Facts & FAQs

Questions Regarding EER Surveys

1. How do I log in?

Log into https://eer.boma.org using your email address and password. If you do not have an account yet, click on either of the blue "Log In" buttons and then select "Create an Account". If you cannot remember your password, click on the "I forgot my password" link and an email with a temporary password will be sent to you within 10-15 seconds. Please keep in mind that such emails may go to your junk folder. If your email address is not being recognized, please contact the EER support team by clicking on the "Resources" link at the top of the EER homepage, then click the "Send Support Email" link to send a troubleshoot request.

2. Where do I go to submit data for the EER?

You can fill out an EER survey by going to https://eer.boma.org and creating an account. If you already have an account, then use your login email address and password to access the survey.

Please note that if you have an account on www.boma.org it is completely separate from this EER site and you will still be required to create an EER user account.

3. How long does it take to complete the survey?

It takes approximately 40 minutes to complete the EER survey. If you have all your property information and documents together it may take even less time.

4. Do I have to complete the survey all at once?

You don't have to fill out the whole form at once; you can save your progress and log back in as many times as needed. Just be sure to complete the questions and submit the survey before the deadline.

5. Do I have to answer all the questions?

A number of survey questions are required in order for the survey to be considered complete. These questions are denoted with an asterisk "*" and include questions on floor measurement method, rentable areas, location, property type, office occupancy, and expenses. Please note that the Office EER survey has different required questions than the Industrial EER survey.

6. When is the deadline for the survey?

The Office EER survey and Industrial EER survey are open from mid-January to March. The hard deadline for both surveys is at 11:59 p.m. EST on March 31st every year.

7. How many questions does the survey have?

Depending on whether you are submitting a survey questionnaire for the Office EER or the Industrial EER, the number of questions will vary. While there are questions that pertain to various categories, not all of them are required to be answered. Those that are required are denoted with an asterisk (*).

Please note that it is encouraged to answer as many questions as possible as it enriches the reports, and that all information is completely confidential.

8. Do I have to answer every question in the survey?

While there are questions that pertain to various categories, not all of them are required to be answered. Those that are required are denoted with an asterisk (*).
Please note that it is encouraged to answer as many questions as possible as it enriches the reports, and that all information is completely confidential.

9. What information should I prepare and collect before starting the survey?

To complete the Office EER Survey, please refer to: **2018 Office EER Survey Instructions** document on the Resources page. It is best to have the following information prepared and collected before completing the survey:

-Building data – *building name, address, submitter's contact information*

-Building information I – *area/floor measurements, office/retail areas, parking details, property class/type/uses, lease type*
-Building information II – *ownership type, occupancy*
-Income information – *rent costs, expense escalations, lease cancellations, tenant improvements, capital expenditures, miscellaneous income*
-Expense information – *major expenses, building maintenance, landscaping, mechanical/HVAC, water and sewer, energy, trash, fire/life safety/security, wages, management fee, real estate taxes, insurance, reimbursable expenses*

To complete the Industrial EER Survey, please refer to: **2018 Industrial EER Survey Instructions** document on the Resources page. It is best to have the following information prepared and collected before completing the survey:

-Contact information
-Property identification
-Property information I – *floor measurements, total area measurements, number of floors, parking, storage, property class/type/uses, loading configuration, loading door/ceiling measurements*
-Property information II – *ownership type, third party management, operating hours, occupancy, tenant worker population, energy, LEED*

-Income information – *rent costs, expense escalations, lease cancellations, tenant improvements, capital expenditures, miscellaneous income*
-Expense information – *major expenses, building maintenance, landscaping, mechanical/HVAC, water and sewer, energy, trash, fire/life safety/security, wages, management fee, real estate taxes, insurance, reimbursable expenses*

10. Can I edit my survey answers if I have to?

Yes, it is possible to log back into your survey and edit any information as long as it is before the deadline for submissions. If it is necessary to make edits after the closing date then contact us at eer@boma.org at your earliest convenience so we can make the changes in the back-end.

