commingling of property funds with personal funds, and otherwise avoiding spending property funds in ways that will not benefit the owner. Fiduciary relationships may arise from a voluntary undertaking or by statute. In certain types of relationships (such as trustee-beneficiary or officer-shareholder relationships), the law presumes the existence of a fiduciary duty. In other instances, the duty arises simply because one party exercises superiority and influence over the other and

agrees to act in the other party's best interest, which comes with a general expectation of trust, confidence and reliance.

A property owner may assume a fiduciary duty to the owner by including express language to that effect in the contract. In addition, a fiduciary



Jessica Allison
Associate,
Brownstein Hyatt
Farber Schreck LLP

duty may be imputed by law under certain circumstances, even where the contract is silent as to the existence of any fiduciary duties. In *Newcastle Props. v. Kinnickinnic Realty Co.*, No. 2015CV32005, 2017 Colo. Dist. LEXIS 1106, at *9-10 (Colo. Dist. Ct. May 11, 2017), for example, a court in Colorado imposed a fiduciary duty on the property manager where: the property owner was not an expert in real estate and lives in a different state from their property, the owner heavily relied on the property manager to manage its property, and the property manager had discretion to collect all rent and security deposits on the owner's behalf. Under those circumstances, the law imposes a fiduciary duty on the property manager to keep the money it collects in trust, to spend that money on maintenance and upkeep of the properties, to fairly compensate itself out of the owner's funds and to otherwise exercise a high degree of control over the owner's assets.

If a property manager does owe a fiduciary duty to the property owner (whether expressly agreed to in a contract or imputed by law based upon the circumstances), and the property manager breaches that duty, then the property manager may be held liable for economic or even punitive damages to the property owner. These damages can include the value of anything the property manager received as a result

of the breach; the loss of any of the owner's property or assets caused by the breach; the profits that the property owner lost as a result of the breach; and any damages the owner sustains as a result of third-party claims (such as claims by contractors or vendors) arising out of the breach. The property manager also may be held liable for punitive damages where the breach is accompanied by wanton and reckless conduct, such as when the property manager entirely disregards the rights and feelings of the property owner.

In summary, whether a fiduciary duty exists depends upon the language of the property management contract and the relationship between the property manager and owner. The likelihood of such a duty being imposed increases as the owner delegates more control over financial matters to the property manager. To mitigate the risk of a fiduciary duty being imputed by law, property managers may include language in their contracts expressly disclaiming any fiduciary duties or responsibilities. However, a disclaimer may not always prevent a fiduciary duty from being imposed by law, such as if the property manager is providing services under the circumstances described in subparts (i) through (iii) from the *Newcastle Props* case above. Therefore, the best practice for avoiding liability from fiduciary duties is for property managers to consistently handle the receipt and expenditure of property-related funds in a manner that is in the best interest of the property owner. ▲

kwalsh@bhfs.com
jallison@bhfs.com



Generally speaking, a fiduciary relationship exists when one person is entrusted to act for the benefit of or in the interests of another.



NEXT STEP
Energy Solutions

For the past ten years, we have offered our customers a turnkey LED lighting retrofit experience. We would welcome the opportunity to discuss the advantages of an LED lighting conversion at your facility.

59,000,000+ sqft.
Converted to LED lighting

\$74,980,119
Annual savings realized by our customers

\$8,092,632
Utility rebates secured for our customers

56%
Average first year return on investment

19,345,772 lbs.
CO² emissions avoided

12,898 equivalent
Autos removed from roads annually

FRAMECAD / ROOFING / WATERPROOFING / METALS / SOLAR



TAP THE POTENTIAL OF THE SKY.

**THE SUN PROVIDES AN
ABUNDANT AND CLEAN
SOURCE OF ENERGY, JUST
WAITING TO BE USED.**

At Douglass Colony, we have the experience and expertise to help you get the most out of a commercial solar system. Solar energy is a great way to future-proof: reduce carbon emissions, cut energy costs, and take advantage of energy credits, tax credits, bonus depreciation, and electric cost hikes.

Douglass Colony can take care of the entire process including design and engineering, permitting, installation, warranty, and maintenance. Because we have in-house roofing and metals services, we can ensure a seamless installation. It's a full-service, turnkey solution. Our commitment to quality, safety, and customer service ensures that your project gets done right. We take care of the complexities—you enjoy the benefits.

Call Us Today:
303-288-2635

Commerce City | Greeley | Colorado Springs
douglasscolony.com/solar



The WARNING Rules: What managers must know

It's important for Colorado managers and supervisors to be trained for triggers of potential claims under Colorado's new labor laws. All of the new employment and labor rules bundled together are called The Colorado Whistleblower, Anti-Retaliation, Non-Interference, and Notice-Giving Rules. These rules implement Colorado's various new labor acts of 2019 through 2021, which include:

- Public Health Emergency Whistleblower Act, effective July 11, 2020;
- Healthy Families and Workplaces Act, effective July 14, 2020;
- Equal Pay for Equal Work Act, effective Jan. 1;
- Chance to Compete Act, effective Aug. 2, 2019; and
- Clarifying enforcement of existing laws, including the Colorado Wage Act and Colorado Overtime & Minimum Pay Standards Order.

These laws all provide new subject matter under which employers can see filed complaints from their employees. Every Colorado employer, manager and supervisor must be aware of the prohibition for retaliation of complaints regarding the subject matter of each of these new laws. If supervisors and managers are not trained on the Colorado WARNING Rules, employers will miss opportunities to appropriately investigate and respond, leaving exposure to claims Colorado employers have never seen before and may be completely unprepared to respond to.



Stephanie D. Loughner
Partner, Moye White LLP

A summary of the subject matter that employers need to introduce, train their supervisors and managers and create policies for are:

■ **Public Health Emergency Whistleblower Act.** To start, there is a required poster titled "Colorado Workplace Public Health Rights Poster: Effective January 1, 2021, Paid Leave, Whistleblowing & Protective Equipment," which summarizes employee rights and employer obligations under PHEW and HFWA. Under PHEW, employers cannot retaliate against employees complaining about workplace health concerns and the use of protective equipment. This means employers must listen, respect and understand when employees express concerns about an employer's safety plans. Employers should be prepared and armed with answers to anticipated employee questions and concerns about safety, cleanliness and the ability to wear protective equipment in the workplace.

■ **Healthy Families and Workplaces Act.** Employers cannot retaliate against employees who request or take HFWA leave; inform or assist another person in exercising HFWA rights; file an HFWA complaint; or cooperate/assist in the investiga-

tion of an HFWA violation.

■ **Equal Pay for Equal Work Act.** Employers cannot retaliate against employees complaining about a perceived violation of the employer's obligations under EPEWA, including obligations to post wage ranges and promotional opportunities.

■ **Chance to Compete Act.** Employers cannot retaliate against job applicants for complaining about violations of the act, which includes asking for criminal history in the initial application or posting job descriptions discouraging those with a criminal history.

■ **Colorado Wage Act.** Employers cannot retaliate against employees making complaints of unpaid wages.

■ **COMPS Order.** No employer shall intimidate, threaten, restrain, coerce, blacklist, discharge or in any manner discriminate against any employee who has filed any complaint, instituted or caused to be instituted any proceeding for the protections under the order including minimum wage, overtime and required breaks.

■ **Conclusion.** Given the newness of these laws, many workers will have questions, and employers need to document such questions and their answers to ensure employees' complaints do not become filed complaints to the Colorado Department of Labor and Employment. Today, the best course of action to address these areas of potential retaliation is to update the employer's policies for each of

these laws and update its antiretaliation policies to include the above subject matter. It is imperative that employers then train each manager and supervisor on these policies and possible employee complaints that could be protected by these acts. Training, policy revisions, and time and attention to these matters will help mitigate and prevent administrative claims.

For example, if employers are not prepared, they can anticipate seeing potential claims when managers deny paid sick leave, prematurely ask for documentation regarding an employee's paid sick leave or fail to respond to an employee's inquiries regarding employer's pay practices under the EPEWA. Employers must treat these new laws and acts as they treat harassment or other discrimination claims – with attention, investigation and follow-up. This attention requires training and follow-up with all supervisors and managers so issues can be identified and responded to when they come up. Clear policies and educated employees and managers will best allow for employees to be comfortable with their rights under these new laws knowing the employer has addressed them and incorporated them into the human resource practices. Colorado employers can best protect themselves by addressing these new laws among all ranks of employees with special attention to training supervisors and managers. ▲

Stephanie.Loughner@moyewhite.com



CONQUER
SUMMER
WITH CONFIDENCE



Protecting Your Investments for over 25 Years
Comprehensive Landscape Management

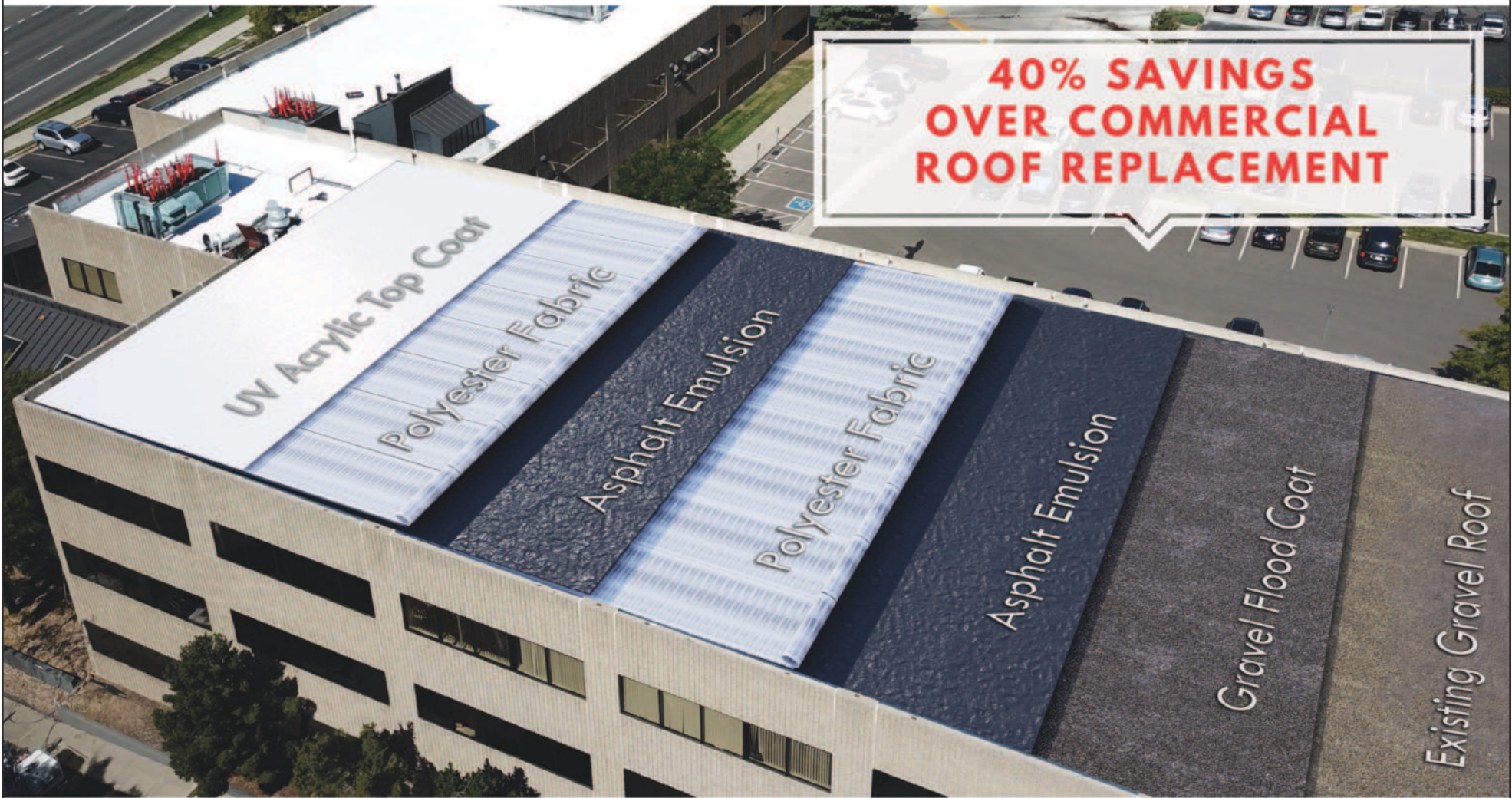
Learn more:
www.groundmastersls.com

CALL: (303) 750-8867

CIG CONSTRUCTION

RESTORE YOUR COMMERCIAL ROOF WITH A ROOF COATING SYSTEM

Keep your existing roof and restore it with a coating system that can last forever.



