

# Energy Case Study

BENTALL KENNEDY



**GOAL**

Increase operational efficiency through improved energy performance and reduced energy costs

**APPROACH**

Improvements to controls, maintenance, and operations

**PROPERTY TYPE**

Office

**LOCATION**

San Antonio, Texas, United States

**BUILDING AREA**

5,574 m<sup>2</sup> and 6,503 m<sup>2</sup>  
(60,000 ft<sup>2</sup> and 70,000 ft<sup>2</sup>)

## Low-cost operational improvements lead to strong environmental and economic wins

Westover Hills 1 and 2 are two medical office buildings that are part of a larger 12-hectare (30-acre) complex. After becoming the primary asset manager, Bentall Kennedy observed a number of operational inefficiencies, including failures in tracking and performing preventative maintenance, failures in maintaining work orders and warranties, and high property manager turnover. To resolve these issues, a number of steps were taken:

- A new property management firm was hired with experience in operational efficiency.
- Quarterly HVAC maintenance was consolidated under a single vendor.
- The building automation system was retrofitted with an interface that allowed better labeling and scheduling.
- An energy price contract was negotiated with the electric utility.

### Results

Upgrades to building controls, maintenance, and operations yielded a number of positive results at little to no cost for Bentall Kennedy. Negotiations with the utility company led to a lower price for electricity in one of the buildings, and quarterly preventative maintenance calls revealed a number of HVAC failures that were remedied quickly.

### Additional Benefits

Well-maintained buildings typically lease faster, and the new maintenance schedule has led to fewer maintenance visits and lower operating costs. Tenants also reported higher overall satisfaction due to preventative maintenance, plus improved air flow and higher air quality.

### Investment and Returns

