



 *KTI - parasta kiinteistötietoa*

Benchmarking University Property Management in the Nordic Countries



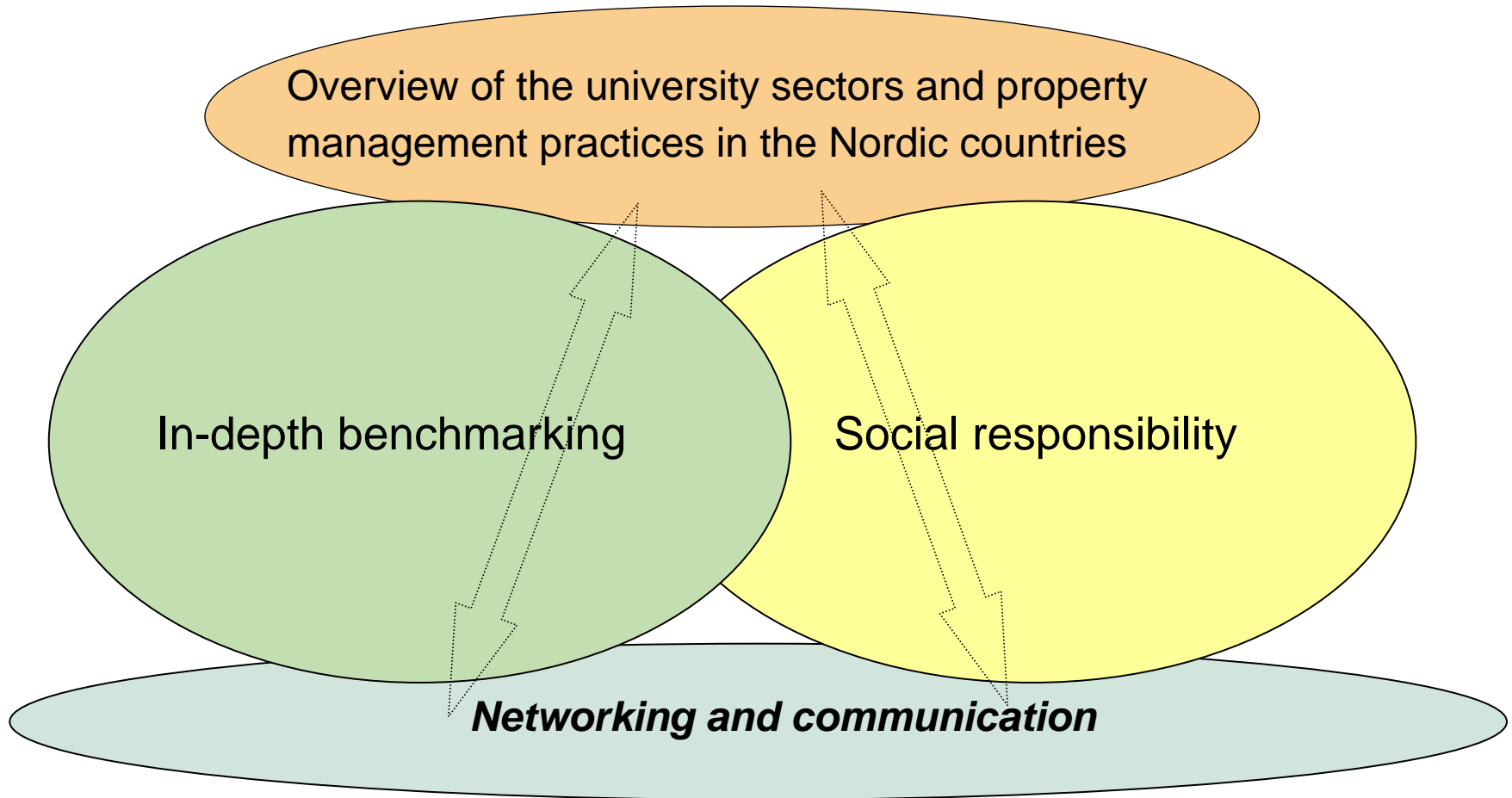
KTI Kiinteistötieto Oy





Benchmarking University Property Management in the Nordic Countries

- *proposed study in 2010*





1. Overview of the university sector and property management practices in the Nordic countries

- An update and overview of the current status of university / higher education sectors and organisation of property ownership and management
- Focus areas of the study include:
 - ▶ number of universities / higher education units in each country
 - ▶ average size of these units
 - ▶ trends in the university / higher education sector
 - ▶ organisation of property ownership
 - ▶ key characteristics of property management practices
 - ▶ current trends regarding ownership and management
 - ▶ market share of centralised property organisations of the total space usage of universities / higher education institutes