11. What do I do if I get an error message while I am filling out the survey?

If you get an error message that prevents you from proceeding with the survey, please contact the EER support team by clicking on the "Resources" link at the top of the EER homepage, then

click on the "Send Support Email" link at the bottom of the page to send a troubleshoot request.

12. What do the numbers in brackets [ ] in some of the tool tips mean?

Numbers in Brackets [ ] refer to the numbered accounts in the BOMA Chart of Accounts for each functional category provided in this survey. A portion of BOMA's Chart of Accounts can be found under the "Resources" link on the EER website. The complete BOMA chart of accounts can be purchased at boma.org.

13. How is the income and expense categories in the survey determined?

The income and expense categories presented in the *EERs* are based on functional accounting categories common throughout the industry. These categories are defined in the BOMA Chart of Accounts, a portion of which is posted on the "Resources" page of the EER website. The complete BOMA chart of accounts can be purchased at boma.org.

14. Some questions ask for the average while others ask for year-end information. What is the difference?

We ask for both the average and the year-end data as a form of data quality check. The "average" is derived by the respondent, while the year-end number is a snap shot indicator as of December 31.

15. What is the "Import Multiple Properties" button used for?

The "Import Multiple Properties" tool is a downloadable spreadsheet used to upload data for a bulk submission (10 or more buildings at one time). Please log into the site and click on "2018 Data Submission" and you will see a link to "Import Multiple Properties" on the left-hand side. Please contact us at eer@boma.org if you cannot access the survey spreadsheet.

16. Can I report multiple buildings on the same survey form?

We prefer that you report data for one building per survey or use the "Import Multiple Properties" upload tool. However, a survey may be completed for a campus of several

buildings, located in the same geographical area, using a single accounting system. We will accept up to 10 buildings on a single survey form. If your campus includes more than 10 buildings that operate as a single property, please contact us at eer@boma.org for instructions.

17. What does the "Override Auto-Sum" checkbox mean?

The survey is designed to automatically sum the totals of the various line item sub-categories. You may wish to include or exclude income or expenses that are not itemized in the survey, or that you do not wish to identify. If this is the case, the "Override Auto-Sum" option allows you to edit the overall total.

18. Can I submit my building data to IREM via the EER as in previous years?

We are no longer accepting building data for IREM since we have discontinued the joint submittal arrangement. Please complete IREM's survey form and submit directly to them. IREM, however, will continue to accept office building forms in both IREM and BOMA formats. Please email your printed EER submission to incomeexpense@irem.org or fax it to 312-661-1786.

19. Can I submit data for industrial buildings, shopping malls, mixed-use properties, corporate facilities, or medical office buildings?

BOMA's EER activities are consistent with its primary mission of providing information on commercial real estate building operating expenses, income and occupancy. The Office EER collects and reports data from financial buildings, government buildings, single purpose buildings, general multi-tenant buildings, corporate facilities and medical office buildings. The Industrial EER collects and reports data from flex buildings, industrial warehouses, call centers, data centers, cold storage buildings, common maintenance/utility buildings, low cost offices, manufacturing buildings and R&D/lab spaces. Please be sure to submit your income and expense data to the appropriate EER survey.

20. How does the EER define an "office building?"

The Office EER considers general purpose multi-tenant, single purpose, medical, and financial buildings as office buildings if 70% or more of the rentable space is used as or considered to be office space. If the building is government or corporate, then it is considered an office building

if 60% or more of the rentable space is used as or considered to be office space. Please note that we cannot use the data for your building if it does not meet these criteria. For a more detailed explanation, please refer to our EER Terms and Definitions document, located under the "Resources" link on the EER website. If you are filling out an Office EER survey, we offer a detailed survey guide for the Office EER, which too can be found on our "Resources" page.

21. How does the Industrial EER define an "industrial building?"

The Industrial EER considers bulk warehouses, call centers, cold storage buildings, common maintenance/utility buildings, data centers, distribution centers, e-commerce, low cost office, manufacturing, and R&D lab space as industrial buildings if 70% or more of the rentable space is used as or considered to be industrial space. Please note that we cannot use the data for your building if it does not meet this criterion. If you are filling out an Industrial EER survey, we offer a detailed survey guide, which can be found on our "Resources" page.

