

## Instructions for BOMA 360 Performance Program® Online Application (Instructions for NEW Applications) (Effective November 2017)

Welcome to the BOMA 360 Program online application. **Please read the following instructions in their entirety before starting your application. Step-by-step instructions for completing your application are included in this document.** If you have any questions that are not answered below, please contact the BOMA 360 Program Administrator at [boma360@boma.org](mailto:boma360@boma.org)

### **Eligibility**

- Only occupied commercial office buildings/facilities and industrial buildings are eligible for the BOMA 360 Performance Program designation. Commercial office buildings include: multi-tenant office buildings; single-tenant office buildings; corporate facilities; government buildings; medical office buildings; suburban office buildings; and multi-use/mixed-use buildings. **Office complexes containing multiple buildings or properties with separate Energy Star scores will need to create separate applications for each respective building** – variance in ES scores alters eligibility for certain points within the BOMA 360 application.
- For multi-use buildings (i.e. office/retail, office/residential, mixed-use, etc.), information should be reported only on the office portion of the building. If the building contains no occupied commercial office space as described above, or is a hotel, apartment/multi-family, or retail/shopping center, it is not eligible for participation at this time.

### **Mandatory Requirements/Prerequisites**

In addition to meeting eligibility requirements described above, the following are required in order to renew your building/facility as a BOMA 360 building:

- **Standard Operating Procedures (SOP) Manual must be in place for the building/facility.**
  - *Documentation*—Upload a copy of the Table of Contents from the building’s or facility’s SOP Manual.
- **Preventive Maintenance Program must be in place for the building/facility.**
  - *Documentation*—Upload a sample preventive maintenance task sheet, type in name of software program, or upload copy of maintenance program contract.
- **The building/facility must be benchmarked through EPA’s ENERGY STAR® Portfolio Manager and data shared with BOMA International\*.**
  - *Documentation*—Upload copy of Statement of Energy Performance from ENERGY STAR Portfolio Manager. Note: An ENERGY STAR **label** for the building is **NOT** required.

*\*Benchmarking through EPA’s ENERGY STAR® Portfolio Manager is easy. Go to [www.energystar.gov/benchmark](http://www.energystar.gov/benchmark) and log in to Portfolio Manager. To share data with BOMA, from “My Portfolio,” select “Share Facilities.” From the drop-down box, select “BOMA International BOMABEEP,” and then click “Continue.” It’s that easy. If you have already entered your building’s data, you may go back into the system at any time to share your data with BOMA. All data shared with BOMA is kept in strictest confidence.*

- **Participation in BOMA’s Experience Exchange Report (EER®) survey\*\*:**
  - The building’s or facility’s income and expense performance data must be included in the most recent BOMA Experience Exchange Report (EER®) survey, unless exempt from this requirement. **The EER survey is open January 15-April 1 (approx.) each year.**\*\*
    - *Documentation*—Check “yes”
  - **OR**, your building/facility is exempt from the EER survey (industrial buildings and any building with less than 70% office space).
    - *Documentation*—Check “exempt” and type in explanation in the text box on the application.
  - **OR**, if you missed the deadline for the most recent EER survey, you can apply for “provisional” approval for the BOMA 360 designation. This means that you can complete the application for your building/facility, pay all appropriate fees, and submit your building’s application. Your application will be reviewed, but confirmation of the BOMA 360 designation will be withheld until completion of the next EER survey.
    - *Documentation*—Check “provisional.”
  - **OR**, participation in IREM’s annual commercial office income and expense survey may be substituted for EER participation, but only for the initial application. To retain the BOMA 360 designation, participation in the EER survey is required every year thereafter.
    - *Documentation*—Check “IREM Survey” and upload a copy of your confirmation from IREM that you participated in their survey.

**\*\*The BOMA EER survey is open January 15-April 1 (approx.) each year. [www.eer.boma.org](http://www.eer.boma.org).**

## **Fee Schedule**

Fees are by building/facility. For portfolio discounts (10 or more buildings), please contact the BOMA 360 Program Administrator at [boma360@boma.org](mailto:boma360@boma.org).

