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July/August 2025 Vol. 90, No. 4
IREM® INSTITUTE OF REAL ESTATE MANAGEMENT

*From increasing NOI to protecting against climate risks, the right landscaping offers a wide range of benefits to properties*

# Changing the landscape

- Preparing for natural disasters and emergencies
- Reshaping the office sector
- Kazakhstan's first IREM instructor

# Sneak peek

"When I take over a property or we build a property, we go visit the firehouse with cookies or something else yummy. You're building stakeholder relationships." P17

Image: iStock.com/brebca

"Native plants ... provide numerous benefits, including lower water use, less maintenance, no pesticides or fertilizers, erosion control, cost savings, habitat for pollinators such as birds and butterflies, aesthetic value, and a sense of place for occupants and the community." P10

"An overarching theme for offices in 2025 is the flight to quality and catering to the employee experience." P23

"Just being in the room with industry professionals and getting the chance to talk and explore the crowd was a boon I could never get on campus." P19

"[Y.T. Lum] eventually started going to IREM's national meetings—on what we called the mainland. But back then, it wasn't just a quick flight. In the early days, they would travel by boat—a five-day trip to the West Coast." P30

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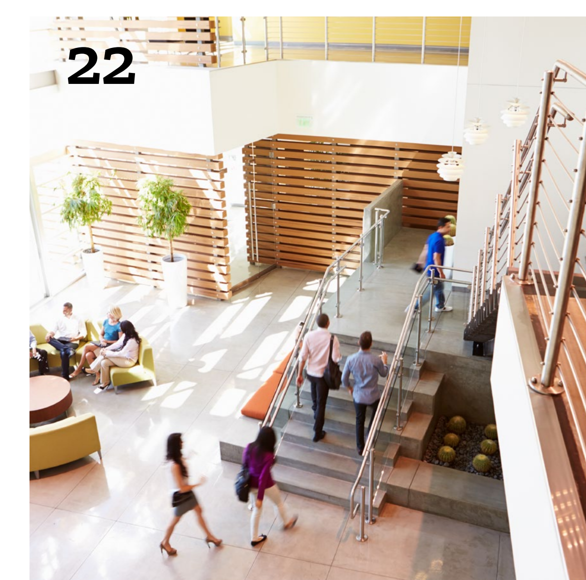


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# President's letter

Dawn Carpenter, CPM®

Summer is here, and with the warmer weather comes outdoor activities and the perfect time to appreciate nature. It's also the perfect time to analyze and execute your property maintenance needs. In this issue of JPM, discover the tools you need for the upkeep of your property, from disaster preparedness to landscaping and everything in between.

At PropertyCon in Boston in April, 2025 President Dawn Carpenter, CPM®, leads a panel on networking with Sal Dragone, CPM®, CCIM; Toni Harris, CPM®, ARM®; and Tatiana Dwight.

While landscaping can be an afterthought, it provides the first impression of a property and can have a dramatic impact on your property's performance and NOI. On **P6**, discover how the correct landscape can enhance energy efficiency, increase resale value, and mitigate the effects of climate change.

2024 was one of the most devastating years on record for climate disasters. As natural and human-made threats increase due to population growth and climate change, it's more critical than ever for property managers to develop and maintain effective, site-specific emergency plans. Go to **P12** to learn more about property managers' roles in disasters and how to create and execute an effective emergency plan.

Another disaster that the world has dealt with in recent years was the 2020 COVID pandemic. Office buildings have seen significant changes over the past five years, from the quiet stillness of 2020 to a more bustling 2025. While these spaces are relatively closer to their pre-pandemic levels of demand, their transformation continues. Learn more on **P22**.

On **P28**, learn about IREM instructor Lukasz Skowronski, CPM®, and his revolutionary role in bringing world-class property management education to Kazakhstan and Central Asia. Skowronski spoke with JPM about his journey to becoming IREM's first instructor in Kazakhstan, and his goal of bridging the gap between the demand for highly skilled property managers and the need for more growth in structured, internationally accredited education there.

On **P26**, read our 2025 Diversity & Inclusions Succession Initiatives (DISI) Leaders 2025 recipients. DISI is a career development program empowering future leaders in real estate management. I am excited to congratulate the 2025 DISI Leaders and know they will continue the goal of championing diversity and inclusion within the workplace and the real estate management profession.

JPM spoke with Wing Tek Lum, CPM®, about his parents, Y.T. and Louise Lum. The Louise L. and Y.T. Lum fund was established in 1975 to recognize distinguished contributions to the real estate management profession. On **P30**, discover their story and how the award's legacy serves as a reminder of the importance of recognizing the excellence of those behind the scenes of property management.

Finally, I am thrilled about the success of IREM's groundbreaking inaugural event, PropertyCon, which was held in Boston in April. It drew more than 500 attendees and offered 45 educational sessions across two days. The conference highlighted cutting-edge topics in property management, including AI integration, adaptive reuse, sustainability, team leadership, communication, and digital property rights. Dr. Drew Pinsky, whom I interviewed earlier this year on "From the Front Lines," spoke about resilience in property management. Learn more about PropertyCon 2025 on **P18**.

The anticipation for the second annual PropertyCon is already high. Whether or not you joined us this year, we encourage you to join us for another dynamic gathering April 8–9, 2026, in Austin, Texas!

Dawn Carpenter, CPM®
IREM President

# Shift in search

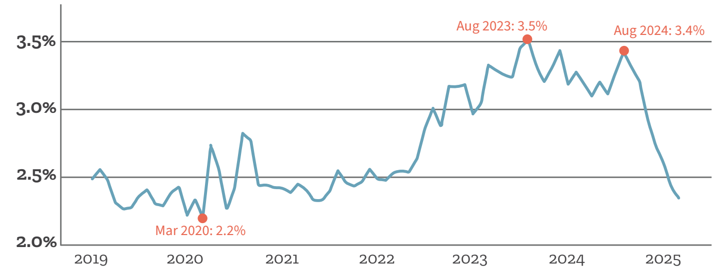
Image: iStock.com/Milan Markovic

Is the appeal of remote work and the trend of the digital nomad coming to an end? Research from Indeed shows that searches for jobs abroad have decreased back to prepandemic levels.

Source: Hiring Lab, Economic Research by Indeed

Foreign job seeker interest has plummeted since August 2024

Share of total clicks on job postings by job seekers abroad (by month), through March 2025




Source: Indeed

**Podcast**

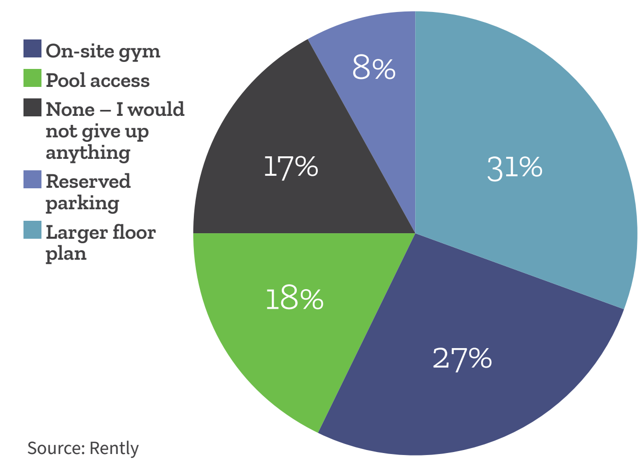
Ashkán Zandieh from CRETI, the Center for Real Estate Technology & Innovation, talks about how occupancy trends are reshaping property management. To learn more about CRETI, visit **creti.org**. Listen in at **irem.org/learning/from-the-front-lines**.



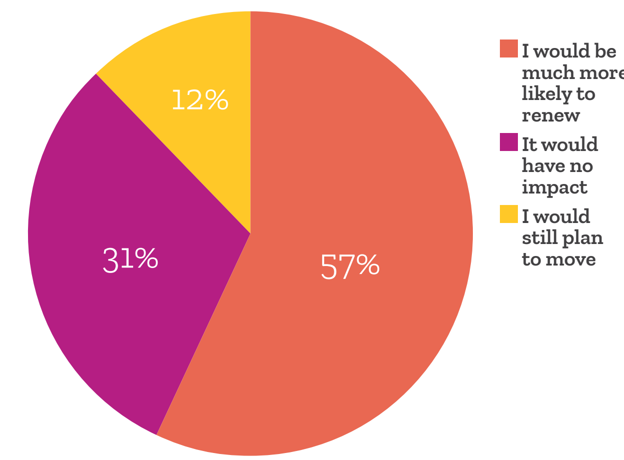
# Tech-focused tenants

Smart tech is more than just a nice-to-have for many residents. Rently surveyed 500 U.S. renters to find out more about their technology preferences. According to Rently's Smart Apartment Trends Report, more than half (58%) of respondents prefer smart home technology over traditional amenities such as gyms and pools.

If you had to give up one amenity to afford better smart features, what would you sacrifice first?




If your community added smart locks, security cameras, and remote access during your lease, how would that impact your likelihood of renewing?




Source: Rently

## Flashback: 1969

**For more** on preparing for today's emergencies and disasters, turn to **P12**.

Emergency preparedness has always been top-of-mind for property managers—even if it looks a little different than it did decades ago. From the MayJune 1969 issue of JPM, here's a look at the "Infighter" emergency vehicle from Young Fire Equipment Corp., featured in the "New Products" section. The 17 cubic-foot portable steel cabinet was designed to carry fire extinguishers, gloves, goggles, axes, pry bars, hard hats, and lanterns. A warning horn mounted on top could alert of nearby danger.

**More than** 50 years of JPM issues are available online at **jpmonline.org/archives**.

"By failing to prepare, you are preparing to fail."

