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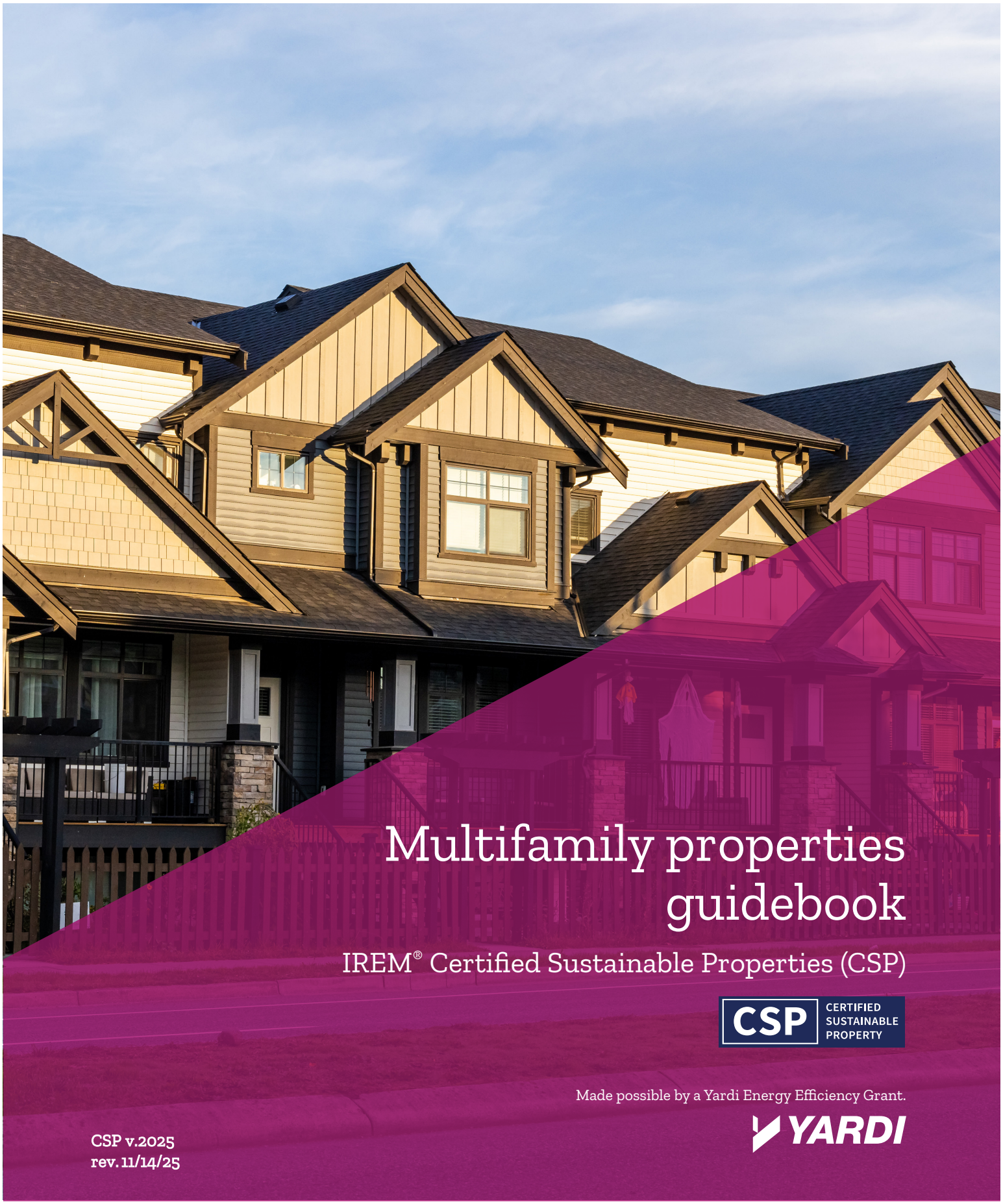

Multifamily properties guidebook

IREM® Certified Sustainable Properties (CSP)

CSP CERTIFIED SUSTAINABLE PROPERTY

Made possible by a Yardi Energy Efficiency Grant.

YARDI

CSP v.2025
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Key resources

Certification materials
irem.org/csp

Application platform
irem.org/cspplatform

Questions
sustainability@irem.org

Introduction

This guidebook details what multifamily properties must achieve and submit to IREM® to earn the IREM Certified Sustainable Property (CSP) certification. Requirements include prerequisites, baseline requirements, and point items in the energy, water, health, recycling, and purchasing categories.

Prerequisites

The property must meet these minimum requirements to apply for the IREM CSP.

- At least 25 units
- At least 18 months after substantial completion or repositioning
- At least 75% occupancy
- Smoke-free interior common areas
- In compliance with all environmental law

Baseline requirements

The property must complete all requirements to qualify for certification.

- B.1 Perform a sustainability and climate-related risk and opportunity assessment of the property
- B.2 Align sustainability and investment goals for the property and include sustainability metrics in owner reporting
- B.3 Implement at least five policies to advance sustainability at the property
- B.4 Part 1: Benchmark energy usage and greenhouse gas emissions
- B.4 Part 2: Submit an energy assessment that includes a 3-year improvement plan or meet an accepted initial construction standard
- B.5 Part 1: Benchmark water usage
- B.5 Part 2: Submit a water assessment that includes a 3-year improvement plan or meet an accepted initial construction standard
- B.6 Assess the property's health and safety status
- B.7 Assess recycling practices, options, and compliance requirements
- B.8 Assess procurement practices and options

Category points

Point items in the energy, water, health, recycling, and purchasing categories are listed below. Multifamily properties must earn at least 62 points, or 70% of available points, to qualify for certification.

Energy

- E.1 Demonstrate ongoing training on energy management for property management team (1 pt.)
- E.2 Hold periodic site manager-maintenance supervisor meetings to discuss energy management and property financials (1 pt.)
- E.3 Conduct a walk-through to detect malfunctioning equipment and opportunities for improvement (1 pt.)
- E.4 Provide information to residents on energy management (1 pt.)
- E.5 Commit to installing ENERGY STAR® equipment during rehabs and unit turnovers (1 pt.)
- E.6 Achieve one of the following: (1) ENERGY STAR score of 70+ or (2) 5%+ reduction in energy use (1 pt.)
- E.7 Achieve one of the following: (1) ENERGY STAR score of 75+ or (2) 10%+ reduction in energy use (2 pts.)
- E.8 Achieve one of the following: (1) ENERGY STAR score of 80+ or (2) 15%+ reduction in energy use (3 pts.)
- E.9 Install EV charging stations (3 pts.)
- E.10 Use renewable energy (3 pts.)
- E.11 Demonstrate innovation in energy efficiency through new methods, technologies, and pilot programs (3 pts.)

Water

- W.1 Demonstrate ongoing training on water management for maintenance team (1 pt.)
- W.2 Check for water leaks (1 pt.)
- W.3 Provide information on water management to residents (1 pt.)
- W.4 Achieve one of the following: (1) Water Score of 60+ or (2) 5%+ reduction in water use (1 pt.)
- W.5 Install high-efficiency water fixtures (2 pts.)
- W.6 Achieve one of the following: (1) Water Score of 70+ or (2) 10%+ reduction in water use (2 pts.)
- W.7 Achieve one of the following: (1) Water Score of 80+ or (2) 15%+ reduction in water use (3 pts.)
- W.8 Install one of the following: (1) native/drought-resistant landscaping or (2) efficient irrigation system (3 pts.)
- W.9 Demonstrate innovation in water efficiency through new methods, technologies, and pilot programs (3 pts.)

Health

- H.1 Establish a green construction policy for rehabs and unit turnovers (1 pt.)
- H.2 Engage residents in health and wellness (1 pt.)
- H.3 Follow air filtration best practices for common areas and units (1 pt.)
- H.4 Establish at least three additional policies that foster health and wellness among residents, employees, vendors, the neighborhood, and/or the community (1 pt.)
- H.5 Establish a smoke-free policy for the entire property (2 pts.)

- H.6 Use healthy, low-emitting materials in common areas (2 pts.)
- H.7 Use healthy, low-emitting materials for rehabs and unit turnovers (2 pts.)
- H.8 Employ green cleaning services for common areas (2 pts.)
- H.9 Establish integrated pest management (IPM) in areas under management control (3 pts.)
- H.10 Conduct or obtain annual indoor air quality testing in areas under management control (3 pts.)
- H.11 Provide at least three wellness amenities and/or services for residents (3 pts.)

Recycling

- R.1 Install recycling signage throughout the property (1 pt.)
- R.2 Provide information on recycling program to residents (1 pt.)
- R.3 Establish a construction waste management plan for rehabs and unit turnovers (1 pt.)
- R.4 Establish a policy for recycling e-waste, batteries, light bulbs, and bulk items (1 pt.)
- R.5 Set diversion rate goals for the property (1 pt.)
- R.6 Achieve a minimum diversion rate of 20% for the property (1 pt.)
- R.7 Establish recycling services (2 pts.)
- R.8 Hold regular recycling and/or donation drives for residents (2 pts.)
- R.9 Achieve a minimum diversion rate of 25% for the property (2 pts.)
- R.10 Achieve a minimum diversion rate of 30% for the property (3 pts.)
- R.11 Establish additional recycling services (3 pts.)

Purchasing

- P.1 Use green-certified products in common areas (1 pt.)
- P.2 Use reusable or compostable kitchen products (cups, forks, etc.) for management operations and in on-site kitchens and clubhouses (1 pt.)
- P.3 Use sustainable paper for marketing materials or establish a paperless marketing and leasing program (2 pts.)
- P.4 Assess vendor and supplier compliance with sustainability requirements (2 pts.)
- P.5 Include sustainability clauses in vendor and supplier contracts (3 pts.)
- P.6 Use green power or purchase renewable energy credits (3 pts.)

Fast track eligibility

The dark blue cells at the end of each category point section in the IREM checklist list green building certifications that allow the applicant property to "fast track" by claiming all the available points in that category. The certifications specified are all operational, or for existing buildings.

To claim the fast-track points:

- The property must have one of the certifications listed for that category.
- The certification must be active through no earlier than December 31 of the year prior to the year in which the application is submitted.
- The applicant must submit proof of certification with the application. Proof of certification includes a letter or certificate from the certifying body or a direct link to the property on the organization's directory of certified properties.

Baseline requirements

B.1 Perform a sustainability and climate-related risk and opportunity assessment of the property

A structured assessment of the property can provide a holistic view of opportunities and risks related to climate change and help craft sustainability and resilience strategies in response. Opportunities to address those risks may bring added benefits, such as attracting residents to the property and operating those parts of the property in the landlord's control more efficiently.