	<b>BOMA Members*</b>	<b>Non-Members</b>
Under 100,000 sf	\$900	\$1,140
100,000-299,999 sf	\$1,140	\$1,500
300,000-599,999 sf	\$1,500	\$1,920
600,000 sf and over	\$1,800	\$2,280

\*BOMA Regional TOBY winners who received their TOBY award within a year of certification receive a \$300 discount off all fees. See section “Waiver of Requirements for TOBY Regional Participants” in this document for more information.

## **Payment**

Have your credit card ready. You will be charged a non-refundable \$50 application fee to start each building/facility application. The balance will be charged once you complete and submit your application. For payment questions or assistance, contact the BOMA 360 Program Administrator at [boma360@boma.org](mailto:boma360@boma.org)

## **Renewal of Designation Every 3 Years**

Renewal of the BOMA 360 designation is required three (3) years. Designees will be required to complete a new application for the building/facility and submit fees in effect at the time of renewal. BOMA will contact designees well in advance of their renewal date with instructions.

## **Annual Statement of Verification**

Although renewal is required every three years, designees are required to demonstrate annual participation in BOMA's Experience Exchange Report (EER®) and benchmarking through ENERGY STAR® Portfolio Manager (and data shared with BOMA). Designees will also be required to report any change in the primary contact, management company and/or ownership for the building/facility. BOMA will send a "Statement of Verification" form to all designees prior to their anniversary date each year with instructions for completion.

### **Scoring Information**

To receive the designation, the required points for each section, as detailed below, must be achieved.

<b>Section</b>	<b>Maximum Points</b>	<b>Required Points</b>
Building Operations and Management	15	12
Life Safety/Security/Risk Management	21	16
Training/Education	17	10
Energy	19	12
Environmental/Sustainability	22	12
Tenant Relations/Community Involvement	10	6

### **Starting Your BOMA 360 Application**

- To access the BOMA 360 online application, go to the [BOMA 360 login screen](#).
- You will be asked to establish a user name and password (password must be at least 7 characters and any combination of alpha and numeric, but must include one non-alphanumeric character, such as a symbol like @, #, \$, etc.). The password is case sensitive. Please record your user name and password and keep them in a safe place.
- You will be asked to upload a photo of the outside of your building (mandatory).
- To claim the BOMA member discount and points for BOMA membership, you must provide the name of the BOMA member for the building and BOMA membership number.
- Once you have logged in, click on "My Buildings." You will see 3 listings: Incomplete Buildings, Renewals, and Completed Buildings.
- Most applications can be completed in one hour (assuming documentation is assembled in advance); however, you do not have to complete your application in one sitting. You can enter and exit the system as many times as you would like for each application. Your information is automatically saved. **Once you select "submit" at the end of the application process, however, you will not be able to change any information on your application or access your application for any reason unless authorized by the Program Administrator.** We suggest you establish a paper or electronic file and save copies of all documentation you submit.
- Throughout the application, you will be asked to upload documents to support responses to questions. **To upload more than one document for a single question, you must cut and paste all documents into a single document before uploading.**
- Incomplete applications (i.e. not submitted) will be automatically locked out from the system and may be deleted after nine (9) months.
- If you are contacted regarding a completed application, and are asked to submit additional information or documentation, you will have up to sixty (60) days from receipt of notice to do so. After 60 days, the application will be automatically deleted from the system and you will forfeit your BOMA 360 designation.

- Once you submit your application, you will receive e-mail confirmation of your application and payment.
- Points assigned by the computer during the application process are checked for each application during the review process. Reviewers may adjust points assigned if they determine that documentation provided is insufficient or incorrect. You may be contacted by a reviewer for additional information.
- The BOMA 360 Program designation is conferred by the BOMA 360 Program Council of BOMA International. For a roster of Council members and/or procedures for challenging any decision of the Council, please contact the BOMA 360 Program Administrator at [boma360@boma.org](mailto:boma360@boma.org).
- All data submitted is kept in strictest confidence. No building/facility-specific data is shared, published or reported.

### **Waiver of Requirements for TOBY Regional Participants**

The BOMA 360 Council voted in August 2016 to change the BOMA 360 program criteria to recognize all TOBY participants at the regional level as having achieved the minimum required points in all six sections of the BOMA 360 application –the prerequisites section is still a requirement. The \$300 discount off the BOMA 360 application fee is **ONLY** extended to regional TOBY **winners**.