*—Benjamin Franklin*

feature | landscaping

# Changing the landscape

From increasing NOI to protecting against climate risks, the right landscaping offers a wide range of benefits to properties

Image: iStock.com/sl-f

**When it comes** to the overall feel of a property, landscaping should not be an afterthought. Whether it's well-maintained seasonal flowers or a thoughtfully designed native garden, landscaping is often the first thing a person sees when they arrive at a property. The exterior makes that initial, lasting impression and sets expectations, no matter how well an interior space is maintained.

Selecting the right landscaping can also mitigate the effects of climate change, enhance energy efficiency, and increase resale value. From a residential perspective, landscaping can boost a home's resale value by an average of 15–20%, according to Bankrate. A frequently cited study from the International Society of Arboriculture highlights that customers may spend 12% more in retail centers with quality landscaping.

While landscaping is essential, it can be challenging for property managers juggling numerous responsibilities. By establishing clear landscaping goals, planning proactively, and working with the right partner, property managers can maximize the benefits of their outdoor spaces and positively impact their budgets.

### Establish goals for the property

Before planning a landscape design or budgeting, it's essential to consider the role of landscaping and the importance of curb appeal for a specific property. Are you managing an industrial facility along train tracks—or an upscale residential community? How will guests and tenants use the space? Does your property require a lawn area for activities? What native plants can be planted in the rest of the landscaped area?

"Each asset type is going to look at things differently when it comes to landscaping," says Will Curtis, CPM®, CCIM, managing director, Browning Commercial. "For industrial properties, landscaping is almost nonexistent, but office, retail, and multifamily are all going to lean a little more heavily on landscaping, depending on the subtype of the property. These are places where the aesthetics are even more important and can impact the guests or tenants."

Knowing these goals will help you plan your design and budget accordingly. Tom Marsan, general manager, **Beverly Companies**, a landscaping and snow removal contractor near Chicago, says that depending on the needs and priorities of the property, you may be able to scale back in areas such as fertilizing or irrigating if landscaping is not a major priority.

After you determine the role landscaping will play in your property, it's important to consider how your local climate and wildlife could affect your plant choices. Seasonal conditions, rainfall amounts, how animals utilize the landscaping, and the specific qualities of plants are some factors to consider. Highlighting the importance of this, Curtis recalls a time his team installed drought-resistant plants for their dry environment—only to have them eaten by deer.

*"Lawn maintenance also creates significant air, water, and noise pollution, which negatively impacts the health of both people and wildlife. These are just a few reasons why we need to rethink our urban landscaping, particularly non-functional lawns.*

—Kristen Wernick, Verdani Partners

## Tap into tech

New platforms, artificial intelligence (AI) applications, and digital tools for landscaping are entering the market every day. Here are a few landscaping expert favorites:

- **Smart irrigation systems and weather-based irrigation controllers.** These tools can monitor moisture and rainfall, so you can conserve water usage and save money.
- **Pathfinder.** This free online tool shows you the carbon intensity of a planned landscape and offers sustainable suggestions.
- **PictureThis.** By taking a picture of any plant, this app can identify it and offer care tips.
- **Turf AI.** This app analyzes the health of your turf using a drone and identifies the specific needs of your turf.

Image: iStock.com/Fahroni

"Next, we picked something that would repel the deer," he says. "All seemed well until the local police department contacted us, saying they kept getting calls that the entry to our building smelled like marijuana. It wasn't marijuana—it turned out that the plant we installed gave off a pungent scent similar to marijuana when it was wet. Needless to say, we had to update the plants once more."

Curtis says it's also important to consider the normal wear and tear a property will experience, which can increase the costs of maintenance and upkeep.

### Plan for regular and sporadic maintenance

"Regular maintenance includes your spring and fall cleanups, turf fertilization, weekly mowing and weeding, bush-trimming—all those tasks required to maintain the landscape," says Marsan.

Outside of regularly scheduled maintenance, property managers must prepare for less frequent tasks such as mulching or tree trimming. "Many people don't call for those services until an issue comes up, like a fallen tree branch that causes damage," Marsan states. "If it's a busy season, we may not be able to squeeze it in, and if it's an emergency service, it may cost more. Planning ahead for those extras will prevent problems." Some services, like tree trimming, may only need to be performed every few years.

Another inevitability to plan and budget for is plant replacements when plants reach the end of their lifespan.

### Integrate native plants into your design

The use of plants native to a specific region has gained popularity in recent years. Kristen Wernick, MBA, LEED Green Associate and Fitwel Ambassador, notes that native plant landscapes offer a host of benefits compared to traditional turf-dominated landscapes. "Functional lawn, which is frequently used by occupants or the community, certainly has value. However, non-functional lawn, which is rarely utilized, is an

## Considering climate change

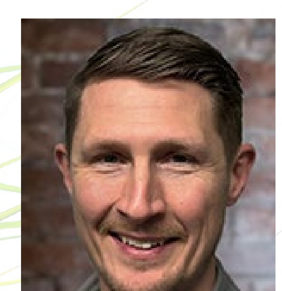
Property managers are seeking ways to safeguard their properties against the risks associated with climate change, including rising temperatures, droughts, floods, and wildfires. Choosing the proper landscaping can help.


Image: iStock.com/digihelion

Kristen Wernick says that installing native plant landscapes and green infrastructure, or rainwater management strategies, can help mitigate disasters and reduce water and energy usage. Native plants provide flood and erosion control, mitigate drought, and reduce the release of carbon, while keeping the soil intact. She adds that in areas like California, native plants are adapted to fire and can aid in fire mitigation.

Incorporating rainwater management strategies, such as swales and rain gardens, is a fantastic and cost-effective way to keep water on site, spread it, and sink it into the landscape. This reduces pollution and runoff entering our nearby watersheds, reduces the need for supplemental irrigation, and provides flood and erosion control.

Another topic of concern is the urban heat island effect, where dense concentrations of buildings and paved surfaces absorb and retain heat, causing urban areas to be significantly warmer than nearby rural regions. "The most multi-beneficial way to deal with this, especially in new developments, is to strategically plant more native trees in places where people will spend time and in areas that shelter the building for cooling costs," Wernick says. Increasing the landscaping area, adding more green spaces, and using different hardscaping materials, such as permeable pavers, light-colored concrete, and natural stone, can also minimize the heat island effect.



*"If it's a busy season, we may not be able to squeeze it in, and if it's an emergency service, it may cost more. Planning ahead for those extras will prevent problems. Some services, like tree trimming, may only need to be performed every few years.*

—Tom Marsan, Beverly Companies

issue for several reasons," she says. "Lawns produce more carbon than they absorb. This may seem like a loaded statement, but you must consider all the inputs necessary to maintain lawns, from the gas-powered equipment that releases several greenhouse gases and harmful pollutants to the fertilizers, herbicides, pesticides, and high-water use—all these inputs are carbon-intensive. On top of that, lawns don't absorb enough carbon to offset the carbon they create. Lawn maintenance also creates significant air, water, and noise pollution, which negatively impacts the health of both people and wildlife. These are just a few reasons why we need to rethink our urban landscaping, particularly nonfunctional lawns."

Additionally, lawns do not provide any ecological value to wildlife, says Wernick, the associate sustainability director and head of biodiversity at Verdani Partners. "Native plants, on the other hand, provide numerous benefits, including lower water use, less maintenance, no pesticides or fertilizers, erosion control, cost savings, habitat for pollinators such as birds and butterflies, aesthetic value, and a sense of place for occupants and the community."

Native plants can also reduce air, water, and noise pollution since they require fewer inputs and have deep root systems that store carbon and filter water, Wernick says. "These landscapes also foster engagement and education for tenants and the community, and they can be so beautiful," she says.

Choosing native plants is a cost-effective solution with long-term savings, although there may be higher upfront costs, especially if a rainwater management feature, such as a swale, is included.

Over time, native plants can positively impact net operating income (NOI) because they have adapted to the climate and region where they have evolved, requiring less water and no fertilizers, herbicides, or pesticides. They are also more resilient and require less replacing.

Seasonal conditions, rainfall amounts, how animals utilize the area, and the specific qualities of plants are some factors to consider when choosing landscaping.


The SITES Gold-certified Expedia Group Seattle Campus

Image: Marion Brenner

Buildings using native plants can also gain reputational benefits and credits for certifications such as LEED, Fitwel, WELL, and SITES, which is the landscaping counterpart to LEED.

From native plant societies to nearby forest preserves, numerous local resources are available to help people identify the plants that are native to their specific location.

Wernick suggests turning to native plant databases, the Audubon Society and the National Wildlife Federation for information on native plants and supporting pollinators.


The SITES SIlver-certified Minneapolis Convention Center Plaza in Minnesota

Image: Damon Farber Architects/courtesy Meet Minneapolis

Native plants can also reduce air water and noise pollution since they require fewer inputs and have deep root systems that store carbon and filter water.

*Like property managers have IREM as a professional association, landscapers and landscape architects have professional associations and designations, as well.*

—Will Curtis, Browning Commercial

### Partner with the ideal contractor

The right landscaping partner can alleviate the stress of planning and maintenance. Here are a few tips for finding a contractor that suits your needs:

- Ensure you have a good rapport with the sales representative. "We strive to build a good relationship with our customers, build trust, and provide the best service we can," Marsan says. "Make sure that same commitment comes through with the partner you choose."
- Confirm the services offered match your property's needs. Some companies may do maintenance but don't install new plants or offer materials like mulch. "If your property requires mulching or planting flowers, make sure your contractor can also provide those services rather than looking for a separate contractor," Marsan says. And be sure they are conveniently located near your property to ensure they can easily reach you when you need help.
- Communicate your long-term goals, and ask questions. This will get everyone on the same page.
- Consider certifications. "Like property managers have IREM as a professional association, landscapers and landscape architects have professional associations and designations, as well," Curtis says. "Hiring those with the designations and certification has also been a positive result. They are not easy to find, but they have always worked with me long term." If you are planning to integrate native plants, find a contractor who is certified or trained in using these types of plants. Organizations that offer native plant certifications or trainings include native plant societies, Green Gardens Group (G3), U.S. Green Building Council (USGBC), and SITES. "You can also reach out to your local water agency or conservation district for suggestions," Wernick says.