Risks include:

- **Transition risks:** Financial and reputational risks that properties face as they adapt to climate change. There may be operational risks as the property devotes time and resources to adaptation.
- **Physical risks:** The threat of damage caused by climate-related events, including extreme weather and natural disasters.

To meet this baseline requirement

- Conduct an assessment that includes the following sections:

  Basic property information

  1. Year built
  2. Site description
  3. Areas under management control

  Residents

  1. Target market for the property
  2. Any special resident populations (e.g., students, housing credit units)

  Location and market risk exposure

  1. What is the property's exposure to the following risks?
     - Drought
     - Excessive snowfall
     - Extreme heat
     - Extreme precipitation
     - Extreme storms (e.g., hurricanes, tornados, typhoons)
     - Floods
     - Potable water shortages/depleting water sources
     - Landslides
     - Sea level rise
     - Wildfires
     - Other (e.g., wildfire smoke, strong winds)
  2. What utility rates apply to the property? How much have they increased over the past five years?
  3. What are the property's insurance rates? How much have they increased over the past five years?

4. What climate ordinances (e.g., benchmarking and disclosure, Building Performance Standards) apply to the property? Is the state and/or municipality planning any new climate ordinances?
5. Has the property adopted technology at pace with the competition to maintain efficiency and prevent obsolescence?

Risk management and resilience strategies

1. What is the landlord's process for ongoing identification, assessment, and management of climate-related risks?
2. Identify the risk management strategies the property employs. What strategies are planned? What additional strategies are feasible?

   Specific strategies employed will vary according to the risks identified above. Examples include:

   - Alternative insurance models – loss-cost modeling, parametric insurance, captive insurance
   - Business continuity planning
   - Emergency management planning
   - Emergency management proptech
   - Energy contract(s) to secure utility rates
   - Environmental Management System
   - Insurance rider(s)
   - Loss control inspections
   - Portfolio-level benchmarking to comply with benchmarking and disclosure ordinances

3. What resilience strategies have been implemented? What strategies are planned? What strategies are feasible?

   Specific strategies employed will vary according to the risks identified above. Strategies related to reductions in energy and water use will be identified as part of B.4 Part 2 and B.5 Part 2.

   Examples of resilience strategies include the following. See the resources linked below for additional information.

   - Backup power
   - Cool surfaces
   - Elevated mechanical systems
   - Firebreaks
   - Flood barriers
   - New stormwater management infrastructure/ongoing maintenance of existing infrastructure
   - New vegetation for shading
   - Passive solar features
   - Permeable pavement/pavers
   - Prescribed burns

- Tree canopy maintenance
- Vegetation/fuel management
- Zone of non-combustible material around property

To claim this baseline requirement

- Submit a completed assessment that includes the sections listed above.
- Applicants may also submit assessments completed through the standards and frameworks listed below.

Standards and frameworks

ASTM E3429-24: Standard Guide for Property Resilience Assessments

Climate Risk Real Estate Monitor (CCREM)

GRESB Real Estate Assessment – Management: Risk Management

GRI 201: Economic Performance

ISO 14091: Adaptation to climate change—guidelines on vulnerability, impacts and risk assessments

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

Task Force for Climate-Related Financial Disclosures (TCFD): Risk Management

ULI Developing Resilience Toolkit: Protecting Buildings and Sites

Resources

Climate Central

Floodsmart.gov

High Plains Regional Climate Center

Institute for Market Transformation (IMT) Building Performance Policy Center

IREM proptech resources and data

Midwest Regional Climate Center

Northeast Regional Climate Center

Western Regional Climate Center

Southeast Regional Climate Center

Southern Regional Climate Center

Utility Rate Database

Wildfire Risk to Communities

B.2 Align sustainability and investment goals for the property and include sustainability metrics in owner reporting

This baseline requirement ensures that the property's sustainability program aligns with its asset investment goals, and progress toward sustainability goals are communicated to ownership in regular reporting. "Ownership" may be investors, shareholders, internal stakeholders, and/or third-party clients.

To meet this baseline requirement

1. Clarify ownership's investment goals, sustainability goals, and willingness to invest in sustainability. Discuss the following issues with ownership.

    1) The company's investment objectives for the asset.

        - How would you characterize your investment approach and motivations? (Value-add? Tax shelter/income tax advantage? Capital appreciation? Periodic return/cash flow? Safety/capital preservation?)
        - To the extent we need to know, are there additional investors or stakeholders? If so, what are their expectations for the sustainability and resiliency of the property?
        - Do you have access to capital to make any improvements, such as cash investments or borrowed funds? If so, how do you evaluate such improvements? (Payback? IRR? Value enhancement? etc.)
        - Is there any aspect of your exit strategy, including timeline, that would impact sustainability goals for the property?

    2) Has the company established targets to manage climate-related risks and opportunities and assess performance against targets? Identify the targets and timelines. Describe any standards and frameworks the company used to establish those targets (e.g., U.N. Sustainable Development Goals, Science-Based Targets).

    3) Which of the following sustainability benefits are most important to your company and its stakeholders? Choose all that apply.

        - Sustainability is critical to meeting investment goals for the asset.
        - Sustainability keeps the asset and/or business competitive.
        - Sustainability lowers operating costs and builds value.
        - Sustainability manages risk (adds resiliency in the face of climate change impacts, prevents obsolescence, protects reputation, prepares for regulations).
        - Sustainability attracts residents.
        - Sustainability helps create healthy indoor environments.
        - Sustainability enhances business reputation.
        - Sustainability reduces greenhouse gas emissions and conserves natural resources.
        - Other (please identify)

4) Characterize your company's willingness to invest in sustainability.

- Operational improvements are fine, but the company typically does not spend any capital.
- The company will invest capital in projects with quick paybacks or paybacks well within the asset holding period.
- The company will consider larger investments with proof that the project will lead to tangible and intangible benefits.
- The company is committed to sensible investments in sustainability.

2. Include sustainability metrics in owner reporting. There is no prescribed format for owner reporting. Specific metrics should be discussed with ownership and aligned with investment goals as discussed above. Potential metrics include:

    - Building certifications earned and in progress
    - Current ENERGY STAR score
    - Energy and/or water reductions over a set baseline
    - Energy and/or water cost reductions over a set baseline
    - Progress toward project paybacks
    - Progress toward sustainability targets
    - Risk management issues and strategies
    - Status of resilience projects
    - Status of sustainability projects
    - Others as agreed upon with ownership

To claim this baseline requirement

1. Submit the results of the discussion with ownership that includes the points and issues detailed above.
2. Submit an example of ownership reporting that includes sustainability/resilience information and metrics.

Standards and frameworks

IREM Best Practices: Real Estate Management Service

GRESB Real Estate Assessment—Management: Reporting

GRESB Real Estate Assessment—Performance: Targets

GRI 201: Economic Performance

Science-Based Targets Initiative

Task Force for Climate-Related Financial Disclosures (TCFD)

U.N. Sustainable Development Goals

Resources

Investment Real Estate: Finance and Asset Management

B.3 Implement at least five policies to advance sustainability at the property

Sustainability policies establish formal commitments and help ensure that site teams conform to organizational expectations around sustainable operations. They facilitate goal setting, assign roles, and lead to action.

To meet this baseline requirement

Core and optional policies

1. Implement the following core sustainability policies. Terminology may differ (e.g., energy efficiency vs. energy management). Policies may be scoped to the entire portfolio, including the property applying for certification, or to the individual asset.
    - Energy management
    - Water management
    - Waste management
2. Implement at least two additional policies according to the company's sustainability goals. Additional policies may include those listed below.
    - Biodiversity/habitat preservation
    - Climate/Climate change adaptation
    - Code of ethics
    - Greenhouse gas emissions
    - Health and wellness
    - Indoor environmental quality
    - Material sourcing
    - Net zero
    - Renewable energy
    - Resilience
    - Responsible vendor
    - Site management
    - Sustainable purchasing
    - Others may apply. Contact sustainability@irem.org with questions.
3. Describe the company's process for ongoing assessment and revision of sustainability policies.

To claim this baseline requirement

1. Submit copies of the three core and two additional sustainability policies with the application.
2. Submit a description of the company's process for ongoing assessment and revision of sustainability policies

Related IREM CSP items

H.1 Establish a green construction policy for rehabs and unit turnovers (1 pt.)
H.4 Establish at least three additional policies that foster health and wellness among residents, staff, vendors, the neighborhood, and/or the community (1 pt.)

Policies established for B.3 may not be claimed for H.1 or H.4 eligibility.

Standards and frameworks

IREM Best Practices: Real Estate Management Service

GRESB Real Estate Assessment—Management: Policies

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Governance

Resources

IREM CSP tools and templates

B.4 Part 1: Benchmark energy usage and greenhouse gas emissions

Benchmarking energy use is fundamental to sustainability practices. Understanding usage and costs can lead to improvements and help track the impact of resource efficiency projects. It's also critical to benchmark and track greenhouse gas emissions and understand how energy usage relates to emissions.

To meet this baseline requirement

- Benchmark and track energy use and greenhouse gas emissions.

Current energy date

The current year ending date can be no earlier than December 31 of the year prior to the year in which the application is submitted.

Scope of benchmarking

- If you have access to aggregate, whole-building energy data through the utility, you must benchmark the whole property, including resident units, using that data.
- If the utility does not provide access to aggregate, whole-building energy data, benchmarking may be scoped to areas under management control only.

To claim this baseline requirement

- Share the property's profile with IREM's account (username: IREMCSP) in ENERGY STAR Portfolio Manager. See the video at irem.org and the IREM CSP FAQs for additional instructions.

Important notes

- Remember: The current energy date can be no earlier than December 31 of the year prior to the year in which the application is submitted.
- This information does not need to be certified by a Professional Engineer.
- Submit equivalent information from the tool you use if you don't use ENERGY STAR Portfolio Manager
    - Site EUI (kBtu/ft^2)
    - Total location-based GHG emissions (metric tons CO2e)

Related IREM CSP items

E.6 Achieve one of the following: (1) ENERGY STAR score of 70+ or (2) 5%+ reduction in energy use (1 pt.)

E.7 Achieve one of the following: (1) ENERGY STAR score of 75+ or (2) 10%+ reduction in energy use (2 pts.)

E.8 Achieve one of the following: (1) ENERGY STAR score of 80+ or (2) 15%+ reduction in energy use (3 pts.)

The energy point items for ENERGY STAR score thresholds or energy reductions are based on the property's benchmarking in B.4 Part 1.

Standards and frameworks

GHG Protocol

GRESB Real Estate Assessment—Performance: Energy

GRESB Real Estate Assessment—Performance: GHG

GRI 305: Emissions

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

ENERGY STAR—Find Utilities that Provide Energy Data for Benchmarking

B.4 Part 2: Submit an energy assessment that includes a 3-year improvement plan or meet an accepted initial construction standard

Outside energy efficiency consultants can determine a property's energy consumption profile and recommend targeted improvements that often result in reduced energy consumption and cost savings.

