

The Real Estate Journal

A quarterly publication of the Real Estate Board/Commission of Strata Corporations



Registration underway under Data Protection Act



are currently no exemptions from the registration requirements listed.

Registration with the OIC generally requires that an organization shares with the regulatory body an overview of its activities and any legal bases for processing personal data. Registration generally contemplates that an entity has engaged or has plans to complete activities including but not limited to the following:

- Conduct ongoing data protection sensitization/training sessions
- Creation of data protection policies
- Create/update employee and client related privacy notices
- Observe data retention policies
- Conduct data protection gap analysis
- Create/update data map
- Observe technological best practices
- Practice intentional privacy protection when processing personal data

Data Protection Officer, Dwayne Wynter, noted that staff members appear to be very interested, and have shown that interest by asking follow-up questions after their respective sensitization sessions. "There is also a general sense of privacy in the way in which documents with personal information is handled and it is an indication that a culture of privacy is being fostered," he explained.

The Real Estate Board has begun the process of registration as required under the Data Protection Act (DPA). Section 15 of the Act requires Data Controllers that process personal data to be registered with the Office of the Information Commissioner (OIC). The release shared by the Office of the Information Commissioner on their website further outlines that the purpose of registration is to promote and facilitate transparency and accountability in the processing of Data Subjects' personal data as it affords said subjects a medium through which they can ascertain the nature of personal data, the purposes for which it is processed and certain information about their processing activities.

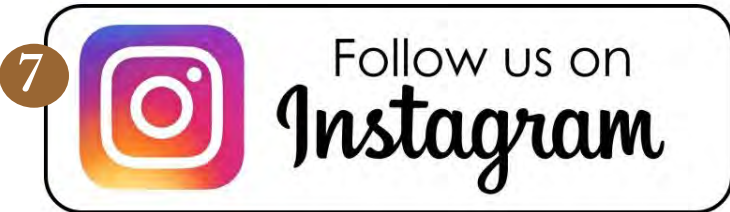
The organization completed and submitted its registration particulars on June 28, 2024. While this has been done, its compliance with the Data Protection Act continues as, it is an ongoing effort. This means that as an entity, the protection of personal data remains a primary consideration for the organization and part of its practice as it delivers on its various services.

The fee for first-time registration for a company/public authority is \$25,000.00, while renewals will cost \$15,000.00. This fee is valid for one calendar year or part thereof and is required for yearly renewal. All Data Controllers who process personal data are required to register unless specifically mentioned for exemption by the responsible Minister. There

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REAL ESTATE Could be this funny!



CEO's Message
Phillip Chambers

It is always a pleasure to speak to you our loyal clients, on this particular forum. Along with our various social media platforms and direct e-mail, this is one of the ways we speak to with you directly. In doing so we take you behind the curtains of who we are, and detail our latest developments. I hope this message finds you well, personally and professionally.

I am incredibly proud of our team's dedication and hard work, and I want to take a moment to acknowledge and celebrate a few recent achievements chronicled herein.

Firstly, I extend my heartfelt thanks to our outstanding IT Team, led by Mrs. Ashleigh Britto, for the successful launch of our new, merged website. Your innovative

approach, meticulous attention to detail, and tireless efforts have resulted in a user-friendly, dynamic platform that will significantly enhance our online presence. To everyone, I encourage you to explore and utilize the new website to its full potential. It is a valuable resource designed to serve your needs and provide a wealth of information to the clients and the wider public.

Next, I want to congratulate our debate team on their stellar performance in the recent Public Sector Debate Competition. Your commitment to excellence, sharp thinking, and eloquence were evident and commendable. You have made us proud, and your achievement highlights the intellectual rigor and collaborative spirit that define our organization.

Lastly, a special shoutout to the team involved in the Labour Day Project. Your execution was flawless, and the impact of your work was felt across the community. Such initiatives reflect our company's values and our commitment to making a positive difference. Thank you for your hard work and dedication.

While not capture herein in great detail, you may have seen in past issues or images on social media, our in-person Bookkeeping and Annual Returns Workshops. I want to encourage those that are invited to these to heed the call to attended these Workshops. The Commission has gone to great lengths to provide workbooks, certificates of participation, and made the necessary logistic arrangements to ensure that our proprietors, executive committee members and property managers can properly manage the responsibilities of strata living.