22. Will the information I provide be kept confidential?

Absolutely. BOMA abides by federal law to keep sensitive data, such as income and expense, completely confidential. BOMA never releases the names or addresses of any properties submitted to the EER survey.

23. What do I do if I don't know the difference between specific terms and types of measurement?

You can refer to the EER User Guide located under the Resources tab of the EER site, which contains definitions of terms along with other useful information pertaining to the EER.

24. What method of measurement should I use?

The method used to measure floor areas is at the discretion of the owner. For acceptable standards, please visit www.boma.org and click on the "BOMA STANDARDS" tab.

25. What are the benefits of completing an EER survey?

There are several benefits to completing the EER survey. As the EER stems from a collection of data analyses from various markets and regions, both public and private, it is natural that the more submissions we receive and can use, the richer the data report becomes.

In addition, if you complete a survey and that data is used in the EER, you will receive a *FREE Market Snapshot Report*, which shows how your building measures up to other comparable buildings in your market.

Furthermore, if you complete an Office EER survey and that data is used, you will be able to purchase any of the Office EER subscriptions at their discounted prices. Similarly, if you complete an Industrial EER survey and that data is used, you will be able to purchase any of the Industrial EER subscriptions at their discounted prices.

For further pricing details, go to https://eer.boma.org *and click on the Pricing tab.*

Questions Regarding EER Reports

1. What is a Market Snapshot Report and how does it differ from the EER?

The Market Snapshot Report is a complimentary report given to EER submitters who provided income and expense data via the Office EER survey and/or Industrial EER survey, and that was accepted into the newly released EER database. The Market Snapshot Report compares the data of the property submitted to that of its market's aggregate statistics. It is a static report.

The Experience Exchange Report (EER) is a subscription to the collected income and expense data from the previous calendar year (e.g. 2017's EER subscriptions are based on 2016's data). These subscriptions allow users to generate an unlimited number of reports by customizing the reports using various filters (e.g. filtering by building type, class, location, size, etc.).

2. If I submitted multiple properties to the EER, do I have to download each individual Market Snapshot Report?

No, you can download the Market Snapshot Report per building submitted but you can also download multiple Market Snapshot Reports by clicking the blue "Export Multiple Reports" button at the bottom of the page. You can also select whether you want the reports to be saved in an Excel or PDF format.

3. How long do I have access to my Market Snapshot Report(s) and/or my EER subscription(s) when I purchase it?

Market Snapshot Reports are accessible a couple weeks after the release of the new EERs, which is typically late June to early July (the same year as the surveys). You can access these reports until the following June. Similarly, all subscriptions are valid until the next year's EER subscriptions become available the following June.

4. Can I obtain a refund for the EER?

Since the EER is an electronic downloadable publication, BOMA does not offer refunds. However, we do offer subscription upgrades so you can have a Full Access subscription and upgrade to the Premium subscription. You will only be responsible for the difference in price between the two subscription types.

5. How do I customize my reports?

If you purchase an Office EER subscription, log into your EER account and click on "My Office Reports" at the top of the page. Likewise, if you purchase an Industrial EER subscription, click on "My Industrial Reports" at the top of the page. These tabs will lead you to your subscribed database where you can apply any combination of filters in all three steps. Please note that in red there will be a statement that states how many buildings your query returns. Should it return less than 5 buildings, a report cannot be generated for confidentiality reasons. Simply take off one of the filters (or more) until your query returns 5 or more buildings. Underneath the statement in red, click on the blue "Run Report" button and your customized report will be generated.

6. Can I save my reports?

Yes, once you have generated a report, you can click on the "Save" button just above the report's header. A dropdown list will give you the option of saving the report in an Excel or PDF format.

7. Can I use the EER data for internal purposes?

Yes, you can use the data to analyze and write reports for internal purposes. The reports should reference BOMA's EER. You can read the EER Terms and Conditions in full by going to the Resources tab on the EER site.