



Tenant Engagement Recommendations for Low-Occupancy Buildings

Below are a set of recommendations compiled by The Institute for Market Transformation (IMT) on how to optimize building energy usage while occupancy is low and or buildings are vacant.

- **Establish occupancy needs:** Connect with your tenants to determine how many occupants are still working in the building.
- **Determine if tenant has taken measures to turn off or unplug non critical equipment.** This includes actions like turning off lights and unplugging kitchen appliances which can drain power even when off.
- **Request permission to inspect tenant space for safety and environmental conservation measures.**
 - Example of safety inspection: ensure fire suppression/detection systems are up to date.
 - Example of conservation measures: Turn off lights, further low HVAC setpoints.
- **Establish tenant point of contact for maintenance actions.** If landlord determines the need to improve and add points to building management system to more adaptive sequences requiring access to tenant space, it will be important to have a tenant contact to coordinate scope of work. If scope of work requires relocation of tenant furniture or equipment, provide exact location with pictures of the disruption. Once work is complete, ensure tenant space is cleaned and returned to order.
- **Adjust or create a remote standard operating procedure that addresses energy-efficient operations.** This could be as complex as accelerating smart technology adoption or as simple as setting up a regular notice to tenants about how heating and lights will be adjusted. This would fit well within a larger emergency or resiliency plan that might also address health and natural disasters.

Additional resources:

- [Healthy Operations Strategies](#) from The Center for Active Design
- [COVID-19 Resources for Facilities](#) from FacilitiesNet
- [Pandemic Guide for Real Estate Managers](#) from IREM

Sample Worksheet for Tenants

Date

is reaching out to tenants as part of an effort to readjust building operations to new usage levels in the wake of COVID-19. Please complete the following questionnaire by _____ and return it to _____.

Anticipated office usage

Please complete one of the selections below:

_____ expects _____ of occupants on _____ for the next _____.

OR

_____ is practicing social distancing recommendations and have required all staff to work remotely until _____ guidelines have been lifted.

Conservation measures

If you anticipate lower occupancy, please indicate what measures were taken before departure (or skip if not applicable):

Unplugged computers and electronics

Closed doors or windows

Turned off lights

Turned off water

Other (please specify) _____

Inspection

I do or do not give permission for _____ to inspect our tenant space for safety and environmental conservation measures (examples: fire system, heating/cooling adjustments, phantom energy use prevention).

Communication

The best point of contact for _____ is _____ who can be reached at _____. This person is authorized to make agreements on behalf of _____.

_____ will represent _____ at this time. Please contact _____ with any questions or concerns.

Tenant electronic signature

Management signature

Signature date

Signature date