From curb appeal to healthier budgets, the proper landscaping can have a significant impact on your property and NOI. With the right contractor and thoughtful plant choices, property managers can get the most out of their landscapes.

feature | disasters

# Prepping for disaster

Learning from the past, property managers share tips for being ready when the unexpected happens

**There was certainly** no shortage of natural disasters in 2024. According to the National Oceanic and Atmospheric Administration (NOAA), there were 27 separate weather and climate disasters in the U.S., costing $182.7 billion and causing 568 deaths. This made 2024 the fourth costliest year on record, with the eighth-highest death toll since 1980. The increase in frequency of these natural disasters is caused by population growth, development, and climate change.

While natural disasters may be the first thing that comes to mind when thinking about disaster emergency preparedness, other areas of concern include violence, property loss, everyday emergencies, and unprecedented situations.

Image: iStock.com/FrankRamspott

Flooding at Homeroom Lofts in Averill Park, NY, after a storm in July 2021.

Photo: Jesse Holland, CPM®

As the risks grow, it is more important than ever for property managers to make sure they have updated, effective, and realistic disaster emergency plans. JPM talked with Jesse Holland, CPM®; Jeffrey Lapin, CPM®, ARM®; and K. David Meit, CPM®, ARM®, about their disaster experiences in property management.

### Disaster types and risk assessment

Different properties will have different risks depending on building type, tenant demographics, geographic location, and adjacent elements such as an interstate highway next to the building.

Lapin points out that while fire and flood risks are standard everywhere, property managers must prepare for emergencies specific to their location, such as earthquakes in Southern California, windstorms in West Texas, and hurricanes and tropical storms in South Florida. "Every property is like a snowflake," Lapin says. "Each one is unique. Even two buildings built to the same set of drawings across the street from each other, in five years, will be substantially different because of the way they're operated, the way they're leased out, the usage, the equipment, etc. So we have to start with the assumption that every property is distinct, and we need to customize the plan to address the most likely emergencies to occur at that particular property."

Lapin suggests property managers assess the risks with their teams based on their specific property situations. "Think through those things that are most likely to happen, and come up with responses for each one." Holland also suggests: "Look at what systems could fail and create a disaster. A pump station with no electricity can become a disaster in a hurry, but adding a generator or the ability to connect one could prevent that."

> *A disaster will most likely affect multiple properties, if not multiple areas at a time. So our firefighters, police, and EMTs want to be involved.*
>
> —Jeff Lapin, CPM®, ARM®



feature | disasters

## Surviving the inferno

**A story of loss, hope, and community in Los Angeles**

The billions of dollars in property losses caused by the devastating January 2025 fires in Los Angeles are staggering. But behind every destroyed or damaged structure is a deeply personal story—of survival, grief, and the long road to rebuilding.

By Jan. 7, 2025, the region had gone eight months without measurable rainfall. That day's forecast warned of sustained winds at 60 m.p.h., with gusts reaching 100 m.p.h.—a perfect storm for disaster.

**Jaymi Lacap, CPM®**, general manager with CBRE and president of IREM's L.A. Chapter, was at work in Century Plaza Towers, the 2.4 million square foot Class-A commercial property she manages in Century City. That morning, the Pacific Palisades fire ignited just 12 miles west.

As the fire grew, colleagues living nearby began leaving to check on their homes. Lacap headed out around 6 p.m., planning to drive 45 miles east to Altadena to celebrate her birthday with her family. But she never made it home. While en route, the Eaton Canyon fire broke out. By the time she reached Pasadena—just 10 miles from her house—roads were closed.

The Eaton Fire destroyed more than 7,000 structures, including most of the homes near Lacap's neighborhood. Remarkably, her home was one of only about 60 spared, thanks to its unique location in the canyon. Still, extensive smoke damage meant she and her family couldn't return until major remediation was completed.

The Eaton Fire burned in eastern Los Angeles County in January 2025.

Image: iStock.com/Edward Chaidez

"It was a few weeks before I could get back to our street," Lacap says. "The first time was at night, and everything was just dark. But when I returned during the day, driving up Altadena Drive, I remember thinking, 'Something's missing.' The entire neighborhood was gone. A lot of us feel survivor's guilt—why were we spared when others just half a mile away lost everything?"

While she didn't manage any properties affected by the fires, Lacap's ownership group organized relief duffel bags filled with toiletries, gift cards, and essentials for those who had lost everything. LaCap also applied for and received assistance from the REALTORS® Relief Foundation (RRF), a grant program available to IREM members through the National Association of REALTORS®.

"The grace in all this is that, because I'm in property management, I could work directly with trusted industry partners for remediation," she says. "The support we received was overwhelming. Our community brought us pillows, blankets, toiletries—even suitcases. Vendors I've worked with over the years offered their homes, helped with insurance paperwork, and connected us to remediation and testing companies."

Though her home remains uninhabitable for now, Lacap's sense of gratitude is strong. "I feel incredibly lucky to be part of this industry," she says. "In the face of devastation, it was this community that helped us feel whole again."

Through his experience as an expert witness, Meit knows that property managers may not be prepared to deal with emergencies of violence. He stresses that it is vital to know the crime history of a property's area, including whether the physical asset you're managing could be a target. "We deal with that in Washington, D.C., all the time because D.C. in itself is a terrorist target. And of course, we've lived through it all with 9/11 when the Pentagon was hit. I have close colleagues of mine who were in New York during 9/11. They have powerful stories of how they worked with their tenants and brought people to safety." Property managers should be aware of these risks and know their emergency systems, work with local law enforcement and tenants, and formulate a plan for these specific types of emergencies.

Meit also explained how property loss is the main emergency dealt with in property management. This can be from fires, floods, earthquakes, or storms, but also related


Image: iStock.com/shaunl

to mold outbreaks and indoor air quality. Knowledge of your property type and what construction issues it may present is the key to handling these situations. "An outbreak of mold or unhealthy indoor air quality could be caused by a problematic HVAC system, or it could be water infiltration from poor construction or lack of preventative maintenance," Meit says.

### High-impact/low-volume events

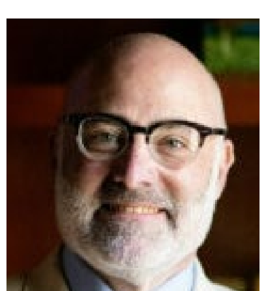
Certain disaster situations may not be front of mind, and Holland thinks it's important to "understand what's high impact, low volume and what is high volume, low impact. So while things like [natural disasters] are exciting to talk about, you're so much more likely to have someone collapse from a heart attack in front of you."

Holland recalls a unique situation that his property management team had to handle on the spot. A rabid fox had entered the property and attacked a tenant and a dog, and another tenant ended up killing the fox. The dog was OK, and the tenant had to get rabies shots. He thought this was the end of the story, but the next day, the local news showed up with questions. Holland and his team had to develop responses that would protect the property from a public relations standpoint. He emphasizes the importance of knowing your property to plan for hard-to-predict incidents. "This had nothing to do with us. We don't keep foxes. But [the property] was next to wetlands, and foxes get sick."

Holland also thinks it is wise to pay attention to current events, because this helped his property management team be more prepared when COVID emerged in China. While most people in the United States did not see this as a serious threat at that time, Holland followed it closely and, with his team, came up with a plan on how they would tackle the situation if or when it affected the U.S.

### Creating a plan

Before creating a plan, it is crucial to establish the property manager's role regarding disaster management. Holland describes the role as coordinator and supporter. Lapin's phrase of choice is "incident commander," and Meit says the property manager is the "ringleader." While they each use different terminology, all share the same sentiment about the property manager's role during disaster management. The No. 1 priority is human health and safety—everything else comes after that. Property



> *During Fire Prevention Week, we invite the firefighters, and they bring the truck. They love doing that. The firefighters don't love fighting fires; they love being prepared and teaching you how to prevent fires.*
>
> —K. David Meit, CPM®, ARM®





> *Look at what systems could fail and create a disaster. A pump station with no electricity can become a disaster in a hurry, but adding a generator or the ability to connect one could prevent that.*
>
> —Jesse Holland, CPM®

managers do not have the same role as first responders, but they are in charge of protecting assets, taking care of tenants, recovery, and giving calm, clear direction to avoid panic.

The key components to prioritize when creating a disaster preparedness plan for your property include knowing your property and your resources. "Make sure you are aware of your life safety systems, alarms, sprinklers, and halon, carbon monoxide, and smoke detectors. Know how your building is set up, including if the elevators shut down or if you have fire doors or an emergency generator," Meit says. The property manager must know the evacuation routes and where building occupants can safely gather to await further instructions.

If no evacuation routes are available, study your building and determine the easiest ways to egress. Then, become familiar with the available outside resources. This can include the Red Cross, your local Federal Emergency Management Agency (FEMA) resources, first responders, online platforms, and even other property managers.

Lapin adds that each property or building should have an adequate supply of emergency water, food, first-aid supplies, sanitary supplies, and rescue tools. He says an area-wide emergency often requires building occupants to be self-sufficient for up to 72 hours. Disaster recovery plans should account for this possibility.

### Relations with first responders

Communication and relationships with local resources are vital to a successful disaster preparedness plan. "A disaster will most likely affect multiple properties, if not multiple areas at a time," Lapin explains. "So our firefighters, police, and EMTs want to be involved. It's been my experience that they love to come and talk about what they're going to be doing or what they aren't going to be able to do for us immediately after a disaster. We can then incorporate this into our plan."

Meit has some excellent advice for how to build these relationships with local first responders. "Cookies. When I take over a property or we build a property, we visit the firehouse with cookies or something else yummy," he says. "You're building stakeholder relationships." Property managers want to make sure they know their local emergency responders and that the emergency responders know them. "During Fire Prevention Week, we invite the firefighters, and they bring the truck. They love doing that. The firefighters don't love fighting fires; they love being prepared and teaching you how to prevent fires."