Regional TOBY Portfolio category participants will receive credit for Sections 1- 6. Earth category participants will receive credit for Sections 1-5 in the BOMA 360 application. By receiving credit, we mean that you will not have to complete these sections and will automatically get the minimum required points for those sections.

All applicants are still required to demonstrate fulfillment of the BOMA 360 prerequisites and pay the associated application submission fees. Upon the renewal of your BOMA 360 designation in another three years, you will be required to re-submit your application (**this time completing it in full –unless participating in the most recent regional TOBY competition**) and pay the **full** application fees in effect at the time of renewal, just like all other BOMA 360 designees.

When you start your application, you will be prompted to identify yourself as either a Regional TOBY Portfolio, or Earth category participant to initiate the section waivers. **You will have until June 1 of the year following the year of your award to claim the discount and other benefits.**

### **Step-by-Step Guide to Completing the BOMA 360 Application**

As you work through the six sections of the application, you will be asked to describe and/or upload documentation to support your application. The application process will go more quickly and smoothly if you gather this information in advance. Most applications can be completed in one hour after all documentation has been collected. **Please Note: To upload more than one document for a single question, you must cut and paste all documents into a single document before uploading.**

**We also recommend that you save all uploaded documents into a file for future reference. Once you complete and submit your application, you will not be able to access these documents in the BOMA 360 system. Also, when you renew your application, you will not be able to access documents from your original application in the BOMA 360 system.**

### **Mandatory Requirements/Pre-Requisites**

- **Standard Operating Procedures (SOP) Manual must be in place for the building/facility.**
  - *Documentation*—Upload a copy of the Table of Contents from the building’s or facility’s SOP Manual.

- **Preventive Maintenance Program must be in place for the building/facility.**
  - *Documentation*—Upload sample preventive maintenance task sheet, type in name of software program, or upload copy of maintenance program contract.
- **The building/facility must be benchmarked through EPA’s ENERGY STAR® Portfolio Manager and data shared with BOMA International.**
  - *Documentation*—Upload copy of Statement of Energy Performance from ENERGY STAR Portfolio Manager. Note: An ENERGY STAR *label* for the building is **NOT** required.
  - **OR**, your building/facility is exempt from the EER survey (**industrial buildings, buildings outside the U.S. and Canada, and any building with less than 70% office space**).
    - *Documentation*—Check “exempt” and type in explanation in the text box on the application.
  - **OR**, if you missed the deadline for the most recent EER survey, you can apply for “provisional” approval for the BOMA 360 designation. This means that you can complete the application for your building/facility, pay all appropriate fees, and submit your building’s application. Your application will be reviewed, but confirmation of the BOMA 360 designation will be withheld until completion of the next EER survey.
    - *Documentation*—Check “provisional.”
  - **OR**, participation in IREM’s annual commercial office income and expense survey may be substituted for EER participation, but only for the initial application. To retain the BOMA 360 designation, participation in the EER survey is required every year thereafter.
    - *Documentation*—Check “IREM Survey” and upload a copy of your confirmation from IREM that you participated in their survey.

**Section 1: Building Operations & Management (Max. Points:15; Required Points:12)**

- Document use of BOMA floor measurement standard (2 points)
  - *Documentation*—Type in section of lease where the BOMA floor measurement standard is referenced, or upload other documentation, such as a sample lease document or architectural calculations referencing the BOMA Office Standard or the Standard Method for Measuring Floor Area in Industrial Buildings.
- Financial Management (up to 6 points)
  - *Documentation*—Identify (check) frequency of financial reporting (i.e. quarterly, monthly) and upload samples of quarterly and monthly financial reports. (up to 3 points)
  - *Documentation*—Identify (from list) types of reports included in financial management reports, such as operating budget formats, operating statements, variance reports, expense distribution, aging reports, rent roll, general ledger and capital expenditure report, and identify (type in) accounting software utilized. (up to 3 points)
- Insurance (up to 2 points)
  - *Documentation*—Indicate (check) if the building/facility is covered by insurance policies for comprehensive (1 point) and/or liability insurance (1 point). Also upload certificates of insurance or proof of self-insurance.
- Green Lease (1 point)
  - *Documentation*—Upload a sample section or sections from standard lease form detailing the requirement for tenant(s) to comply with green policies and/or practices. In the case of a corporate facility with no lease, provide a description or documentation of green operations policies requiring occupant compliance.

