

# APREA REITS Conference

---

Global REITS Market Update

Bernie Devine  
Regional Director, APAC  
April 8, 2021



# COMMERCIAL REAL ESTATE TRENDS

- Know your customer
- Rent deferrals and concessions
- Collections
- Move to online everything – no more paper
  - Finally, let's get rid of cheques
  - Vendor invoices
  - Tenant invoices
- AP/AR outsourcing
- Building Re-Entry
  - Janitorial inspections
  - Right-size HVAC to utilization
- Future risk analysis

# REITs Run on Yardi



## Asia Pacific REITs



dexus



INVESTA\*



PAVILION  
REAL ESTATE INVESTMENT TRUST



SAMSUNG SRA  
ASSET MANAGEMENT



# COMMERCIAL REAL ESTATE OPERATIONS



## DEAL MANAGEMENT

Visualize portfolio  
Quality deals  
Maximize performance



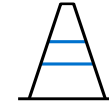
## LEASE ADMINISTRATION

Commercial billing  
Recoveries  
Lease admin



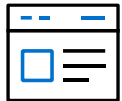
## TENANT MANAGEMENT

Tenant risk  
Rent collections  
Communications



## CONSTRUCTION MANAGEMENT

Project oversight  
Bid management  
Capital planning



## TENANT EXPERIENCE

Online payments  
Service requests  
Self-service



## PROPERTY MAINTENANCE

Work orders  
Preventive maintenance  
Scheduling



## PROCURE TO PAY

Invoicing  
Payments  
Procurement



## BUDGETING & FORECASTING

Revenue forecasting  
OPEX  
CAPEX



# INVESTING IN INNOVATION

## **ASSET INTELLIGENCE**

- Big data & benchmarking
- Predictive & prescriptive analytics
- Market insight

## **ARTIFICIAL INTELLIGENCE**

- HVAC optimization
- Self-generated work orders

## **MARKETING & LEASING BROKERAGE**

- Research
- Benchmarking
- Marketing

## **VENDOR MANAGEMENT**

- Vendor credentialing
- Vendor compliance monitoring
- RFP & bid management

## **POST-PANDEMIC RELATED**

- Contact tracing
- Health & safety
- Space density

## **FORECASTING**

- Acquisition valuations
- Market driven revenue
- CAPEX modeling

# MSCI World REIT's Index

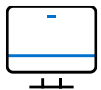
**CUMULATIVE INDEX PERFORMANCE – PRICE RETURNS (USD)**  
**(APR 2006 – MAR 2021)**



**ANNUAL PERFORMANCE (%)**

Year	MSCI World REITs	MSCI World
2020	-7.65	14.06
2019	22.80	25.19
2018	-7.73	-10.44
2017	7.27	20.11
2016	0.95	5.32
2015	-0.70	-2.74
2014	18.38	2.93
2013	-3.48	24.10
2012	17.84	13.18
2011	-0.34	-7.61
2010	15.83	9.55
2009	19.76	26.98
2008	-48.12	-42.08
2007	-16.51	7.09

# YARDI VALUE PROPOSITION



## SINGLE PLATFORM

Native applications provide **data integrity** & **timely analysis**



## SCALABILITY

**Cost-efficient** operations & repeatable **onboarding** process



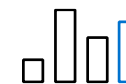
## PROCESS TRANSPARENCY

A connected solution **unifies teams**, increasing **efficiency** & **reducing risk**



