



## ANTICIPATING THE INSPECTION

### *2019-2020 TOBY Competition*

- The judging team includes two property managers and an operating engineer. Prepare for your informal interview accordingly. You may include appropriate people from your staff.
- While a beverage is a good idea during the interview, do not provide breakfast or lunch. The judges are congenial, but are there to do the business of judging.
- It is a good idea to open by outlining for the judges how you intend to provide the information they are seeking pursuant to the judging form. Make certain that you structure your remarks around the judging criteria. Remember that the time is limited to two hours – it's best to use as much time as needed, but don't exceed it. You may want to plan 30 minutes for your remarks and one hour and 30 minutes for the building tour. (The larger buildings may require more than two hours).
- Have tenant handbooks, emergency procedures manuals, policy manuals, budgets, etc., available in the room. Be sure to allow enough time for the judges to look through your manuals.
- Expect the judges to ask detailed questions. Often the discussion can get sidetracked on matters that may even seem somewhat insignificant. It is from these discussions that you can benefit from some very interesting ideas for improvements to your property or operating procedures.
- Carefully plan your building tour to cover all areas on the inspection sheets. Be sure to end your tour in a "good final impression" location.
- ***Be sure to have a copy of your Property Information Guide for each judge to take with them.***
- Have fun. Brag about your property and don't be threatened by any questions. No one knows it all. This is a great opportunity for entrants and judges alike to learn from their peers.



**DENVER METRO BOMA**  
**2019-2020 TOBY Competition**  
*Property Information Guide*

The purpose of the Property Information Guide is to serve as an outline to be customized for your property and used during your presentation to the judging team.

Following completion of your presentation and building tour, members of the judging team may take their copy of the Property Information Guide with them to use as a guideline and quick reference when completing the scoring sheet specific to your building.

The following policies established by the TOBY Recognition Committee, and approved by the Board of Directors, shall be strictly adhered to:

- No photographs shall be included at the local level. If your building wins at the local level, photographs will be required to compete at the Regional and International TOBY competition.
- Graphs depicting the results of outstanding property management, such as energy savings and/or tenant surveys are acceptable.
- Use standard 8 ½” x 11” copy paper; do not bind; do not place in a notebook; staple sheets together at upper left-hand corner.
- Keep it simple and direct. It’s a tool to be used by the members of the judging team.



**DENVER METRO BOMA**  
**2019-2020 TOBY Competition**  
*Property Information Guide*  
**(Outline)**

*The outline below represents an overview of the entry requirements that will need to be summarized in the online submittal at the Regional/International level by buildings that have won the local competition. For the purpose of the local TOBY competition, this information may be simplified into bullet points and discussed in greater detail during your oral presentation to the judging team.*

**I. Building Description and Standards (0-4 pts.)**

- Building name, owner, # of floors & floor plate sq. footage, # of acres, type of construction, rentable square footage
- Building age & year completed
- Floor plan of lobby & site plan or aerial photo
- Document use of BOMA floor measurement standard (section from lease), or other standard, if applicable
- Description of lobby, corridor, restroom & typical tenant suite finishes
- Description of elevators, utility distribution, HVAC distribution, loading dock and parking, fire/life safety and emergency backup systems
- Describe certifications/awards
- Any special attributes/capital improvements
- Budget, Policy/ Procedures Manual (available for review)

**II. Community Impact (0-15 pts.)** Don't confuse this section with Tenant Relations

- Jobs provided, amenities to community, blood drives, special events, contributions (quantify if applicable) and include the duration of each program
- Indicate services that relate to the community and not to the tenants
- Awards/letters of recognition
- Tax impact
- Corporate donations/activities if onsite management team personally participated

**III. Tenant Relations/Communications (0-15 pts.)**

- Summary of Tenant Relationships and/or programs over last 12 months
- Building's Work Order Management System
- Communication programs informing tenants of building operations issues
- Building amenities, i.e. health facilities, childcare, food service
- Tenant Surveys, including frequency/results/action plans
- Samples of tenant appreciation letters, newsletters
- Tenant Handbook
- Tenant Appreciation Events/gifts

**IV. Energy Conservation (0-20 pts.)**

- Energy Star benchmarking (include Energy Performance statement from Energy Star)
- Education of staff/tenants on energy conservation
- EMS/BAS Monitoring Systems
- Sensor/control calibration
- Preventative maintenance measures/ programs
- Energy reduction initiatives

**V. Environmental, Regulatory, Sustainability and Waste (0-15 pts.)**

- **Environmental/Regulatory programs** – Describe at least 3 (may include accessibility for disabled tenants or visitors, ADA Plan, IAQ mgmt./testing, storage tank mgmt., generator testing, hazardous waste mgmt., asbestos mgmt., emergency clean up, pandemic preparedness, tenant environmental mgmt./compliance or any other not mentioned.
- Waste Management/recycling plan, exterior maintenance plan, green programs
- **Sustainability programs** – Describe at least 3 (may include policies/procedures for storm water mgmt., green landscape mgmt., integrated pest control mgmt., green cleaning, green purchasing policy, exterior bldg. maintenance plan, waste mgmt., recycling, lamp disposal, water reduction/mgmt., and traffic reduction initiatives or any other sustainability programs not mentioned.
- **Waste Programs** – Describe your plan
- Include waste reduction plan and source separation program. Where applicable include: Collection of organic wastepaper, metal cans, glass, plastic containers and cardboard facilities diversion rate, educational training for occupants, custodians and general public.

**VI. Emergency Preparedness & Safety Standards (0-15 pts.)**

- Emergency Evacuation Plan (copy)
- Security Procedures manual
- ADA Plan/AED
- Access Control/Surveillance systems
- Training for staff/tenants as well as recovery procedures
- Business Continuity Plan

**VII. Building Personnel Training (0-15 pts.)**

- Describe qualifications of building staff
- Professional designations
- Engineers licenses, SMA's, Refrigeration license
- On-going training programs & continuing education
- Participation in BOMA sponsored events
- List of any management team industry designations/certifications, degrees or industry training