Some utilities have free or low-cost audits, assessments, or building tune-up services. You can also find energy efficiency consultants through the ENERGY STAR Partner List, the Association of Energy Engineers (AEE) Certified Professionals Directory, and ASHRAE.

To meet this baseline requirement

- You have two options to meet the requirement:

  #### Option 1: External or internal assessment

  - Only audits or assessments completed in the calendar year in which the IREM CSP application is submitted meet this requirement.
  - Obtain an audit or assessment. The audit should include a 3-year improvement plan, or you should formulate a plan from the audit results, or,
  - Perform an in-house assessment. Applicants may use the in-house energy assessment with the IREM tools and templates to meet this requirement.
  - At minimum, the assessment must include the following sections.
    - Basic property information
    - Current energy performance
    - Building systems
    - Past and in-progress retrofits and improvements
    - Lighting system equipment
    - HVAC system equipment
    - Building envelope components
    - Potential operational improvements for lighting, HVAC, and building envelope systems
    - Upgrade opportunities for lighting, HVAC, and building envelope equipment and components
    - Three-year action plan for operational and equipment improvements

  #### Option 2: Meet an accepted initial construction standard

  - The property meets this requirement if it has achieved one of the following standards. The property must be **no more than five years old** to quality under this option.
    - BREEAM New Construction
    - In compliance with California Green Building Standards Code (CALGreen)
    - In compliance with an energy code that aligns with 2021 IECC at minimum
    - Green Globes for New Construction
    - LEED BD+C: Core and Shell
    - LEED BD+C: New Construction and Major Renovation

To claim this baseline requirement

Option 1: External or internal assessment

- Submit the results of an outside energy audit or assessment that includes at minimum the sections listed above, or,
- Submit the results of an internal energy audit or assessment that includes at minimum the sections listed above.

Option 2: Meet an accepted initial construction standard

- Submit evidence that the property meets one of the initial construction standards listed above.
- The property must be **no more than five years old** to qualify under this option.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. You must report progress on the property's three-year improvement plan as part of its recertification application.

Standards and frameworks

2021 International Energy Conservation Code (IECC)

ASHRAE Procedures for Commercial Building Energy Audits

GRESB Real Estate Assessment – Performance: Risk Assessment

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

TCFD: Risk Assessment

Resources

ENERGY STAR Treasure Hunts

IREM tools and templates

B.5 Part 1: Benchmark water usage

Benchmarking water use is fundamental to sustainability practices. Understanding usage and costs can lead to improvements and help track the impact of resource efficiency projects.

To meet this baseline requirement

- Benchmark and track water use.

Current water date

The current year-ending date can be no earlier than December 31 of the year prior to the year in which the application is submitted.

Scope of benchmarking

- If you have access to whole-building water data, you must benchmark the whole property, including resident units, using that data.
- If you do not have whole-building water data, benchmarking may be scoped to areas under management control only.

To claim this baseline requirement

- Share the property's profile with IREM's account (username: IREMCSP) in ENERGY STAR Portfolio Manager. See the video at irem.org and the IREM CSP FAQs for additional instructions.

Important notes

- Remember: The current water date can be no earlier than December 31 of the year prior to the year in which the application is submitted.
- This information does not need to be certified by a Professional Engineer.
- Submit equivalent information from the tool you use if you don't use ENERGY STAR Portfolio Manager.
    - Water use – all sources (kgal), or water use intensity (gal/ft^2)

Related IREM CSP items

W.4 Reduce water use by 5% over baseline (1 pt.)

W.6 Reduce water use by 10% over baseline (2 pts.)

W.7 Reduce water use by 15% over baseline (3 pts.)

The water point items for water reductions are based on the property's benchmarking in B.5 Part 1.

Standards and frameworks

GRESB Real Estate Assessment—Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

U.S. EPA WaterSense

B.5 Part 2: Submit a water assessment that includes a 3-year improvement plan or meet an accepted initial construction standard

Regular water audits or assessments can examine water systems and identify targeted improvements that often result in reduced water consumption and cost savings.

You can find water efficiency consultants to perform an assessment through the U.S. EPA WaterSense Find a Pro directory.

To meet this baseline requirement

- You have two options to meet the requirement:

Option 1: External or internal assessment

- Only audits or assessments completed in the calendar year in which the IREM CSP application is submitted meet this requirement.
- Obtain an audit or assessment. The audit should include a 3-year improvement plan, or you should formulate a plan from the audit results, or,
- Perform an in-house assessment. Applicants may use the in-house water assessment with the IREM tools and templates to meet this requirement.
- At minimum, the assessment must include the following sections.
    - Basic property information
    - Current water performance
    - Water systems and fixtures
    - Past and in-progress retrofits and improvements
    - Description of water fixtures
    - Size and description of landscaped area with types of plantings
    - Description of irrigation systems
    - Description of any other water systems
    - Potential operational improvements for water systems
    - Upgrade opportunities for water fixtures, landscaping, irrigation systems, and other water systems
    - Three-year action plan for operational and equipment improvements

Option 2: Meet an accepted initial construction standard

- The property meets this requirement if it has achieved one of the following standards. The property must be **no more than five years old** to quality under this option.
    - BREEAM New Construction
    - In compliance with California Green Building Standards Code (CALGreen)
    - Green Globes for New Construction
    - LEED BD+C: Core and Shell
    - LEED BD+C: New Construction and Major Renovation

To claim this baseline requirement

Option 1: External or internal assessment

- Submit the results of an outside water audit or assessment for systems that includes at minimum the sections listed above, or,
- Submit the results of an internal water audit or assessment that includes at minimum the sections listed above.

Option 2: Meet an accepted initial construction standard

- Submit evidence that the property meets one of the initial construction standards listed above.
- The property must be **no more than five years old** to quality under this option.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. You must report progress on the property's three-year improvement plan as part of its recertification application.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessment

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Risk Assessment

Resources

IREM tools and templates

B.6 Establish a healthy property operations program

Healthy property operations that includes a health and wellness policy, regular IAQ walk-throughs, response plans for IAQ issues, resident engagement around health and wellness, and other strategies can mitigate risk and help maintain a healthy indoor environment for the people who live at the property.

To meet this baseline requirement

1. Establish a health and wellness policy for the property.
2. Conduct an IAQ inspection of the property and perform these checks on a regular basis.
3. Implement a system for residents to submit indoor environmental quality issues and concerns to management.

To claim this baseline requirement

1. Submit a copy of the health and wellness policy that applies to the property.
2. Submit the completed IAQ inspection checklist from the most recent inspection.
3. Describe management's approach to regular inspections.
4. Explain the property's system for residents to submit indoor environmental quality issues and concerns to management.

Related IREM CSP items

B.3 Implement at least five policies to advance sustainability at the property

If the landlord has implemented a health and wellness policy to meet the B.3 requirement, the applicant may submit that policy for the policy requirement in B.6.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessment

GRI 403: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Risk Assessment

Resources

Canadian Centre for Occupational Health and Safety – Indoor Air Quality

IREM tools and templates

B.7 Assess recycling practices, options, and compliance requirements

Regular, ongoing evaluation of recycling programs can help the property achieve diversion rate goals and potentially save the property money through adjustments to services.

To meet this baseline requirement

1. Assess and document recycling practices, options, and compliance requirements. Assess the following at minimum:
    - What types of waste management and recycling services does the property currently have?
    - If the property does not have recycling, is conventional recycling (plastic, glass, paper) available in the property's location? What party or parties offer recycling?
    - What other recycling programs are available in the property's location (e.g., composting, e-waste)?
    - Does management conduct resident outreach and education on the property's recycling efforts?
    - Do waste management and/or recycling ordinances apply to the property? If yes, is the property compliant?
2. Assess and document recycling practices, options, and compliance requirements at least annually.

To claim this baseline requirement

- Submit the assessment and any related documentation.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Risk Assessment

Resources

IREM tools and templates

B.8 Assess procurement practices and options

An assessment of procurement practices and options will help the property transition to environmentally preferable and low-emitting products in a practical, cost-effective manner.

To meet this baseline requirement

1. Assess and document procurement practices and options. Assess the following at minimum:
    - List of products and materials used in management operations and whether each product is conventional or certified low-emitting, green, or sustainable.
    - Estimate of the percentage of products and materials by quantity used in management operations that are certified low-emitting, green, or sustainable.
    - Products and materials used in management operations that management will switch to certified low-emitting, green, or sustainable. There are no requirements under B.8 to switch to certified low-emitting, green or sustainable. See related IREM CSP items below for points available.
2. Assess and document procurement practices and options at least annually.

To claim this baseline requirement

- Submit the assessment and any related documentation.

Related IREM CSP items

H.6 Use healthy, low-emitting materials in common areas (2 pts.)
P.1 Use green-certified products in commons areas (1 pt.)

The property is eligible for the H.6 and P.1 points if at least 75% of products by quantity necessary for management operations are certified low-emitting, green, or sustainable.

Standards and frameworks

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 204: Procurement Practices

GRI 308: Supplier Environmental Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Management

TCFD: Strategy

Resources

IREM tools and templates

Energy points

E.1 Demonstrate ongoing training on energy management for maintenance team (1 pt.)

Efficiency in day-to-day operations requires a knowledgeable maintenance team. Commit to dedicating the resources and time necessary to skill-building in energy management for the maintenance team.

Training can include live and online courses, conference sessions, on-the-job activities, and self-study. Training resources are listed below.

To be eligible for the point

- Provide the property's maintenance team with regular training on energy management.

To claim the point

- Submit at least two documents showing completion of training on energy management by separate members of the property's maintenance team unless the property is staffed by only one maintenance tech, in which case both completions may be associated with that sole maintenance tech. Documentation may include:
    - Course completion certificates
    - Course completion emails
    - Directory entries for team members who earn energy management certifications
    - Learning management system (LMS) reports
    - Screenshots of digital badges
    - Other documentation may apply

Standards and frameworks

GRESB Real Estate Assessment—Management: Stakeholder Engagement

GRI 404: Training and education

S&P Global Corporate Sustainability Assessment—Social Dimension: Human Capital Management

TCFD: Strategy

Resources

Association for Energy Affordability (AEA)

Association of Energy Engineers (AEE)

ASHRAE

ENERGY STAR

IREM

U.S. Green Building Council (USGBC)

E.2 Hold periodic site manager-maintenance supervisor meetings to discuss energy management and property financials (1 pt.)

Greater understanding of how energy management impacts property financial performance will lead to better results. Commit to holding periodic property manager-maintenance supervisor meetings to review energy management progress and how it impacts property expenses—especially utility costs.

To be eligible for the point

- Hold monthly or quarterly property manager-maintenance supervisor meetings to discuss energy management and property financials.