Holland adds: "Engaging with [first responders] makes their job easier and helps build relationships. Don't forget to show them your appreciation, especially volunteer companies. Members are leaving their jobs or families to respond to calls at your property. Hosting a drill night, sending food, or even just a nice card goes a long way."

In addition to building relationships with first responders and other local emergency service personnel, it can also be extremely beneficial to build relationships with other local property managers. Holland points out that fellow property managers can lean on each other. When one has a disaster and needs extra rooms, staff, or resources, they can ask the other.

### Connecting with other property managers

Holland received some helpful advice from fellow property managers who dealt with the aftermath of Hurricane Irene in 2011. "'Order dumpsters now, because you're going to need them when there's no power and everyone has to throw out all their food'. That piece of advice made all the difference in the world," he recalls. Also, continue to keep up your IREM member connections. "IREM is a tremendous resource because we have so many experienced property managers, property management supervisors, company owners, etc.," Lapin explains.

"Draft the plan, distribute the plan, and work the plan," says Meit. Do regular emergency drills at your property so your tenants and staff feel well-prepared in case of an emergency. And be flexible about adjusting the plan when the situation changes or you find that an important step or procedure has been omitted or can be done better, Lapin advises.


# PropertyCon 2025

## The first-of-its-kind IREM event delivers powerhouse insights and inspiration

**Photo above:** At PropertyCon in Boston in April, IREM's leaders pose with keynote speaker Adrianne Haslet, 2013 Boston Marathon bombing survivor. From left to right: 2025 President-Elect Mindy Gronbeck, CPM®, CCIM; Director & 2025 Secretary/Treasurer Nominee Ryan Huffman, CPM®; 2025 President Dawn Carpenter, CPM®; Haslet; 2025 Secretary/Treasurer Kim Collins, CPM®; Immediate Past President Libby Ekre, CPM®; IREM CEO Zack Wahlquist.

**In a groundbreaking inaugural** event, PropertyCon 2025 drew a packed house of more than 500 attendees in Boston in April, setting a new standard for property management conferences. Featuring a robust agenda of 45 education sessions, the two-day extravaganza explored cutting-edge topics from AI integration to sustainable practices, leaving participants energized and informed.

### AI and adaptive reuse

Among the event's highlights, Anne Hollander of The Strategic Edge captivated audiences with her visionary take on AI's role in property management. Emphasizing the need for strategic alignment, Hollander declared, "AI is your intern, and you are the boss." Her insights underscored the critical balance between technology and human oversight in maximizing operational efficiency.

The IREM Foundation hosted a prestigious luncheon, honoring sustainability champions and fostering crucial dialogue on industry best practices.

Adaptive reuse properties are an innovative, cost-effective solution that minimizes demolition waste, preserves historical and cultural assets, and promotes sustainability. In one session, panelists shared examples and stories as a practical model for engaging local stakeholders early, aligning projects with community needs, and leveraging financial incentives and policy support to overcome construction and development hurdles.





Dr. Debbie Phillips, CPM®, lit up the room talking about the important relationship between mentors and mentees.

### Communication and feedback

Dr. Debbie Phillips, CPM®, lit up the room with her generous spirit and words of wisdom. She taught us that serving as a mentor requires clear expectations, consistent communication, and care. Dr. Debbie emphasized the transformational relationship between the mentor and mentee. Mentors need to be able to listen deeply and challenge their mentees. In turn, the mentee must be willing to experience discomfort and be challenged.

Seth Schiffli, a student at Ball State University's property management program who attended PropertyCon, says that Dr. Debbie's talk "gave me insights into mentoring relationships, and she was kind enough to give the names of a few individuals I could contact. Just being in the room with industry professionals and getting the chance to talk and explore the crowd was a boon I could never get on campus."

The IREM Foundation hosted a prestigious luncheon, honoring sustainability champions and fostering crucial dialogue on industry best practices.


Attendees at PropertyCon had the opportunity to play nine holes of mini-golf at the opening night party.

## IREM, Jackson Control recognize superior sustainable buildings

An event at PropertyCon highlighted this year's winners of the Jackson Control Sustainability Awards, which recognize exceptional performance among IREM Certified Sustainable Properties (CSP®). This award program highlights the teams of people behind sustainable building performance and encourages knowledge-sharing to help others on their sustainable property journeys.

Properties are recognized in three categories: Sustainability Leadership, Resource Efficiency, and Top Performers.

- **The Sustainability Team Award** went to Garden Village, a retail shopping center in San Pedro, California. The center is owned by InvenTrust Properties and managed by InvenTrust Property Management LLC.
- **The Visionary Impact Award** was awarded to two properties: Avanti Brookhaven, an apartment building located in Brookhaven, Georgia, (owned by MEPT BGO Diversified and managed by Carroll Management Group) and Fort Point Creative Portfolio A, an office building in Boston, Massachusetts (owned by MEPT BGO Diversified and managed by Synergy Investments).
- **The Sustainability Innovation Award** went to Foundry Square II, a state-of-the-art office building in San Francisco. It is owned by Nuveen Real Estate, Ltd., and managed by JLL.

Several other industrial, multifamily, mall, shopping center, office building, senior housing, medical office, and self-storage properties were identified as top-performing properties in their asset classes, compared to other IREM CSP properties. A listing of the top-ranking properties in the areas of carbon reduction, energy efficiency, and water conservation is available on the IREM Foundation website.

The Jackson Control Sustainability Awards are sponsored by Jackson Control. The IREM Foundation and IREM would like to thank Jackson Control for their support and valued partnership.

Effective property managers understand they need to bring out the best in their teams and provide constructive feedback that supports learning and growth. Eric Skeeter, CPM®, provided real-world examples and engaged the audience in problem-solving scenarios as an exercise in what works and what does not work when managing successful property management teams.

### Future of the Industry panel

The second day started with the Future of the Industry breakfast, where three panels discussed different topics with IREM President Dawn Carpenter, CPM®. The first panel, on the future of networking, explored how employees from different generations can learn from one another about networking and how AI is shaping the way property managers connect.

The second panel focused on Proptech and how it's transforming property management, from centralization and specialization in the office to changing the dynamics of tenant relations. The last panel featured Carpenter talking with Hollywood producer Neil Mandt about the relationship between augmented reality

PropertyCon attendees listen to one of the keynote speakers.




PropertyCon attendees loved spending time together.

and how property managers can protect and benefit from their buildings' digital rights. Mike McConnell, CPM®, an IREM instructor who was a panelist on risk management and property insurance, says: "Mandt's presentation was particularly helpful and opened my eyes to both concerns and potential revenue arising from digital media rights."

### Keynote highlights

Keynote speaker Dr. Drew Pinsky struck a chord with his candid discussion on resilience in property management, acknowledging the profession's unique stressors and advocating for adaptive skill-building. "Resiliency is a process," Pinsky affirmed, "forged through mentorship, improvisation, and steadfast attention."

Dr. Drew Pinsky was the leadoff keynote speaker at PropertyCon.

Closing the event on an inspiring note, Adrianne Haslet's stirring account of courage and perseverance resonated deeply. A professional ballroom dancer and a survivor of the Boston Marathon bombing, Haslet challenged attendees with her mantra: "When someone tells you it can't be done, be the one in a million who proves them wrong."

As PropertyCon 2025 came to a close, anticipation soared for the next chapter in Austin, Texas, promising another dynamic gathering April 8-9, 2026.

# Office comeback

*As companies return to work, property managers rise to meet the new workplace expectations*

Image: iStock.com/monkeybusinessimages

From the empty stillness of 2020 to the growing bustle of 2025, office buildings have been on a rollercoaster of transitions over the last five years. While these spaces may not have recaptured their pre-pandemic levels of demand, data shows that the office sector is healthier than it was a few years ago.

Office demand is reflected in CBRE data, which shows that net absorption in the fourth quarter of 2024 totaled 10.3 million square feet—the highest quarterly total in three years. The overall vacancy rate decreased by 10 basis points to 18.9% as net absorption outpaced construction completions for the second consecutive quarter.

Demand is up significantly thanks to return-to-office mandates. From Amazon to AT&T to Boeing, many large corporate employers are requiring a full return to the office, while others have rolled out a hybrid working model, with a mix of on-site and remote workdays.

According to Avison Young's research, U.S. office buildings were 63.3% as busy in March 2025 as they were in March 2019. This is in sharp contrast to the index's lowest point: 10.3% in April 2020.

For office building property managers, this return to the office is a welcome sight—and one that brings new demands to the job. Evolving technology, fluctuating occupancy, and new amenity expectations are just a few of the considerations property managers must address in the post-COVID era. As more employees return to their offices, property managers also play a vital role in ensuring a company's transition back to the office is successful.

"By supporting a great building experience in tandem with an individual company's policies and practices, property management can be seen as a partner in a company's overall return to office," says Adam Segal, the cofounder and CEO of Cove, an office building operations and tenant engagement software. "But it's important to keep in mind that they are not responsible for creating or enforcing these mandates."

### Occupancy reset

With a mix of full-time and hybrid office workers, property managers must find ways to adjust to the fluctuating occupancy needs.

"We are trying to understand the expectations of the building on a daily basis and even throughout the day," says Patty Nooney, CPM®, principal and director of real estate management services at Avison Young. "A company may hold meetings from 10 to 12 or 1 to 3, and suddenly an influx of people comes to the building."

She says her team is leveraging technology to build metrics that show what days and hours a building has a heavier population and requires more janitorial, security, or food service.

### The right mix

Much has changed since the last time employees clocked 40 hours per week on-site, and many workers now have new workplace expectations.

"An overarching theme for offices in 2025 is the flight to quality and catering to the employee experience," says Jodie Poirier, president of occupier services | Americas at Colliers.

