Questions from the TOBY Webinar
8/26/20

• Confirm for the two retail categories – there is no restriction on size – just that the center is either enclosed or open air? Correct -- The two retail categories are based on the type of structure not size. Open Air/Strip Mall and Enclosed Mall.
• For the renovated category – is it the entire building which is renovated or is there an acceptable percentage of the total? In order to be eligible, a minimum of five of the following work projects (rehabilitation, modernization, or remodeling) must be completed prior to the local TOBY Awards entry deadline and the building must enter the TOBY program within 5 years following substantial completion of the last renovation projects to be eligible for this category.
  1. New roof, re-roof or green roof
  2. New boilers/HVAC /Central Plant
  3. Cleaning/Painting/New design of existing building envelope
  4. New electrical system: HVAC, Lighting, mechanical room upgrades/updates, etc.
  5. New fire panel/sprinkler system
  6. Modernization of elevators which can include mechanicals, ADA compliance and interior cabs refurbishment
  7. New security systems can include card access, cameras, console, fire panel etc.
  8. Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
  9. Renovation of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stale partitions etc.
  10. Installation of new windows
• Would rebranding the office building with a new name also qualify as one of the Renovation categories? No. Renovated buildings need to have physical renovations that relate to the 10 items listed in the above question.
• For the renovated category, how is it presented if you do not have before photos? You will need before photos to enter the building in the Renovated category. Contact the owner or former management company to obtain before photos.
• When would all the renovations have to be completed by for this cycle? Renovations need to be made prior to the local TOBY Awards entry deadline within 5 years.
• Can I enter my building as an “at large” candidate if my local association is not offering the competition this year? No. All entrants must go through a local competition. An “at large” candidate only applies to international affiliates.
• If you won the local competition in 2020, do you need to reregister for that? Or do you just need to submit for the regional? Yes, you need to recompete in the 2021 TOBY local competition. We suggest you review the judges’ comments from the 2020 competition and incorporate them into your 2021 entry.
• Does the SEP need to be stamped by a certified engineer as many judges believe? The SEP does not need to be signed, stamped and approved by a Professional Engineer. All we require is that the SEP be attached to the application.
• Where do you get the Statement of Energy Performance? On our Energy Star page? Do we have to submit to Energy Star? The SEP is generated from the online ENERGYSTAR Portfolio Manager website at www.energystar.gov.
• What if your building is ineligible for Energy Star because it is a medical office? Many buildings can be ENERGY STAR® benchmarked, including medical office buildings. Buildings do not have to be ENERGY STAR Certified but must be benchmarked.

• How can you do an onsite inspection if civil unrest continues in the local area? Work with your BOMA local association to schedule a time when it is safe to conduct an onsite building inspection.

• 20 years ago many of us designed, printed and distributed a building newsletter on a regular basis. Today much of that communication has moved online either via website or social media. TOBY Int. guidelines still ask for a newsletter. Can you address what can be considered a "newsletter”? Anything that generates news and distributed to your members will be considered a “newsletter.” E-mails and other communication provided to tenants regarding activities of the building, screenshots of the website or social media will be good examples.

• Do we choose between an onsite or a virtual inspection? Or are both part of the process? Each BOMA local association will decide whether to conduct onsite or virtual building inspections. All building inspections conducted in individual local competitions in 2021 must be the same method – either all onsite or virtual – to level the playing field. The platform (e.g., Skype, WebEx, Microsoft Teams) used by each BOMA local association must be consistent throughout the judging process.

• When is the deadline to submit at the local level for 2021? Deadlines at the local level are determined by the BOMA local association. Contact your local BAE for details about their deadlines.

• In the past Judges were not permitted to ask questions on the tour in order to avoid leading questions and/or "gotcha" moments. Is the suggestion that they are allowed to ask questions now if the tour is virtual? We encourage discussion, and the judges should ask questions during tours that pertain to specific items relating to the guidelines or the inspection in addition to the submitted application of the competitor.

• Where can we find the virtual tour inspection form? I’m not seeing it on the TOBY site. The documents are now posted to the TOBY website under Requirements and Forms.
  o Inspection Guidelines – Follow this link to download the document https://toby.boma.org/Secure/Applicant/BuildingList.aspx?index2=0#
  o Inspections forms themselves will be provided by the local associations.

• In a virtual tour, would we be carrying around a laptop, smartphone, or iPad with camera for live video carried throughout the building? Yes. Be prepared to connect and reconnect due to elevators and other parts of the building without a WIFI connection.

• Is the waste audit still required this year since most of us have not had occupancy all year? Due to the impact of the COVID-19 pandemic in 2020, entrants can use data within the last 3 to 5 years. Although a waste audit is not mandatory, including the results of the audit to the application may increase the point total.

• What if your building is owner occupied with no tenants, can you still apply? The owner is considered to be the tenant and the building still must be 50% occupied by the Owner. This building may be able to also compete in the Corporate Facility category.

• Where do we include information about tenant surveys? I believe it was removed in 2021. I don't recall seeing it. The request for information on a Tenant Satisfaction Survey has been reinstated. Due to COVID-19 and the likelihood that many tenants may not be present in their buildings, entrants are not required to conduct a Tenant Satisfaction Survey. If an entrant desires to include the results they can use information from the past 24 months.