REINFORCED ROOF COATING LIKE A COATING, BUT BETTER




KEEP YOUR
EXISTING ROOF


HAVE A WELL
MAINTAINED BUILDING


HAVE HAPPY
TENANTS


CALL FOR A QUOTE
970.999.1177



Co-founders
Kelly Stitzer
Janice Stitzer

Quote delivered to your inbox
CIGconstruction.com/roofcoating

A younger matter of perspective from a veteran

This past year has proven to be one of the most challenging in my 40-year property management career. Even my peers would admit that we have had to work harder, smarter and more proactively than ever before. Not only are we addressing recurring job requirements, but also a whole new set of variables and protocols due to COVID-19. We have added new communication platforms like Zoom and Microsoft Teams to ensure continuity of service. As the distribution of COVID-19 vaccinations offers the glimmer of a post-pandemic light at the end of tunnel, we are all thinking about what a return to the office might look like for our teams, tenants and property owners. Although numerous



Tom Bahn
Managing
director, property
management,
Stream Realty
Partners

surveys and predictions on whether people will return to the workplace at pre-pandemic levels have been generated, no one is certain if remote working will take on a larger percentage post-pandemic. The question of whether people return to the office may be moot. The most successful companies will anticipate shifting employee paradigms and cater to the unique needs of their workforce, which may differ across generations. With that in mind, I felt it would be beneficial to share observations gleaned from Gen Y (millennial) property managers and employees alike as we navigate through 2021. At a population of over 56 million, millennials are the largest generation in the labor workforce, so their workplace experience has an enormous impact on business outcomes. When it comes to work, what matters to millennials should matter to everyone. A few years back, I had the pleasure of moderating a panel of talented, young millennial property managers and assistant managers as a part of the Colorado Real Estate Journal property management conference. The managers' panel topics were pertinent and typical to

prior years, but what I found unusual was that all the panelists had several common perspectives regarding our industry. As we met and prepared for our presentation, I gained a new appreciation of their opinions and learned they each shared a unique, yet uniform, outlook on their jobs, capabilities and companies. Although successful property managers often are seen as a "jack-of-all-trades" and able to juggle multiple assignments and priorities, these young managers were all convinced that they were far better at multitasking than their older counterparts. Growing up in a world where mobile communication, interruptions and information across multiple platforms are a common part of life has led them to perceive they are more experi-

enced and uniquely qualified to handle the constant change and task variances required of property managers. All young managers also agreed they were dedicated to their profession and loved the ever-changing work with vendors, tenants and owners. However, they also agreed that they felt little loyalty to their current employer or management company and would always consider moving to a better environment. Several gave examples of seeing their own parents be loyal to a company for their entire careers, only to be replaced or pushed aside after decades of service. These managers vowed they would not let this happen to themselves. The last and most surprising common perspective was their desire to be considered not only for local property manager positions within their career path, but also for any positions in management or other departments when new opportunities or assignments became available. Several of the managers voiced frustration, significant enough for them to consider leaving their companies, because they were not considered for an open nonproperty-management-related position. Before hearing their desire to be included in a broader spectrum of growth opportunities, I would not have considered them for positions outside of their field of expertise. It was not about the money, status or career path, but a need and recognition to be included in the conversation about potential new career opportunities. As a Gallup report clarified, "Millennials don't see much distinction between their job and their life, they expect flexibility and work-life balance, and they will quickly bail on companies that do not meet their definition of a life well-lived." I know we are all hopeful that the levels of infections and hospitalizations will continue to trend downward, allowing for office occupancy restrictions to be reduced in a gradual manner that will recognize and support the health and safety of all our people. Assuming vaccine distributions and infection rates continue to head in positive directions, most companies will or already have started planning to provide more specific guidance to their employees to transition away from home and back into the office. One constant that transcends both the pandemic and the work from home/office discussion is that great employees are always difficult to find. Younger property management professionals are fundamental to the success of our industry and understanding and addressing their perspectives will become even more critical to our success as we navigate 2021. ▲



Government & Education

Hotels & Multi-Family

Hospitals & Office Buildings

Four Decades Of Innovation

Flexible, Full-Service, Turnkey Solutions

Centric Elevator is a locally-owned, family-led business that's been maintaining, modernizing and installing commercial, government, hotel, retail and multi-family elevators since 1977, making them one of the largest independent elevator contractors in the Western United States. Centric has earned a reputation for providing exceptional work and excellent customer service on virtually every make and model elevator, escalator and lift.

centricelevator.com



COLORADO 1455 S. Lipan Street Denver, CO 80223 303.477.8300	ARIZONA 5249 S. 28th Place, Ste. 1 Phoenix, AZ 85040 602.470.0208	HAWAII 523 Mokauea St. Honolulu, HI 96819 808.744.5801	OREGON 2855 SE 9th Avenue Portland, OR 97202 503.234.0561
---	---	--	---



Since 1986

ASPHALT COATINGS COMPANY, INC.

“When Experience Matters”
Full Service Asphalt and Concrete Contractor
Value Engineering
Specializing in Full Service
Rehab and Maintenance Programs

(303) 340-4750



COMPANY OVERVIEW

Asphalt Coatings Company, Inc. has been servicing the front range since 1986. Since our humble beginnings with a pickup truck and a striping machine we have built a strong base of repeat customers through service, quality and dependability. Our experience in asphalt paving and maintenance is just one of many ways we stand apart from the crowd. From Colorado Springs to Denver & Longmont, we specialize in asphalt paving & repair. This includes seal coat & maintenance programs. Since we own three pavers, our paving capabilities are unsurpassed by some of Denver & Colorado Springs largest outfits.

Our commercial cliental include; apartment complexes, office parks, shopping centers, subdivisions and townhome parking lots. We offer property owners & managers the best service, quality & dependability in their paving & pavement maintenance needs. Ask our customers!

CALL NOW FOR A FREE ESTIMATE!
I -800-BLACKTOP
www.AsphaltCoatingsCompany.com





Perspective

Property management is more important than ever

After a tough year, property owners need every advantage in order to make the quickest, fullest recovery, which means maximizing value for tenants at every turn and in unique ways. As the operational face of a property and the team that works with tenants every day, property managers are perfectly positioned to provide that value, making them more important than ever.

As property managers, we have our ears to the ground and know what tenants are thinking in terms of their office space moving forward. As COVID-19 restrictions continue to ease over the coming months, tenants are looking for a new level of open communication, flexibility, connection and safety. Owners who understand these needs and work to quickly address them will be ahead of their competition.

■ Flexibility for the future. If there's one major theme from the COVID-19 era, it's the importance of flexibility. In 2020, we learned how to be flexible with quickly changing rules and regulations from state and local governments and responded nimbly to our tenants' needs as some had to quickly close their doors to the public.

Now, owners have an opportunity to lead the conversation about how to move forward and work together with property managers to truly understand what tenants need in order to bring their staffs back. There's no one-size-fits-all



Liz Taylor
Partner, ColeTaylor

tenant loyalty.

Flexibility in this instance can mean accommodating timing needs for reentry, understanding needs for access to the building, clearly defining cleaning protocols and making sure that needs are met as quickly as possible.

■ Community and connection. Creating community is essential as the world rebounds from COVID-19. After so much time spent apart from co-workers and generally removed from the world at large, people want to come together.

When and where it can be done safely, property managers should find ways to create community for tenants, whether that's through curated experiences like a welcome-back celebration or concierge programs that reestablish a sense of normalcy and make tenants feel valued.

It doesn't have to be complicated or costly to create a sense of community. The key is forming close relationships that allow us as property managers to find out what

approach to getting people back to the office, and some companies will opt for a hybrid model in which some people work remotely while others come into the office. By positioning themselves as a partner in this process, owners can build



Jessica Cole
Partner, ColeTaylor

Some companies already have had employees back in the office at reduced capacity, but are gearing up to bring more people in as greater portions of the population are vaccinated. Owners have a part to play in this effort, bringing their properties back to full life after more than a year of either partial or full dormancy. They should prepare to ramp up tenant engagement efforts and programming accordingly.

■ Staying safe and healthy. Even as the world (hopefully) moves beyond the pandemic in 2021, the importance of maintaining a clean, sanitized office space is here to stay. Standards for health and safety in public places have changed, and property managers can help owners keep up with these new expectations.

Although the social distancing standards to which we've become accustomed are likely to relax as vaccinations proliferate, things like HVAC systems with high-quality air filtration, touch-free fixtures

each tenant really wants. While we will continue to rely on in-person interactions to get this intel, we've also learned the power of picking up the phone and calling tenants during the pandemic. Sometimes people just need a listening ear.

and regular, frequent cleaning will become the norm.

We surveyed our tenants in 2020 to get their perspectives on COVID-19 protocols and upgrades in order to support their reentry efforts to the best of our ability. Tenants overwhelmingly said they wanted regular updates regarding building changes and clear guidance on what to expect. While meeting those expectations is important – incorporating signage throughout common areas encouraging social distancing, adding hand sanitizer stations to every floor and reconfiguring some areas to naturally prevent crowding – how they are communicated is equally important.

Using every tool at our disposal, including email, phone calls and company intranet, it is imperative to keep tenants up to date on all COVID-19-related issues. This will help to build tenant confidence in our ability to not only keep them safe, but also to provide them with the dynamic, exciting workplaces they're used to.

Property maintenance and placemaking have taken on huge new importance in the COVID-19 era, and owners have a new opportunity in front of them to support their tenants with intentionality and care. With the right property management, we can bring the office back to life. ▲

ltaylor@coletaylorco.com
jcole@coletaylorco.com

Are your tenants uncomfortable? We can help.



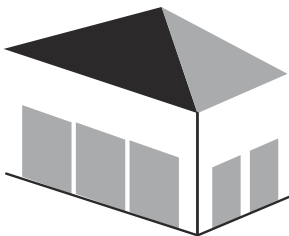
CMI Mechanical
HVAC & Refrigeration

www.cmimech.com
303.364.3443

We love solving complicated mechanical problems.



- 30 Years of Retail & Industrial Management Experience
- Managing Over 100 Front Range Properties
- Reports Tailored to Your Needs
- Local and National Owners
- Knowledge Built on Experience
- Hands-on Full Service Asset Management
- 24/7 Availability



DRAKE
Asset Management
big enough to perform...
small enough to care

Perry Radic | perry@drakeam.com
7800 E. Union Ave. | Suite 410 | Denver, CO 80237
720.215.4500 | www.drakeam.com



We're an award-winning, full service property management company with more than 30 years of experience and 5.4 million square-feet in our commercial portfolio.

GRIFFIS  BLESSING


We make it our business to manage yours.
GriffisBlessing.com



Denver
303.771.0800
Colorado Springs
719.520.1234




RISING TO THE CHALLENGE



Denver Metro BOMA presents its
Annual Speed Networking Event!

Registration for the
Speed Networking Event is open to
all Commercial Real Estate Professionals.
FREE OF CHARGE*
*(*Drinks & Appetizers Included)*



BOMA
Denver Metro

BOMA Speed Networking Event
Rev360 Building, RiNo
Thursday, May 6th
3:00 - 6:00 PM

Learn more at www.bomadenver.org
RSVP via info@bomadenver.org
303-383-4870

Trends

Cost-effective ways to create healthier buildings

In the past year, there has been a huge push for “healthy” buildings, and rightfully so. The COVID-19 pandemic has us all rethinking a lot about our workspace, office buildings, co-workers and the requirement to be in the office 40 hours a week. It seems to be all that anyone in our industry can talk about. Will the office market rebound? Will tenants downsize or renew? Do we need all the new air quality gadgets in order to entice tenants to come back to the office?

The International Well Building Institute pushed out a large campaign that includes celebrities such as Jennifer Lopez, Michael B Jordan and Lady Gaga to bring attention to the Well-Health Safety Rating, a rating created in the summer of 2020 as a direct response to the pandemic. There also has been a rise in conversations related to the Well Building certification and Fitwel. I see a huge benefit in all of these and am an advocate for almost all things that fall under the sustainable umbrella, but these ideas and certifications aren’t always practical. The cost allocated toward these certifications during new development tends to be easier to swallow than for a Class C multitenanted 1990s office building in the suburbs. Even for a cost-effective approach such as the Well-Health Safety Rating, it becomes more economical when you can spread the cost across a portfolio. As a third-party management company, convincing various owners to take the leap can be a feat within itself.



Brie Martin
Director of property
management,
Prime West Real
Estate Services LLC

Out of all the things I have read, listened to or seen, the one thing that I take away is that buildings should be healthier and safer. On average, we spend nine hours a day inside. What can we do to increase productivity, improve air quality and decrease stress while not breaking the bank? How can

we take some of the great aspects of these certifications and design criteria and implement them into our buildings in a cost-effective manner? All the suggestions below are low-cost items that we have implemented at properties we managed, and we have received great feedback from tenants and clients alike.

I remember spending two months talking to at least five different vendors about ultraviolet lighting and bipolar ionization for the HVAC systems. From all my conversations, I gathered that both are great options to increase the air quality in our buildings. Whether one is better than the other – I will continue to leave that to the experts. What I came away with is that either option requires money to be spent – money that unless tenants are demanding it is hard to justify.