After working from home for five years, employees expect quiet areas to focus or privately take a Zoom call. Even in coworking spaces, there is a shift away from open-bench seating to more private workrooms.

"Whether people are talking to vendors, clients, or remote colleagues, they need that private space to have head-down focused time or take video calls," says Poirier. And, as video calls are now part of daily work, Poirier points out that sound attenuation is one of the most crucial features in today's successful office build-outs.

Equally important as dedicated focus areas is the need for huddle rooms and collaboration spaces that enable teams to work together—after all, a key goal of many return-to-work mandates is to foster teamwork and company culture.

### Testing tech

Technology plays a massive role in 2025 office spaces—both for tenants and property managers. Workspaces are now more tech-driven, with features like digital collaboration boards and smart meeting rooms. For property managers, tech plays an increasingly critical role in streamlining and optimizing operations.

"For property managers, technology, when leveraged correctly, can act as a partner and enhance all the things that property managers are doing," Segal says. Apps like Cove can assist property managers and engage tenants. For example, Cove and similar apps can handle tasks such as:

- Work orders
- Rental maintenance
- Inspections
- Visitor management
- Tenant communications and announcements
- Building access control

Still, getting all team members and tenants on board with technology can be a challenge. To cater to everyone, Nooney and her team focus on providing service through technology

*"By supporting a great building experience in tandem with an individual company's policies and practices, property management can be seen as a partner in a company's overall return to office.*

—Adam Segal, Cove

*"We are trying to understand the expectations of the building on a daily basis and even throughout the day. A company may hold meetings from 10 to 12 or 1 to 3, and suddenly an influx of people comes to the building.*

—Patty Nooney, CPM®, Avison Young

> *Whether people are talking to vendors, clients, or remote colleagues, they need that private space to have head-down focused time or take video calls.*
>
> —Jodie Poirier, Colliers

Image: iStock.com/monkeybusinessimages

while also offering a human touch for those who prefer it. "If an office worker is using an automated system to book a conference room and it doesn't work, how easy is it for them to get help and accomplish what they want?" Nooney says. "When a piece of technology isn't working according to plan, we have to ensure that level of service in a different way. Technology is not perfect, and neither are the people using it."

### Standing out

Poirier notes that well-amenitized buildings located in desirable areas near transit are experiencing more leasing activity than other buildings. "These are the buildings that will attract new tenants," she says.

As for amenities, parking, electric vehicle charging, bicycle storage, and wellness offerings are some of today's must-haves.

"It went from a workout and fitness room to an entire wellness concept," says Nooney, who is a member of the IREM Foundation Board and a former IREM President. "You may bring in guest wellness speakers, a Pilates instructor twice a week, or a yoga instructor to lead a class outdoors on the lawn."

Nutritious vending options are also popular with modern workers. "Today's vending machines are 50 times better than they were 10 years ago, offering fresh, healthy choices," Nooney adds.

Another amenity trend is a hospitality-type experience, from concierge services to a lobby that mimics a five-star hotel.

"Whether it's through a third party or a member of your management staff, having a concierge-type person to make reservations or coordinate deliveries helps attract and retain tenants," Nooney says.

As for lobby design, the best examples draw employees to gather, relax, or visit with coworkers, Poirier states.

"I was recently in a building in Atlanta, and it almost felt as if I was walking into a hotel, just by the look and feel of it," she says. "It had a coffee bar, plenty of plants, and a restaurant. Would you rather walk into a lobby like that or a sterile, granite area with no amenities and hard seating?"

Nooney says amenitizing can be challenging given the current state of rising prices, from basic utilities and supplies to the added costs of new amenities or programming. To prioritize which new amenities are worth the price, Nooney suggests examining the characteristics and tenant base of each building. "Conduct surveys but also perform reasonableness tests on what makes sense. Where can you get the biggest bang for your money when adding tenant amenities?" she says.

### Back for good

Office usage and working policies will continue evolving for the foreseeable future. Poirier predicts that the companies with the most consistent yet flexible policies will have great success with their return-to-work mandates.

To best assist these companies as they return to the office, Nooney says it's essential to support property management staff so they are not overwhelmed or experiencing burnout as they navigate the new way of office life.

"Office buildings are definitely not obsolete," Nooney says. "Times change, and we just need to figure out how to keep up with them."

committee central

# Pioneering diversity and leadership

*IREM's DISI Leaders Program celebrates its 2025 recipients*

Image: iStock.com/Drazen Zigic

IREM's Diversity & Inclusion Succession Initiative (DISI) Leaders, a career development program empowering future leaders in real estate management, named its 2025 recipients earlier this year. Funded by a grant from the IREM Foundation, DISI Leaders is open to IREM members and employees of AMO® firms, with a focus on members of marginalized identities or backgrounds. The program was launched in 2009, then known as Diversity Scholars, and renamed to DISI Leaders in 2019. Each year, the group of selected DISI Leaders receives support in earning their CPM® designations, mentorship, career guidance, and various networking opportunities.

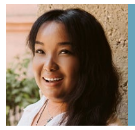
> Each year, the group of selected DISI Leaders receives support in earning their CPM designations, mentorship, career guidance, and various networking opportunities.

DISI Mentors volunteer their time and passion in supporting DISI Leaders and champion diversity and inclusivity within the workplace and the real estate management profession. Mentors provide their assigned DISI Leader with insights and guidance for career advancement and IREM volunteer engagement.

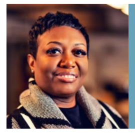
**IREM's DEI Advisory Council** supports this program and other initiatives in conjunction with IREM's DEI strategy, developed in 2021. Congratulations to IREM's 2025 DISI Leaders and special thanks to their DISI Mentors!

## DISI Leaders

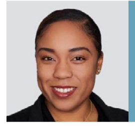
**Yessenia Cordero, CPM® Candidate**
Bottomline Property Management
Charlotte, NC



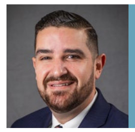
**Kay Gordon, ARM®**
FPI Management
Fullerton, CA



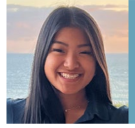
**Jennell Howard, Associate Member**
SHP Management Corp
New York, NY



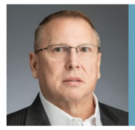
**Jessika Lloyd, CPM® Candidate**
City of Beverly Hills Property Management
Beverly Hills, CA



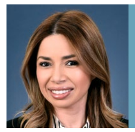
**Anthony Luna, CPM® Candidate**
Coastline Equity
Torrance, CA



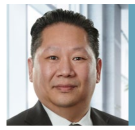
**Sam Nucum, CPM® Candidate**
Southwest Equity Partners
Solana Beach, CA



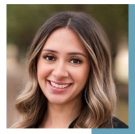
**Ronnie Smith, CPM®**
Lincoln Property Company
Mesa, AZ



**Sara Torres, CPM® Candidate**
CBRE
Los Angeles, CA



**Peter Winzig, ACoM®, CPM® Candidate**
Frauenshuh, Inc.
Minneapolis, MN



**Shelby Zarei, CPM® Candidate**
Houston, TX

## DISI Mentors

**Patricia Trombello, CPM® Emeritus**
Technical Training Consultants, Inc.
Lisle, IL

**Khristina Dundon, CPM®**
Sylmar, CA

**Jason Jackson, CPM®, ARM®**
Emerald Initiative
Spokane, WA

**Daniel Rogers, CPM®, ARM®**
BM Smith and Associates
Silver Spring, MD

**Rita Khan, CPM®, ARM®, ACoM®**
West Bloomfield, MI

**Christie Clenney, CPM®**
Remedy Medical Properties, Inc.
Dallas, TX

**Frank Gaugler, CPM®**
Tishman Speyer
Beverly Hills, CA

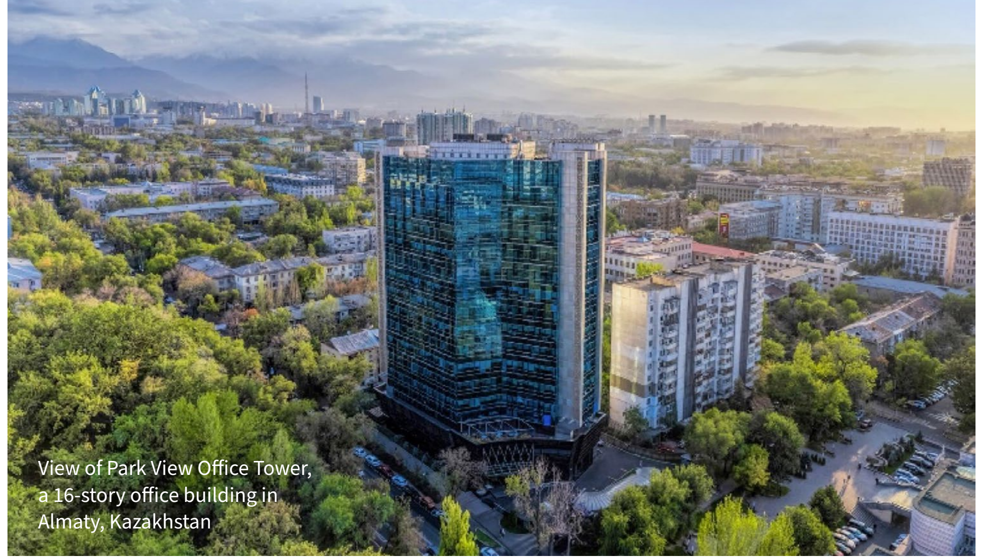
**Tiffany Herring, CPM®**
Sherwood, AR

**Lisa Shull, CPM®**
Bennett Williams Commercial
York, PA

**Maria Richardson, CPM®**
ASI
Cordova, TN

# From practitioner to mentor

*The journey to becoming Kazakhstan's first IREM instructor*



View of Park View Office Tower, a 16-story office building in Almaty, Kazakhstan

Images: Global Development LLP

IREM instructors are shaping the future of property management worldwide, elevating industry standards and mentoring the next generation of professionals. One of IREM's newest instructors is Lukasz Skowronski, CPM®, an industry leader bringing IREM's vision to an emerging market. As CEO of Global Development LLP, Skowronski has played a pivotal role in developing Kazakhstan's commercial real estate landscape. In addition to his CPM designation, he holds several prestigious industry credentials: FRICS (Fellow of the Royal Institution of Chartered Surveyors), CCIM (Certified Commercial Investment Member) and SIOR (Society of Industrial and Office Realtors), reflecting his deep expertise in asset management, investment strategy, and global real estate.

