FOR PROPERTY MANAGERS

Stevenson Systems

A GUIDE FROM STEVENSON SYSTEMS

One Bad Friday

Five Small Gaps That Make **Property Management Harder**

Five requests. One afternoon.

Property management is a complex process. You're the primary point for many interconnected processes in your building. Being able to answer every request shouldn't mean losing an entire weekend. This guide documents the small but important requests you may get as a Property Manager, and how to always have an answer.

ONE AFTERNOON, FIVE CALLS

1:00 It's 1:00, and someone needs the floor plan for floor eleven. There are four files in the folder, two of them named "final". You're left guessing.

1:45 At 1:45, leasing calls. They've accidentally walked a prospect through a suite that's been leased since March. You now have to double check the tenant roster.

2:30 At 2:30, a tenant's counsel wants to know how you arrived at their load factor. They need to verify it for their own records.

3:15 At 3:15, a general contractor texts that he needs drawings for a buildout on floor nine before the end of the day. You aren't sure how to give him access to just one file on your shared drive.

4:45 At 4:45, someone asks why suite 1140's rentable area changed last spring. The person who'd know left the company in January.

Five different calls and every one of them should only take five minutes assuming the answers are known. Let's break down each one and how you can always have a response.

01 1:00 PM

The Current Drawing, and **Proof of Which Kind It Is**

You checked inside the folder and are met with a confusing array of files: a contractor's markup, an architect's CAD file, a permit set, and two measured drawings. Though these files have timestamps, that may not be enough to prove accuracy.

Each one records a different moment. The permit set records what the jurisdiction approved before anyone broke ground. The markup records changes as the trades made them. The CAD file compiles that markup into something clean, inheriting whatever the markup got right. A measured drawing records the building as someone found it standing.

The measured drawings might be the only one of the four describing the building itself, rather than a stage of intent about it. Even then, they both could be out of date if there's no documentation.

WHAT SETTLED LOOKS LIKE

One file per floor that is unambiguously the current one. Older versions retained rather than overwritten, with the upload history intact. The drawing type recorded with the file instead of carried in the head of whoever ordered it.

HOW TO TEST YOUR WORKFLOW

Pull the plan for your busiest floor. Can you tell what kind of drawing it is without tracking down the person who ordered it?

02 1:45 PM

A Tenant Roster That Updates with the Building

A tenant roster can slip out of date without anyone noticing. The version in circulation stays plausible for months because it's uncontested; only a leasing event would change it and even then, it does not audit every tenant. This gap can surface in front of a prospect, in a CAM reconciliation, or the moment two spreadsheets that should agree don't. Either way it causes quite a bit of confusion.

WHAT SETTLED LOOKS LIKE

A roster that lives on the building record and is maintained as changes come in. Suite, tenant, and rentable area, each on the floor it belongs to. Changes get submitted as a request and come back applied to the record. No separate file waiting on someone to remember it.

HOW TO TEST YOUR WORKFLOW

Name the last suite that changed hands. Does the roster leasing would pull tomorrow show it?

03 2:30 PM

A Load Factor Figure With Its Standard Attached

The tenant's counsel already has the number. What they want is how it was produced.

That's a fair question, especially because square footage is an output of measurement standard and methodology. Under the BOMA Office Standard, currently ANSI/BOMA Z65.1-2024, a building is measured using either Method A or Method B; with no combination of the two allowed. Method A allocates shared areas through successive floor-level and building-level factors, so the effective load factor varies from floor to floor. Method B applies a single load factor across the entire building. Both produce the same total rentable area; they differ only in how that area is distributed among tenants.

To put it simply, total building rentable area comes out the same either way, but the load factor doesn't. **The figure that counsel is calling about can move without the building's total moving at all.**

WHAT SETTLED LOOKS LIKE

Every area and load factor figure traces back to the standard and the method it was calculated under. Close enough to hand that answering is a lookup rather than a reconstruction.

HOW TO TEST YOUR WORKFLOW

For your largest property, which standard, which edition, and which method produced the RSF?

04 3:15 PM

Outside Access That Closes Itself

The contractor texting you about a document shouldn't introduce file-security issues. When someone needs quick access to a building document, the usual answer is a shared link or a login to a common drive. The problem with this idea is when nobody remembers to revoke access after job close.

Contractors and architects come and go by the job. Access granted for a buildout tends to outlive the buildout. Closing it depends on someone remembering to, on top of everything else the building needs that week. This can lead to confusion when auditing document history or worse a security issue.

WHAT SETTLED LOOKS LIKE

Outside parties get their own account, scoped to the building they are working in. The expiry is set the moment it's issued. No shared credentials, and nothing left for anyone to remember later.

HOW TO TEST YOUR WORKFLOW

List everyone outside the company who could open your building drawings right now. The list is usually longer than the last time anyone looked.

05 4:45 PM

A Record That Outlasts the People In It

People move on from your team, it's standard with any position. The part worth planning for is how much of a building goes with them.