In heavily used common areas, such as restrooms, conference rooms and fitness rooms you can purchase a wall-mounted bipolar

As a third-party management company, convincing various owners to take the leap can be a feat within itself.

ionization unit that helps clean the air in the space. Depending on the size of the unit, it may need to be hard-wired and can run from \$610 to \$1,500. This helps to increase air quality while also providing a visible response to the push for cleaner air. This installation has received great feedback from tenants who are looking to install in their personal conference rooms, as well.

Another way to increase air quality, reduce stress, increase productivity and create an inviting atmosphere is indoor plants. Working alongside your interior plant vendor, you can choose from a host of plants that have been proven to clean the air, increase relative humidity and reduce particulate matter. The cost to implement this can range from \$1,000 to \$10,000, depending on your budget. Additionally, moss walls provide a huge aesthetic benefit to interior space. Studies show the presence of plants reduces stress and increases productivity. Simply focusing on the entry point to the building is a way to make a statement and not break the bank.

Colorado receives, on average, 300 days of sunshine a year and 155

days of temperature over 70 degrees. By activating a small outdoor space, you can provide an area in which tenants are encouraged to get some fresh air and promote exercise. Outdoor space can be activated by installing anchored cornhole boards into a leveled area or purchasing a commercial picnic table for tenants to enjoy their lunch. Once this outdoor space is activated, send out monthly newsletters with projected days of sunshine or a reminder of the importance of vitamin D. A nice tenant gift could include cornhole bags for each tenant rep to utilize the new space.

No matter what you choose to do, it is important to be proactive in approaching your client with these ideas. It also is important to talk with your tenants and understand what items are of importance to them. Tenants eventually will reoccupy their space. It may not look like what it did over a year ago, so we need to learn how to adapt and change with the environment while continually doing what we can to support tenants and landlords alike.▲

brie.martin@primew.com



CAM Services is Proud to Offer the Following Quality Services

- Power Sweeping
- Parking Lot Sweeping
- Snow Removal
- Day Porter Services
- Tenant Finish/Improvements
- Interior/Exterior Building Maintenance
- Power Washing
- Power Scrubbing
- Fence Repair
- Stormwater & Erosion Control
- Signage Repair
- Curb & Sidewalk Repair
- Parking Blocks
- Construction Clean-up
- Water Damage Clean-up
- Property Security
- Temporary Fencing
- Barricades
- Rubber Removal
- Airport Services
- Event Services
- Silt Fence
- Fully Bonded

...and much more!

Phone: 303.295.2424 • Fax: 303.295.2436
www.camcolorado.com

24 Hours/Day, 7 Days/Week

State-of-the-art equipment, with GPS tracking for your convenience

Multiple Service Discounts Available



HIRING THE RIGHT
PROPERTY MANAGEMENT COMPANY
is ESSENTIAL to the PERFORMANCE of your INVESTMENT
and to the value of your property

Use CREJ’s Property Management Directory to find the right management company to care for your property.

	Industrial Distribution	Industrial Flex	MOB	Office < 100,000 sf	Office > 100,000 sf	Retail	Senior	Metro Denver	Colorado Springs	Boulder	Fort Collins / Northern Front Range	Other	Contact
COMMERCIAL DIRECTORY													
1st Commercial Realty Group 1st-Comm.com	●	●	●	●	●	●		●	●	●	●		Tom Newman t.newman@1st-comm.com
Bespoke Holdings Inc. bespokeholdingsco.com	●	●	●	●	●			●	●	●	●		Mark Berry mberry@bespokeholdingsco.com
CBRE cbre.com	●	●	●	●	●	●		●	●	●	●		Simon Gordon simon.gordon@cbre.com
Central Management www.centralmgt.com	●	●		●	●	●		●	●	●	●		Jennifer Records Jennifer@centralmgt.com
Colliers International colliers.com	●	●		●	●	●		●					Robert Miller robert.miller@colliers.com
Drake Asset Management drakeam.com		●				●		●	●		●		Perry Radic perry@drakeam.com
Dunton Commercial dunton-commercial.com	●	●	●	●	●	●		●	●		●		Nate Melchior nmelchior@dunton-commercial.com
Elevate Real Estate Services elevateres.com		●	●	●	●	●		●		●	●		Dan Meitus dmeitus@elevateres.com
ELKCO Properties, Inc. elkcoproperties.net					●	●	●	●	●		●		Ken Cilia ken@elkco.net
Griffis/Blessing griffisblessing.com	●	●	●	●	●	●		●	●				Kerry Egleston kerry@gb85.com
JLL us.jll.com	●	●	●	●	●			●		●			Paul F. Schloff Paul.Schloff@am.jll.com
Newmark Knight Frank ngkf.com	●	●	●	●	●	●		●	●	●	●	Land, Association Mgmt.	Josh Shoemaker jshoemaker@ngkf.com
NewMark Merrill Mountain States https://www.newmarkmerrill.com/						●		●	●	●	●	Retail / Community Engagement	Alex Staneski astaneski@nmc-mountainstates.com
Olive Real Estate Management Services olivereg.com	●	●	●	●	●	●			●			Association Mgmt.	David Hewett dhewett@Olivereg.com
Panorama Commercial Group panoramacommercialgroup.com	●	●	●	●	●	●		●	●	●	●		Rich Wilcox Rich@panoramacommercialgroup.com
Prime West Real Estate Services, LLC www.primew.com	●	●	●	●	●	●	●	●	●	●	●	Associations	Brie Martin brie.martin@primew.com
Revesco Property Services, LLC revescoproperties.com				●	●	●		●	●	●	●		Brian Fishman bfishman@revescoproperties.com
RISE Commercial Property Services RISEcps.com	●	●	●	●	●	●		●	●	●	●	Association Mgmt.	T.J. Tarbell ttarbell@RISEcps.com
Sessions Group LLC sessionsllc.com	●	●		●		●		●		●	●	Association Mgmt.	Kade Sessions kade@sessionsllc.com
Stream streamrealty.com		●	●		●	●			●				Tom Bahn, CPM tom.bahn@streamrealty.com
Transwestern transwestern.com		●		●	●	●		●	●				Rene Wineland rene.wineland@transwestern.com
Western Asset Services westernassetservices.com	●	●	●	●		●		●					Lisa A. McInroy lmcinroy@westdevgrp.com
Wheelhouse Commercial wheelhousecommercial.com	●	●	●	●	●	●		●	●		●	Mixed-Use: MF/Retail	Mark Kennedy mkennedy@wheelhousecommercial.com
Vector Property Services, LLC vectorproperty.com				●	●			●					Linda Mott linda.mott@vectorproperty.com
Zocalo Community Development zocalodevelopment.com						●		●		●			Madeline Grawey madeline@zocalodevelopment.com

If your firm would like to participate in this directory, please contact Lori Golightly at lgolightly@crej.com or 303-623-1148 x 102

Trends

2 wellness-focused certifications worth investing in

To say that the COVID-19 pandemic changed every aspect of our lives is no understatement. We began regularly wearing face masks, working and studying from home, baking sourdough bread, and attending socially distant work meetings and family gatherings. Without a doubt, we placed a heightened value on the health and wellness of most common indoor spaces.

As a result, design professionals, developers and building owners are eager to reassess the spaces we meet, play and work in. The quicker these spaces are reimagined to focus on occupants' comfort, wellness, safety and health, the sooner we can establish a "new normal," attracting



Adam Meltzer,
WELL AP, LEED
AP, Fitwel
Ambassador
*Sustainability
project manager,
Ambient Energy*

tions, among other items. Without

tenants to empty spaces, employees back to the office and students back to classrooms.

But mapping and implementing these changes can be a daunting process. The process to redesign or build a new space must consider optimized air ventilation, socially distant office setting and meeting rooms, surface types and sanitizing sta-



Renée Azerbegi,
PE, CEM,
WELL AP
*President, Ambient
Energy*

knowing how to navigate ahead, the economic recovery and adoption of what we will consider the normal office and commercial space will remain elusive.

Health and wellness-related certifications bring a high level of confidence to occupants because a third-party entity defines what a healthy building is and then reviews and certifies the building as healthy. Since there are so many options out there, a feasibility study or gap analysis of these certifications can identify which path is best for the building and at what order of magnitude of cost to invest in.

The two most common building certifications can help you create a safe and healthy space.

■ **WELL Building Standard.** Developed by the International WELL Building Institute, WELL is the most comprehensive and rigorous certification system that considers health, wellness, comfort and well-being of building occupants. The WELL Health and Safety Rated certification is a subset of the WELL Building Standard. It takes a portion of the WELL credits on infectious disease and was specifically developed to respond to the pandemic.

■ **Fitwel.** Created by the Center for Active Design, Fitwel is an affordable certification process that includes

occupant-based health and wellness solutions. In response to the pandemic, the Fitwel Viral Response module provides annual third-party certification of policies and practices informed by the latest public health research on mitigating the spread of contagious diseases.

There also are many sustainability-focused rating systems with health and wellness elements (such as LEED/Arc, Green Globes, Living Building Challenge, Core Green Building Rating System). However, the focus of this article is on a health and wellness-focused rating system, as third-party health-focused certifications are what will inspire the confidence of tenants and occupants of buildings to come back soon.

All these certifications have many positive aspects associated with building or renovating spaces, including:

- Increased property value, occupancy rate and rents;
- Market differentiation;
- Attraction and retention of employee, clients and investors;
- Increased employee safety, productivity, focus and energy;
- Measured and improved performance metrics, such as air quality, water quality, light quality, and thermal and sound comfort; and
- Policy implementation focused on promoting safety through green cleaning and behavioral changes.

So, what type of buildings should investigate these certifications? While every commercial building should focus on its occupants'



Ambient Energy's WELL-certified office features biophilic elements.

Please see Meltzer, Page 28





ShakerPainting
EDUCATE | DELIVER | PROTECT

Commercial & HOA Services:

- Interior & Exterior Painting
- Drywall Repair & Texturing
- Pressure Washing
- Carpentry
- Sealing & Coatings
- Graffiti Guard
- Stucco Repair

Call Today!

www.shakerpainting.com • more@shakerpainting.com • 303-981-0061



COLORADO REAL ESTATE JOURNAL

2021 FALL CONFERENCE SERIES

Monday, August 30 - Morning	Monday, August 30 - Afternoon	Unless otherwise indicated, events will be held at The Hyatt Regency Aurora - Denver Conference Center 13200 E. 14th Place, Aurora, CO 80011
2021 Health Care & MOB CONFERENCE AND EXPO	2021 Senior Housing & Care CONFERENCE AND EXPO	
Tuesday, August 31 - Morning	Tuesday, August 31 - Afternoon	
2021 Retail SUMMIT & EXPO	2021 Development, Construction & Design CONFERENCE AND EXPO	
Wednesday, September 1 - Morning	Wednesday, September 1 - Afternoon	Attendee registration opens June 1, 2021
2021 Property Management CONFERENCE & EXPO	2021 Multifamily Development & Investment CONFERENCE & EXPO	
Thursday, September 2 - Morning	Thursday, September 2 - Afternoon	Limit: 250 attendees (not including exhibitors) 4 hours of real estate continuing education credit have been applied for.
2021 Office SUMMIT & EXPO	2021 Industrial SUMMIT & EXPO	
Additional conferences and dates to be announced		

2021 FALL CONFERENCE EXHIBITOR & SPONSORSHIP LEVELS

PLATINUM EXHIBITOR \$3,500

- 3-minute presentation to conference attendees with optional PowerPoint/video (Category Exclusivity: No one else in your primary line of business may participate at the platinum or gold level.)
- Your logo will appear on the event registration page on crej.com and will be linked to your company website
- Your logo will appear in the printed conference program as well as in the PowerPoint at the event
- 10'x10' booth space at the event; power included
- Mailing list of all attendees
- 4 complimentary admissions to the event (value of \$90 each)

GOLD EXHIBITOR \$2,000

- 2-minute presentation to conference attendees with optional PowerPoint/video
- Your logo will appear on the event registration page on crej.com and will be linked to your company website
- Your logo will appear in the printed conference program as well as in the PowerPoint at the event
- 10'x10' booth space at the event; power included
- Mailing list of all attendees
- 4 complimentary admissions to the event (value of \$90 each)

SILVER EXHIBITOR \$595

- 6-foot tabletop space at the event; no power
- Your name will appear on the event registration page on crej.com with a link to your website
- Your name will appear in the printed conference program as well as in the PowerPoint at the event
- Mailing list of all attendees
- 2 complimentary admissions to the event (value of \$90 each)

CORPORATE SPONSOR \$395

- Your logo will appear on the event registration page on crej.com and will be linked to your company website
- Your logo will appear in the printed conference program as well as in the PowerPoint at the event
- Mailing list of all attendees
- 2 complimentary admissions to the event (value of \$90 each)

Exhibitors: Space is limited to 40 tabletop exhibitors. First come, first served. Reserve your exhibit space today by contacting Lori Golightly at lgolightly@crej.com or at 303-623-1148 ext. 102

Maintenance

Tips to help maximize your building's clean air

The pandemic that began a year ago has changed everything – from closed businesses and lost jobs to our hyper-awareness of the people who wander into our socially distanced space and undeniable fear of anyone who dares to cough in public.