Lukasz Skowronski, CPM®

IREM International sat down with Skowronski to learn more about his journey to become IREM's first instructor in Kazakhstan.

### Tell us about your background and career.

I have been involved in the real estate industry for nearly 19 years, starting my career in Poland before expanding into Central Asia through Kazakhstan. Today, I serve as the CEO of Global Development LLP, a part of Verny Capital Group. In this role, I oversee the strategic management of our real estate assets, including business centers Talan Towers, Park View Office Tower, and PRIME Business Park.

Over the years, I have taken on diverse roles across the real estate sector, from brokerage, sales, and investment to leasing, property and asset management, and corporate real estate. In Kazakhstan, I have had the opportunity to work with Fortune 500 companies, close large-scale deals, and implement sustainable property strategies, ensuring that our developments meet the highest international standards, including LEED and BREEAM certifications. My focus has always been on delivering long-term value, optimizing profitability, and maintaining operational excellence.

Beyond real estate operations, I am actively engaged in mentorship and professional education, collaborating with industry organizations and universities. This led me to become an IREM instructor, leading CPM courses to help property management standards advance in the region. I hold a master's degree in economics with a specialization in real estate management and investment from the Cracow University of Economics.

As part of my commitment to the real estate profession, I actively volunteer with RICS (Royal Institution of Chartered Surveyors) in the roles of an Assessor and Counsellor (mentor).

### How did you learn about IREM and the CPM program?

My first encounter with IREM courses was in Poland around 2010, but at that time, I was already in the process of moving to Kazakhstan. A few years later, thanks to a partnership between IREM and Commercial Real Estate Week (CREW), a local real estate organization in Kazakhstan, I could finally join the program. This collaboration was officially announced at CREW's annual conference in 2014, when Leah Misbin, senior director, International Programs at IREM, came to personally sign the licensing agreement. While completing my IREM education in 2016, I realized how global IREM is when I got to meet then-IREM CEO Russ Salzman and former IREM President Chris Mellen, CPM®, at the MIPIM event in Cannes, France. I completed my CPM in 2017 through a combination of self-paced courses and courses taught by Glenn Pelot, CPM®.

### What made you decide to become an IREM instructor?

To be honest, I received an IREM newsletter that advertised IREM instructor training, and my first idea was, "Why not give it a try?" I was already planning to become an instructor, and I'd started to mentor and provide guest lectures across Europe, so it was natural to apply.

I have always believed in the power of education to transform industries. Becoming an IREM instructor felt like a natural step to give back to the profession that has enriched my career. Sharing my knowledge and nearly two decades of practical experience allows me to mentor the next generation of professionals, particularly in places like Kazakhstan and my home country of Poland, where there is a growing demand for qualified property managers.

### What was Instructor Training like?

IREM Instructor Training was an incredibly inspiring and enriching experience. We had a wonderfully diverse group, including colleagues from South Africa, the United Arab Emirates, the U.S., and me from Poland/Kazakhstan. Everyone brought unique perspectives, which emphasized how the principles of property management are universal yet adaptable to local contexts.

### What is the CPM experience like in a region without a chapter?

Without a local chapter, pursuing the CPM designation required extra initiative and dedication. However, this challenge also made the experience more rewarding. The program's resources, global network, and comprehensive approach to property management helped fill gaps in local expertise. I was fortunate to learn from outstanding instructors like Glenn, whose lectures made a significant impact on my professional development.

The flexibility of IREM's online and hybrid learning formats allowed me to fully engage with the coursework while managing my professional responsibilities. While CREW acts as the local IREM partner supporting property management education, a formal IREM Chapter has yet to be established. I am very happy to see that my good colleagues from my IREM Instructor Training cohort have successfully set up the IREM UAE Chapter, and I would be happy if we could do the same someday in Kazakhstan.

### Can you tell us more about the properties you manage? How have you seen growth in your work?

I manage several high-profile properties, including Talan Towers, a mixed-use development with LEED-certified commercial offices, luxury residences, and a Ritz-Carlton hotel. Talan Towers holds the distinction of being the first LEED-Gold certified building in Central Asia, achieving this milestone in 2017. Another flagship property is Park View Office Tower in Almaty, a BREEAM-certified office building. In 2014, it became the first sustainable and green building ever certified in Central Asia, setting a benchmark for environmentally responsible development in the region. Over the years, I've seen significant growth, particularly in the adoption of international standards and sustainability practices. This progress is reflected not only in rising property valuations but also in the satisfaction of tenants and stakeholders, who benefit from improved operational efficiency and environmental responsibility.

It's worth highlighting that while our properties account for approximately 3.5% of the total modern office space in the two major cities of Kazakhstan, we serve around 55% of the Fortune 500 companies in the country. This underscores the strategic positioning and high standards that make our assets the preferred choice for global corporations. Tenants seek international standards and best practices, and we aim to meet those expectations through collaboration and continuous improvement.

### Do you have any final thoughts you'd like to share?

While there is a clear need for highly skilled property managers in Kazakhstan, structured, internationally accredited education is still in its early stages in the region. My goal is to bridge this gap by expanding IREM's presence in Central Asia, mentoring the next generation of property leaders, and ensuring that local property management aligns with the best global practices.

Talan Towers

With IREM's recent expansion into Dubai, I see a future where Central Asia follows suit, bringing world-class property management education to a market ready for its next stage of professionalization.

## How does IREM offer courses in different languages?

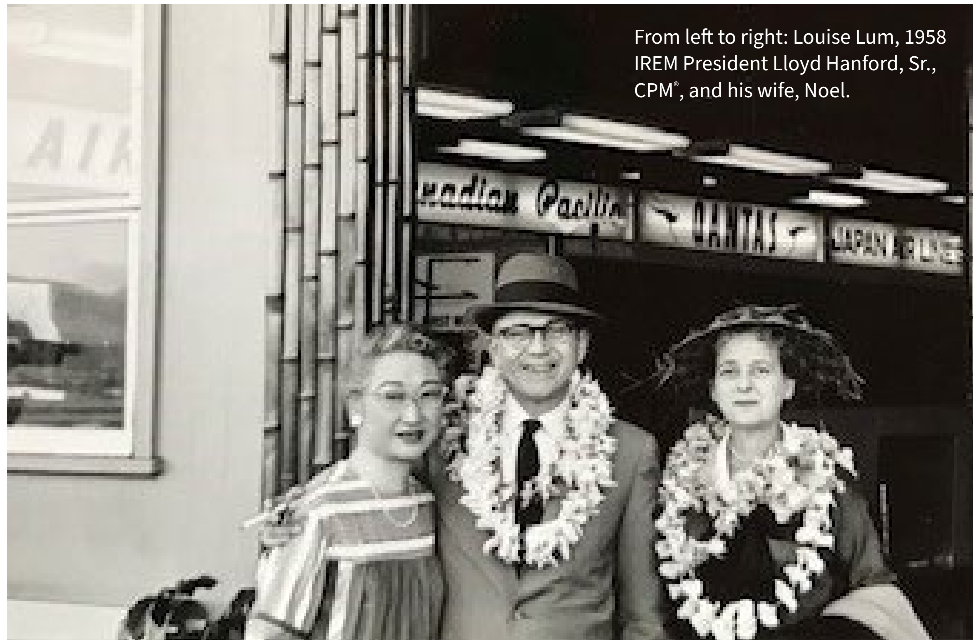
In regions where a language besides English is the main language and there are no local instructors, an American instructor teaches the course via Zoom or in person with live interpretation in the target language.

In the past, it was more common for instructors to physically travel to the country to teach through a licensed partner. Students have access to IREM materials in the local language, and instructors use a special dual language version of the course slides and workbook to teach. In Lukasz's case, he can teach in Polish, Russian, and English.

Through Zoom, IREM offers more live virtual classes than ever!

# Celebrating a legacy

*A conversation with Wing Tek Lum, CPM®, on the legacy of the Louise L. and Y.T. Lum Award*



From left to right: Louise Lum, 1958 IREM President Lloyd Hanford, Sr., CPM®, and his wife, Noel.

The Louise L. and Y.T. Lum fund was established in 1975 to recognize distinguished contributions to the real estate management profession. As the fund reaches its 50th anniversary, we sat down with Wing Tek Lum, son of Y.T. and Louise Lum, to reflect on the legacy behind the award, his family's deep ties to IREM, and the enduring importance of recognizing the unsung heroes of the property management profession.

Their story speaks to commitment, humility, and the belief that real estate professionals working quietly and creatively behind the scenes deserve to be honored.

### Your family has had a long relationship with IREM. Can you tell us about your parents and how they got involved?

My parents were based in Hawaii. My father, Y.T. Lum, was a second-generation Chinese American, born and raised there. My mother came from Shanghai. My father got his start managing our family's commercial properties and leased fee-simple land. In those days, property managers and appraisers were few in number, and he became interested in expanding his work and professional knowledge. He became involved with some professional associations and became interested in earning designations. He was one of the earliest in Hawaii to earn his MAI (Member Appraisal Institute) designation from the Appraisal Institute, as well as his CPM from IREM. He helped found the IREM Hawaii Chapter.

He believed in professionalism and wanted to learn what others were doing. The local chapters were a tight-knit group of professionals. They met monthly at a local restaurant to share views and experiences related to property management and appraisals.

