Technology Advisory Board Meeting Agenda
Thursday, October 8, 2020 | 2:30-3:45 pm Central

Chair: Greg Cichy, CPM®
Vice Chair: Paul Gottsegen, CPM®
Staff Liaison: Nancye Kirk

2:30 pm Welcome, Introductions, and Roll Call
Greg Cichy, CPM®, Chair
Nancye Kirk

2:33 pm Approval of August 2020, Meeting Minutes (Exhibit 1) - Motion/Vote Required
Greg Cichy

2:35 pm Open Conversation: What new technology tools and solutions are being applied at your properties, your company?
Greg Cichy

3:00 pm Project Status Updates
- Technology survey preliminary results – Nancye Kirk
- Technology playbooks – James Scott
- NAR Reach Commercial program – Greg Cichy
- Technology content: JPM, webinars, blogs – Nancye Kirk

3:30 pm Events
- Virtual IREM Summit – October 15-16 – Wendy Becker
- Realcomm 2020 – October 28-30 – hybrid event: Denver and virtual – Greg Cichy

3:45 pm Adjournment
Greg Cichy
Technology Advisory Board Meeting Minutes
August 6, 2020 | Virtual Meeting

Chair: Greg Cichy, CPM®
Staff Liaison: Nancey Kirk

1. Call to order
The meeting was called to order by Chair Greg Cichy at 9:05 am CT.

2. Roll call and attendance
See attached 2020 roster and attendance sheet.

3. Approval of minutes
A motion was made, seconded, and passed to approve the minutes of the March 26, 2020, meeting of the advisory board, as distributed with the agenda.

4. Open conversation: what’s happening at your properties, at your business
Greg Cichy led off an open conversation about what board members are experiencing at their properties and companies in general, and particularly with the COVID pandemic. Some of the observations shared by board members:

- Cleaning and disinfecting has become a priority. More attention is being given to HVAC and air distribution systems, mechanical systems, cleaning and disinfecting using UV light and other products to kill the virus.
- In New York City, condo and co-op boards for the first time are paying attention to property management and what they do.
- Across the board, very few office workers are returning to the office as working from home continues. It was shared that CBRE reported that fewer than 10% of its properties in New York have been reoccupied; board members agreed that they are seeing the same thing.
- For those working from home, ways to improve productivity have been put in place. Having two monitors is a real time enhancer. There seems to be less of a concern about privacy and data security and more of a focus on getting the work done in a WFH environment. Response to working from home vs. returning to the office seems to be binary: there are those who are eager to return to the office, and others who prefer working from home and feel liberated by the WFH model. The same is true of supervisors: some think it is working well, and others feel there may be a loss of productivity.
- In Washington, DC, in buildings where government is the tenant, there is an effort to push tenants to do what is needed for re-occupancy. DC is still in phase two; re-occupancy and an actual return to the office hasn’t really occurred yet and may start to occur in phase three.
- In multifamily apartments, the situation is very different. People are there all day working from home, putting more stress and work on management. Most community amenities haven’t been reopened. There’s been pressure to reopen fitness centers, and where this has occurred, it’s on a reservation-only basis. People are getting used to this and to having only one or two people in the center at a time.
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<th>26-Mar</th>
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• For employers, the situation presents an HR nightmare; there are concerns about risk and liability when someone tests positive. Most employers are not prepared for positive COVID cases.
• In terms of capital and other improvements, owners are hesitant to spend money right now and are not preparing for the future.

5. Events
• Realcomm 2020, originally pushed from June to September, now will take place as a hybrid event October 26-29, with the first two days being virtual and the second two days being in-person in Denver. IREM will again be sponsoring the pre-conference Property Management and Innovation Forum, which will be part of the virtual event.
• IREM is coordinating with AppFolio to present a virtual event August 11-12. It is free and will offer 15 sessions on artificial intelligence, virtual leasing, and digital transformation, among other topics. James Scott will be one of the presenters.
• The IREM Global Summit has been divided into two events: the Annual Governance Meetings taking place October 5-9 when all committees and boards will meet virtually, and the Virtual IREM Summit on October 15-16, which will focus on education and networking and include a virtual tradeshow.
• In July, the MIT World Real Estate Forum took place as a virtual event and drew over 500 participants from around the world. IREM was a presenting sponsor, and IREM members received a discount on the registration fee.

6. Project status updates
• NAR REACH Commercial program – Greg Cichy reported on IREM’s participation with the REACH Commercial program, which funds commercial technology startups through NAR’s Second Century Ventures and helps them launch their real estate products. The Technology Advisory Board has been asked to participate by looking at the eight companies in the 2020 class and providing input. Information about how board members can participate will be sent within the next several weeks.
• Technology survey – Nancye Kirk reported on the survey that has been scheduled for this fall, a repeat of the 2019 survey which will be used as the benchmark. The 2019 survey instrument was distributed in advance of the meeting; board members were asked to provide their comments by August 14, with the goal of distributing the survey in mid-September.
• Technology playbooks – James Scott provided an overview of the two technology playbooks that have been developed in draft form, one on touchless technology and the second on document management. These draft documents were distributed to the board with the agenda; the board was asked to review them and provide comments by August 21. Several comments were shared at the meeting which will be incorporated into the final materials. Overall, the playbooks met with very positive response.
• Webinars, podcasts, blogs – Nancye Kirk reported on several programs and published content that have been offered or are scheduled for later in 2020 focusing on technology. Many of the topics have been pulled from discussions at these board meetings.

7. Adjournment
Prior to adjourning the meeting at 10:03 am, Greg Cichy noted that the next and final meeting of the 2020 Technology Advisory Board will take place virtual in October during the Annual Governance Meeting. Details will follow.