Clean air is on our minds. Going back to normal is on our minds. It's likely that many people will continue to work from home if management cannot reassure them that the air is safe to breathe.

We now know that the coronavirus that causes COVID-19 not only is on surfaces, but also it lurks in the air. Infected people expel virus when they cough, speak or breathe. Larger respiratory droplets are heavy enough to fall to the ground within a few feet, but the tiniest particles are too light to fall and can linger in the air for hours, traveling great distances from the source.

Clean air always has been an issue, but now we are fighting viruses at the micron level. To a large extent the viability of businesses such as retailers, shopping centers, hotels, airlines and commercial real estate are dependent upon the customer's comfort level and willingness to return.

Today's technology offers four effective measures to clean and sanitize the air. All four have pros and cons, but they can be used together to remove the vast amount of particulates and pathogens in the air, no matter how small.

■ **Bipolar ionization.** Also called needlepoint bipolar ionization, it's an air cleaning system that has been around for decades and is kind of having a moment. Bipolar refers



Cindy Boyes-Wetzel
Director of
marketing, CMI
Mechanical

to positive and negative ions. The system releases millions of them into the air stream. The ions cling to pathogens in the air, cluster around them and disrupt the surface protein bond. Without it, the virus becomes inactive. Inactive viruses can't make people sick. Laboratory studies by equipment

manufacturers show up to a 99% reduction of airborne pathogens in minutes. The ionization process does release ozone, though it's a fraction of the amount released by ionization systems of the past. The amount released is minimal and would be negligible 10 feet down the air duct.

■ **Ultraviolet Germicidal Irradiation.** UVGI also has been around for decades and is used to eliminate pathogens using UV light by emitting radiation at a narrow bandwidth. UV-generated radiation kills pathogens by disrupting the DNA or RNA. It has a proven track record in hospital settings.

The downside is the UV bulbs need to be replaced on a regular maintenance cycle. The pathogen also needs to be exposed to the UV light for 10 to 15 minutes to kill it.

■ **Outside air exchanges.** The American Society of Heating, Refrigerating and Air-Conditioning Engineers provides standards for outside air exchanges in different types of buildings. The minimum air exchange

It's likely that many people will continue to work from home if management cannot reassure them that the air is safe to breathe.

rate to dilute the air and reduce the risk of virus transmission is a 6, which means the air in a building is replaced with outside air six times an hour. Most office buildings are only exchanging air at a rate of three or four times per hour. One way to increase the air exchange rate in a building is to open the economizer/air dampers on the HVAC system to bring in the maximum amount of outside air. The problem is that HVAC systems have parameters – by bringing in very hot or cold outside air and humidity into the building, it may create an uncomfortable environment, especially in extreme climates. Additionally, given this consideration, energy costs may increase.

■ **Portable air purifiers.** Portable air purifiers use both UV and bipolar ionization to render viruses harmless and exchange tainted air with clean air. There is a formula for determining the size of the machine needed for a certain space in order to bring that space to the equivalent of six air exchanges per hour. The formula incorporates the area of a room, the height of the ceiling and the number of individuals occupying the space. However, portable units may only have limited uses in multitenant and

multistory office buildings.

■ **Filtration.** Filtration alone is not enough to protect people from COVID-19. But it works well in conjunction with other methods such as bipolar ionization or UVGI. Typically, buildings will use a filter with a MERV-8 rating. The coronavirus that causes COVID-19 can be as small as 0.1 um, and a filter with a MERV-13 is required to trap particles this small. The problem with using high-MERV filters is that it can result in a pressure drop in the HVAC system, as the fans work overtime to push the air through the system. This restriction of airflow can severely tax the HVAC equipment.

And finally, it is critical that your customers understand what you are doing and that the air and surfaces in your building are clean. This requires a strong marketing campaign to convey this information to your customers. For example, the airlines have (in our opinion) done a great job by continuously reminding their customers about their clean air exchanges and cleaning procedures. It's almost to the point where you feel safer on a plane than in a grocery store. ▲



- New Construction and Renovation
- Replacement Glass Service and Entry Door Repairs
- Interior Glazing
- Mirrors
- Decorative and Specialty Glass Products and Services

Committed to excellence, safety and quality.

500 W. Tennessee Ave. • Denver, CO 80223
TEL 303.293.9377 • FAX 303.293.2077
lsigman@horizonglass.net • www.horizonglass.net



Interior Design Space Planning Architecture

303.399.9100


www.kieding.com

kieding



PERSONAL APPROACH.
TRUSTED SOLUTIONS.

1800 Glenarm Place, Denver, CO
www.mdpeg.com 303.389.0095



LEADERS in Tenant Improvement
for Commercial Office, Retail, and
Restaurant projects in Denver and
the Front Range.

Mechanical | Electrical | Plumbing | Life Safety | Smoke Control



Keep your vital systems running strong.

Expert electrical services for all things power, technology and energy.

Contact us today! [EncoreElectric.com](https://www.EncoreElectric.com)

Metro Denver 303-934-1234 | Colorado Springs 719-685-8800
Fort Collins 970-221-3311 | Vail 970-949-9277



Maintenance

Maintenance tasks to prepare for full capacity

Due to safety measures such as mask-wearing/facial protection, social distancing, limited gatherings and reduced travel, the workplace experience is different. Social guidelines and business operations may not be the only changes we encounter though as society returns to the physical work environment. Periods of low building occupancy can present health and safety issues, including mold and bacteria growth, as well as structural degradation.

In this article we examine biological considerations to be aware of when reopening buildings, especially factories, commercial office spaces and schools.

■ **Building envelope.** Now is a good time to consider if winter or spring storms have impacted the building's envelope. A visual assessment of the facade, roofing, ceilings, walls and windows of a building is appropriate to determine whether any storm damage could have allowed for moisture infiltration leading to mold and/or structural degradation. It is important to inspect the exterior for damage from fallen trees, heavy wind and hail. Additionally, the interior should be inspected for signs of damage, including water staining, broken glass and delaminated substrates.

■ **HVAC maintenance.** If a building's airflow and climate control were limited during a shutdown or reduced occupancy period, it would



Bill Zoeller
Project manager,
environmental
health & safety
regional lead, J.S.
Held LLC

be unsurprising to discover the presence of mold growth. These types – often referred to as “cottage syndrome” – are created by dew point condensation and the absorption of water vapor from the air, which is the result of a lack of air movement. These fast-growing species can grow from lower air humidities’ and/or surfaces’ moisture content, often producing a common and familiar musty odor. These species of mold are commonly found in closets, corners or exterior walls that are covered by furniture.

Due to the possibility of mold and bacterial growth, it is important to determine whether HVAC systems require duct cleanings or filter changes prior to reopening and reestablishing normal occupancy. Some telltale indicators of risk may include condensation within ducts or on coils, and especially standing water in condensate pans. Persistent condensation often can lead to mold growth, while pooling water can result in bacterial growth. Taking appropriate measures to inspect and clean HVAC systems may greatly reduce the chance of spreading a hazard through the system and put-

ting returning occupants at risk.



There are several biological considerations indirectly linked to COVID-19, such as mold growth within HVAC systems.

■ **Water systems.** While vacant, has the building water system been circulated or treated? Stagnant water and “dead ends” within water supply lines can result in biofilms and bacterial growth such as Legionella (the cause of Legionnaires’ disease). Assessment of the water system or hyperchlorination would be appropriate; however, it should be noted that stubborn biofilms often require multiple treatments.

Reduced occupancy and/or shutdown of a building or facility can

have significant consequences, including building degradation and biological growth, both of which can potentially lead to adverse health effects for returning occupants. As part of your return-to-office plan for COVID-19, or when reopening a building after any prolonged shutdown or reduced use, be sure to first inspect for these potential hazards and, if necessary, follow through with proper inspection, cleaning and other appropriate measures before reopening. ▲

Working Around Your Schedule



COATINGS, INC.

ASPHALT AND TENNIS COURT MAINTENANCE


- INFRARED REPAIR
- CRACKSEALING
- SEALCOATING
- TENNIS COURT RESURFACING & MAINTENANCE

303-423-4303

www.coatingsinc.net



FREE ESTIMATES | IN BUSINESS SINCE 1970



APEX PAVEMENT SOLUTIONS

APEX PAVEMENT SOLUTIONS
YOUR ONE-STOP-SHOP
FOR ASPHALT & CONCRETE PROJECTS

Call or Email for a **FREE** Estimate


PAVING



CONCRETE



INFRARED PATCHING



CRACK SEALING



SEAL COAT & STRIPE



SERVICES:

Asphalt Installation & Overlays • Remove & Replace Patching •
Concrete Installation • Curb & Gutter & Sidewalks • Infrared Patching •
Crack Sealing • Seal Coating • Pavement Marking/Striping



“APEX PAVEMENT SOLUTIONS continues to grow in its stature in the paving industry of Colorado. The company has steadily built a solid reputation for high quality and customer service. President Brian Pike leads a dedicated team and we are proud of them as a member company.”
Thomas Peterson, PE. Executive Director, Colorado Asphalt Pavement Association

VISIT US AT:  **www.apexpvmt.com**

607 10th Street, Suite 207 • Golden, Colorado 80401
P: 303-273-1417 • E: info@apexpvmt.com

BAUEN

COMMERCIAL ROOFING AND SHEET METAL



- Award-winning roofing contractor serving Colorado's commercial and industrial building owners and property managers for over 35 years.
- Experts in TPO, EPDM, PVC and Standing Seam roofing systems.
- Specializing in new construction, re-roofing, sheet metal and roof repairs.

Firestone
MASTER CONTRACTOR • 2021

www.bauenroofing.com
303.297.3311

**BENEFIT
FROM
MORE
THAN
25
YEARS
EXPERIENCE**





303.424.3708 | MartinsonServices.com

Snow Removal | Striping & Sweeping | Asphalt & Concrete Maintenance | Landscape Maintenance

Businesses should conduct spring cleaning too

Spring cleaning typically is associated with homes. It's a time when consumers clean up and organize their homes, crawl spaces and garages, get rid of unwanted items and ensure the house is "in order" for warmer weather. But it's also important for businesses to conduct spring cleaning. While there may be less clutter for a property manager to organize at a business, it's just as important to make sure the building is ready for a new season and warmer weather.

Getting in the habit of an annual spring cleanup ensures the building looks good to those who walk in its front doors, and it helps property managers stick to a schedule when it comes to performing maintenance. Here are some of the ways property managers can conduct spring cleaning at businesses.

■ **Make sure the building looks presentable.** Clean up the exterior of the building, including tending to the landscaping, cleaning up any debris on the property and ensuring all lights are functioning properly.

Inside, touch up chipped paint by using leftover paint or purchasing the right amount of paint for the job to make sure the building presents well.

■ **Declutter storage spaces.** Once touch-ups have been done, properly dispose of unused, unwanted paint that may be cluttering the basement or storage space through PaintCare, the nonprofit organization that operates Colorado's paint recycling program. For disposal of small amounts of paint, property managers can take paint to one



Kevin Lynch
Colorado program manager, PaintCare

of the more than 150 drop-off sites across the state. Before bringing your paint to any drop-off site, be sure to call to check business hours and to make sure it can accept the types and amount of paint you would like to recycle.

For businesses that have a large amount of unwanted paint (200 or more gallons), PaintCare offers a free pickup service that benefits both the business and the organization's volunteer drop-off sites – property managers don't have to take paint to a drop-off site a little at a time and the sites don't get overwhelmed with large volumes of paint at once.

If you prefer to keep some paint on hand for future touch-ups, use the tips below to ensure paint remains fresh longer and remains eligible for recycling in the future:

- An unopened can of paint can last a long time if it is stored in a dry, cool (but not too cold), dark place. It's best not to leave any paint cans in sunlight, outdoors or in a damp location.
- When opening the can, use a paint key instead of a typical screwdriver because it may bend, distort or otherwise damage the lid, making it difficult to put back on.
- When putting the lid back on the can, tap it with a rubber mallet instead of pounding it with a



Properly dispose of unused, unwanted paint that may be cluttering the basement or storage space through PaintCare, the nonprofit organization that operates Colorado's paint recycling program.

hammer. If you don't have a mallet, place a piece of wood or an old book (or even a thick magazine) between the hammer and the lid and then carefully tap it down.

■ **Building systems.** Once the building looks like new inside and out, check the key components and systems in the building. Switch out fire alarm and carbon monoxide detector batteries or have the company that performs these services come out to check that everything is working properly. Do this in the spring and in the fall to ensure alarms don't go off in the middle of the workday due to low batteries, and help prevent other systems from failing, too.