As we move forward, let us continue to build on these successes. Together, we can achieve even greater heights. Thank you for your continued dedication and hard work.



Data Protection Officer, Dwayne Wynter

**DATA PROTECTION ACT
(CONT'D FROM PAGE 1)**

“This means that individuals understand and follow best practices to reduce cyber security and data protection risks.”

Mr Wynter also explained that the organization has observed interest in compliance with the Data Protection Act from individual dealers, salesmen, developers and strata corporations by virtue of the calls received with

enquires and the questions/discussions at strata workshops. It is hoped that this level of interest will allow for a compliant industry where all stakeholders have a vested interest in observing and being subject to the requirements of the Act.

As the entity continues to comply with the Data Protection Act, a compliance monitoring software is being explored to assist the Board to monitor various aspects of its compliance efforts.



Real Estate Board's New Website Receives Overwhelmingly Positive Feedback

The Real Estate Board has received largely positive feedback on its new-look website. The website was launched in time for the start of the new licensing period in April of this year. The site merges the functional areas of the organization - the Real Estate Board, the Commission of Strata Corporations and the Real Estate Training Institute. Previously the Board and the Commission maintained separate sites with varying levels of 'look and feel,' content, and functionality.

The Board and the Commission are separate creatures of statute, with separate mandates and inspectorates. However, in addition to sharing a physical location, they also share a CEO, have identical board members and share certain administrative functions such as Human Resource Management, Information Technology, Legal Services and Marketing/Public Relations.

According to Marketing/PR Manager, Damian Wilson, the new website is intended to provide real estate professionals with an improved online experience and provide commonly sought information. "The user interface is cleaner, more modern and user friendly. Information should be easier to find as the content is now streamlined across functional areas," he explained. "The goal was to create a sleek, contemporary design that not only looks good but also enhances the overall user experience."

Users have reported that the site is significantly more user-friendly and intuitive compared to what previously obtained. Key improvements include a streamlined navigation system, a site-wide search functionality, and an easy-to-use interface for finding information related to maintaining licensing or registration, applications and renewals. "I like the new website, it's user friendly with a forward design and colourful aesthetic. It showcases various pages with a breadth of information for public use. It is also compatible

on both web and mobile devices," according to real estate salesman, Danielle Bolton.

Attorney-at-Law, Renee Malcolm Robertson noted that "The website is compact with information and resources that the ordinary man can manoeuvre very easily. I find myself exploring not only the content I went in search of, but the entire website."

The positive reception to the site's aesthetics suggests that the Real Estate Board has successfully created an online environment that is both professional and engaging. Users have expressed that the visual upgrade contributes to a sense of credibility and reliability. Credit can be given to Records and Information Management Services Director, Ashleigh Britto and her team. Mrs. Britto noted that the areas of positive feedback were those very areas the team paid attention to in designing the site. "We wanted to ensure that our clients had essential information to complete their business and that the information was easy to locate and understand.", she explained. "The Website is a precursor to the merger of the two entities and workflow automation activities that are currently in train. We will continue to update as needed and welcome feedback of any kind, as this will aid in the improvement of the interface and the content presented." she concluded.

One of the most useful features of the site is the Public Registers, where persons can search and view the licensing/registration status of real estate dealers, developers/developments, salesmen and strata corporations. The CPD status for each dealer and salesman is now reflected on the website, showing the courses completed. The Public Register is particularly useful for professional associations like the Realtor's Association of Jamaica (RAJ), which uses the site to verify the status of its members, as a pre-requisite for providing access to their MLS (Multiple Listing Service) platform.



One of the participants at an Annual Returns Workshop, is presented with a token from Marketing/PR Manager, Damian Wilson. The session was held on June 21 at the Courleigh Hotel and Suites, Kingston.

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Board teams with **Children's** Home for Labour Day Project

Members of the Board pose and Renae Tuckett-Palmer (bottom, left) General Manager of the Maxfield Park Children's Home in front of the freshly painted Administrative Building II at the Home.