He eventually started going to IREM's national meetings—on what we called the mainland. But back then, it wasn't just a quick flight. In the early days, they would travel by boat—a five-day trip to the West Coast. Then they'd travel further to attend the November meetings in Chicago. That's how seriously they took it. They loved to travel, yes, but they also wanted to expand their professional lives and be part of that broader community.

### That's such a powerful image—your parents crossing the ocean to be part of something bigger. What impact did those meetings have on your father?

He got a lot out of those meetings. Not just the formal education, but also from talking with others and learning how people practiced real estate management and appraisal around the country. That exchange of ideas inspired him. He brought what he learned back to Hawaii, applied it in his work, and shared it with the local chapter. It wasn't just about him improving; it was about raising the standards for everyone.

And they made a lot of friends. Both of them—my mother, too. That camaraderie was a big part of their involvement.

### After your mother passed away, your father established several awards in her honor. Can you tell us about the origins of the Lum Award?

My mother passed away in 1963. My father wanted to honor her and give back to the profession. He started by establishing a fund with the Appraisal Institute. That grew into the Louise and Y.T. Lum Library, which is still a major resource for the appraisal community.

Then, in 1975, he created three more funds—one with IREM, one with the Counselors of Real Estate, and one with the International Right of Way Association. Each had a similar idea: to recognize the contributions of real estate professionals.

### Your father was passionate about honoring "the guy in the trenches." How does that philosophy tie into the formal award language?

That was really important to him. He felt strongly that, while scholarships and programs for younger professionals are critical, we also need to recognize the people already in the field doing the work day in and day out.

He would always talk about "the guy in the trenches." Someone who maybe doesn't serve on boards or teach courses, but who's out there solving real-world problems. Fixing toilets, dealing with tenants, and navigating the day-to-day challenges that come with managing property. That kind of practitioner deserved recognition, too.

So yes, the official language speaks to distinguished contributions that advance education, ethics, and standards. My father's heart was really in honoring those who were making a difference and inspiring others to follow that example.

> If this award can continue to inspire people to recognize others in their communities, or even encourage the creation of similar funds, then that would make my father proud.

### Do you see the Lum family's connection to IREM continuing into future generations?

Absolutely. My father was a CPM. My brother, Tantek Lum, became a CPM and even served as IREM's national president in 1982. I'm a CPM, and my nephew, Jeffrey Lum, is as well. So we've had four CPMs in the family, across three generations.

We've all found value in IREM. For us, it's not just about the credential—it's a professional home. The local chapter in Hawaii, especially, has been a key part of our network and development.

You can learn more about the Louise L. and Y.T. Lum award and past recipients **here**.

### As the award reaches its 50th anniversary, what do you hope people take away from its story?

This award isn't just about my father. It's really about the people like him—the people in the trenches. The practitioners who bring integrity and creativity to the work, solve hard problems, and help move this profession forward, even if they're not in the spotlight.

Y.T. Lum and 1958 IREM President Lloyd Hanford, Sr., CPM®

If this award can continue to inspire people to recognize others in their communities, or even encourage the creation of similar funds, then that would make my father proud. That's what he wanted—to quietly support the profession and shine a light on those who deserve it most.

### Any final thoughts or hopes for the next 50 years of this award?

Just that it continues to uphold its purpose. And that we don't lose sight of the fact that excellence doesn't always come from the front of the room. Sometimes it comes from the back office, the field, or the maintenance closet.

## New CPMs

**Alabama**
Charles Edwards, CPM®, Tuscalossa

**Arizona**
Kelly Rosales, CPM®, Tucson

**California**
Andrew Chiletti, CPM®, Agoura Hills
Simon Chung, CPM®, Los Angeles
Erika Gansch, CPM®, Murrieta
Michelle Higgins, CPM®, Upland
Kelley Howard, CPM®, San Rafael
Gabriel Malcolm, CPM®, San Diego
Angie Ritelli, CPM®, San Diego

**Colorado**
Laura Dart, CPM®, Colorado Springs
Amanda Jorgensen, CPM®, Durango
Jill Kroese, CPM®, Lakewood

**Florida**
Brian Bealler, CPM®, Crestview
Thao Le, CPM®, Clearwater
Kristy Marcelle, CPM®, Holiday

**Georgia**
Kevin Owens, CPM®, Powder Springs
Sarah Parrish, CPM®, Columbus

**Idaho**
Lindsey Braden, CPM®, Boise
Bryan Taylor, CPM®, Meridian

**Indiana**
Laura Alford, CPM®, Indianapolis
Taylor Springer, CPM®, Indianapolis
Kailyn Sparks, CPM®, Thorntown
Dawn Young, CPM®, Indianapolis

**Michigan**
Shawna Thompson, CPM®, ARM®, Hazel Park

**Missouri**
Carly Weis, CPM®, Chesterfield

**New York**
Julia Bykhovskaia, CPM®, New York
Evan Roche, CPM®, Yonkers

**North Carolina**
Andrew Savage, CPM®, Rocky Point
Gabrielle Wagner, CPM®, Wilmington

**Pennsylvania**
Steven Giordano, CPM®, North Wales
Julie Ramsey, CPM®, Elizabethtown

**Tennessee**
Paul Bullington, CPM®, ARM®, Dickson
Jonathan McNabb, CPM®, Nashville

**Texas**
Jackie Dalsimer, CPM®, Haltom City

**Utah**
Shaké Agaronyan, CPM®, Salt Lake City
Robert Corbridge, CPM®, ARM®, Lake Point
Eric Shupe, CPM®, Salt Lake City

**Virginia**
Matthew Deworken, CPM®, North Chesterfield
Niccole Jones, CPM®, Glen Allen
Chelsea Kartchner, CPM®, ACoM®, Leesburg

**Virgin Islands**
Alexander Querrard, CPM®, Charlotte Amalie

**Washington**
Dennis Carman, CPM®, ARM®, ACoM®, Seattle

**Wisconsin**
Brian McClaren, CPM®, Port Washington

**Canada**
Tareq Al Hashmi, CPM®, Calgary, Alberta
Kamran Anwar, CPM®, North York, Ontario
Francis Bandala, CPM®, Burnaby, British Columbia
Sonal Bhatt, CPM®, Winnpeg, Manitoba
Charis Gelowitz, CPM®, Kamloops, British Columbia
Austin Joynes, CPM®, Calgary, Alberta
Robert McLeod, CPM®, Edmonton, Alberta
Megan Wheatley, CPM®, ARM®, Battersea, Ontario
Mohammed Zahir Chowdhury, CPM®, ARM®, Saskatoon, Saskatchewan

**Japan**
Daichi Akahira, CPM®, Hokkaido
Naoto Araki, CPM®, Hokkaido
Tatsuki Aramaki, CPM®, Oita
Masatomo Asakawa, CPM®, Fukuoka
Daiki Doi, CPM®, Osaka
Kentaro Fujii, CPM®, Aichi
Misaki Fujimoto, CPM®, Kumamoto
Yuri Fujisawa, CPM®, Tokyo
Kohei Fukami, CPM®, Fukuoka
Kazuyuki Fukushima, CPM®, Tokyo
Ryu Goto, CPM®, Saitama
Yusuke Goto, CPM®, Hyogo
Kotaro Hayashi, CPM®, Tokyo
Kazuki Hinago, CPM®, Oita
Asari Hirano, CPM®, Tokyo
Kazuyuki Hirasawa, CPM®, Tokyo
Hisae Hori, CPM®, Tokyo
Tomoya Iijima, CPM®, Tokyo
Masaki Ikeno, CPM®, Hokkaido
Koji Imagawa, CPM®, Hokkaido
Yukimi Inagaki, CPM®, Hokkaido
Yuki Itou, CPM®, Hokkaido
Yoki Kanayama, CPM®, Aichi
Kazunari Kanoh, CPM®, Kyoto
Tomohiro Katou, CPM®, Oita
Nagisa Kawa, CPM®, Tokyo
Yusuke Kimoto, CPM®, Oita
Toyokazu Kinoshita, CPM®, Osaka
Tatsuya Kitamura, CPM®, Fukuoka
Mikiko Kobayashi, CPM®, Hokkaido
Keisuke Komatsu, CPM®, Fukushima
Yoshio Kondo, CPM®, Aichi
Teruo Koyata, CPM®, Kanagawa
Go Kumagai, CPM®, Akita
Naoya Kurihara, CPM®, Tokyo
Yuta Masaki, CPM®, Aichi
Noriko Mitsui, CPM®, Hyogo
Kazuya Mori, CPM®, Hokkaido
Tomohiro Murakami, CPM®, Aichi
Kei Nagasaka, CPM®, Tokyo
Yuya Nagashima, CPM®, Shimane
Shinta Naito, CPM®, Tokyo
Jun Nakagawa, CPM®, Saitama
Ryohei Nakai, CPM®, Saitama
Kunio Nakamura, CPM®, Chiba
Hiroyuki Nakanishi, CPM®, Hyogo
Etsuji Nishiwaki, CPM®, Osaka
Jun Nogami, CPM®, Tokyo
Akito Ohata, CPM®, Tokyo
Kei Omura, CPM®, Shiga
Fumiaki Sakai, CPM®, Oita
Kyosuke Sasaki, CPM®, Hokkaido
Daisuke Sato, CPM®, Oita
Hiroki Sato, CPM®, Tokyo
Kenta Shigemoto, CPM®, Kumamoto
Kentaro Shigeyoshi, CPM®, Fukuoka
Kousuke Soejima, CPM®, Fukuoka
Makoto Suzuki, CPM®, Fukuoka
Shigenobu Suzuki, CPM®, Hokkaido
Takeshi Suzuki, CPM®, Osaka
Yutaka Suzuki, CPM®, Kanagawa
Tomohiro Takaki, CPM®, Fukuoka
Yuichi Takeda, CPM®, Hokkaido
Koichiro Tamatsu, CPM®, Oita
Yoshihisa Tanaka, CPM®, Saga
Haruhiko Tokunaga, CPM®, Fukuoka
Takaaki Tokunaga, CPM®, Fukuoka
Hifumi Ueki, CPM®, Gunma
Koshi Urata, CPM®, Kumamoto
Shigeru Usui, CPM®, Kanagawa
Hiroya Watanabe, CPM®, Tokyo
Yasuhiko Yamada, CPM®, Hokkaido
Keigo Yamamoto, CPM®, Shizuoka
Takuji Yamamoto, CPM®, Tokyo
Soichi Yoshida, CPM®, Kyoto
Tetsuyuki Yoshida, CPM®, Fukushima
Hidekazu Yoshigai, CPM®, Kagoshima
Takahiro Yoshizaki, CPM®, Fukuoka

## New ARMs

**Alaska**
Sherri Shepard, ARM®, Anchorage

**Arizona**
Dillon McBee, ARM®, Tempe
Brenda Tapper, ARM®, Mesa

**California**
Erika Martin, ARM®, Fresno
Tiffani Phillips, ARM®, Santa Barbara
Margarita Rocha, ARM®, Lancaster

**Colorado**
Gillian Bliss, ARM®, Fort Collins

**District of Columbia**
Sergi Cardoza, ARM®, Washington D.C.
Austin Giselle, ARM®, Washington D.C.
Jesus Pena, ARM®, Washington D.C.
Ricardo Pritchett, ARM®, Washington D.C.