2. In-depth benchmarking

Objectives:

- To identify and analyse similarities and differences in terms of key performance indicators of university properties in the Nordic countries
- To increase transparency and knowledge on drivers of various indicators
- To identify and discuss best practices in university property management
- To identify opportunities in increasing efficiency and effectiveness of property management and usage
- Comparisons with the UK results where applicable





In-depth benchmarking

- Benchmarking of costs and space efficiency to be widened and developed further:
 - ▶ different types of universities (i.e. technical universities)
 - ▶ larger number of universities per country
- The benchmarking areas will include:
 - ▶ Revenue: rents compared with other universities and local (office) market rents, contents of rent will be taken into account
 - ▶ Cost: costs of operation as in the 2009 study
 - ▶ Consumption: water, waste, energy consumption measures
 - ▶ Space usage: students / sqm, cost / student etc
- Data collected also from universities(?):
 - ▶ More detailed information on space usage?
 - ▶ Customer satisfaction?





In-depth benchmarking

- A guideline with detailed data definitions will be established for data collection.
 - ▶ a Nordic framework for the definitions of the key terms regarding space and cost measures
- The key background variables include e.g.
 - ▶ Basic information on the properties, e.g.
 - ▶ total space area, division of different space (teaching, research, offices, laboratories, support, catering, vacant etc)
 - ▶ other characteristics, e.g. name, age, etc
 - ▶ Basic information on the space usage, e.g.
 - ▶ number of FTE students
 - ▶ number of staff
 - ▶ other variables





3. Social responsibility

Objective

- ▶ to share information on key elements of strategies and management issues concerning social responsibility
- ▶ to analyse and benchmark the contents of social responsibility reporting in order to establish a best practice approach for the participating organisations.

- ▶ Exploring and benchmarking social responsibility issues from management perspective in the Nordic university property organisations
 - ▶ analysis of the current status
 - ▶ best practice examples from other companies in the real estate sector
- ▶ Social, financial and environmental aspects of social responsibility:
 - ▶ strategic / organisational (management level) / operational issues
 - ▶ exploring and benchmarking the contents and indicators used in reporting





Social responsibility

- ▶ Special focus on environmental / ecological indicators
 - ▶ which indicators are used?
 - ▶ New buildings / existing buildings / property level indicators / company level indicators etc
 - ▶ Cost / consumption / efficiency
 - ▶ what are the contents / definitions of the key indicators?
 - ▶ energy issues / other issues
 - ▶ how are they linked to (other) financial indicators / property indicators?
 - ▶ can they be benchmarked between the Nordic countries?
 - ▶ linkage with in-depth benchmarking





4. Communication and networking

- Networking, co-operation and exchange of ideas will be continued
 - ▶ 2 meetings / year - with specific themes
- The three new Finnish companies will replace Senate Properties in the network
- Commitment of universities in the projects?
 - ▶ Participation in the meetings?
 - ▶ Involvement in data collection / use of results?
- Interest in / ideas of other participants? Specialist speakers?





KTI Finland

- ▶ Jessica Niemi
tel. +358 (0) 400 910 296
jessica.niemi(at)kti.fi
- ▶ Hanna Kaleva
tel +358(0) 20 7430 124
hanna.kaleva(at)kti.fi

**For more information,
please contact**

IPD Norden

- ▶ Christina Gustafsson
tel. +46 (0) 708 135 757
christina.gustafsson@ipd.com
- ▶ Torben Damgaard
tel. +46 (0) 761 743 989
torben.damgaard@ipd.com