When one person is the contact for every change, the history of those changes lives in their inbox, on their laptop, and in their memory. Two of those three walk out the door.

WHAT SETTLED LOOKS LIKE

Requests and changes recorded against the property rather than a person, and retained rather than archived off once the job closes. The history remains legible to whoever holds the building next.

HOW TO TEST YOUR WORKFLOW

Take one change from last year. Can you establish what was done and why, without calling someone who's moved on?

TRY IT ON ONE BUILDING

The Five-Minute Test

With all of these issues explained, you're probably wondering how you'd perform in that situation. Just take one building and test it out. How many of the five deliverables could you produce in five minutes, without asking a colleague?

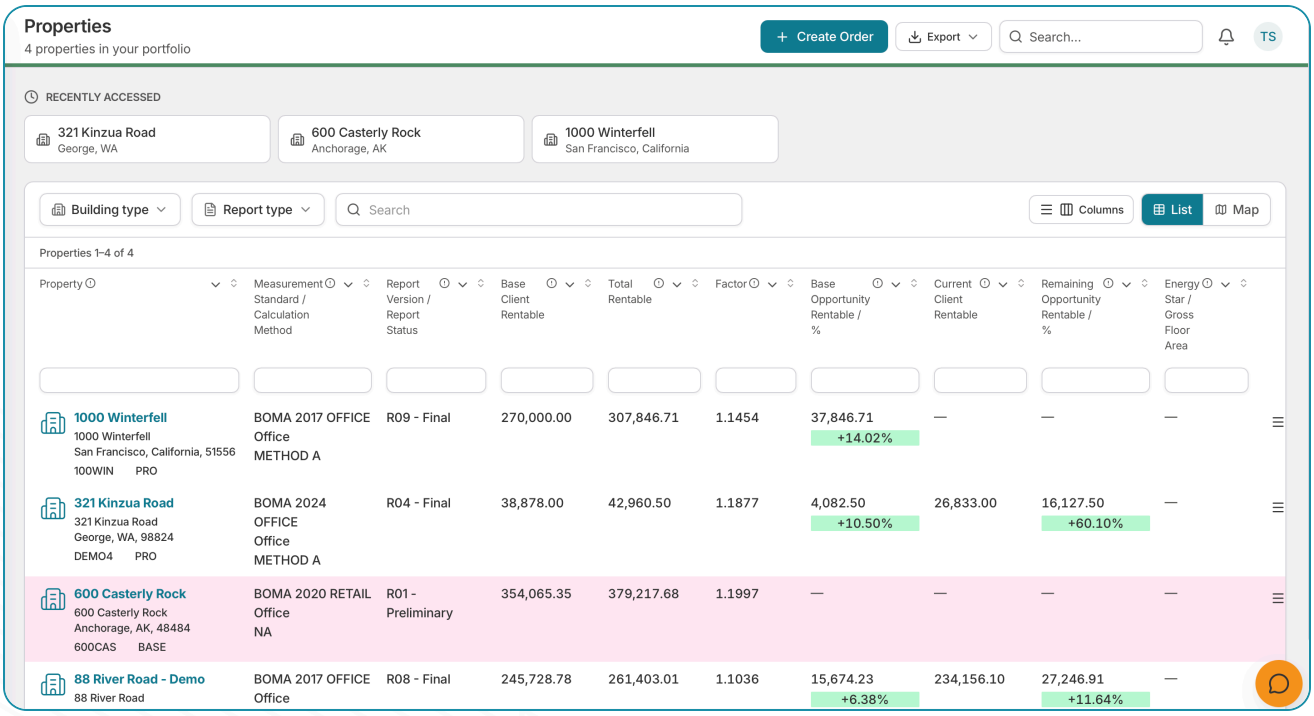
Most buildings land somewhere in the middle. Pay attention to which items took longest as those are the ones most likely to show up on your next rough Friday.

It may seem like an odd combination of documents, but the five actually split pretty cleanly. The first three ask whether what's on file is true: the drawing, the roster, the number. The last two ask whether it stays true as people come and go.

You don't get to pick when these avalanches happen. But you do get to pick how much of it is easy to answer. That is the set TruSpace™ was built to keep on one building record.

Where TruSpace Fits

All five of these needed documents live on the building record, on one platform, populated by the verified building measurement behind your property.



The Properties record in TruSpace — every building with the standard, method, factor, and rentable area that produced its numbers.