In a remarkable demonstration of community spirit and corporate social responsibility, the Real Estate Board embarked on a transformative Labour Day project at the Maxfield Park Children's Home. The focus of their efforts was the much-needed repainting of Administrative Building Number 2, bringing new life and vibrancy to the facility that serves as a cornerstone for the home's operations.

Early on the morning of Thursday May 23, a nineteen-strong contingent of volunteers from the organization, armed with paintbrushes, rollers, and an abundance of enthusiasm, converged on the 89 Maxfield Avenue Children's Home. The team worked diligently throughout the day, transforming the building's exterior and interior with fresh, vibrant colors that not only enhanced its aesthetic appeal but also uplifted the spirits of the staff and residents alike.

"Today is about more than just painting walls; it's about creating an environment that reflects care and hope," said Board CEO, Phillip Chambers. "We are committed to supporting our community and making a positive impact where it's most needed. Maxfield Park Children's Home is a beacon of hope for many children, and we are honored to contribute to its mission."

The impact of the project was immediately felt.

Staff members expressed their gratitude for the facelift, noting that the newly painted spaces would significantly improve the ambiance of the administrative operations. More importantly, the children, whose wellbeing the home prioritizes, were thrilled to see the bright, cheerful colors that now adorn their surroundings.

General Manager, Renae Tuckett-Palmer was effusive in her praise for the team and the project, stating that "the quality of the work is outstanding, and the new, vibrant colors have significantly brightened our environment." She also noted that the support and commitment to the Home's cause was deeply appreciated, and they were fortunate to have such compassionate partners in their journey to improve the lives of the children in their care.

As the day concluded, the Real Estate Board volunteers reflected on their work with a sense of accomplishment and community pride. "The success of this Labour Day project at Maxfield Park Children's Home underscores the power of collective effort and the positive changes that can be achieved when organizations and individuals come together for a common cause," expressed Damian Wilson, the Board's Marketing Manager. "This initiative not only rejuvenated the physical structure of the administrative building but also reinforced the ongoing commitment to nurturing and supporting the children who call Maxfield Park home."



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Motions versus Resolutions

Motions are proposals put forward for consideration by the meeting, while resolutions are binding decisions of the corporation and are made by vote (show of hands or poll).

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The Real Estate Board

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Real Estate Board Policy Changes Now Effective

The previous policy requiring a dealer who acts as Qualifying Director of a dealer company, to place his or her individual license on dormancy is revoked. The individual dealer is now at liberty to decide whether or not he or she will apply for a license to practice in his or her individual capacity for a particular year, or whether he or she wishes to apply for dormancy. Dormancy is a provision which allows persons who do not intend to practice within a given year, to indicate this to the Board and pay the requisite fee, in lieu of the standard licence fee to practice.

On the issue of attachment, a supervising dealer can have a maximum of four persons attached, to him or her, up from two previously. However, the Supervising Dealer must:

- Complete the Real Estate Supervisory Dealers Continuing Professional Development Course
- hold a current Dealer's licence
- have been a practicing dealer for at least three years
- be fully compliant with findings under Proceeds of Crime Act and Terrorism Prevention Act
- not have any complaint, except for one which is deemed frivolous or vexatious, lodged with the Real Estate Board against him/her/it
- have a registered office and displays required by paragraph 3 (a) and (b) of the Real Estate

Continued on page 3 -



Real Estate NEWS

NHT Accepting Applications for Contribution Amnesty

Micro, small and medium-sized enterprises (MSMEs) and registered charitable institutions facing financial hardships are being urged to submit applications under the National Housing Trust (NHT) Contribution Amnesty Programme.

The initiative aims to facilitate their recovery and offer relief from interest and penalties on outstanding contributions for eligible entities and will run through to March 2025.

Eligible organisations include those that employ 50 staff members or fewer or report annual earnings of less than \$425 million.

Compliance Manager for the NHT, Garth Evans, said that in providing this relief, the NHT is seeking to foster stability and support the economic recovery of MSMEs and charitable organisations navigating challenges.

