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Inside the List

## Inside the List: How tech helps Stiles manage costs and more

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With more than 15 million square feet of property managed in South Florida, Stiles earns the No. 5 spot on this year's Commercial Property Management Firms list.

The *Business Journal* reached out to Stiles Property Management President [Chris Rotolo](#) to discuss managing costs, communication and technology.

**Are you working on new ways to save on utility costs at the properties you manage?** Although Florida Power & Light rates remain some of the lowest in the country, this is still one of the largest property costs, so it remains important. Of course, by now we have LED lighting everywhere, which has greatly reduced utilities, especially in our garages and parking areas. LED technology has improved and is much more economical.

The newest trend we are utilizing is taking advantage of building management systems that allow us to extensively monitor



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Stiles Property Management President Chris Rotolo

more set points to make strategic, but subtle, changes to the building operations that greatly reduce utility usage. This technology has come a long way.

Finally, we started installing smart wireless moisture sensors that are buried under our landscape. The meters communicate with the irrigation system wirelessly, letting it know when the ground is saturated, instead of relying on rain gauges, which do not depict true moisture levels throughout the property. This not only saves on water, but it enhances the landscape by saving the soil nutrients instead of washing them away by overwatering an area.

**Have you introduced new apps or technology to help tenants better communicate with building management?** Historically, we have relied on web-based work order systems for tenant communication and announcements. We are introducing technology to include an exciting tenant experience app. This will enable us to stay in touch with our tenants, provide mobile amenities, manage service needs, emergency communications and, in some cases, building access. This state-of-the-art technology is new to commercial real estate, and it is still in its infancy in America. However, these apps have been more prevalent in the residential real estate world and other countries. We are excited to implement this service to our tenants.

**What capital improvements do landlords look for most?** The most frequent capital improvement needs that our clients are interested in are mostly common area elements. Many of the urban Class A buildings are seeing significant “facelifts.” Landlords want their tenants and guests to have a collaborative work environment in their lobbies. They are also looking at adding amenity decks and rooftop terraces.

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