- Green Purchasing (up to 4 points)
  - *Documentation*—Check (from list) or describe (in text box) products and services that conserve energy and water. These may include ENERGY STAR® products, energy efficient products, green meetings/reduced travel, or other. (1 point).
  - *Documentation*—Check (from list) or describe (in text box) products and services that minimize generation of waste and release of pollutants. These may include bio-based products, non-ozone depleting substances, water management, or other. (1 point).
  - *Documentation*—Check (from list) or describe (in text box) products used that are made from recycled materials and that can be re-used or recycled. These may include construction products, landscaping, recycled content products, non-paper office products, office paper and paper products, or other. (1 point)
  - *Documentation*—Check (from list) or describe (in text box) utilization of energy from renewable resources. These may include bio-based fuel, solar power, wind power, alternative fuel vehicles, or other. (1 point)
  - *Documentation*—Check (from list) or describe (in text box) use of alternative products rather than hazardous or toxic chemicals, radioactive materials and bio-hazardous agents. These may include green janitorial products and services, elimination of hazardous material, environmentally benign adhesives, or other. (1 point)
  - *ADDITIONAL Documentation*—Upload consolidated documentation to explain purchase policies and examples for any and all of the 5 areas you claimed above, which may include policies, invoices, etc.

## **Section 2: Life Safety/Security/Risk Management (Max. Points:21; Required Points:16)**

- Emergency and Disaster Preparedness and Recovery Plan (up to 3 points)
  - *Documentation*—Identify (type in) section of SOP Manual or upload copy of table of contents from building's/facility's emergency preparedness plan. (2 points)
  - *Documentation*—Identify (type in) section of SOP Manual or upload copy of table of contents from building's/facility's emergency recovery plan. (1 point)
- Automated External Defibrillators in Building or Facility (2 points)
  - *Documentation*—Upload AED policy or PAD program/training guide table of contents
- Emergency Communications Network (up to 2 points)
  - *Documentation*—Upload description or agreement for an established communications network with neighboring facilities and/or local police/fire departments, such as CEAS (Corporate Emergency Access System). (1 point)
  - *Documentation*—Upload description of participation in other networks, such as terrorism task force or local alert networks. (1 point)
- Code Compliance (up to 2 points)
  - *Documentation*—Upload copy of Certificate of Occupancy or business license for the building or facility. (1 point)
  - *Documentation*—Indicate (check) that a system is in place to confirm that all common, leased or occupied spaces in the building or facility are compliant with any requirements of local government agency or building department for a certificate of occupancy or other applicable permit to conduct business. *Note: If not required in your jurisdiction, you may still check this item to claim the point.* (1 point).
- Fire and Life Safety Systems (3 points)
  - *Documentation*—Describe (type in) policies or procedures to ensure the building/facility complies with fire safety codes, or reference section of SOP Manual table of contents for fire safety code compliance.
- Evacuation Drills (up to 4 points)
  - *Documentation*—Upload evidence of evacuation drills conducted within the past 12 months. (3 points)

- *Documentation*—Indicate (check) if evacuation drills are conducted with the local fire department. (1 point)
- Written Security Procedures Manual (3 points)
  - *Documentation*—Reference (type in) section of SOP Manual table of contents or other document containing procedures for how security personnel deal with events such as bomb threats; chemical, biological, nuclear, or radiological events; civil disorder/disturbances; crime; hostage situations; medical emergencies; suicide attempts, etc.
- Access Control and Surveillance Systems (1 point)
  - *Documentation*—Reference (type in) section of SOP Manual or other document containing information, policies or procedures for access control and surveillance systems in the building or facility, or describe system.
- Americans with Disabilities Act (1 point)
  - *Documentation*—Upload copy of ADA Compliance Guide table of contents or other documentation of ADA plan in effect.

