As the Manager for a building with multiple tenants, I need to manage and allocate the utilities (Water and Electricity) appropriately among the various tenants. Currently I can only change a fixed rate per floor with a multiplier for the number of employees are on each floor.

I would like to be able to find problems with equipment quicker than waiting for someone to report it to building maintenance. Some problems do not get reported as they have no negative consequence on my tenant, but do affect my bottom line. Water left running, lights always on, working on weekends all use more utilities and I need to be able to track this. It would also be beneficial for me to be able to charge more, or an extra fee, for any tenant that is using more utilities than estimated. Therefore, I need to be able to report and show this for contract negotiations.

My goals are to:

1) Quickly identify the equipment that require service for any reason
2) Automatically create, update, close and escalate work orders for equipment
3) Report on actual and average usage per tenant / floor

In order to achieve this, I have attended many industry events, and have learned that sensors can tell me the data I need real-time. I have researched, and started installing, sensors on all the water-using devices (faucets, toilets, urinals, etc.) in the restrooms and break-rooms. I will also install sensors on the electrical plugs for major appliances (i.e. refrigerator, microwave, etc.) as well as for various sections of overhead lighting on a floor, and the AC controls for each floor. Now I need a way to collect and present this information to myself and my staff.
Persona

Quentin Hendry
Owner
Managing properties to facilitate my tenants success

About
• 55 & married with 4 children
• As a small business owner, every dollar wasted comes right out of my pocket
• I work from, and travel between my buildings during the day

Responsibilities
• Owner of the buildings
• Responsibility for appearance and working conditions of the property and its common equipment
• Due to the age of the buildings, all utilities are billed to my, and I must charge them out to my tenants

Needs
• Fast response to failing equipment
• Mobile data collection and reporting by myself and my staff
• Reporting by floor / tenant to charge back utilities better
• Reduce paper
• Track employee time on repairs
• Track employee time for payroll

Main Goals
• Quickly identify the equipment that require service for any reason
• Automatically create, update, close and escalate work orders for equipment
• Report on actual and average usage per tenant / floor

Pain Points
• Tenants not reporting problems
• Time to report and fix a problem
• Tenants using more utilities than I bill them for
• TOO MUCH PAPER
Point of View

As a Building owner

I need a way to Identify and track defective Equipment in a timely manner

so that I can reduce costs, improve customer service and know if I am under-billing any tenant for utilities.

-
### User Experience Journey – Building management

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Equipment malfunction</td>
<td>• How long has the urinal been running</td>
<td>😊</td>
<td>• Tenant</td>
</tr>
<tr>
<td>• Customer uses more utilities than average</td>
<td>• More paperwork</td>
<td>😞</td>
<td>• Maintenance</td>
</tr>
<tr>
<td>• Fill out Work Order form</td>
<td>• I hope this one does not get lost</td>
<td>😞</td>
<td>• Maintenance</td>
</tr>
<tr>
<td>• Assign to maintenance tech</td>
<td>• Surely all that money I spent on more spare parts will pay off this</td>
<td>😞</td>
<td>• Maintenance</td>
</tr>
<tr>
<td>• Maintenance goes to defective equipment</td>
<td>• Of course it does</td>
<td>🤬</td>
<td>• Owner</td>
</tr>
<tr>
<td>• Do I have all the parts I need?</td>
<td>• Why did I buy all that other crap??</td>
<td></td>
<td>• Tenant</td>
</tr>
<tr>
<td>• This equipment needs a different part</td>
<td></td>
<td></td>
<td>•Owner</td>
</tr>
<tr>
<td>• Equipment gets fixed</td>
<td></td>
<td></td>
<td>• Maintenance</td>
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<tr>
<td>• Did they turn in all the paperwork</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>• Where is the receipt for the new part??</td>
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https://standard.build.me/api/projects/39d9e124a9d26a480cd3a711/prototype/snapshot/latest/index.html#/14774978756263469_S0
Map of the Floor

Floor - 3 Layout

Responsive Page Title

Water

Excess Usage over average: Inspection needed
Work Order Notes - 10347
Enter the notes from your service call

Approve  Reject
## Floor / Tenant Setup

### FLOOR 1

- **Tenant**: Common Area
- Water usage (Avg): 275
- Electric Usage (Avg): 150
- Monthly WO (Avg): 1

### FLOOR 2

- **Tenant**: Company ABC
- Water usage (Avg): 100
- Electric Usage (Avg): 600
- Monthly WO (Avg): 3

### FLOOR 3

- **Tenant**: Company XYZ
- Water usage (Avg): 550
- Electric Usage (Avg): 400
- Monthly WO (Avg): 5