Swap out lightbulbs that might

need to be changed. Walk through the building and make sure any burnt out bulbs are replaced with efficient LED bulbs. According to the Department of Energy, "Compared to traditional incandescents, energy-efficient lightbulbs such as halogen incandescents, compact fluorescent lamps, and light emitting diodes have the following advantages: They typically use about 25%-80% less energy than traditional incandescents, saving you money, and can last 3-25 times longer." Additionally, LED bulbs offer brighter light using less energy and offer the same natural looking light as incandescent bulbs.

Please see Lynch, Page 28



PAVING

ASPHALT & CONCRETE SERVICES

Since **1986**

SERVICING THE COLORADO FRONT RANGE



CALL FOR A BID TODAY

303.398.7080
economypavinginc.com
info@economypaving.com

MARKETS SERVED

- Commercial
- Industrial
- Retail
- Multi-family
- Condominium

ASPHALT • CONCRETE • CONSTRUCTION • MAINTENANCE



Management

Management must be ready and willing to adjust

The past year certainly has taught us the lesson that there is no normal when it comes to tenant and property owner needs during a time of uncertainty. Every day presented new challenges based on safety protocols, mask mandates, employees working from home, shifting hours of business for different tenants and ever-changing work environments. Needless to say, all of these challenges and demands required that a property management team ultimately be flexible and ready to respond, regardless of the hour of day, or night.

As part of a property management team representing office, mixed-use, medical, retail and industrial properties throughout the Denver metro area, we've been confronted with challenges and requests that went beyond anything we had ever experienced before. It required a team that was flexible, creative and willing to adapt to new situations and a variety of unique requests.

There still is a lot of work ahead as we continue to adjust to what the pandemic has created for property owners and their tenants. Many believe the full impact will never truly go away, and properties will continue to be faced with challenges that haven't been experienced before. Perhaps some of the examples of what our team was confronted with during the past year and the work that was done to help resolve unique issues will provide inspiration and creative solutions to others as we all face the future together.

■ **Mobile workspaces.** As uncertainty and questions about the pandemic continued to rise, some



Maria Galindo
Property manager,
Elevate Real Estate
Services

tenants decided to take their workspaces mobile. For example, a medical tenant made plans for a mobile clinic and asked for permission and direction on how he could establish his new mobile clinic in the building property's parking lot. Management coordinated with the adjacent vacant property owner to directly lease a parking area for this tenant in the lot since our office building's lot could not accommodate the minibus's size. This took the pressure off the tenant to find a space and the landlord to disappoint or argue with a tenant and opened a door for communication with the adjacent vacant building.

■ **Shifting hours of business.** While the idea of a 9-to-5 job has been a rarity for a number of years, the idea of "regular working hours" went out the door with the arrival of the pandemic. Whether it involved tenants arranging for different work hours and shifts for their employees, or property owners establishing a sliding scale for tenants to use the building as part of safety protocols, property management teams had to be available and responsive. Some of the challenges included making arrangements for building doors to remain open, maintaining 24/7 security teams, monitoring deliveries that might arrive in early mornings or late at night, being available to ven-



Andrew Glaser
Property manager,
Elevate Real Estate
Services

dors and controlling access points. Property managers were constantly on call and ready to respond to any emergencies or needs that might arise during these new work schedules. ■ **Safety, safety, safety.** Even with vaccines now available, safety remains a priority. Some of the numerous efforts included putting "pandemic cleaning" into effect immediately, including changing all cleaning agents so they were medical grade and approved by the U.S. Centers for Disease Control and Prevention; "desk drops" of hand sanitizers to every employee's desk; establishing "vendor screening" questionnaires; and creating travel maps for tenants to control traffic flow and maintain distancing and segregating the building with vendors. Making sure that safety protocols were being followed by all tenants remains a priority.

■ **Communication.** Consistent communication is always key, and it became even more critical during the past year. Property management teams were charged with the responsibility of keeping their tenants informed. This was done by creating and implementing tenant questionnaire forms regarding COVID-19 to protect the team prior to sending property managers or engineers into a space to address maintenance issues. We coordinated access for our

building engineers to complete work orders done before the tenants arrive, as early as 3 or 4 a.m., to help with social distancing protocols. We kept up with the changes in COVID-19-related regulations for each district and communicated those changes and expectations to our tenants as well as let them know what our team is doing in reflection of changing regulations. We passed along government loan/assistance programs to tenants and building owners to help with the decreased business and cash flow for both parties, and created payment plans for tenants and negotiated between them and building owners for rent relief and deferments. In addition, we scheduled extra cleaning for offices that reported illness or possible contact with positive COVID-19 cases, increased building signage regarding COVID-19 regulations, developed a communication protocol for when positive cases were reported and created a plan to notify other tenants while maintaining privacy.

As companies and their employees continue to return to their business address, new challenges will present themselves in regard to scheduling move-ins, addressing the safety protocols of increased building populations and making sure that tenants feel safe and comfortable in their work environment. As a result, a lot of new issues will need to be addressed by flexible and professional property management teams. Fortunately, we've all learned a lot during the past year that we can apply to better times ahead. ▲

mgalindo@elevateres.com
aglaser@elevateres.com



IMPACT FIRE



YOUR FIRE PROTECTION SOLUTION

Fire Alarm & Sprinkler, Special Hazard Testing & Inspection
Emergency Services & Deficiency Repairs
New Construction Engineering & Design
Tenant Finish Fire Alarm & Sprinkler

24-HOUR EMERGENCY SERVICES
303.789.0016
WWW.IMPACTFIRESERVICES.COM

What business is commercial real estate really in?

Let's agree that this is the time to draw a line in the sand between what was and what is now. Prepandemic, many commercial real estate owners and operators realized they were not just in the business of owning and managing buildings. They were in the people business: creating places for people to live, work or visit. If that is true, then people are really what matter most. Among other things, COVID-19 has accelerated the need to put people at the center of everything. This will not change going forward. So what does that really mean for commercial real estate?

It means that commercial real estate owners and operators need to fully embrace this reality and look at what they offer through the lens of understanding what their customers really want and need. Historically, their customer was essentially the key decision-maker for the individual company choosing to occupy space in their building. That view is now too narrow. As companies continue to respond and change according to the needs of their employees, so too must building operators dedicate themselves to better understanding the needs of every single person who enters their building. Office space is simply a commodity. Experience continues to be the real differentiator in commercial real estate and creates the opportunity to develop a unique sales proposition for your building, portfolio or company, in order to attract



David Abrams
Co-founder and
CEO, Hilo

and retain the best tenants. Consider the following five themes as must-haves for creating the best possible tenant experience in your buildings:

■ **Manage.** Making people's lives easier and better where they live, work or visit requires paying attention to the operations of your building. How buildings are managed and, in turn, how people can manage themselves provide many touch points for delivering the best tenant experience. Technology-enabled buildings facilitate operational efficiency for the property management team while automating many everyday tasks that tenants may encounter. Creating a frictionless experience by integrating all of your customer-facing technology solutions into a single platform will seamlessly connect users to everything that a building and its neighborhood have to offer.

Now is the time to operate with complete transparency, giving your tenants access to the information, systems and procedures they will value most as companies in your building develop their strategies to engage their workforce in 2021. From occupancy information to elevator access, building security to visitor management, and cleaning protocols to delivery tracking, put



Creating the best tenant experience should be a top priority as offices fill back up.

your tenants at the center of your planning and keep them engaged every step of the way.

■ **Educate.** People want to know more about their building and neighborhood and be kept abreast of how things work, what's new and what's going on.

The reality is that people come and go from building to building, and you cannot assume that everyone is familiar with all that is available in your building and community. Sharing tips, FAQs and did-you-know facts is a great way to keep your tenants informed and engaged. Examples might include emergency guidelines, fire prevention suggestions, recycling procedures, important phone contact info, amenity reservations, links to local community organizations and more.

Learning goes both ways. Feedback from your tenants is essential to demonstrate you are creating a caring environment and to gain insights that can impact the operation of your building. Engage with your tenants to better understand their needs and wants. People like to know their feedback is heard and is impacting changes for the better, so be sure to share the learning and how it has informed new thinking or initiatives.

■ **Program.** A building is not just a place where you work or live. Since we spend the majority of our time in buildings, they represent an integral part of our lives. More and more, people are making choices of where to work or live based on factors that go well beyond just

Please see Abrams, Page 28



DOES YOUR PROJECT CARRY RISK?

OF COURSE IT DOES. THEY ALL DO.

CONSIDER A THIRD PARTY PLAN REVIEW TO REDUCE IT.

1	CIVIL ENGINEERING
2	SITE RISK ANALYSIS
3	ADA FHA PEER REVIEW
4	THERMAL CONTINUITY REVIEW
5	BUILDING ENVELOPE CONSULTING



SBSA HAS PROVIDED THESE SERVICES ON 100'S OF PROJECTS IN THE COLORADO REGION.



WE WOULD BE HONORED TO HELP YOUR FIRM.
CONTACT ANSWERS@CALLSBSA.COM OR VISIT OUR WEBSITE.
www.CallSBSA.com

SUPERIOR ROOFING™

- New Construction
- Roof Replacement
- Maintenance & Repair
- Architectural Sheet Metal
- Waterproofing

P. 303.375.0300
F. 303.375.0391

14700 E. 39th Ave.
Aurora, CO 80011

www.SuperiorRoofing.com

Management

Proper protocol for homelessness challenges

Recently the city and county of Denver announced a new approach to handling general complaints about local homeless encampments. These calls now will go to the Early Intervention Team instead of the Denver Police Department with the intention of contacting people experiencing homelessness while the groupings are small.

Let us leave any debates about the causes, moral obligations, legal ramifications or societal commentary alone for the moment. Now is a good time to take a review of your situation as a property manager. You have an obligation to provide a safe and clean environment for your clients and their customers as well. In order to achieve these goals, there are a number of things to keep in mind regarding homelessness near your property.

Do not give food and money as it will only attract more activity to your business. Instead, donate to food banks, charities and nonprofit organizations. Do not provoke but also do not permit encampments and make sure shopping carts, bedding and other personal items stay away from your building. Do not ask employees to “deal with it” regarding the removal of homeless people from your property. This is a potentially dangerous situation as it quickly can escalate into aggressive behavior and violence. Injuries of any kind mean financial liability for your business.

Managers should avoid confrontations, verbal or physical. Put up signage that clearly states loitering is prohibited and that local law enforcement will be contacted. Dark corners



Kevin Carter
Business development manager, security services, GardaWorld, and vice chair, ASIS Denver Mile High Chapter

can attract activity for drugs, loitering, etc., so double-check your lighting. More LED lighting is a cheap and easy fix as is motion-activated lighting. Lock any dumpsters, storage areas and exterior power outlets and make sure any parking areas are properly secured.

■ **Extra considerations.** There are proactive methods with technology and personnel to address the vagrancy issues on your property. Installing security cameras on the outside of your business can be a great deterrent for loitering and reducing crime in general. If you have video footage, law enforcement will be able to address the issue quicker. Some camera systems can send alerts to your phone if an intrusion happens, and/or instantly call local law enforcement. If you have an area on the property that homeless people are breaking into, these cameras can help by automatically detecting anyone who enters and making sure they are taken off your property in a timely manner.

Combine cameras with remote monitoring to drive quicker response time by law enforcement to the scene. Remote monitoring allows trained security agents to monitor feeds from your security cameras and instantly detect situations that need to be dealt with immediately.

Two-way speakers allow remote agents to talk to loiterers and ask them to leave. If they refuse, agents can call authorities to remove them from the property.

On-site security is the other option for securing your business. Be sure to speak with your security provider about the level of training received in areas such as management of aggressive behavior and de-escalation of dangerous situations. Training and preparation for these types of encounters can be vital for the success of your security program.

■ **In case of a confrontation.** Sometimes confrontations are unavoidable. If you encounter people in crisis, mentally ill, under the influence of drugs/alcohol or with suicidal ideation, there are some tips that may help you navigate your interaction. It's important to have situational awareness. Always keep your safety in mind. Be aware of your surroundings such as ledges, steps, curbs, vehicles and stairways, and avoid contact in a location that compromises your safety. Look for preattack cues like furtive glances, clenched fists, potential hidden weapons, and always have a backup plan.

De-escalation is important. Try to remain calm and professional while treating others with dignity and respect. No one likes to be told what to do. Instead ask for compliance; don't demand it. “Would you please” is much more effective than “Shut up and do what I say.”

It is important to help people understand why they are being asked to do something. For example, “We're responsible for the safety of people on our property, and our rules are in

place for your safety.”

Remind yourself that this interaction is not personal. Don't let others' actions and words drive your emotions and reactions. “I can see that you're upset. I appreciate your help in resolving this situation.”

When words fail:

- Fall back on the plan you had in place before the interaction began.
- Know your limitations. Be prepared to disengage and walk away.
- Involve the authorities early on rather than at the last minute, when there are fewer options.

■ **Homelessness is a community issue.** Encourage your staff and tenants to be involved. If you would like to know more or find out how to help, there are fantastic resources for you to explore.

The Metro Denver Homeless Initiative was formed in 1994 to coordinate service and housing assistance available from organizations throughout the metro area. Its website is www.mdhi.org.