**Section 3: Training & Education (Max. Points:17; Required Points:10)**

- Professional Designations (2 points)
  - *Documentation*—Check (from list) professional designations earned by the property executive responsible for the day-to-day operation of the property, or indicate (type in) comparable bachelor or master’s degree in real estate. Designations may include RPA, FMA, CPM, CFM, CCIM, CSM, PCAM, ARM, RAM, SIOR, FMP, etc.
- Licensing (1 point)
  - *Documentation*—Indicate (check) if licenses for building/facility personnel are required by local, state or federal jurisdiction. In text box, type in license numbers or, if not required, indicate name of state.
- Continuing Education/Professional Development (3 points)
  - *Documentation*—Indicate (check) if property executives and licensees have completed at least 10 hours, cumulatively, of professional development/continuing education programs or courses in the past 12 months. You do not have to list courses.
- Professional Development Plan (2 points)
  - *Documentation*—Upload a copy of the professional development plan for all members of the building’s or facility’s management team.
- Professional Memberships (up to 3 points)
  - *Documentation*—Indicate (check) if anyone on the building management team is a BOMA member. (2 points)
  - *Documentation*—Indicate (check from a list) other memberships held by members of the building management team. Examples of other memberships are CCIM, CREW, ICSC, IFMA, IREM, NAIOP, SIOR, etc.(1 point)
- BOMA Education and Events (up to 3 points)
  - *Documentation*—Indicate (check) if any member of the management team has participated in at least one BOMA-sponsored event in the last 12 months. (2 points)
  - *Documentation*—Indicate (check) if any member of the management team has participated in at least one BOMA-sponsored regional or international event in the last 12 months. (1 point)

- TOBY® Participation (up to 3 points)
  - *Documentation*—Indicate (check) if the building/facility has participated in the TOBY competition (any level, any category) within the last 3 years. (1 point)
  - *Documentation*—Indicate (check) if the building/facility was a local or regional TOBY winner in the last 3 years. (1 point)
  - *Documentation*—Indicate (check) if the building/facility was an International winner in the last 3 years. (1 point)

#### **Section 4: Energy (Max. Points:19; Required Points:12)**

- ENERGY STAR® Benchmarking (up to 2 points)
  - *Documentation*—Indicate (check) if building/facility has achieved an ENERGY STAR average score of 50 or higher over last calendar year. (1 point)
  - *Documentation*—Indicate (check) if building/facility has achieved an ENERGY STAR average score of 75 or higher over last calendar year. (1 point)
- ENERGY STAR Products for Building and Tenants (up to 3 points)
  - *Documentation*—Upload copy of preferred purchase policy for the building for ENERGY STAR and/or environmentally friendly products. (1 point)
  - *Documentation*—Upload copy of policy or other communications to tenants or occupants recommending purchase of ENERGY STAR products, such as kitchen or office equipment. (2 point)
- Building Energy Management (4 points)
  - *Documentation*—Upload copy or summary of building's/facility's energy management plan to include: commitment to ongoing improvement of energy performance; performance assessment using ENERGY STAR benchmarking tool; energy performance goals; action plan; evaluation of progress; and review/reassessment process.
- Energy Audit and System Commissioning (up to 5 points)
  - *Documentation*—Upload proof of energy audit conducted within the past 5 years, including summary of audit. (2 points)
  - *Documentation*—Upload proof of current commissioning, continuous commissioning, re-commissioning and/or retro-commissioning conducted within the past 5 years, including summary of evaluation. (3 points)
- Energy Awareness (up to 5 points)
  - *Documentation*—Upload list of education courses, including program titles, dates, and sponsoring organizations, on energy management topics attended by building's or facility's management and operations staff over the past 2 years. Courses may include BEEP® or other training. Documentation for a minimum of 12 hours (cumulative) is required. (2 points)
  - *Documentation*—Upload an example of a typical communication to tenants or occupants regarding energy use and savings, to include at least one of the following: specific ways tenants/occupants can impact energy savings; information about energy savings initiatives undertaken by management; energy-saving tips for individuals. (3 points)

#### **Section 5: Environmental/Sustainability (Max. Points:22; Required Points:12)**

- Waste Management and Recycling Programs (up to 7 points)
  - *Documentation*—**For each area (point) claimed below, upload copies of building's/facility's waste management plan and recycling policies, or a letter from vendor(s) who removes specified materials describing program/practice.** All procedures must comply with applicable local, state and federal laws. There are 6 areas where documentation can be provided to earn a maximum of 7 points:



(1) **Waste management and Recycling Program:** overall program that ensures on-site source separation of cardboard, mixed paper, glass, metal, and plastic from other waste. (1 point)

(2) **Universal and Hazardous Waste:** including procedures for proper storage and disposal of mercury-containing fluorescent bulbs and other mercury-containing devices; batteries; toner cartridges; and electronics. (1 point)

(3) **Construction and Demolition Waste:** including diversion of materials by salvage for donation or reuse, or for recycling. (1 point)

(4) **Bulk Waste:** including guidelines for diversion of as much material as possible from landfill by salvage for donation or reuse, or for recycling. Includes large or bulky items not typically generated on a day-to-day basis and that are generally removed separately from the regular waste stream, such as furniture and appliances. (1 point)

(5) **Onsite Trash Compaction:** program that enhances efficient disposal or recycling operations and lowers waste removal transportation costs by decreasing the frequency of removal. Should include paper, cardboard, bottles, glass and/or aluminum cans. Compaction of construction/demolition waste, hazardous waste and bulk waste are NOT in the onsite trash compaction program. The program may be comprehensive or limited in scope. (up to 2 points)

- **Limited in scope** (includes only certain waste streams). (1 point)

**OR**

- **Comprehensive** (for all building waste). (2 points)
  - *ADDITIONAL Documentation (this item only)*—upload description with specifications of trash compaction program, including equipment used, OR haul report showing tonnage of compacted waste removed during a typical waste pickup

(6) **Alternative Food Waste/Organic Material disposal program:** includes composting or other means of non-landfill disposal of food waste and other organic matter, including landscaping debris. (1 point)

- Indoor Air Quality (up to 4 points)
  - *Documentation*—Upload summary (no more than 2 pages) of building's or facility's IAQ plan to include performance goals and strategies for routine space temperature, humidity, particulate filtration systems, reduction of allergens and irritants, and CO2 monitoring. (2 points)
  - *Documentation*—Upload description of daily feedback system to include type of system used (tenant/occupant form, report, memo, etc.) and the information gathered, and/or upload sample page from annual testing program report including a description of how information reported is used to evaluate and correct IAQ issues. (2 points)
- Green Cleaning (2 points)
  - *Documentation*—Upload table of contents of green cleaning program and/or summary of program to include procedures for the purchase, use and disposal of products (including cleaning products, janitorial paper products, trash bags, etc.); safe handling and storage of chemicals; procedures for managing spills or accidents; and training of personnel. Products should be Green Seal rated (or equivalent).
- Exterior Maintenance Management (up to 2 points)
  - *Documentation*—Upload copy of exterior maintenance management plan that includes, at a minimum, green pest control, fertilizer strategies, and storm water control. (1 point)

**OR**

- *Documentation*—Upload copy of a comprehensive exterior maintenance management program that includes all the elements of the above **PLUS** proactive environmental management in at least 2 of the following areas: maintenance of roads and grounds; snow removal; landscaping and irrigation practices/erosion control; window cleaning; automated exterior light system; rooftop management. (2 points)

- Water Management (2 points)
  - *Documentation*—Upload the “view” of water consumption from EPA ENERGY STAR® water tool, or other document describing water management plan.
- Traffic Reduction Initiatives (up to 3 points)
  - *Documentation*—Indicate (check) which of the following strategies are in place: bike rack (1 point), carpooling incentives (1 point), public transportation incentives (1 point)
  - AND**
  - *Documentation*—Upload description of those checked and other additional traffic reduction initiatives (1 point).
- Other Building Certifications (2 points)
  - *Documentation*—Indicate (check) if your building has achieved any level of LEED® certification for new construction or existing buildings, Green Globes® (any level), or BOMA BEST (any level), or can demonstrate compliance with ANSI/ASHRAE/USGBC/IES Standard 189.1 (2008 or 2011 Edition) Standard for the Design of High-Performance Green Buildings Except Low Rise Residential Buildings, or the International Green Construction Code (2012 Edition). You may check all that apply; however, the maximum number of points you will receive is 2 points. LEED, Green Globes and BOMA BEST certifications must be current.
  - AND**
  - *Documentation*—For any **one** of the certifications checked, upload verification as follows: For LEED, Green Globes or BOMA BEST, upload copy of certificate, letter or other documentation from program sponsor that the certification is current. For Standard 189.1 or International Green Code, upload a copy of verification of compliance from either a state or municipal building official or an independent inspector or other professional certified by ASHRAE or ICC as competent to conduct such inspections.

