



## 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](http://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. What information should I prepare and collect before starting the survey?

To complete the Office EER Survey, please refer to: **2020 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: **2020 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*

## 7. 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](http://eer.boma.org) at your earliest convenience so we can make the changes in the back-end.



#### **8. 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](mailto:incomeexpense@irem.org) or fax it to 312-661-1786.

#### **9. 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.

#### **10. 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](http://eer.boma.org) if you cannot access the survey spreadsheet.