

# SHARING BEST PRACTICES AND GAINING A COMPETITIVE ADVANTAGE: MARSH'S MULTIFAMILY CENTER OF EXCELLENCE WEBCAST SERIES



Across the United States, multifamily development is growing as renting habits have evolved and the need for apartments has increased substantially. But with growth comes competition and increasing levels of risk. To better control loss costs and protect their investments, real estate owners, managers, and investors must understand the risks and exposures that can influence their financial success. To meet this need, the Multifamily Center of Excellence in Marsh's Real Estate Practice can offer focused webcasts on various risk topics designed to help property managers, engineers, and maintenance supervisors reduce the potential for losses at their properties.

## A BETTER UNDERSTANDING OF YOUR POTENTIAL RISKS

From property damage arising from significant natural catastrophes to violence and other threats to tenant safety, multifamily properties are exposed to loss 24 hours a day, seven days a week. It's critical that you keep your people informed about how these risks can affect your organization, individual properties, tenants, and others, and how you can

reduce costs, improve tenant and guest safety, and increase profitability.

Marsh's webcast series reviews key multifamily risk topics and explores potential solutions, allowing your property managers and staff to train and prepare for potential loss scenarios. Our webcasts are custom designed to deliver relevant insights and guidance on critical risk management topics, including:

### Who it's for

Multifamily professionals who could benefit from a greater understand of key risk principles and best practices, including:

- Individuals with specific risk and insurance responsibilities, including risk managers, claims managers, and safety team members.
- Site property managers, regional property managers, and their teams.
- Operations managers.
- Engineering professionals.
- Human resources staff.
- Asset managers with contracting responsibilities.

### What you get

- Insight into critical risk topics and best practices that you can implement to mitigate losses.
- Consistent education and training for employees across all priorities in a portfolio.
- Presentation materials and recordings that can be reused for ongoing training and education of staff.

- Surface management (slips, trips, and falls).
- Kitchen safety.
- Pool and spa safety.
- Temporary electrics.
- Risks presented by mold and other environmental hazards.
- Securing permits for hazardous work.
- Parking lot safety and security.
- Natural hazard defenses.
- Winter safety and freeze protection.
- Property inspection best practices.
- Fire protection systems.
- Administering first aid to injured tenants and their guests.
- Crisis and emergency planning.

Through our program, you can regularly reinforce these key risk topics and loss control strategies, encourage collaboration among team members, and work to generate better outcomes. Our webcasts can be scheduled for all members of your

team, regardless of size. We can also deliver supplementary training to your organization in person, and we can design webcasts to cover topics beyond those listed above.

## A LEADER IN REAL ESTATE.

Marsh's Real Estate Practice serves risk professionals and property owners and managers in all sectors of the industry. With experience spanning conventional apartment communities, affordable housing, distressed properties, and new construction lease-ups, Marsh has the experience, people, and resources to help organizations protect their real estate value. Placing more insurance premiums for real estate entities than any other insurance broker, Marsh provides clients with proven solutions to effectively navigate the evolving nature of real estate risks and exposures.

To learn more about the Multifamily Center of Excellence webinar series, contact your Marsh representative or:

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Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

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