Close to Home, <http://closetohome-co.org>, is a group that is attempting to mobilize metro Denver residents to address the underlying causes of homelessness. It aims to increase understanding so that Denver residents experiencing homelessness are viewed by others, and regard themselves, as valuable members of our communities.

Also, on May 20, ASIS International Denver Mile High Chapter is hosting a webinar Using Crime Prevention Through Environmental Design to Discourage Vagrancy. ▲

kevin.carter@garda.com




CowboyMoving.com

DEPENDABLE LOCAL MOVING

303-789-2200

Wouldn't it be nice to have all the information you need at your fingertips?




Now You Do!

ask about *SureConnect*

303.781.5454

www.weathersuresystems.com



WeatherSure

SYSTEMS INCORPORATED

ROOFING • WATERPROOFING • SOLAR

Tech

The rising role of tech in commercial real estate

I can remember grappling with the use of IBM Lotus Symphony and Excel decades ago. Symphony is long gone, and Excel still rules. I look back on that now and chuckle because, as difficult to learn as Excel once seemed, now co-workers say that I am the “Excel Queen” because of my familiarity with its abilities.

Time marches on and so does change. Change puts its mark on everything within commercial real estate including architectural design, tenant expectations, ownership structures, fire codes, floor measurement standards and lending practices. As with everything else in the industry, the role of the property manager is evolving to meet the needs of buildings, owners and tenants.

We’ve heard the same message repeatedly over the past several years. The message that the property manager needs to help tenants find employees; that our space is a service, not a commodity. We no longer have tenants, we have guests. Building occupants want the sophistication of property technologies integrated in management of their buildings.

The reality is that the employee base is dwindling. Employers are vying for the best employees. Human resources groups are more involved in site selection now than traditionally has been the case. The location/park/building is used as a draw to attract the best of the employee pool.

Think about what technologies your property currently offers to tenants. With health and safety as



Becky Hanner
Principal,
Commercial Asset
Services

a priority, building occupants prefer automatic doors, destination elevators and touchless bathroom dispensers. They wish to have the ability to reserve socially distanced time in an on-site amenity, such as a fitness center.

These technological expectations go beyond health and

safety. Building occupants desire smart building systems that help to customize their personal experience, such as light control and air comfort. They want a variety of food choices delivered to them either by food trucks or other methods and to place orders from their phone. They wish to do their errands while at work, leaving more time on the weekend for other things. Mobile amenities that include services such as chiropractor, laundry service or golf club regripping now can be scheduled and managed by the property via platforms like MOBLZ. Tenants expect to receive push notifications to alert them of upcoming property events. Proptech provides a higher level of desirability and sophistication to the property.

So why, then, is identifying and implementing new technologies so difficult for property managers? Consider these three things:

■ **Reduce operating expenses.** A manager has a fiduciary responsibility to keep property costs down.

SELECTING THE RIGHT TECHNOLOGY

With all the new property technologies, how do property managers know which technology to implement, and how do they present it to their owner for approval? The following are some things to consider:

- Does the technology have financial backing?
- Is the technology robust?
- Does the company fully understand the needs of commercial real estate?
- Does it provide a good solution to the specific problem?
- Is a trial run of the software available?
- Will it be easy to implement?
- Will an implementation ambassador be assigned to the team?

- Will the software development team listen to concerns and make enhancements to the platform?
- How many people are on staff and committed to providing service?
- Is the service group outsourced or is it in-house?
- Is there an app and how many versions have been approved? Is it available for Apple and Android devices?
- Will there be hidden fees in the price?
- Can the technology interface with other technologies used in the building?
- Will it be relevant next year?
- Will the company still be solvent in a few years?

Often, they find certain items cut from a proposed budget simply to keep operating expenses as low as possible for a well-run building. For this reason, they tend to be timid about adding expenses to the plan. While it may add a couple of cents to the bottom line to add a technology, managers may find the solutions pays for itself with efficiencies found in operations. Once the technology is implemented, the managers likely will find themselves with time available for other projects. Think about life before an electronic work order system. While there is a cost involved with this system that was

not incurred prior to having it, the analytics provided by the system help a team be proactive in building repairs.

■ **It ain’t broke.** The building team has been running the property without use of the new technology up to this point, so a manager may find it difficult to visualize how much more efficient and/or cost-effective a property can be run using the new platform. Further, if the team members are too busy for implementation of the system, they need to understand that while it may take time for start-

Please see Hanner, Page 28

Tech for long-term solutions, not short-term fixes

Approximately one year ago, COVID-19 was spreading worldwide, forcing buildings to shut down and people to work remotely. Tenant occupancy plummeted and even the most bustling skyscrapers were transformed into vertical ghost towns. While uncertainty consumed the commercial real estate industry, one thing was certain – things were about to drastically change.

In most major metropolitan areas, such as Denver, commercial building managers implemented a variety of new safety and health protocols, including signage promoting social distancing best practices, increased hand sanitization stations and increased cleaning of high-touch surfaces, such as elevator buttons.

The one thing missing from this new health and safety approach was the change that was set to have the biggest long-term impact – the increased implementation of technology. Demand by property managers and buildings quickly grew as companies expedited or expanded their respective product portfolios to provide smarter tech-based solutions that checked every safety box while improving building efficiency.

In the elevator industry, that meant introducing a variety of touchless, digital technologies that eliminated those worrisome touch points. After all, why spend so much time cleaning elevator buttons when technology could be developed so an elevator passenger didn’t need to touch any buttons?



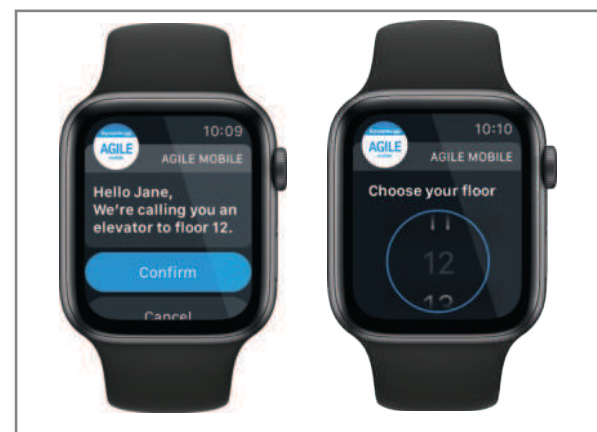
Adam Luckey
National director,
digital and repair
sales, TK Elevator

According to a McKinsey Global Survey of executives, COVID-19 increased the adoption of digital technologies by several years, and many of these technological changes are here to stay. But determining which technologies are simply a short-term fix and which

ones have long-term staying power can be tricky, especially as it relates to elevator technologies.

Prior to the pandemic, the commercial real estate industry had started implementing digital technologies that limited touch points. Dispatching systems were being adopted where tenants and guests would simply input their floor destination into a lobby kiosk and the elevator would be selected for them and other passengers with similarly located destinations.

During the pandemic, the elevator industry took it one step further by developing technology that even eliminated touching the kiosk. Now, passengers could simply use a personal device to make their floor selection. It was an innovation many had been eagerly waiting for – you can do everything else with your phone, why not operate an elevator? But while multiple elevator companies introduced some form of this technology, there are some that



During the pandemic, many in the elevator industry developed technologies to eliminate touch points, including kiosks. Pictured here is TK Elevator’s wearable devices.

appear to be short-term fixes. For example, one product introduction requires passengers scan a QR code sticker placed on the wall. While this option meets an immediate concern, it may not have value in a post-COVID-19 world due to its poor user experience and lack of sophistication.

By comparison, there are apps that allow passengers to operate elevators via their smartphones or wearable devices. The technology has the capability to recognize a specific tenant once they enter a building and, based on the information previously provided to their profile, will have an elevator automatically selected for them and take them to their destination.

Taking it one step further, property managers also can incorporate Internet of Things solutions that

closely monitor elevator traffic and limit how many passengers can ride in an elevator, ensuring proper social-distancing measures are followed in adherence to the Centers for Disease Control and Prevention recommendations or if passenger caution extends beyond the pandemic – a scenario all property managers should be prepared to address.

Beyond elevator technology that promoted social distancing and eliminated or greatly reduced touch points, many commercial

property managers also turned to predictive analytics to help them be smarter in their building management approach. The elevator industry was late to the IoT and big data game, but has been making up for it in a big way with technology that can now predict when an elevator system or component is set to fail, revolutionizing how elevators are serviced moving forward.

Another touchless solution that should be a fixture in commercial buildings moving forward is an air purifying device, which safely and continuously cleans elevators with no harmful byproducts while also reducing odors inside elevators. Another benefit to an air purifying system is there is no routine maintenance or cleaning required.

Please see Luckey, Page 28

Building Operations

Continued from Page 1

■ **Determine the condition of building components.** What is the current condition of the building component? Is that condition different from previous inspections or the same?

It's usually a good idea to create what's called a condition rating scale, which can be as simple as good, fair or poor, or it can be more complex, like a 1-10 numerical scale.

The important factor to consider is that the scale allows you to understand the condition of the property's main components when you look at your inventory.

■ **Figure out the age of each component.** An inventory with just a list of components and their conditions is powerful, but figuring out the age of each component will supercharge your results and save you a substantial amount of time. Here are a few questions to ask:

- How long is the component supposed to last?
- How old is the component?
- How much longer is the component expected to last?

By answering these questions, particularly the last one, you will be able to schedule repairs better, make budgets more accurately and avoid unnecessary costs.

Once you have a sound building component inventory in place, you can begin your facility inspections guided by a clear vision.

Proper building inspections involve more than just walking around a property looking for potential issues. There are plenty of property inspections that don't do much to help the facility manager or owner.

However, there are a few, simple keys to doing successful property inspections that everyone should know:

- 1. Start with standardized methods.** Successful inspection programs are built on a foundation of excellent standardized methods that can help improve consistency from inspection to inspection over time. That way, results from a current inspection can be reliably compared to results from past ones. Recommendations include:
 - Taking several pictures of each component's condition – don't try to rely on notes from inspectors exclusively.
 - Using a condition rating scale – keep ratings as simple as possible.Sometimes facility managers are tempted to start doing inspections first, then work on figuring out how to record the data later. That method is a recipe for expensive mistakes and a less-than-successful inspection.
- 2. Instructions matter.** Successful inspections are leveraged by well-written guidelines.
- Starting with standardized methods will get building owners and managers a good way down the path toward a successful inspection, but the maintenance team will need further assistance, so providing them with written instructions to review can be beneficial.
- Even if an inspection is set up correctly, it only makes it harder to get the traction needed on an inspection if the staff isn't quite sure what to do. Dumbing down the instructions and taking the guesswork out of the equation will go a long way toward ensuring a successful inspection.
- 3. Create checklists (or know where to get them).** Successful inspections have rock-solid processes. For those who are new to exterior maintenance, creating checklists can be a fun and exciting way to improve their skills.

But to do a great inspection, learn how to make excellent inspection

checklists is recommended, or ask a contractor for assistance. Building owners and managers can supply the vision and property knowledge, but the contractor brings its years of experience and expertise.

During inspection of a building's exterior, some of the more complex structures may require special access and assistance from a contractor, however, for most structures, an in-house maintenance crew – with a little bit of training – is capable of doing the job.

Some specific items to inspect and document regarding a building's exterior condition include:

- **Gutters, drains, downspouts, drainage and roof.** Decaying leaves, pine needles and dirt runoff can all contribute to ponding water and clogged gutters and downspouts, which is why it is essential that all roof drains remain clear of obstructions. In addition to the risk of water pouring into the tenant spaces should a breach in the roof occur, the freezing and thawing of ponding water during the fall and winter months can cause extensive roof damage.
- **Perimeters of doors, windows and other wall penetrators.** The exterior walls of a building can be a significant source of unwanted water leakage. Many openings are required in commercial building walls for plumbing, irrigation connections, lighting, HVAC system elements, exhaust vents, air intakes, fire alarms and joints around windows and doors, to name a few. Unplanned holes caused by aging brick joints that need re-pointing, vanishing sealants, damage from acid rain and settling cracks also may be present.
- **Building control and expansion joints.** Like any other element of a structure, its controls and expansion joints can become damaged. Evidence of damage includes warping, cracking,

leaking water, loosening screws and building settlement or moving.

• **Walking/driving surfaces.** When water infiltrates concrete, it can freeze, causing the water to occupy 9% more volume than in its liquid state. This expansion causes distress on the concrete, which can lead to fractures that will continue to grow exponentially as saturation of the material increases. Cracks, spalls, rust spots, deterioration, potholes and heaves are all signs of damage.

• **Copings and flashings.** When surveying the roof, be sure to inspect the copings and flashings. Water damage to exterior and interior walls can be significant if these important elements are not maintained properly.

The second part of any preventive maintenance program is the execution. The data collected during the inspection should be put into a budget for needed repairs. Depending on the condition of the structure, repairs may need to be prioritized. It also is important to evaluate the need for protective measures such as sealers or coatings. A specialty contractor with experience in facade maintenance and restoration can itemize each inspection item and offer specific recommendations for repairs.