Sample agenda for first meeting

- Discuss why we are meeting (i.e., energy management reduces expenses, which improves the bottom line and helps meet the property's investment goals)
- Review energy management program and goals
- Identify relevant budgetary items and set baselines
- Discuss trends and issues
- Next steps

To claim the point

- Submit the agenda for and narrative summarizing the first meeting, and indicate frequency of subsequent meetings.

Standards and frameworks

GRESB Real Estate Assessment—Management: Stakeholder Engagement

GRI 201: Economic Performance

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

ENERGY STAR

IREM Skill Badge: Maintenance and Risk Management

U.S. Green Building Council (USGBC)

E.3 Conduct a walk-through to detect malfunctioning equipment and opportunities for improvement (1 pt.)

Regular walk-throughs of the property can help identify issues and opportunities for improvement in energy systems.

To be eligible for the point

- Use a checklist to conduct regular walk-throughs, at least monthly, to detect malfunctioning equipment and opportunities for improvement.

Alternative path

Fault detection technology throughout the property's energy systems qualify the property for this point.

To claim the point

1. Submit a copy of a completed energy efficiency walk-through checklist or evidence of fault detection technology throughout energy systems.
2. Provide a description of the process management follows for conducting regular energy efficiency walk-throughs, including staff involved and schedule, as well as the process for remedying an issues discovered.

Related IREM CSP items

B.4 Part 2 Submit an energy assessment that includes a 3-year improvement plan or meet an accepted initial construction standard

B.4 Part 2 focuses on planning for energy efficiency measures while E.3 involves spotting issues that might impact energy efficiency. Regular walk-throughs will help the management team spot potential long-term improvements, contributing to ongoing planning for energy efficiency upgrades.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessment

GRESB Real Estate Assessment – Performance: Energy

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

TCFD: Risk Management

Resources

ENERGY STAR Checklist of Energy-Saving Measures

ENERGY STAR Treasure Hunt

IREM tools and templates

E.4 Provide information to residents on energy management (1 pt.)

Resident engagement ensures residents are familiar with best practices in energy management and helps the landlord integrate resident concerns into its sustainability initiatives.

To be eligible for the point

- Send residents energy management best practices.

To claim the point

- Submit a sample of a resident communication or from the company's resident engagement program.
- The sample must have been sent to residents no earlier than one year prior to date of IREM CSP application.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

TCFD: Strategy

Resources

IREM tools and templates

ULI's Greenprint Center – Tenant Engagement

E.5 Commit to installing ENERGY STAR equipment during rehabs and unit turnovers (1 pt.)

ENERGY STAR equipment reduces energy consumption. ENERGY STAR models of the following equipment are available:

- Computers
- Copiers and faxes
- Data storage
- Enterprise servers
- Ice makers
- Mailing machines
- Monitors and displays
- Notebook computers and tablet pcs
- Printers and scanners
- Refrigerators
- Dishwashers
- Clothes washers and dryers
- Telephones
- Televisions
- Vending machines
- Water coolers
- Furnaces
- Boilers
- Air conditioners
- Ventilation fans
- Light fixtures and bulbs
- Pool pumps
- Doors, windows, and skylights
- Roofing products
- Water heater

To be eligible for the point

1. Commit to installing ENERGY STAR equipment and appliances as renovations and unit turnovers occur.
2. Install ENERGY STAR models when the property needs new computers and other office equipment for management operations.

To claim the point

1. Submit a list of the ENERGY STAR equipment and appliances currently installed at the property.
2. Submit a memo committing to the installation of ENERGY STAR equipment and appliances as renovations and unit turnovers occur and when the property needs new computers and other office equipment for management operations.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

TCFD: Strategy

Resources

ENERGY STAR products

IREM tools and templates

E.6 Achieve one of the following: (1) ENERGY STAR score of 70+ or (2) 5%+ reduction in energy use (1 pt.)

Setting energy targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program, reduce carbon emissions, and control utility expenses.

To be eligible for the point

Important note: If you have access to energy consumption data for the entire property through the utility, you must benchmark the whole property, including areas under management control and resident units, using that data.

Option 1: ENERGY STAR score 70+

The current energy date must be **no earlier than three months** prior to the application date.

Option 2: 5%+ reduction in energy use

The current energy date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline energy measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison energy measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current energy date.
3. Achieve at least a 5% reduction in energy use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the point

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the energy reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

E.7 Achieve one of the following: (1) ENERGY STAR score of 75+ or (2) 10%+ reduction in energy use (2 pts.)
E.8 Achieve one of the following: (1) ENERGY STAR score of 80+ or (2) 15%+ reduction in energy use (3 pts.)

If the property's ENERGY STAR score or energy reduction meets the E.7 and E.8 thresholds, you may claim those points as well as the E.6 points for up to six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have maintained an ENERGY STAR score of 60+ and/or reduced energy consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Energy

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

E.7 Achieve one of the following: (1) ENERGY STAR score of 75+ or (2) 10%+ reduction in energy use (2 pts.)

Setting energy targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program, reduce carbon emissions, and control utility expenses.

To be eligible for the points

Important note: If you have access to energy consumption data for the entire property through the utility, you must benchmark the whole property, including areas under management control and resident units, using that data.

Option 1: ENERGY STAR score 75+

The current energy date must be **no earlier than three months** prior to the application date.

Option 2: 10%+ reduction in energy use

The current energy date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline energy measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison energy measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current energy date.
3. Achieve at least a 10% reduction in energy use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the points

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the energy reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

E.6 Achieve one of the following: (1) ENERGY STAR score of 70+ or (2) 5%+ reduction in energy use (1 pt.)

E.8 Achieve one of the following: (1) ENERGY STAR score of 80+ or (2) 15%+ reduction in energy use (3 pts.)

Since the property's ENERGY STAR score or energy reduction meets the E.6 threshold as well, you may claim those points in addition to the E.7 points. If the property's ENERGY STAR score or energy reduction meets the E.8 threshold, you may claim those points for up to six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have maintained an ENERGY STAR score of 60+ and/or reduced energy consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Energy

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

IREM tools and templates

E.8 Achieve one of the following: (1) ENERGY STAR score of 80+ or (2) 15%+ reduction in energy use (3 pts.)

Setting energy targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program, reduce carbon emissions, and control utility expenses.

To be eligible for the points

Important note: If you have access to energy consumption data for the entire property through the utility, you must benchmark the whole property, including areas under management control and resident units, using that data.

Option 1: ENERGY STAR score 80+

The current energy date must be **no earlier than three months** prior to the application date.

Option 2: 15%+ reduction in energy use

The current energy date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline energy measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison energy measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current energy date.
3. Achieve at least a 15% reduction in energy use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the points

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the energy reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

E.6 Achieve one of the following: (1) ENERGY STAR score of 70+ or (2) 5%+ reduction in energy use (1 pt.)

E.7 Achieve one of the following: (1) ENERGY STAR score of 75+ or (2) 10%+ reduction in energy use (3 pts.)

Since the property's ENERGY STAR score or energy reduction meets the E.8 threshold, you may claim those points as well as the E.6 and E.7 points for six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have maintained an ENERGY STAR score of 60+ and/or reduced energy consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Energy

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

IREM tools and templates

E.9 Install EV charging stations (3 pts.)

EV charging stations help reduce emissions related to resident transportation and offer an additional amenity. They may also provide an opportunity for ancillary income.

To be eligible for the points

- The property must have installed at least one onsite EV charging station available for resident use.

To claim the points

- Submit a contract, work order, invoice, photo series, service documentation, or other proof of installation.

Standards and frameworks

GRESB Real Estate Assessment – Performance: GHG

GRI 305: Emissions

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

TCFD: Strategy

Resources

Database of State Incentives and Renewables (DSIRE®)

Natural Resources Canada – Energy efficiency for buildings

Plug In America

E.10 Use renewable energy (3 pts.)

Improve the resource efficiency of the property and potentially contribute to regional climate goals by using renewable energy.

To be eligible for the points

- The property must have installed a renewable energy system, have installation under contract, or be enrolled in a community solar program at the time of application.
- There are two options for eligibility:

  Option 1: Onsite system

  Option 2: Community solar

To claim the points

Option 1: Onsite system

- Submit proof of the installation, such as a contract or work order, invoice for installation or maintenance, photos, or satellite mapping image of a rooftop system

Option 2: Community solar

- Submit proof of enrollment in the community solar program.

Related IREM CSP items

P.6 Use green power or purchase renewable energy credits (3 pts.)

Renewable energy produced onsite or contracted through community solar may be counted for P.6.

Standards and frameworks

GRESB Real Estate Assessment – Performance: GHG

GRI 305: Emissions

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

TCFD: Strategy

Resources

Clean Energy States Alliance

Coalition for Community Solar Access (CCSA)

Database of State Incentives and Renewables (DSIRE®)

E.11 Demonstrate innovation in energy efficiency through new methods, technologies, and pilot programs (3 pts.)

This point item encourages landlords of multifamily properties to be innovative in achieving greater levels of efficiency. Developments in proptech have allowed properties to advance their energy management programs and further reduce carbon emissions. Property companies are demonstrating climate leadership through innovative project financing and resident engagement programs, among other efforts.

To be eligible for the points

- Deploy at least one of the following strategies to advance the property's energy efficiency goals:
    - Advanced energy management system
    - Building technology solution
    - Collaboration between landlord and resident groups
    - Tenant engagement program beyond standard
    - Project financing that overcame capital limitations or another hurdle
    - Project design that overcame site or structural limitations
    - Technology pilot

To claim the points

- Submit a description of a program that advances the property's energy efficiency goals and aligns with those listed above.
    - Identify any partners, resident groups, service providers, and other organizations the applicant company engaged for the program.
    - Provide a detailed implementation timeline.
    - Provide estimated or actual energy reductions resulting from the project.

Standards and frameworks

GRESB Real Estate Assessment – Management: Risk Management

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 302: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Energy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

IREM technology resources

Water points

E.1 Demonstrate ongoing training on water management for maintenance team (1 pt.)

Efficiency in day-to-day operations requires a knowledgeable maintenance team. Commit to dedicating the resources and time necessary to skill-building in water management for your team.

Training can include live and online courses, conference sessions, on-the-job activities, and self-study. Training resources are listed below.

To be eligible for the point

- Provide the maintenance team with regular training on water management.

To claim the point

- Submit at least two documents showing completion of training on water management by separate members of the property's maintenance team unless the property is staffed by only one maintenance tech, in which case both completions may be associated with that sole maintenance tech. Documentation may include:
    - Course completion certificates
    - Course completion emails
    - Directory entries for team members who earn water management certifications
    - Learning management system (LMS) reports
    - Screenshots of digital badges

Standards and frameworks

GRESB Real Estate Assessment—Management: Stakeholder Engagement

GRI 404: Training and education

S&P Global Corporate Sustainability Assessment—Social Dimension: Human Capital Management

TCFD: Strategy

Resources

Alliance for Water Efficiency

Association of Energy Engineers (AEE)

ASHRAE

ENERGY STAR

IREM

U.S. Green Building Council (USGBC)

W.2 Check for water leaks (1 pt.)