**Georgia**
Breyanna Funchess, ARM®, Augusta

**Hawaii**
Alexis Linarte, ARM®, Honolulu
Steven Maddela, ARM®, Honolulu
Jeremy Robeson, ARM®, Aiea
David Venegas, ARM®, Waipahu

**Idaho**
Angelina Soto, ARM®, Boise

**Illinois**
Cori Washington, ARM®, Chicago

**Maryland**
Shelby Lee, ARM®, Sykesville

**Massachusetts**
Emilyanne Bates, ARM®, Dalton
Jeannine Chivers, ARM®, South Weymouth
Jenna Columbo, ARM®, Braintree
Patricia Crosby, ARM®, Weymouth
Karen Kelley, ARM®, Eastham
Tatum Logan, ARM®, Braintree
Olivia Orseno, ARM®, East Weymouth

**Michigan**
Lyndsey Battles, ARM®, Hazel Park
Thomas Foster, ARM®, Dearborn Heights
Kelly Guilds, ARM®, Ferndale
Jenna Hunter Jackson, ARM®, Ypsilanti
Sylvia Ann Lewis, ARM®, Burton
Sabrina Mullins, ARM®, Shelby Township
Kimberly Priest, ARM®, Lowell
Laura Yeager, ARM®, Dexter

**Missouri**
George Junior Agyei-Nyarko, ARM®, Lee's Summit
Brenda Fields, ARM®, Fort Leonard Wood

**New Jersey**
Daniel Senra, ARM®, Jersey City

**New Mexico**
Blanca Bedolla, ARM®, Albuquerque

**New York**
Anjuli Lopez, ARM®, Bronx
Katherine Santiago, ARM®, Bronx

**Nebraska**
Regina Frain, ARM®, Omaha

**Pennsylvania**
Markea Golphin-Muhammad, ARM®, Philadelphia

**Rhode Island**
Matt Babin, ARM®, Newport
Jubelky Hernandez, ARM®, Cranston
Cole Villiard, ARM®, Pascoag
Carrie Walsh, ARM®, Rumford

**Utah**
Chantay Fry, ARM®, Draper

**Virginia**
Justin Koep, ARM®, Arlington
Nicolas May, ARM®, Alexandria
Sergio Rivera, ARM®, Arlington
John Sheedy, ARM®, Arlington
Jacob Woodard, ARM®, Arlington

**Washington**
Susan Greenawalt, ARM®, Bellingham

**Wisconsin**
Ashley Wondolowski, ARM®, Madison

**Canada**
Adebisi Sotayo, ARM®, Calgary, Alberta

New certifications

**United Arab Emeritas**
Sumaira Abdul Karim, ARM®, Dubai
Layanas Abdul Lathif, ARM®, Dubai
Kareem Mohamed, ARM®, Abu Dhabi
Tarek Morsy, ARM®, Dubai

## New ACOMs

**California**
Seana Lanter, ACoM®, Antioch
Kaitlin Vils, ACoM®, Westlake Village

**Florida**
Monica Bowden, ACoM®, Jacksonville
Charles Stanton, ACoM®, Largo

**Indiana**
Katy Schmidt, ACoM®, Indianapolis
Maryland
Sattie J. Persaud-Alami ARM®, ACoM®, Bowie

**Minnesota**
Reed Salmon, ACoM®, Richfield

**Missouri**
Sabriana Price, ACoM®, St. Louis

**Nevada**
Sarah Landrum, ACoM®, Sparks
Niki Wilcox, ACoM®, Reno

**Ohio**
Seth Adkins, ACoM®, Columbus
Jacgueline Reau, ACoM®, Toledo

**Texas**
Ali Raza Bana, ACoM®, Houston
Abigael Falekulo, ACoM®, Katy
Charmayne Johnson, ACoM®, Cypress
Cynthia Serrato, ACoM®, Houston
Jenna Zeller, ACoM®, Plano

**Virginia**
Kerry Grygo, ARM®, ACoM®, Glen Allen

**Wisconsin**
Abby Dragas, ACoM®, Beloit
Bob Christian, ACoM®, Fox Point
Marlea Mastropolo, ARM®, ACoM®, Waukesha
Jennifer Owens, ACoM®, Madson
Souheir Salfity, ACoM®, Beloit
Ann Shea-Conkle, ACoM®, Beloit
Tammy Smith, ACoM®, Beloit

## New AMOs

**Florida**
MAGASI Management, LLC, AMO®, Miami

**Illinois**
Ansonia Property Management, LLC, AMO®, Chicago

**New Jersey**
Greek Real Estate Partners, Inc., AMO®, East Brunswick

**Texas**
Thomas Management Group Inc. D.b.A Davidson Properties, AMO®, San Antonio

## New CSPs

**Arizona**
Metro East Valley Commerce - B, Mesa
Metro East Valley Phase Three - Bldg A, Mesa
Metro East Valley Phase Three - Bldg C, Mesa

**California**
Altamont Phase 4 Building A, Livermore
Altamont Phase 4 Building B, Livermore
Fullerton Business Center (Building B), Fullerton
Fullerton Business Center - A, Fullerton
Las Positas Phase 1 Building A, Livermore
Las Positas Phase 1 Building B, Livermore
Las Positas Phase 2 Building A, Livermore
Las Positas Phase 3 Building A, Livermore
Las Positas Phase 3 Building B, Livermore
One Industry 1, City of Industry
One Industry 4, City of Industry
One Industry 5, City of Industry
One Industry 7, City of Industry
One Industry West 10, City of Industry
One Industry West 11, City of Industry
One Industry West 12, City of Industry
One Industry West 14, City of Industry
One Industry West 8, City of Industry
One Industry West 9, City of Industry
USPP Elmhurst Park, LLC, Oakland
USPP Elmhurst Park, LLC, Oakland
USPP West Winton, LLC, Hayward

**Colorado**
Crossroads 2, Denver
Mountainview 5150, Denver
Mountainview 5160, Denver

**Florida**
Boynton Commerce Center - Building 1, Boynton Beach
Boynton Commerce Center - Building 2, Boynton Beach
Boynton Commerce Center - Building 3, Boynton Beach
Boynton Commerce Center - Building 4, Boynton Beach
Boynton Commerce Center - Building 5, Boynton Beach
Crews Commerce Center I, Orlando
Crews Commerce Center II, Orlando
Crews Commerce Center III, Orlando
Crews Commerce Center VI, Orlando
Crossroads 300, Jacksonville
Freebird Business Park - Building One, Jacksonville
Freebird Business Park - Building Two, Jacksonville
JAX Industrial, Jacksonville
Medley Logistics Center, Medley

**Kentucky**
Airspace II, Louisville
Airspace III, Louisville
Airspace IV, Louisville

**Minnesota**
The Island Residences at Carlson Center, Minnetonka

**New Jersey**
300 Allwood Rd, Clifton
500 Stelton Rd., Piscataway
535 Secaucus Road, Secaucus
Hamilton Industrial, Hamilton Township

**Pennsylvania**
10 Runway Rd. Bristol IP, Levittown
11 Runway Rd. Bristol IP, Levittown
30 Runway Rd. Bristol IP, Levittown
31 Runway Rd. Bristol IP, Levittown
33 Runway Rd. Bristol IP, Levittown
37 Runway Rd. Bristol IP, Levittown
41 Runway Rd. Bristol IP, Levittown
43 Runway Rd. Bristol IP, Levittown
45 Runway Rd. Bristol IP, Levittown
47 Runway Rd. Bristol IP, Levittown
9 Runway Rd. Bristol IP, Levittown
900 Wheeler Way - Building A, Langhorne
Griffin Center City, Philadelphia

**Oregon**
Scholls Business Center - Bldg. R, Tigard
Scholls Business Center - Bldg. S, Tigard
Scholls Business Center - Phase II, Tigard

**Texas**
Bethel Business Center Bldg. 2, Coppell
Bethel Business Center Bldg. 1, Coppell
Chisholm Trail Trade Center 1, Round Rock
Chisholm Trail Trade Center 2, Round Rock
Chisholm Trail Trade Center 3, Round Rock
Northwest Distribution Center – 7150 Business Park Drive, Houston
Portside Building A, Baytown
Portside Building B, Baytown
Trinity Overlook Distribution Center, Grand Prairie

**Washington**
929 Office Tower, Bellevue
Fife Commerce Center - Bldg. 1, Fife
Valley Centre Corporate Park 1, Auburn
Valley Centre Corporate Park 2, Auburn
Valley Centre Corporate Park 3, Auburn
Valley Centre Corporate Park 4, Auburn

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