If you are in charge of a structure that does not have a preventive maintenance program in place for its exterior, you should think about implementing one immediately. Preventive maintenance keeps the building off the deferred maintenance path, which usually results in exponential restoration costs. A maintenance plan will prevent structural failures and promote safer structures, plus a well-maintained exterior helps to attract and keep tenants.▲

billho@westerngroup.com



PROPERTY MANAGEMENT Quarterly

While the Colorado Real Estate Journal continues to run a multifamily news section in each issue of the newspaper, **Property Management Quarterly** features the most interesting projects and people, trends and analysis, and covers all commercial property types. The publication is mailed with the Colorado Real Estate Journal newspaper, a 3,500 plus distribution that includes developers, investors, brokers, lenders, contractors, architects, property managers and building operating service & supply firms.



- Market Reports
- Development & Investment Updates
- Design & Construction Trends
- Corporate Real Estate
- Legal Updates
- Best Practices
- and more

READ THE NEXT EDITION:
Wednesday, July 7
RESERVE YOUR SPACE BY:
Wednesday, June 16
AD SIZES:
Quarter Page \$395
Half Page \$595
Full Page \$995
Full Color \$200 Additional
Frequency Discounts Available.

ADVERTISING

Lori Golightly | 303-623-1148 x102 | lgolightly@crej.com

SUBMIT EXPERT ARTICLES

Michelle Askeland | 303-623-1148 | maskeland@crej.com

MEDIA KIT & SAMPLES

crej.com/PropertyManagement

News

Continued from Page 4

repowering all remaining coal units by 2040; ensuring grid stability and reliability with flexible resources capable of operating around renewable resources as well as during times of extreme heat or cold; creating a workforce and community transition plan; and evaluating transmission infrastructure to improve

the reliability and flexibility and reduce the cost of the renewable energy additions. No layoffs are anticipated at any of the coal plants affected by the plan. Company and union leaders are partnering to manage the transition through attrition, retirement and retraining of employees. The plan will go before the Colorado Public Utilities Commission

late next month. “We are committed to working with our employees and the communities we serve as we make significant strides leading the nation’s and Colorado’s ambitious clean energy transition, while also ensuring reliability and affordability for our customers,” said Ben Fowke, chairman and CEO of Xcel Energy. Colorado Gov. Jared Polis said the plan

provides Colorado with cleaner air, more good jobs and savings for consumers with more renewable energy. “This proposal puts reliability and consumer savings as top priorities,” he said. “This plan doubles wind and solar, advances my administration’s Greenhouse Gas Reduction road map and our bold goal of achieving 100% renewable energy by 2040.” ▲

Meltzer

Continued from Page 16

health and wellness, high-occupancy spaces, such as offices, airports, hospitals, libraries, convention centers, recreation centers and educational facilities have the most to gain by quickly creating comfortable and

healthier indoor environments. We should consider not just the first cost of certification but also which budget this cost comes from. Since the overall productivity of staff is increased though challenging to estimate, would it make sense for the cost of a health-focused cer-

tification to come out of a human resources budget instead of capital costs or operations and maintenance costs? Unfortunately, COVID-19 is not the first and will not be the last infectious disease to make its way through society. It is up to us to

future-proof the buildings we spend our time in to avoid significant disruption to our workspaces and economy. Let us be proactive about creating healthier facilities. ▲

ameltzer@ambient-e.com
razerbegi@ambient-e.com

Lynch

Continued from Page 22

Last, ensure air filters are clean and consider upgrading old HVAC systems, especially to help stop the spread of COVID-19 through outdated, less efficient air filtration systems.

According to the National Air Filtration Association, “The decision to enhance and upgrade air filtration in a specific building should be based on the building, occupants, its engineering, and architectural, feasibility and cost. The information learned will allow one to make a more knowledge-

able and informed decision about selecting, installing and upgrading air filtration systems. Effective air filtration can also help improve overall indoor air quality and worker health and productivity.” Conducting spring cleaning at a commercial property not only helps

keep the property in tiptop shape, but also it gives you a specific time frame for general maintenance projects that might otherwise be put off. This year, plan to add spring cleaning to your list of things to do this month. ▲

klynch@paint.org

Abrams

Continued from Page 24

the physical space. Programming and content have evolved to become essential offerings that help to define a superior tenant experience. Whether in person or virtually, efforts to create community will help to keep your tenants connected, engaged and, most importantly, loyal. Examples of how to create a strong community include offering wellness programs, hosting a lunch and learn, sharing content from local businesses and community partners, aggregating access to real-time news, weather and transit information or sharing details that support important causes like blood drives or fundraising events.

■ **Connect.** While the debate about remote work and the requirement to work at an office rages on, we can all agree that the need for connection and community has grown exponentially. Two-way communication between the building and its tenants is now table stakes. There is nothing worse, or more frustrating, than not knowing who to talk to or how to connect with important resources that are essential to how you interact with your building. Eliminate the mystery of who to communicate with and make it easy to connect. As well, allowing your tenants to connect with each other to form interest groups, identify networking

opportunities, find carpooling partners and build relationships strengthens their relationship to the building. ■ **Reward.** Incentivizing and showing appreciation can help drive the right interactions with your tenants. Who doesn’t love to be recognized or rewarded for their loyalty and engagement? Use local businesses in and around your building to provide exclusive offers and promotions that your tenants will appreciate. Connecting your tenants to retailers, services, and food and beverage providers certainly will enhance the customer experience you offer, especially if they offer online ordering, payment and delivery capabilities.

Your tenant appreciation program will need to offer both in-person and virtual events, contests and promotions to reflect a workplace where people potentially are working from anywhere. There is no doubt that commercial real estate will continue to provide what is most essential to building successful businesses and a place where people can come together to do incredible things. Property owners and operators who keep people at the center of everything they do will have a competitive advantage and continue to win the tenant experience battle. ▲

david@hiloapp.com

Hanner

Continued from Page 26

up and to learn the system, they will quickly gain in efficiency, once implemented. Remember, a fax machine worked too, but that does not make it better than being able to scan a document. ■ **That’s my job.** A manager may be afraid of losing staff if they implement more efficient systems. They are probably overworked now, so by streamlining processes, they will be freed up to focus on more important things, such as tenant-facing and relationship-building opportunities. While staff may initially have bucked the idea of an automatic door locking system, it did not take long for them to understand how much easier this made it to manage their day. “Those of us who have been involved in the industry for decades can give you many horror stories of technology and why not to make change, but for most of us regardless of age, the reason for not changing is the inability to see the benefits of

change,” said David W. Hewett, executive managing director with Olive Real Estate Group Inc. “To manage tomorrow you must be willing to see the benefits and take the risk of change. In most cases while it may have some growing pains it is a far better solution than sticking with the old ways.” I get it – change is difficult. Property managers have an abounding menu of responsibilities and are overwhelmed. This makes it more difficult to explore change, even though they may inherently know proptech will make their workload easier in the long run. My suggestion is to be curious, network with peers and open your mind to possibilities. Try not to worry about making your next deadline and, instead, be thoughtful about what else you can do for your property to differentiate it from your competition. Decide you prefer to be the outlier rather than a follower. As you consider the many opportunities available, consider tenant

requests. Think about what your competition is doing. Contemplate processes that can be streamlined. What platforms accommodate your needs? You may think about building operations, accounting processes and tenant satisfaction as separate categories. Perhaps you will place several technologies in each division. “The best property managers are moving to the applications that work everywhere – technology that allows better and quicker connectivity and communication with tenants and owners, and in the way today’s tenants and owners want to be communicated with, not the way I want to communicate,” said Hewett. Research each platform to determine best in class. Identify technologies that are the most important for the building, your staff and to your tenants. Review these options and the financial implications of each. Come up with a strategic plan regarding timing of options, much like you develop a capital plan. Be innovative and creative and be sure

to identify the benefits of implementing such a technology in your plan. Next, make your recommendation and lay out your plan to the building representative. Consider implementing one to two improvements a year. Communicate to your tenants. They will get excited about the upcoming building enhancements. Broadcast through social media what you are doing to upgrade the building services and the tenant experience. There is a mentality change within our industry and this evolution includes technology. Proptech already is an integral part of our industry and will continue as such. Commercial real estate buildings should implement platforms to remain relevant and maintain value. A good property manager will develop a technology plan and start to implement it over time. They know that a stagnant property may erode in value. Use your power of persuasion to convince your team of this initiative and explore. ▲

Adam.Luckey@tkelevator.com

Luckey

Continued from Page 26

Looking ahead, property managers should leverage these technological advancements to entice future tenants and occupants. While retail and industrial commercial properties in Denver seem poised to thrive once again as they were doing prior to the pandemic, there is some uncertainty

surrounding office spaces. Will enough people return to office buildings for companies to justify their leases, or will companies be forced to sublease space? One way to ensure a healthy return to office buildings is to demonstrate a healthy commitment to tenants, occupants and visitors who are relying on property managers

and building owners to keep them safe. It will never be business as usual and that’s not a bad thing. The pandemic forced property managers to embrace new ideas and new ways to oversee their properties. This meant looking at solutions that not only addressed immediate safety needs, but better positioned a building in an increasingly com-

petitive market to attract new tenants by providing new amenities that enhance the tenant experience. Technology will be one of those key differentiators in both areas; it’s just a matter of distinguishing which tech is poised to stand the test of time. ▲

2021 QUARTERLY PUBLICATIONS CALENDAR

January 6 Property Management Quarterly Ad Material Deadline: December 16, 2020	May 5 Multifamily Properties Quarterly Ad Material Deadline: April 21	September 1 BUILDING DIALOGUE Ad Material Deadline: August 11
January 20 Health Care & Senior Housing Quarterly Ad Material Deadline: January 6	May 19 Retail Properties Quarterly Ad Material Deadline: May 5	September 15 Office & Industrial Properties Quarterly Ad Material Deadline: September 1
February 3 Multifamily Properties Quarterly Ad Material Deadline: January 20	June 2 BUILDING DIALOGUE Ad Material Deadline: May 12	October 6 Property Management Quarterly Ad Material Deadline: September 22
February 17 Retail Properties Quarterly Ad Material Deadline: February 3	June 16 Office & Industrial Properties Quarterly Ad Material Deadline: June 2	October 20 Health Care & Senior Housing Quarterly Ad Material Deadline: October 6
March 3 BUILDING DIALOGUE Ad Material Deadline: February 10	July 7 Property Management Quarterly Ad Material Deadline: June 23	November 3 Multifamily Properties Quarterly Ad Material Deadline: October 20
March 17 Office & Industrial Properties Quarterly Ad Material Deadline: March 3	July 21 Health Care & Senior Housing Quarterly Ad Material Deadline: July 7	November 17 Retail Properties Quarterly Ad Material Deadline: November 3
April 7 Property Management Quarterly Ad Material Deadline: March 24	August 4 Multifamily Properties Quarterly Ad Material Deadline: July 21	December 1 BUILDING DIALOGUE Ad Material Deadline: November 10
April 21 Health Care & Senior Housing Quarterly Ad Material Deadline: April 7	August 18 Retail Properties Quarterly Ad Material Deadline: August 4	December 15 Office & Industrial Properties Quarterly Ad Material Deadline: December 1

To reserve ad space, please contact Lori Golightly at 303-623-1148 ext. 102 or lgolightly@crej.com

For editorial content, please contact Michelle Askeland at 303-623-1148 ext. 104 or maskeland@crej.com

The BOSS Directory

BUILDING OPERATING SERVICES & SUPPLIERS

ACCESS CONTROL SYSTEMS

Advantage Security, Inc.
Manny Arias
marias@advantagesecurityinc.com
303-755-4407
www.advantagesecurityinc.com

Fire Alarm Services, Inc.
Shannon Smith
shannon@fasonline.cc
303-466-8800
www.fasonline.cc

Mathias Lock & Key
Dispatch
303-292-9746
dispatch@mathias1901.com

ACOUSTICAL CEILINGS & TREATMENTS

Heartland Acoustics & Interiors
Jason Gordon, LEED AP
jason@heartland-acoustics.com
303-694-6611
www.heartland-acoustics.com

ASPHALT & PAVING
Apex Pavement Solutions
Brian Pike
bpike@apexpvmt.com
303-273-1417
www.apexpvmt.com

Asphalt Coatings Company, Inc.
Judson Vandertoll
jvandertoll@asphaltcoatings.net
303-340-4750
www.asphaltcoatingscompany.com

Avery Asphalt, Inc.
Andy Avery
andy@averyasphaltinc.com
303-744-0366
www.averyasphalt.com

Brown Brothers Asphalt & Concrete
Shawn Bartlett
bartletts@asphaltconcrete.net
303-781-9999
www.brownbrosasphaltconcrete.com

Coatings, Inc.
Drew Leskinen
aleskinen@coatingsinc.net
303-423-4303
www.coatingsinc.net