## OVERSIGHT

**Asset oversight** connected to **asset operations**



## PERFORMANCE

Drive revenue, lower expenses, identify risk & **increase asset value**







REAL ESTATE RUNS ON YARDI

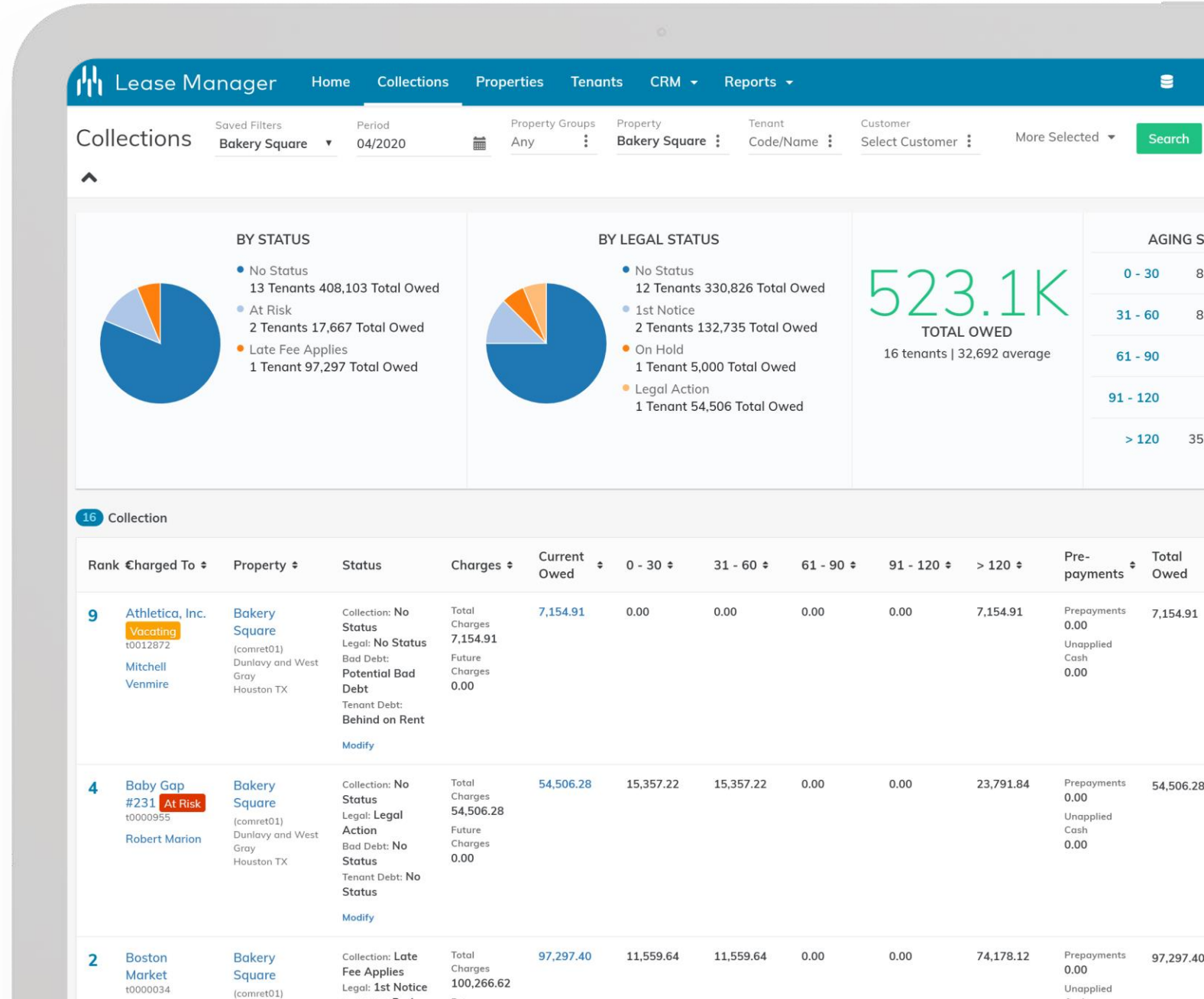




REITs OUTPERFORM ON YARDI

# TENANT MANAGEMENT LEASE MANAGER

- Improve tenant visibility
- Reduce tenant risk
- Proactively manage collections
- Track AR & deferrals



**Lease Manager** Home Collections Properties Tenants CRM Reports

**Collections** Saved Filters: Bakery Square | Period: 04/2020 | Property Groups: Any | Property: Bakery Square | Tenant: Code/Name | Customer: Select Customer | More Selected | Search

**BY STATUS**

- No Status: 13 Tenants 408,103 Total Owed
- At Risk: 2 Tenants 17,667 Total Owed
- Late Fee Applies: 1 Tenant 97,297 Total Owed

**BY LEGAL STATUS**

- No Status: 12 Tenants 330,826 Total Owed
- 1st Notice: 2 Tenants 132,735 Total Owed
- On Hold: 1 Tenant 5,000 Total Owed
- Legal Action: 1 Tenant 54,506 Total Owed

## 523.1K

**TOTAL OWED**  
16 tenants | 32,692 average

16 Collection												
Rank	Charged To	Property	Status	Charges	Current Owed	0 - 30	31 - 60	61 - 90	91 - 120	> 120	Pre-payments	Total Owed
9	Athletica, Inc. #0012872 Vacating Mitchell Venmire	Bakery Square (comret01) Dunlavy and West Gray Houston TX	Collection: No Status Legal: No Status Bad Debt: Potential Bad Debt Tenant Debt: Behind on Rent	Total Charges: 7,154.91 Future Charges: 0.00	7,154.91	0.00	0.00	0.00	0.00	7,154.91	Prepayments: 0.00 Unapplied Cash: 0.00	7,154.91
4	Baby Gap #231 #0000955 At Risk Robert Marion	Bakery Square (comret01) Dunlavy and West Gray Houston TX	Collection: No Status Legal: Legal Action Bad Debt: No Status Tenant Debt: No Status	Total Charges: 54,506.28 Future Charges: 0.00	54,506.28	15,357.22	15,357.22	0.00	0.00	23,791.84	Prepayments: 0.00 Unapplied Cash: 0.00	54,506.28
2	Boston Market #0000034	Bakery Square (comret01)	Collection: Late Fee Applies Legal: 1st Notice	Total Charges: 100,266.62	97,297.40	11,559.64	11,559.64	0.00	0.00	74,178.12	Prepayments: 0.00 Unapplied	97,297.40