Hundreds of gallons of water are lost through leaks. Large leaks can lead to water damage, mold, and other issues. Regularly checking for leaks will help the property reach its water efficiency goals.

To be eligible for the point

1. Conduct regular water leak inspections as part of the property's preventive maintenance program.
2. Implement a system or process for residents and team members to submit service requests when water leaks arise.

Alternative path

Water leak detection technology throughout the property's water systems qualify the property for this point.

To claim the point

1. Submit a completed water leak inspection checklist and a description of the process management follows for regular leak inspections or evidence of water leak detection technology throughout the property's water systems.
2. Describe the system or process for residents and team members to submit service requests when water leaks arise.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessment

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Risk Management

Resources

IREM tools and templates

W.3 Provide information on water management to residents (1 pt.)

Resident engagement ensures residents are familiar with best practices in water management and helps the landlord integrate resident concerns into sustainability initiatives.

To be eligible for the point

- Send residents water management best practices.

To claim the point

- Submit a sample of a resident communication or from the company's resident engagement program.
- The sample must have been sent to residents no longer than one year prior to date of application.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Strategy

Resources

IREM tools and templates

ULI's Greenprint Center – Tenant Engagement

W.4 Achieve one of the following: (1) Water Score of 60+ or (2) 5%+ reduction in water use (1 pt.)

Setting water targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program and control utility expenses.

To be eligible for the point

Option 1: Water Score 60+

The current water date must be **no earlier than three months** prior to the application date.

Option 2: 5%+ reduction in energy use

The current water date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline water measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison water measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current water date.
3. Achieve at least a 5% reduction in water use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the point

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the water reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

W.6 Achieve one of the following: (1) Water Score of 70+ or (2) 10%+ reduction in water use (2 pts.)
W.7 Achieve one of the following: (1) Water Score of 80+ or (2) 15%+ reduction in water use (3 pts.)

If the property's Water Score or water reduction meets the W.6 and W.7 thresholds, you may claim those points as well as the W.4 points for up to six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have reduced water consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

Science-Based Targets Initiative

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

IREM tools and templates

W.5 Install high-efficiency fixtures (2 pts.)

After operational changes to increase water efficiency, a property can reduce water use with high-efficiency fixtures. Faucets, toilets, urinals, and showerheads are all available as high-efficiency models under water use standards.

To be eligible for the points

- The following fixtures must be included:
    - Toilets
    - Urinals
    - Public lavatory faucets
    - Private lavatory faucets
    - Kitchen faucets
    - Showerheads
    - Dishwashers
    - Washing machines
- At least 75% of applicable water fixtures/equipment throughout the property, including common areas and units, must be high-efficiency models according to at least one of the standards in the table below. Dishwashers and washing machines are eligible under the ENERGY STAR label.

Eligible water efficiency standards for interior fixtures

Standard	Toilets (gpf)	Urinals (gpf)	Public lavatory faucets (gpm)	Private lavatory faucets (gpm)	Kitchen faucets (gpm)	Showerheads
High efficiency	1.28	0.125	0.5	1.5	2.2	1.5
EPA WaterSense	1.28	0.5	0.5	1.5	N/A	2.0

Sample table to demonstrate eligibility

Fixture type	How many fixtures are there total at the property?	How many of that total are high-efficiency
Toilets		
Urinals		
Public lavatory faucets		
Private lavatory faucets		
Kitchen faucets		
Showerheads		
Dishwashers		
Washing machines		
Totals		
Percentage high efficiency (total high efficiency ÷ total overall x 100)		

To claim the points

1. Submit complete counts of total fixtures and total high-efficiency models throughout the property.
2. Provide sample specifications for high-efficiency fixtures.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessments

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Strategy

Resources

IREM tools and templates

U.S. EPA WaterSense

W.6 Achieve one of the following: (1) Water Score of 70+ or (2) 10%+ reduction in water use (2 pts.)

Setting water targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program and control utility expenses.

To be eligible for the points

Option 1: Water Score 70+

The current water date must be **no earlier than three months** prior to the application date.

Option 2: 10%+ reduction in energy use

The current water date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline water measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison water measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current water date.
3. Achieve at least a 10% reduction in water use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the points

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the water reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

W.4 Achieve one of the following: (1) Water Score of 60+ or (2) 5%+ reduction in water use (1 pt.)
W.7 Achieve one of the following: (1) Water Score of 80+ or (2) 15%+ reduction in water use (3 pts.)

Since the property's water reduction meets the W.4 threshold as well, you may claim those points in addition to the W.6 points. If the property's water reduction meets the W.7 threshold, you may claim those points for up to six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have reduced water consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

Science-Based Targets

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

IREM tools and templates

W.7 Achieve one of the following: (1) Water Score of 80+ or (2) 15%+ reduction in water use (3 pts.)

Setting water targets for the portfolio, with goals for each property, is the only way to advance the overall sustainability program and control utility expenses.

To be eligible for the points

Option 1: Water Score 80+

The current water date must be **no earlier than three months** prior to the application date.

Option 2: 15%+ reduction in energy use

The current water date must be no earlier than December 31 of the year prior to the year in which the application is submitted.

1. Establish the baseline water measurement.
    - The baseline year-ending date may be no earlier than December 31 three years prior to the year in which the application is submitted.
    - Examples:
        - For a 2025 application, the baseline year-ending date may be no earlier than December 31, 2022.
        - For a 2027 application, the baseline may be no earlier than December 31, 2024.
2. Establish the comparison water measurement.
    - The comparison year-ending date must be at least 12 months from the baseline year-ending date up to current water date.
3. Achieve at least a 15% reduction in water use over baseline as shown on the Metrics Summary table in ENERGY STAR Portfolio Manager.

To claim the points

1. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.
2. Submit a screenshot of the Portfolio Manager Metrics Summary table showing the water reduction you're claiming or a memo detailing baseline and comparison year-ending dates.

Related IREM CSP items

W.4 Achieve one of the following: (1) Water Score of 60+ or (2) 5%+ reduction in water use (1 pt.)
W.6 Achieve one of the following: (1) Water Score of 70+ or (2) 10%+ reduction in water use (2 pts.)

Since the property meets the W.7 threshold, you may claim the W.4 and W.6 points as well for six points total.

Recertification impacts

IREM CSP recertification is due by December 31 in the third year after certification. The property must have reduced water consumption by 5%+ at time of recertification.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

Science-Based Targets

TCFD: Metrics and Targets

Resources

ENERGY STAR Portfolio Manager

IREM tools and templates

W.8 Install one of the following: (1) native/drought-resistant landscaping or (2) efficient irrigation system (3 pts.)

Water use reductions in landscaping can have a large impact on overall water efficiency.

Irrigation controllers adjust watering schedules and run times automatically to meet specific landscaping needs. These irrigation controllers, especially those with the WaterSense label, use less water. Some efficient irrigation systems include smart features such as a network of sensors and remote functionality.

Generally, there are two common types of efficient irrigation systems:

- Weather based irrigation controller
- Soil moisture-based irrigation controller

To be eligible for the points

- There are two options for eligibility:

  Option 1: Native vegetation
  The property must have a planted area with at least 75% native vegetation, drought-tolerant plants, and/or xeriscaping.

  Option 2: Irrigation controller
  The property must have an efficient irrigation controller(s) – WaterSense or equivalent

To claim these points

Option 1: Native vegetation

1. Describe the planted area with native vegetation, drought-tolerant plants, or xeriscaping and list all plantings used in landscaping.
2. Provide at least one of the following:
   - Photo of landscaping with measurements
   - Invoice for landscaping work

Option 2: Irrigation controller

- Provide the following:
  1. Photo of irrigation controller
  2. Irrigation controller specifications

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessments

GRESB Real Estate Assessment – Performance: Water

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Strategy

Resources

IREM tools and templates

U.S. EPA WaterSense

W.9 Demonstrate innovation in water efficiency through new methods, technologies, and pilot programs (3 pts.)

This point item encourages landlords of multifamily properties to be innovative in achieving greater levels of efficiency. Developments in proptech have allowed properties to advance their water management programs. Property companies are demonstrating climate leadership through innovative project financing and resident engagement programs, among other initiatives.

To be eligible for the points

- Deploy at least one of the following strategies to advance the property's water efficiency goals:
    - Advanced water management system
    - Building technology solution
    - Collaboration between landlord and resident groups
    - Resident engagement program beyond standard
    - Project financing that overcame capital limitations or another hurdle
    - Project design that overcame site or structural limitations
    - Technology pilot

To claim the points

- Submit a description of a program that advances the property's water efficiency goals and aligns with those listed above.
    - Identify any partners, resident groups, service providers, and other organizations the applicant company engaged for the program.
    - Provide a detailed implementation timeline.
    - Provide estimated or actual water reductions resulting from the project.

Standards and frameworks

GRESB Real Estate Assessment – Management: Risk Management

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 303: Water and Effluents

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Water

TCFD: Strategy

Resources

IREM technology resources

Health points

H.1 Establish a green construction policy for rehabs and unit turnovers (1 pt.)

Conventional materials used in renovations and unit turnovers, such as particle board, paints, adhesives, sealants, carpets, and furniture, emit volatile organic compounds (VOCs) and other unhealthy pollutants. Healthy, low-emitting alternatives are available.

To be eligible for the point

- Establish a green construction policy that includes specifications and product labels for healthy, low-emitting products and materials.

  #### Example specifications

  - Zero or low-VOC (50 grams per liter or less) drywall primer/sealer, paint, caulks, adhesives, sealants, and wood finishes
  - Formaldehyde-free composite wood products, including plywood, particleboard, and medium density fiberboard (MDF)
  - Finish flooring that does not contain phthalate compounds
  - Workstations and furnishings that do not emit VOCs or formaldehyde
  - Chairs free of PBDE flame retardants

  #### Product labels

  - U.S. EPA Safer Choice
  - C2C (Cradle to Cradle)
  - SCS (Scientific Certification Systems)
  - Green Seal
  - BIFMA Product Safety and Performance Standards and Guidelines (Business and Institutional Furniture Manufacturer's Association)
  - GREENGUARD Label
  - CRI Green Label and Green Label Plus (Carpet and Rug Institute)
  - International Living Future Institute's Declare Database

To claim the point

1. Submit a copy of the policy.
2. List the products and materials used in unit turnovers. If a renovation has occurred in the same calendar year as the application submission date, list the products and materials used in the renovation.

