

Associations: BOMA

Rising to the challenge

There are many famous quotes about adversity. Some that seem especially relevant when looking back on the past year include:

- “Adversity is the preparation for greatness.” – Andy Andrews
- “Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict.” – William Ellery Channing.

• “If you run into a wall, don’t turn around and give up. Figure out how to climb it.” – Michael Jordan.

• “Through adversity, not only are we given an opportunity to discover our inner strength, we are also given the gift of foresight so we can shine the light for others who go through the experience after us.” – Rachael Bermingham

These quotes are confidence builders for whatever might lie ahead in the year to come. In addition to the inspiring words of others, it also is important for us to remember the tremendous amount of support we receive through our partnership with the Denver Metro Building Owners and Managers Association. Whether you are a building owner, a property manager or a vendor partner serving the industry, we are all in this together; helping one another find solutions to problems and ultimately succeed.

As commercial real estate pro-



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professionals, we rise to this challenge every single day. But 2020 was different. It was a year fraught with adversity, bringing out the best in many people and organizations. Denver Metro BOMA was no different. As reflected in our mission statement, we strive to “advance the commercial

real estate industry through advocacy, professional development and exchange of knowledge.” The last part of our mission statement, “the exchange of knowledge,” continues to be a critical call to action as we work to provide support and share solutions with colleagues.

It’s with that in mind that I’d like to highlight some of the ways in which Denver Metro BOMA members overcame the unprecedented challenges in 2020 (each were nominated for the BOMA “Rising to the Challenge Award,” awarded in December). Perhaps some of these stories can provide your team with inspiration and solutions that will prove to be invaluable in the months ahead. Likewise, if you have knowledge and ideas that you can exchange

with your fellow BOMA colleagues, I’d encourage you to do so.

• Early in the pandemic, Pam Musso with Western Paper proactively provided many building teams with personal protective equipment that was in high demand and short supply. She took it upon herself to research and locate urgent product sources to help building managers keep their buildings safe and clean. Not only was she a provider in times of need, but also a leader who took on the challenge and responsibilities associated with it.

• Under the leadership of Teri Ososkie of Hines, Dominion Towers instituted a COVID-19 adaptation and resilience plan. Some of the numerous efforts included adjusting the heating, ventilation and air-conditioning systems to new tenant schedules and reduced occupancy as well as maintaining the highest water quality possible. Ososkie also put “pandemic cleaning” into effect immediately, which included changing all cleaning agents so they were medical-grade and approved by the CDC, “desk drops” of hand sanitizers to every employees’ desk, establishing “vendor screening” questionnaires, and creating travel maps to control traffic flow and maintain social distancing.

• Lorie Libby of Allied Universal dedicated extra time to improve

safety and security measures. She participated on a panel for COVID-19 security protocols sharing ideas that included controlled access points, limiting building populations and enforcing new rules associated with the pandemic response.

• Daniel Nunez of Habitat Management established innovative safety procedures and guidelines, including elevator occupancy rules, managing traffic flow, access and egress points, signage, pandemic strategy and other COVID-19 protocols.

Now is a time to come together and continue to advance our industry. I’m looking forward to the honor of serving as the Denver Metro BOMA president in 2021, and doing all I can in overcoming adversity, advancing our industry and continuing to work toward achieving our many goals. Now, more than ever, our industry must come together to shape a great future.

If you have ways to help or solutions to share, please send an email to info@denvermetroBOMA.org and we will be posting them on our website in a special section. Please visit COVID-19 Resource Center for Commercial Real Estate for other helpful information. ▲

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Thank you to all who served in 2020 and continue to serve!

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