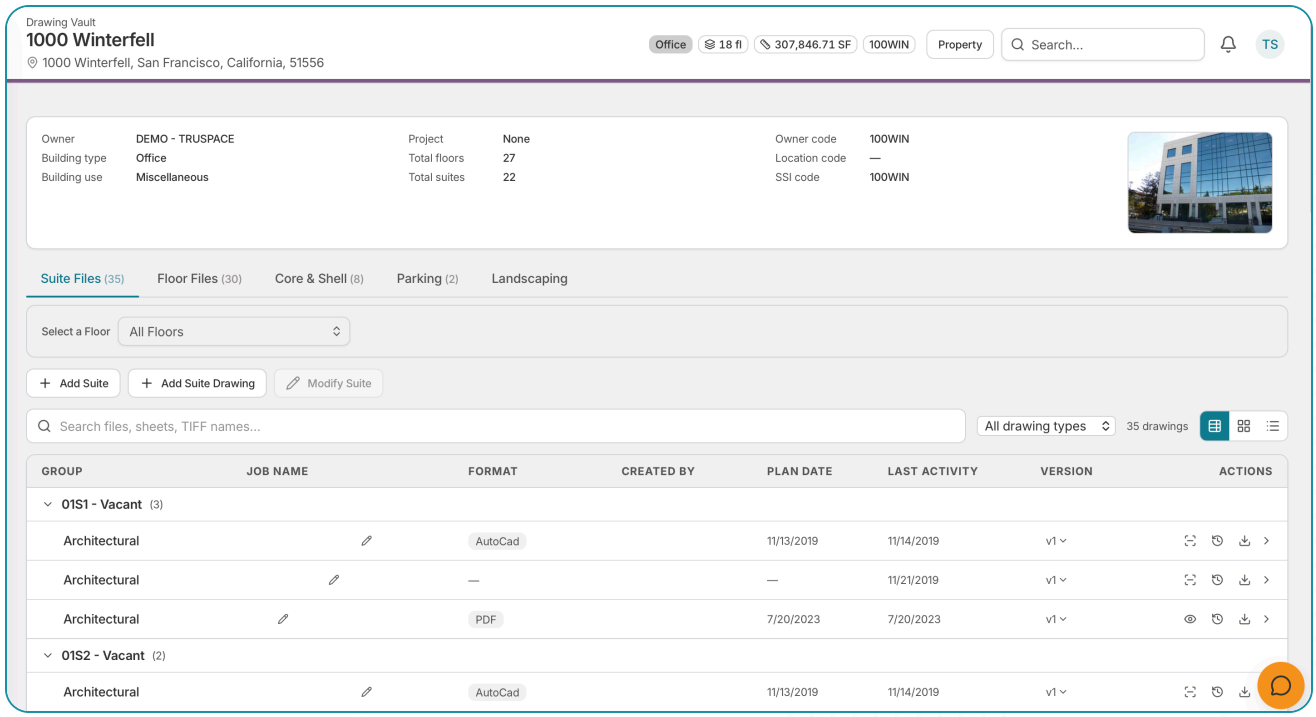
01 **The current drawing.** Drawing Vault records each new version as it lands, so the current file is unambiguous and the upload history stays visible. Legacy paper scans are digitized alongside precision CAD. Search by building, floor, date, document type, or tenant, so which kind of drawing you are holding is a filter rather than a phone call.

02 **The tenant roster.** The Properties record carries the stacking plan, tenant roster, and suite economics on the building itself. Changes are submitted through Orders and come back applied to the record.

03 **The area figure.** Calculated report detail on the Properties record states the factor, the load factor methodology, and the measurement standard for the current active report. Reports carries the same standard on every report across the portfolio.

04 **Outside access.** Drawing Vault issues a contractor or outside reviewer a vault-only account, scoped to the building, with an expiry set in days. The invitee sets their own password, so no credentials get emailed, and access lapses on its own rather than waiting on someone to revoke it.

05 **The record that outlasts people.** Orders retains every request permanently — active, inactive, and completed — against the property rather than against a person; What was done to a building stays with the building.



Drawing Vault on a single building — every file grouped by suite, with its format, plan date, last activity, and version history retained.

TruSpace is built by Stevenson Systems, the same firm that produces the measurement that powers it. The numbers arrive from the field, verified and precisely calculated by a process developed over 40+ years. Rather than getting retyped from a rent roll into a system with zero way to check the accuracy.

As a Property Manager, your job is complicated. But it doesn't need to be difficult.

Curious how Stevenson Systems and TruSpace can help?

Bring one building. We'll run the five-minute test against it and show you what the set looks like once it's all on one building page.

Request a Measurement Review | Demo TruSpace Today

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Stevenson Systems is a measurement firm, so the interest here is on the table. Peter Stevenson is one of only two official BOMA Standards interpreters internationally. Stevenson Systems has participated in BOMA standards development since the 1990s.

SOURCES

1. BOMA International, "BOMA Standards." ANSI/BOMA Z65.1-2024 is the current edition of the Office Standard, revised March 2024. Earlier editions — 2017, 2010, 1996, and 1980 — remain in circulation through existing leases and prior measurement documentation.
2. Otten Johnson Robinson Neff + Ragonetti, "BOMA 2017 Office Standard: What You Need to Know," on the Method A / Method B requirement and a documented 3% difference between the 2010 and 2017 editions on the same building.