Related IREM CSP items

B.3 Implement at least five policies to advance sustainability at the property
H.4 Establish at least three additional policies that foster health and wellness among residents, employees, vendors, the neighborhood, and/or the community (1 pt.)

Policies established for B.3 and H.4 may not be claimed for H.1 eligibility.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Strategy

Resources

IREM tools and templates

H.2 Engage residents in health and wellness (1 pt.)

Engaging residents in health and wellness supports their efforts to choose healthy lifestyles and creates a positive environment that can help with resident retention.

To be eligible for the point

- Engage residents in health and wellness on a regular basis. Examples of activities include:
    - Host a flu shot clinic or a blood donation drive
    - Provide permanent or temporary amenities such as massage therapy or yoga classes
    - Post information about the property's health and wellness efforts on the resident portal or resident app
    - Include indoor air quality metrics on the resident portal or app
    - Hold a wellness fair
    - Promote any green spaces or nature areas by the property
    - Inform residents about onsite fitness centers, bike storage racks, or other amenities that promote an active lifestyle
    - Organize volunteering events
    - Distribute information on nearby parks, trails, and wilderness areas
    - Other activities—check with IREM by contacting sustainability@irem.org
- Health and wellness engagement activities must occur on a regular basis.

To claim the point

1. Describe the resident engagement, including the schedule for activities and when the most recent activity occurred. The example activity submitted with the application must have occurred in the year in which the application is submitted.
2. Provide a photo series, communication, flier, or other documentation from the most recent engagement activity.

Related IREM CSP items

H.11 Provide at least three wellness amenities and/or services for residents (3 pts.)

For the H.11 points, applicants may not cite the engagement, program, or service cited in H.2.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Strategy

Resources

IREM tools and templates

ULI's Greenprint Center – Tenant Engagement

H.3 Follow air filtration best practices for common areas and units (1 pt.)

Management teams must inspect ventilation and filtration systems on a regular basis and/or implement fault detection and air quality monitoring to keep systems functioning according to best practices.

To be eligible for the point

- Implement a system or process for:
    1. Regular ventilation and filtration system inspections and maintenance by qualified HVAC professionals or qualified maintenance staff.
    2. Service request system so that residents can report air quality issues.

To claim the point

1. Submit a contract, invoice, or other documentation from a qualified professional (i.e. HVAC service provider) who has inspected the system or a completed checklist or evaluation by internal maintenance staff.
2. Describe the system or process for regular system inspections and resident service request system.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Risk Assessment

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

IREM tools and templates

H.4 Establish at least three additional policies that foster health and wellness among residents, employees, vendors, the neighborhood, and/or the community (1 pt.)

The property can engage stakeholders by proactively fostering health and wellness and mitigating the impacts of its operations on the surrounding neighborhood and community.

To be eligible for the point

- Establish at least three policies related to health and wellness. Example policies include:
    - Acoustic quality
    - Biodiversity and habitat
    - Community engagement
    - Diversity and inclusion
    - Heat island effect mitigation
    - Health and safety: community
    - Health and safety: residents/customers
    - Healthy lighting
    - Indoor environmental policy
    - Non-profit partnering
    - Pollution prevention
    - Resident satisfaction
    - Water quality

To claim for the point

- Submit copies of the three additional health and wellness policies with the application.

Related IREM CSP items

B.3 Implement at least five policies to advance sustainability at the property
H.1 Establish a green construction policy for rehabs and turnovers (1 pt.)

Policies established for B.3 or H.1 may not be claimed for H.4 eligibility.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 413: Local Communities

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Strategy

Resources

IREM tools and templates

ULI's Greenprint Center – Tenant Engagement

H.5 Establish a smoke-free policy for the entire property (2 pts.)

Second-hand tobacco smoke poses a health risk, and organizations and municipalities continue to implement smoke-free policies and laws based on this risk.

To be eligible for the points

- Smoking must be prohibited on the entire property.
- Management may commit to implementing a no-smoking policy and take up to one year for the implementation.

To claim the points

- If the property is already smoke-free, submit a copy of the no-smoking policy, excerpt from the lease or resident handbook with no-smoking policy, a photo of a no-smoking sign at the property, or some other proof of the property's no-smoking status with your application.
- If you're committing to establishing a no-smoking policy, submit a copy of the draft or new policy, excerpt from the lease or resident handbook with new no-smoking provision, or some other proof that the property is implementing a no-smoking policy.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

IREM tools and templates

H.6 Use healthy, low-emitting materials common areas (2 pts.)

Healthy, low-emitting products and materials emit fewer volatile organic compounds (VOCs) and other harmful chemicals. These healthier alternatives can be verified through product standards and labels. Use healthy, low-emitting alternatives in management operations.

To be eligible for the points

- At least 75% of products by quantity necessary for management operations must be verified healthy, low-emitting.
- The following standards apply. This is not an exhaustive list. Please check with IREM if you are unsure.
    - U.S. EPA Safer Choice
    - C2C (Cradle to Cradle)
    - SCS (Scientific Certification Systems)
    - Green Seal
    - BIFMA Product Safety and Performance Standards and Guidelines (Business and Institutional Furniture Manufacturer's Association)
    - GREENGUARD Label
    - CRI Green Label and Green Label Plus (Carpet and Rug Institute)
    - International Living Future Institute's Declare Database

To claim the points

1. Provide a complete list of products and materials used in management operations, including brand name, purpose, and standard each product meets.
2. Submit invoices, contracts, purchasing reports, or other documentation showing products and materials used in management operations.

Related IREM CSP items

B.8 Assess procurement practices and options

The list of products and materials used in management operations developed for B.8 may be used for H.6.

P.1 Use green-certified products in common areas (1 pt.)

The H.6 points focus on the health and wellness impacts of the products and materials used in management operations while the P.1 point focuses on the environmental impacts of the products and materials. Applicants should sort products according to their attributes. If the product or material has both positive health and environmental attributes, applicants may count the product or material in both H.6 and P.1.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRI 308: Supplier Environmental Assessment

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Assessment

TCFD: Strategy

Resources

Cradle to Cradle Certified

EPA Safer Choice

Green Cleaning Pollution Prevention Calculator

Green Seal

H.7 Use healthy, low-emitting materials for rehabs and unit turnovers (2 pts.)

Conventional products and materials used in construction projects such as particle board, paints, adhesives, sealants, carpets, and furniture emit VOCs and other unhealthy pollutants. Healthy, low-emitting alternatives are available.

To be eligible for the points

- The property must meet both of the following criteria:
    1. Healthy, low-emitting products and materials were used in a renovation or construction project no longer than three years prior to the date of application submission.
    2. Healthy, low-emitting products and materials are used in all unit turnovers.

Required products and materials

- All of the following products and materials must be certified healthy, low-emitting:
    - Drywall primer/sealer, paint, caulks, adhesives, sealants, and wood finishes
    - Wood products, including plywood, particleboard, and medium density fiberboard (MDF)
    - Carpet and other flooring
    - Furnishings

Product labels

- Identify healthy, low-emitting products and materials through the following standards:
    - U.S. EPA Safer Choice
    - C2C (Cradle to Cradle)
    - SCS (Scientific Certification Systems)
    - Green Seal
    - BIFMA Product Safety and Performance Standards and Guidelines (Business and Institutional Furniture Manufacturer's Association)
    - GREENGUARD Label
    - CRI Green Label and Green Label Plus (Carpet and Rug Institute)
    - International Living Future Institute's Declare Database

To claim the points

1. Describe the renovation project in a memo, including renovated spaces, timeline, and products and materials used, including brand name, purpose, and standard each product meets.
2. Provide a complete list of products and materials used in unit turnovers, including brand name, purpose, and standard each product meets.
3. Submit invoices, contracts, purchasing reports, specifications, or other documentation showing renovation products and materials and unit turnover products and materials.

Related IREM CSP items

H.1 Establish a green construction policy for rehabs and unit turnovers (1 pt.)

H.1 awards a point for establishing the policy and commitment to using healthy, low-emitting products and materials in construction and turnovers. H.7 awards points for using healthy, low-emitting products and materials.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Strategy

Resources

IREM tools and templates

ULI's Greenprint Center – Tenant Engagement

H.8 Employ green cleaning services for common areas (2 pts.)

Green cleaning uses healthy, low-emitting cleaning products and employs processes that are less harmful to a property's indoor air quality.

To be eligible for the points

1. Specify green cleaning with cleaning service providers.
2. Use green cleaning products for management operations.
    - Identify green cleaning products through standards such as the following:
        - Green Seal
        - EPA Safer Choice
        - GSA Sustainable Facilities Tool Green Procurement Compilation
        - USDA BioPreferred
        - UL ECOLOGO®

To claim the points

1. Provide documentation that the service provider is using green cleaning products and practices from the contract or other collateral.
2. Describe management staff's cleaning responsibilities and list all products used, including applicable products standards.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 414: Supplier Social Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

Cradle to Cradle Certified

EPA Safer Choice

Green Cleaning Pollution Prevention Calculator

Green Seal

H.9 Establish integrated pest management (IPM) in areas under management control (3 pts.)

Integrated pest management (IPM) uses products and processes that are less harmful to human health and wellness. Note the six essentials of an IPM program below.

To be eligible for the points

- Use a pest control service provider that employs an IPM program. Evaluate their IPM program against the six essentials:

  Six essentials of an IPM program

  1. Monitoring. This includes regular site inspections and trapping to determine the types and infestation levels of pests.
  2. Record-keeping. A record-keeping system is essential to establish trends and patterns in pest outbreaks. Information recorded at every inspection or treatment should include pest identification, population size, distribution, recommendations for future prevention, and complete information on the treatment action.
  3. Action levels. Pests are virtually never eradicated. An action level is the population size that requires remedial action for human health, economic, or aesthetic reasons.
  4. Prevention. Preventive measures must be incorporated into the existing structures and designs for new structures. Prevention is and should be the primary means of pest control in an IPM program.
  5. Tactics criteria. Under IPM, chemicals should be used as a last resort only, but when used, the least-toxic materials should be chosen, and applied to minimize exposure to humans and all non-target organisms.
  6. Evaluation. A regular evaluation program is essential to determine the success of the pest management strategies.

To claim the points

- Provide documentation on the service provider's IPM program from the contract, their website, or other collateral that describes their approach to pest management.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 414: Supplier Social Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

Beyond Pesticides—Ecological Pest Management

National Pesticide Information Center – Integrated Pest Management (IPM)

H.10 Conduct or obtain annual indoor air quality testing in areas under management control (3 pts.)

Indoor air quality (IAQ) testing determines gas and particulate matter in the property's indoor air. Routine testing and documentation can help to identify problems and document the company's standard procedures for creating a healthy property. Testing services generally provide a report with the air content and whether the gases and particles are in acceptable ranges. Handheld equipment is available for routine testing by management staff. Permanently installed testers are also available.