Economy Asphalt & Concrete Services, LLC
Scott Hardy
scoth@economypavinginc.com
303-809-5950
www.economypavinginc.com

Foothills Paving & Maintenance, Inc.
Michael Horn
mikeh@foothillspaving.com
303-462-5600
www.foothillspaving.com

CCTV/DIGITAL VIDEO SURVEILLANCE SYSTEMS

Advantage Security, Inc.
Jeff Rauske
jrauske@advantagesecurityinc.com
303-755-4407
www.advantagesecurityinc.com

Fire Alarm Services, Inc.
Shannon Smith
shannon@fasonline.cc
303-466-8800
www.fasonline.cc

Mathias Lock & Key
Dispatch
303-292-9746
dispatch@mathias1901.com
www.mathias-security.com

CONCRETE

Avery Asphalt, Inc.
Andy Avery
andy@averyasphaltinc.com
303-744-0366
www.averyasphalt.com

Brown Brothers Asphalt & Concrete
Shawn Bartlett
bartletts@asphaltconcrete.net
303-781-9999
www.brownbrosasphaltconcrete.com

Economy Asphalt & Concrete Services, LLC
Scott Hardy
scoth@economypavinginc.com
303-809-5950
www.economypavinginc.com

Foothills Paving & Maintenance, Inc.
Michael Horn
mikeh@foothillspaving.com
303-462-5600
www.foothillspaving.com

DISASTER RESTORATION

ASR Companies
Jason Luce
jluce@asrcompanies.com
720-519-5433
www.asrcompanies.com

BluSKY Restoration Contractors
Dan Flanagan
dflanagan@goblusky.com
303-789-4258
goblusky.com/

Doors and Frames

Mathias Lock & Key
Dispatch
303-292-9746
dispatch@mathias1901.com

ELECTRICAL
Amteck
Dean Stone
DStone@amteck.com
303-428-6969
www.amteck.com

Encore Electric
Encore Electric Service Team
303-934-1414
serviceteam@encoreelectric.com

RK Mechanical
Marc Paolicelli
303-785-6851
www.rkmi.com

Weifield Group Contracting
Weifield Group Preconstruction Team
awilemon@weifieldgroup.com
303-407-6642
www.weifieldgroup.com

EMPLOYMENT STAFFING

Real Estate Personnel
Dan Grantham
dangrant@realtyjobs.com
303-832-2380
www.realtyjobs.com

EVENT & HOLIDAY DÉCOR

SavATree
Matt Schovel
mschovel@savatree.com
Denver – 303-337-6200
Fort Collins – 970-221-1287
savatree.com

EXERCISE EQUIPMENT

Advanced Exercise
Jody Huddleson
jhuddleson@advancedexercise.com
303-996-0048
www.advancedexercise.com

EXTERIOR LANDSCAPING

Arrowhead Landscape Services, Inc.
Mike Bolsinger
mbolsinger@arrowheadcares.com
303-432-8282
www.arrowheadcares.com

Bartlett Tree Experts
Konstanze Fabian
kfabian@bartlett.com
303-353-0520
www.bartlett.com

GroundMasters Landcape Services, Inc.
Kimberly Jewell
kim@groundmastersls.com
303-750-8867
www.groundmastersls.com

Martinson Services
Andrea Nataf
anataf@martinsonservices.com
303-424-3708
www.martinsonservices.com

Snow Pros Inc. Sitesource CAM
Connie Rabb
connie@sitesourcecam.com
303-948-5117
www.sitesourcecam.com

FACILITY MAINTENANCE

CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Horizon Property Services, Inc.
Gene Blanton
gblanton@horizonpropertyservices.net
720-298-4323
www.horizonpropertyservices.net

MC Building Services
Jim McLure
jmclure@mccommercialrealestate.com
303-758-3336
mccommercialrealestate.com

Snow Pros Inc. Sitesource CAM
Connie Rabb
connie@sitesourcecam.com
303-948-5117
www.sitesourcecam.com

FENCING

CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

FIRE PROTECTION

Fire Alarm Services, Inc.
Shannon Smith
shannon@fasonline.cc
303-466-8800
www.fasonline.cc

Frontier Fire Protection
Todd Harrison
tharrison@frontierfireprotection.com
303-629-0221
www.frontierfireprotection.com

Integrity Fire Safety Services
Cody Refosco
cody.refosco@integrityfiresafetyservices.com
303-557-1820
www.integrityfiresafetyservices.com/

Western States Fire Protection Company
Kevin Olmstead
kevin.olmstead@wsfp.us
303-792-0022
www.wsfp.com

FIRE STOPPING/FIRE PROOFING

Alternate Resistance Specialists, LLC
Stephen Kohara
stephen@arscolo.com
720-767-1661

FURNITURE FOR PUBLIC SPACES

Streetscapes
James Shaffer
james@streetscapes.biz
303-475-9262
www.streetscapes.biz

GLASS

Horizon Glass
Lou Sigman
lsigman@horizonglass.net
303-293-9377
www.horizonglass.net

LIGHTING/INSTALLATION & MAINTENANCE

Amteck
Dean Stone
DStone@amteck.com
303-428-6969
www.amteck.com

CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

LOCKSMITHS

Mathias Lock & Key
Dispatch
303-292-9746
dispatch@mathias1901.com

MECHANICAL/HVAC

CMI Mechanical, Inc.
Rick Dassow
rdassow@coloradomechanical.com
303-364-3443
www.coloradomechanical.com

MAI Mechanical
Grant Blackstone
GBlackstone@mai-mechanical.com
303-289-9866
www.mai-mechanical.com

Murphy Company
Paul Gillett
pgillett@murphynet.com
720-257-1615
www.murphynet.com

RK Mechanical
Marc Paolicelli
marcp@rkmi.com
303-785-6851
www.rkmi.com

Tolin Mechanical Systems Company
Tom Padilla
tpadilla@tolin.com
303-455-2825
www.servicelogic.com

METAL ROOFING/WALL PANELS

Bauen Corporation
Joey Andrews
jandrews@bauenroofing.com
303-297-3311
www.bauenroofing.com



The BOSS Directory

BUILDING OPERATING SERVICES & SUPPLIERS

Douglass Colony Group
Kate Faulker
kfaulkner@douglasscolony.com
303-288-2635
www.douglasscolony.com

Superior Roofing
Mary Ayon
mayon@superiorroofing.com
303-476-6513
www.superiorroofing.com

METAL SERVICES
Reidy Metal Services Inc.
Kelly Reidy
kreidy@aol.com
303-361-9000
www.reidymetal.com

MOVING & STORAGE
Buehler Companies
Tami Anderson
tami@buehlercompanies.com
303-667-7438
www.buehlercompanies.com

Cowboy Moving & Storage
Michael Folsom
mike@cowboymoving.com
303-789-2200
www.cowboymoving.com

PAINTING
Denver Commercial Coatings
Jim Diaz
jim@dccpaint.com
303-861-2030
www.denvercommercialcoatings.com

Ponderosa Painting & Remodeling, Inc.
Bob Murphy
r.murphy@comcast.net
303-887-4973

Preferred Painting, Inc.
Chris Miller
chris@preferredpainting.com
303-695-0147
www.preferredpainting.com

PARKING LOT STRIPING
CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Martinson Services
Andrea Nataf
anataf@martinsonservices.com
303-424-3708
www.martinsonservices.com

PLUMBING
MAI Mechanical
Grant Blackstone
GBlackstone@mai-mechanical.com
303-289-9866
www.mai-mechanical.com

Murphy Company
Paul Gillett
pgillett@murphynet.com
720-257-1615
www.murphynet.com

RK Mechanical
Marc Paolicelli
303-785-6851
www.rkmi.com

PRESSURE WASHING
CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Rocky Mountain Squeegee Squad
Bruce Sompolski
brucesompolski@squeegeesquad.com
720-408-0014

Snow Pros Inc. Sitesource CAM
Connie Rabb
connie@sitesourcecam.com
303-948-5117
www.sitesourcecam.com

Top Gun Pressure Washing Inc.
James Ballen
jamesballen@topgunpressurewashing.com
720-540-4880
www.topgunpressurewashing.com

PROPERTY IMPROVEMENT/ TENANT FINISH
CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Facilities Contracting, Inc.
Michael McKesson
mmckesson@facilitiescontracting.com
303-798-7111
www.facilitiescontracting.com

ROOFING
Bauen Corporation
Brett Sowers
bsowers@bauenroofing.com
303-297-3311
www.bauenroofing.com

CIG Construction
Janice Stitzer
janice@cigconstruction.com
720-897-1886
cigconstruction.com

CRW, Inc. – Commercial Roofing & Weatherproofing
Pete Holt
pete@crwroofing.com
720-348-0438
www.crwroofing.com

Douglass Colony Group
Kate Faulker
kfaulkner@douglasscolony.com
303-288-2635
www.douglasscolony.com

Flynn BEC LP
Lauren Fry
Lauren.Fry@Flynncompanies.com
303-287-3043
www.flynncompanies.com

Superior Roofing
Mary Ayon
mayon@superiorroofing.com
303-476-6513
www.superiorroofing.com

WeatherSure Systems, Inc.
Dave Homerding
daveh@weathersuresystems.com
303-781-5454
weathersuresystems.com

Western Roofing, Inc.
Curtis Nicholson
cnicholson@westernroofingco.com
303-279-4141
www.westernroofingco.com

Roof Anchorage/ Fall Protection
Applied Technical Services, Inc. (ATS)
Stefanie Horner
SHorner@atslab.com
571-302-6692
atslab.com

SECURITY SERVICES
Advantage Security, Inc.
Jeff Rauske
jrauske@advantagesecurityinc.com
303-755-4407
www.advantagesecurityinc.com

Allied Universal
Lorie Libby
lorie.libby@aus.com
303-369-7388
www.aus.com

SIGNAGE
DaVinci Sign Systems, Inc.
Kevin J. Callihan
kevin@davincisign.com
970-203-9292
www.davincisign.com

DTC Signs & Graphics
Jana Lundvall
jana@signaramadtc.com
720-259-0087
www.dtcsignsandgraphics.com

SNOW REMOVAL
CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Facilities Contracting, Inc.
Michael McKesson
mmckesson@facilitiescontracting.com
303-798-7111
www.facilitiescontracting.com

Martinson Services
Andrea Nataf
anataf@martinsonservices.com
303-424-3708
www.martinsonservices.com

SMS, Snow Management Services, LLC
Kimberly Jewell
Kim@smssnow.com
303-750-8867
www.smssnow.com

Snow Pros Inc. Sitesource CAM
Connie Rabb
connie@sitesourcecam.com
303-948-5117
www.sitesourcecam.com

SOLAR
Douglass Colony Group
Kate Faulker
kfaulkner@douglasscolony.com
303-288-2635
www.douglasscolony.com

SOUND MASKING
Margenau Associates
Adam Faleck
afaleck@margenauassoc.com
303-979-2728
www.margenauassoc.com

SWEEPING
CAM – Common Area Maintenance Services
Shanae Dix, CSP
shanae@camcolorado.com
303-295-2424
www.camcolorado.com

Martinson Services
Andrea Nataf
anataf@martinsonservices.com
303-424-3708
www.martinsonservices.com

Top Gun Pressure Washing Inc.
James Ballen
jamesballen@topgunpressurewashing.com
720-540-4880
www.topgunpressurewashing.com

Tennis Courts
Coatings Inc.
George Tavarez
gtavarez@coatingsinc.net
303-423-4303
www.coatingsinc.net

TREE AND LAWN CARE
Bartlett Tree Experts
Konstanze Fabian
kfabian@bartlett.com
303-353-0520
www.bartlett.com

SavATree
Matt Schovel
mschovel@savatree.com
Denver: 303-337-6200
Fort Collins: 970-221-1287
North Metro Denver:
303-422-1715
savatree.com

WEATHERPROOFING
ASR Companies
Jason Luce
jluce@asrcompanies.com
720-519-5433
www.asrcompanies.com

Douglass Colony Group
Kate Faulker
kfaulkner@douglasscolony.com
303-288-2635
www.douglasscolony.com

WeatherSure Systems, Inc.
Dave Homerding
daveh@weathersuresystems.com
303-781-5454
weathersuresystems.com

WINDOW CLEANING
Bob Popp Building Services Inc.
Bob Popp
bobpoppservices1@aol.com
303-751-3113
www.bobpoppbuildingservices.com

Rocky Mountain Squeegee Squad
Bruce Sompolski
brucesompolski@squeegeesquad.com
720-408-0014

Our Readers are Your Prospects

Reach property managers and building owners every issue.
If your firm would like to participate in this directory, please contact Lori Golightly at lgolightly@crej.com or 303-623-1148 x 102





COVER YOUR ASSETS

A preventive maintenance program not only maintains the health of your roofing systems, but also controls and extends your long-term repair and replacement budgets

Learn more at Flynncompanies.com/repair

With offices coast to coast including right here in Colorado, Flynn is North America's largest contractor for the total building envelope.