**Section 6: Tenant/Occupant Relations and Community Involvement (Max.Points:10; Required Points:6)**

- Community Impact (up to 2 points)
  - *Documentation*—Upload description (no more than 1 page) of activities or events held at the property for the benefit of the community that are either open to the public or to tenants/occupants only. Examples: blood drives, charity events, fundraisers, etc. (1 point)
  - *Documentation*—Upload description (no more than 1 page) of activities or events sponsored by the building/facility that are for the benefit of the community but take place elsewhere, **OR** upload description of community service maintained in the building, such as daycare center, clinic, library, community center, community policing office, etc. (1 point)
- Tenant and Occupant Relations/Communications (up to 6 points)
  - *Documentation*—Indicate (check) if building/facility communicates with tenants/occupants by newsletter, Web site and/or customer service telephone number on at least 2 of the following topics: new building amenities; technology; life safety; security procedures; energy conservation measures. (1 point)
  - *Documentation*—Upload copy of tenant/occupant survey conducted in the last 12 months, or type in URL address of online survey. (1 point)
  - *Documentation*—Upload copy of tenant/occupant survey conducted in the last 12 months, or type in URL address of online survey. (1 point)
  - *Documentation*—Upload table of contents from tenant/occupant manual. (1 point)
  - *Documentation*—Upload a sample appreciation letter from tenant/occupant (1 point).
  - *Documentation*—Indicate (check) if face-to-face meetings with tenants/occupants are conducted at least twice per year, OR if the building has a comprehensive management program for critical leasing or operations dates and information. If the latter, type in name of software or name of platform. (1 point)

- Documentation—Indicate (check) if building has a comprehensive work management system for responding to tenant/occupant maintenance issues, OR an ongoing program for informing and advising tenants/occupants about building operational problems, such as utility and service interruptions. If the latter, upload copy of blank notification template or example of a tenant/occupant communications piece. (1 point)
- Advocacy on Commercial Real Estate Industry Related Issues (up to 2 points)
  - *Documentation*—Describe (type in) activity such as participation in advocacy days, and/or meetings or correspondence with elected officials and/or regulatory agencies on matters of industry importance. Activities must be within past 12 months. Also type in date of activity. (1 point)
  - *Documentation*—Upload copy of article, editorial, or op ed piece authored or co-authored by applicant within the past 12 months on relevant industry-related matters. (1 point)
  - *Documentation*—Describe (type in) building-sponsored issues forum or town-hall-type meetings at the property within the past 12 months. Also type in date of activity. (1 point)
  - *Documentation*—Upload description of at least one (1) planned or unplanned event in cooperation with municipal departments, such as police department, fire department, special improvement districts, and public works. (1 point)

### **Checking and Submitting Your Application**

Congratulations! You are now ready to submit your renewal application and pay the total application fee due. If the online system does not allow you to submit your application, this means that you have not achieved the required points in one or more of the sections. Go back and check your work.

**Remember, once you select “submit” at the end of the application process, you will not be able to change any information on your application or access your application for any reason unless authorized by the Program Administrator.** We suggest you establish a paper or electronic file and save copies of all documentation you submit.

### **When Will I Hear From BOMA International Regarding the Status of My Application?**

You will receive an automated e-mail confirmation when your application is started (and \$50 application fee is paid) and again when your application is submitted (and payment of balance is made).

Applications are reviewed within thirty (30) days following the renewal due date.

<u>Approx. Due Dates</u>	<u>Application will be reviewed no later than</u>
March 1	March 15-31
June 1	June 15-30
September 1	September 15-30
December 1	December 15-31

Depending on the date you submit your application, you will hear back from BOMA International, via e-mail, regarding the status of your application either within a few weeks (if application is submitted at beginning or middle of the quarter) or a few days (if application is submitted closer to the due date for that quarter).

Every effort is made to finish all reviews in time for designees to be recognized at BOMA International’s annual conference at the end of June.

**Questions?** Contact the BOMA 360 Program Administrator at [boma360@boma.org](mailto:boma360@boma.org)