To be eligible for the points

- Obtain or conduct regular IAQ testing. Adhere to the following guidelines:
    - Testing cited in the application must have occurred in the year in which the IREM CSP application is submitted. Testing must occur annually at a minimum.
    - For each section of the building's interiors served by a separate ventilation system, sampling points must be a minimum of one per 15,000 sq. ft., or for each contiguous area, whichever is larger.
    - Perform IAQ testing within the breathing zone, between three feet and six feet above the finished floor and over a minimum three-hour period.
    - Collect air samples during normal occupied hours with the building ventilation system starting at the daily normal start times and operated at the minimum outside air flow rate for the occupied mode throughout the duration of the testing.
    - Test for at minimum: temperature, relative humidity, air particulate matter, formaldehyde, total VOCs, carbon dioxide, and carbon monoxide.

To claim the points

1. Describe the property's approach to regular indoor air quality testing, including schedule, service providers or internal equipment used, and approach for remediating any issues uncovered.
2. Submit the most recent indoor air quality testing results. All application materials submitted to IREM as part of the IREM CSP application process shall remain confidential and secure.

Standards and frameworks

ANSI/ASHRAE Standard 62.1-2022, Ventilation and Acceptable Indoor Air Quality

ISO 16000 series

GRESB Real Estate Assessment – Performance: Risk Assessment

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Strategy

Resources

International Association of Certified Indoor Air Consultants

H.11 Provide at least three wellness amenities and/or services for residents (3 pts.)

Wellness amenities support resident health and wellbeing and may help with leasing goals.

To be eligible for the points

- The property must have at least three of the following amenities:
    - Access to clean, filtered water, such as filtered drinking fountains
    - Annual flu shot clinic
    - Bicycle room, racks, or lockers
    - Bicycle share station or complimentary rentals
    - Garden
    - Green space, such as a green roof or landscaped sitting area
    - Healthy food provided on a regular schedule (e.g., a quarterly lunch with healthy food options)
    - Onsite fitness facility
    - Onsite yoga or other fitness classes
    - Walking path
    - Other amenities may be eligible—check with IREM at sustainability@irem.org.

To claim the points

1. Describe the minimum three amenities in a memo.
2. Provide photos of amenities or invoices, contracts, or other documentation for installation or service.

Related IREM CSP items

H.2 Engage residents in health and wellness (1 pt.)

For the H.11 points, applicants may not cite an amenity or service cited in H.2.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRI 416: Customer Health and Safety

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Social Dimension: Customer Relations

TCFD: Strategy

Resources

ULI Building Healthy Places Initiative

ULI's Greenprint Center – Tenant Engagement

Recycling points

R.1 Install recycling signage throughout the property (1 pt.)

Residents and guests need to know how the property's recycling program works in order to comply. Signage on or by containers can remind residents to recycle and provide quick information on what items go where.

To be eligible for the point

- Install recycling signage throughout the property's common areas on or near waste and recycling bins. Signage must show accepted materials and any other information necessary for the resident or guest to comply with the recycling program. Obtain signage from:
    - Waste hauler or recycling service provider
    - Office supplies company
    - Organizations like Recycling Across America
    - Sign company or marketing team for customized, branded labels

To claim the point

- Submit proof of the installation, such as a contract or work order, invoice for installation, or a photo series showing at least three separate signage locations.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

How2Recycle

Recycling Across America

R.2 Provide information on recycling program to residents (1 pt.)

Sending residents information on the recycling program and recycling best practices can help improve the property's diversion rates.

To be eligible for the point

- Send information on the property's recycling program to residents.
    - Send an email to residents or post to a resident app, include the information in a resident portal or handbook, or host a workshop or other event to provide the information.

To earn the point

- Submit a copy of the communication to residents or information on the resident event.
- The example provided must have been sent to residents or occurred in the year in which the application is submitted.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Tenants and Community

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

IREM tools and templates

R.3 Establish a construction waste management plan for rehabs and unit turnovers (1 pt.)

Construction projects, including rehabs and unit turnovers, produce significant amounts of waste in different material types.

To be eligible for the point

- Establish a plan for managing and recycling construction waste.
    - Provide the plan to staff and contractors, as applicable for the property.
    - Consider requiring compliance with the plan in contracts.

To claim the point

- Submit a copy of the construction waste management plan.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

CALGreen Construction Waste Management Plan template

IREM tools and templates

R.4 Establish a policy for recycling e-waste, batteries, light bulbs, and bulk items (1 pt.)

Waste that cannot be recycled through standard services can be full of pollutants, including harmful metals and chemicals. These items include e-waste, batteries, light bulbs, and appliances.

To be eligible for the point

- The property must recycle all the materials – e-waste, batteries, light bulbs, and appliances.
- The hauler for e-waste must provide documentation showing certification under one of these standards:
    - Responsible Recycling Practices (R2)
    - e-Stewards
- Haulers and recyclers must provide receipts or documents certifying that all items were recycled in a safe, responsible manner.

To claim the point

- Submit an e-waste, batteries, light bulbs, and appliances recycling policy, a service provider contract, invoice, or receipt with the application, or a photo of receptacles.
- If necessary to show recycling of all materials, submit separate documentation for each type of material recycled – e-waste, batteries, light bulbs, and appliance.

Related IREM CSP items

R.11 Establish additional recycling services (3 pts.)

You may not claim the R.11 points for e-waste, batteries, light bulbs, and appliances covered under R.4.

Standards and frameworks

GRESB Real Estate Assessment—Management: Policies

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

e-Stewards

IREM tools and templates

R2

R.5 Set diversion rate goals for the property (1 pt.)

The success of a recycling program is measured by the property's diversion rate—the percentage of total waste produced at the property diverted from the landfill through recycling. Setting short and long-term goals will help management improve the program through audits, signage and other communication, and service improvements.

To be eligible for the point

- Set one-year, three-year, and five-year diversion rate goals at minimum.
- Portfolio targets do **not** qualify the property for this point. Diversion rate goals should consider the property's current diversion rate, recycling programs, operations, and tenancy.

To claim the point

- Submit a memo or other documentation showing the property's diversion rate goals – one-year, three-year, and five-year goals at minimum.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Targets

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Metrics and Targets

Resources

City of Lincoln Diversion Rate Calculator

IREM tools and templates

R.6 Achieve a minimum diversion rate of 20% for the property (1 pt.)

Properties should expect to improve their diversion rate as adjustments are made to the recycling program.

To be eligible for the point

- Achieve a 20%+ diversion rate.
- Waste haulers, recycling service providers, and waste stream audit services may provide diversion rate data.
- Property teams can also estimate a diversion rate by tracking volume of containers filled. See the resources section below for calculators and tools.
    - Volume tracking by property staff to determine the diversion rate must have occurred over the course of at least six hauler/service provider pickups and in the year in which the application is submitted.

To claim the point

- Submit documentation showing the diversion rate. This can be documentation from the hauler or recycling service provider, a container volume tracking sheet with a diversion rate calculation, or a diversion rate calculator.

Related IREM CSP items

R.9 Achieve a minimum diversion rate of 25% for the property (2 pts.)
R.10 Achieve a minimum diversion rate of 30% for the property (3 pts.)

If the property's diversion rate meets the R.9 and R.10 thresholds, you may claim those points as well as the R.6 points for up to six points total.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Metrics and Targets

Resources

City of Lincoln Diversion Rate Calculator

IREM tools and templates

R.7 Establish recycling services (2 pts.)

Recycling is a core waste management program to achieve sustainable operations. Most markets have recycling services through either the local government or service providers.

To be eligible for the points

- The property must have standard recycling services (plastic, glass, paper) available in common areas.

To claim the points

- Submit a contract, invoice, diversion rate report, or other documentation showing that the property has recycling services.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

U.S. EPA – Reduce, Reuse, Recycle

R.8 Hold regular recycling and/or donation drives for residents (2 pts.)

Recycling and donation drives can enhance the property's sustainability program and engage residents.

To be eligible for the points

- Host recycling and/or donation drives accessible to residents at least annually.
- The drive cited in the application must have occurred in the year in which the application is submitted.
- Potential items for donation include:
    - Baby supplies
    - Blankets
    - Books
    - Coats
    - Clothes
    - Eyeglasses
    - Food
    - Hearing aids
    - Household items
    - Office/school supplies
    - Toiletries
    - Toys
    - Other items may apply – check with IREM by contacting sustainability@irem.org

To be eligible for the points

1. Describe the recycling or donation drives hosted by the property, including date of most recent drive, types of items donated, feedback from residents, and schedule for regular drives.
2. Provide a flier, invoice, photo series, resident communication, or other documentation showing an example of a recycling or donation drive at the property.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

Feeding America

Kids in Need Foundation

One Warm Coat

Toys for Tots

R.9 Achieve a minimum diversion rate of 25% for the property (2 pts.)

Properties should expect to improve their diversion rate as adjustments are made to the recycling program.

To be eligible for the point

- Achieve a 25%+ diversion rate.
- Waste haulers, recycling service providers, and waste stream audit services may provide diversion rate data.
- Property teams can also estimate a diversion rate by tracking volume of containers filled. See the resources section below for calculators and tools.
    - Volume tracking by property staff to determine the diversion rate must have occurred over the course of at least six hauler/service provider pickups and in the year in which the application is submitted.

To claim the point

- Submit documentation showing the diversion rate. This can be documentation from the hauler or recycling service provider, a container volume tracking sheet with a diversion rate calculation, or a diversion rate calculator.

Related IREM CSP items

R.6 Achieve a minimum diversion rate of 20% for the property (1 pt.)
R.10 Achieve a minimum diversion rate of 30% for the property (3 pts.)

Since the property's diversion meets the R.6 threshold as well, you may claim those points in addition to the R.9 points. If the property's diversion rate meets the R.10 threshold, you may claim those points for up to six points total.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Metrics and Targets

Resources

City of Lincoln Diversion Rate Calculator

IREM tools and templates

R.10 Achieve a minimum diversion rate of 30% for the property (3 pts.)

Properties should expect to improve their diversion rate as adjustments are made to the recycling program.

To be eligible for the point

- Achieve a 30%+ diversion rate.
- Waste haulers, recycling service providers, and waste stream audit services may provide diversion rate data.
- Property teams can also estimate a diversion rate by tracking volume of containers filled. See the resources section below for calculators and tools.
    - Volume tracking by property staff to determine the diversion rate must have occurred over the course of at least six hauler/service provider pickups and in the year in which the application is submitted.

To claim the point

- Submit documentation showing the diversion rate. This can be documentation from the hauler or recycling service provider, a container volume tracking sheet with a diversion rate calculation, or a diversion rate calculator.

Related IREM CSP items

R.6 Achieve a minimum diversion rate of 20% for the property (1 pt.)
R.9 Achieve a minimum diversion rate of 25% for the property (2 pts.)

Since the property meets the R.10 threshold, you may claim the R.6 and R.9 points as well for six points total.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Metrics and Targets

Resources

City of Lincoln Diversion Rate Calculator

IREM tools and templates

R.11 Establish additional recycling services (3 pts.)

Other recycling services can help with overall waste reduction and increase the diversion rate.

To be eligible for these points

- The following programs are eligible:
    - Coffee ground or capsule composting
    - Food waste composting
    - Carpet or tile recycling, and other vendor takeback programs
    - Clothing hanger recycling
    - Grease recycling
    - Landscaping waste composting
    - Other programs may be eligible. Check with IREM at sustainability@irem.org if you have questions.

To claim these option points

1. Describe the additional waste management program or recycling service.
2. Submit a service provider or supplier contract, invoice, receipt, or a photo of a receptable or materials.

Related IREM CSP items

R.4 Establish a policy for recycling e-waste, batteries, light bulbs, and bulk items (1 pt.)

You may not claim these points for recycling covered by another IREM CSP point item. For example, e-waste, batteries, light bulbs, and appliances are covered under R.4, so you may not claim the R.11 points for recycling those items.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

US Composting Council

Purchasing points

P.1 Use green-certified products in common areas (1 pt.)

Sustainable purchasing typically includes procurement based on an assessment of a product or material's life cycle environmental impacts, from sourcing and manufacturing to use and disposal.

To be eligible for the point

- At least 75% of products by quantity necessary for management operations and used in common areas must be verified sustainable or green-certified.
- The following standards apply. This is not an exhaustive list. Email sustainability@irem.org with any questions.
    - ENERGY STAR certified products and equipment
    - Green Seal for cleaning products and supplies, industrial cleaners, paints and coatings
    - EPA Safer Choice for cleaning products, industrial cleaners, HVAC products, and lubricants
    - GSA Sustainable Facilities Tool Green Procurement Compilation for products that meet federal standards for sustainability
    - USDA BioPreferred cleaning products and lubricants
    - UL ECOLOGO® for cleaning supplies and electronics

To claim the point

1. Provide a close estimate of the percentage of products by quantity that are green-certified or meet sustainability standards.
2. Submit a complete list of the products used in management operations in common areas, including brand name, purpose, and, if applicable, standard the product meets.

Related IREM CSP items

B.8 Assess procurement practices and options

The list of products and materials used in management operations developed for B.8 may be used for P.1.

H.6 Use healthy, low-emitting materials in common areas (2 pts.)

The H.6 points focus on the health and wellness impacts of the products and materials used in management operations while the P.1 point focuses on the environmental impacts of the products and materials. Applicants should sort products according to their attributes. If the product or material has both positive health and environmental attributes, applicants may count the product or material in both H.6 and P.1.

Standards and frameworks

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 308: Supplier Environmental Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Assessment

TCFD: Strategy

Resources

IREM tools and templates

P.2 Use reusable or compostable kitchen products (cups, forks, etc.) for management operations and in on-site kitchens and clubhouses (1 pt.)

Reducing waste by eliminating single-use cups, dinnerware, and similar items can contribute to the property's sustainability goals.

To be eligible for the point

- Use reusable or compostable cups, forks, spoons, knives, plates, and similar items.
- Include operations related to:
    - Onsite management and leasing office
    - Management staff kitchen
    - Resident amenities
    - Resident events

To claim the point

1. Provide a list of kitchen products used in management operations. Indicate whether each item listed is reusable or compostable.
2. Explain any exceptions to the use of reusable or compostable kitchen products in management operations.

Standards and frameworks

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

Resources

U.S. EPA – Reduce, Reuse, Recycle

P.3 Use sustainable paper for marketing materials or establish a paperless marketing and leasing program (2 pts.)

Many real estate companies have leveraged software as a service (SaaS), apps, and other technology to transition to paperless management operations, a strategy that can have positive sustainability impacts and contribute to efficient business operations. Paper responsibly sourced and with recycled content is available when paperless operations are not possible,

To be eligible for the point

Option 1: Sustainable paper

Use paper with one of the three Forest Stewardship Council® (FSC) labels (FSC 100%, FSC MIX, FSC RECYCLED) for marketing and leasing activities.

Option 2: Paperless operations

Achieve substantially paperless management operations. Paper is permitted when legally required.

- The property must have paperless operations for the following functions at minimum:
    - Marketing and leasing
    - Resident communications and engagement
    - Guest relations

To claim the point

Option 1: Sustainable paper

1. Describe how paper is used in the marketing and leasing functions.
2. Provide an invoice, receipt, purchasing report, specifications, or other documentation showing the paper used has one of the three FSC labels.

Option 2: Paperless operations

1. Provide a list of the tools and platforms used in the functions listed above that contribute to paperless functions.
2. Explain any exceptions paperless operations.

Standards and frameworks

GRESB Real Estate Assessment – Management: Policies

GRESB Real Estate Assessment – Performance: Waste

GRI 306: Waste

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Waste and Pollutants

TCFD: Strategy

P.4 Assess vendor and supplier compliance with sustainability requirements (2 pts.)

Regular assessments help ensure vendors and suppliers are compliant with the sustainability requirements specified in contracts, statements of work, and design standards, and in their own public sustainability commitments. Some vendors may need additional guidance around the property's requirements. This assessment gives them that opportunity and could lead to better collaboration on sustainability goals.

To be eligible for the points

- Send an assessment to the vendors and suppliers the property uses on a regular basis.
- Assess the following areas:

Vendors and suppliers

1. Does your company have a formal environmental, sustainability, or ESG policy?
2. If yes, what areas does the policy cover?
    - Carbon emissions
    - Energy efficiency
    - Green building/office
    - Materials
    - Purchasing
    - Renewable energy
    - Transportation/fleet
    - Waste and recycling
    - Water efficiency
    - Other (please specify)

Vendors

1. Does the vendor use certified green and/or low-emitting products and materials? List the products and materials.
2. Does the vendor use any conventional products and materials? List the products and materials.
3. What procedures does the vendor follow to avoid or mitigate negative impacts to indoor air quality?
4. How does the vendor prepare vendor employees working at the property for compliance specifications from the [e.g., contract, statement of work] pertaining to sustainability?

Suppliers

1. What does the supplier do to reduce packaging materials?
2. Is the supplier able to quantify the reduction in packaging waste since implementation of its waste reduction program? If yes, provide the most recent metrics.
3. Does the supplier use any logistics and warehousing practices that reduce waste?

To claim the points

1. Submit a list of the vendors and suppliers the property uses on a regular basis.
2. Submit the most recent copies of assessments completed by vendors and suppliers. The copies must have been sent in the year in which the application is submitted.

Related IREM CSP items

P.5 Include sustainability clauses in vendor contracts (3 pts.)

P.4 assesses compliance with the sustainability requirements in vendor contracts established in P.5.

Standards and frameworks

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 414: Supplier Social Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Management

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Environmental Policy and Management

TCFD: Governance

Resources

EDF Supply Chain Solution

Product Stewardship Institute

Responsible Purchasing Network – Vendor Sustainability Questionnaire

P.5 Include sustainability clauses in vendor contracts (3 pts.)

Service providers that work at the property must be aware of the sustainability program and commit to policies and procedures on sustainable operations. To achieve this goal, include sustainability clauses in vendor contracts.

To be eligible for the points

- Include clauses like the samples below in your vendor contracts.

Sample sustainability clauses

Sample #1
In order to contribute to waste reduction and to increase the development and awareness of environmentally sound purchasing, wherever possible, Contractor will perform the Work by using durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste, post- industrial and/or recyclable content, without significantly affecting the intended use of the goods or services. It is recognized that a cost analysis may be required in order to ensure that such products are made available at competitive prices.

Sample #2
The Contractor is expected to provide the environmentally preferable type of product unless that type of product is not available competitively within a reasonable time, at a reasonable price, is not life cycle cost efficient in the case of energy consuming products, or does not meet reasonable performance standards.

Sample #3
In the performance of work under this contract, the Contractor shall exert its best efforts to provide its services in a manner that will promote the natural environment and protect the health and well-being of building occupants and contract service providers using the facility. Contractor shall provide a plan to meet this objective before project work begins.

To claim the points

- Submit a copy or excerpt of the contract.

Related IREM CSP items

P.4 Assess vendor and supplier compliance with sustainability requirements (2 pts.)

P.5 establishes sustainability requirements in vendor contracts while P.4 assesses compliance with those requirements.

Standards and frameworks

GRESB Real Estate Assessment – Management: Stakeholder Engagement

GRI 308: Supplier Environmental Assessment

S&P Global Corporate Sustainability Assessment—Economic Dimension: Supply Chain Assessment

TCFD: Governance

Resources

IREM tools and templates

P.6 Use green power or purchase renewable energy credits (3 pts.)

Green power "sources" energy from renewables such as wind and solar farms while renewable energy credits (RECs) can compensate for the property's greenhouse gas emissions.

To be eligible for the points

- Adhere to these guidelines for the purchase.
    - Offset at least 50% of management-controlled energy usage through the purchase of green power or RECs, or a combination of these items. To calculate the energy use on which to base the purchase, average the previous three complete years of energy use.
    - There must be at least a 3-year commitment to purchase the product.
    - Products must be Green-e certified, a standard that verifies the sourcing and performance of the renewable energy installations associated with the product.

To claim these points

1. Indicate the energy use on which you're basing the purchase.
2. Submit evidence of green power or RECs purchase and Green-e certification.
3. Share the property with IREM's account in ENERGY STAR Portfolio Manager. See the video on this page and the CSP FAQs for additional instructions. When adding IREM as a contact, search for IREMCSP (no spaces) in the username field in the Portfolio Manager search.

Related IREM CSP items

E.10 Use renewable energy (3 pts.)

Renewable energy produced onsite or contracted through community solar may be counted for P.6.

Standards and frameworks

GRESB Real Estate Assessment – Performance: GHG

GRI 305: Emissions

S&P Global Corporate Sustainability Assessment—Environmental Dimension: Climate Strategy

TCFD: Strategy

Resources

Green-e certified

The IREM Certified Sustainable Property (CSP) program is made possible by a Yardi Energy Efficiency Grant. IREM would like to thank Yardi for their support and valued partnership.

About IREM

For over 90 years, our members have made us the world's strongest voice for all things real estate management. Almost 20,000 leaders in commercial and residential management call this home for education, support and networking. Our CPM®, ARM®, ACoM®, and AMO® certifications are internationally recognized symbols of ethical leadership and a well-managed property. And our tools deliver decades of on-the-job know-how to help members get even better at what they do. Put simply – IREM and its members are here to elevate the profession. If you know real estate management, come get to know us. irem.org

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