“We would implore all these eligible businesses to reach out to us and try to see how best you can be accommodated over the next nine months with some relief and make it easier for you to become compliant,” Mr. Evans urged.

Entities can access an application form from compliance inspectors in their region or by contacting the NHT’s Compliance Department directly at: compliance@nht.gov.jm.

The completed application forms must then be submitted through the NHT Online platform.

Mr. Evans explained that the amnesty is structured in three phases – providing early settlement incentives until September 30, mid-term relief from October 1 to December 31, and late settlement between January and March 2025.

He added that the benefits vary under each stage and include the NHT waiving all penalty interest on both employee and employer contributions, and a 20 per cent discount on outstanding employer contribution sums settled during the first period.

Meanwhile, mid-term relief involves the waiver of all penalty interest on employee and employer



contributions for settlements made in October to December.

Penalty interest on employer contributions will be waived for settlements made in the first quarter of 2025.

“When we bring entities to the point of compliance... we will continue to work with them to ensure that they do not fall back to where they are coming from,” Mr Evans said, while stressing that the initiative also aims to encourage regularisation with the NHT.

The contribution amnesty underscores the NHT’s commitment to inclusive growth and economic resilience, reflecting efforts to mitigate financial pressures faced by vital sectors of the economy.

Eligible entities are encouraged to contact the NHT for more information on the contribution amnesty programme.



Compliance Manager of the NHT, Garth Evans speaks at a JIS Think Tank (June 26)

The Jamaica Information Service
Published: Thursday June 27, 2024
By Rocheda Bartley



Diplo: “I Owe A Lot Of My Success To Jamaica... There’s Magic Here”



Unusual home of producer Diplo located on his, 62-acre Pompey Estate in San-San Portland, Jamaica

Producer-songwriter Diplo, of dancehall-EDM trio Major Lazer, has spoken glowingly of his love for Jamaica and how the island not only inspired him but also contributed to his success in music and became the location of his “home away from home,” an off-the-grid retreat for family and friends in Portland.

During a tour of his 62-acre Pompey Estate in San-San Portland, for a recent *Architectural Digest* feature, he expressed his admiration for the island, as well as gratitude.

“I found this 50 acre piece of land and I had a vision for what I wanted to build and you know. Seven years later We’ve got it finished and it’s really a beautiful place. That’s what I call my home away from home,” he explained.

“For a little island, this country has had such a

powerful cultural impact around the world. There’s magic here,” he told *Architectural Digest* later.

During the *Architectural Digest* tour, Diplo also revealed that he has a state-of-the-art studio at the property, which has been patronised by several superstars since he opened it to outsiders a few months ago, among them Reggae’s Chronixx, whom he says is a neighbour of his.

“This is the part that pays for the whole house this where the music is made, the magic is made. This is the live room of Pompey Studios. We only opened up a couple months ago, so I’m mostly in the mixing room mixing as a producer, but I’ve played some piano a couple records,” he said.

“We’ve had a couple guys here recording. One big Jamaican artist Chronixx was here. He’s also a neighbor of mine,” he added.

According to Diplo, the Portland studio is his first fully equipped and professional music studio.

“This is actually my first proper music studio. I’ve always been a bedroom producer. I’ve always had a studio in one of my one of my rooms in my house, so to build a fully functioning studio is very big deal for me. I wanted to be something that anybody could be comfortable in, whether you’re a band or a pop star doing a soundtrack., But it definitely harkens to the 70s. It’s got that vibe with all our accessories and double-pane glass...,” he said.

Extracted from *Dancehall Mag*
By Claudia Gardner
May 23, 2024

REB Participates in Public Sector Debate Competition



(Left to right) Sherri-Gay Douglas-Grandison, Anna-Lisa Smith and Dwayne Wynter, during their first match of the Public Sector Debate Competition at the Transformation Implementation Unit's, head office at 6 Saxthorpe Avenue, on June 6

In a spirited contest during the first round of the third staging of the Public Sector Debate Competition, the Real Estate Board engaged in a thought-provoking debate on the moot "Be it resolved that Jamaica should have regional municipal corporations instead of the current system."

Among the compelling arguments posited by the team, was that by being closer to the people and community they serve, local representatives can be more responsive to the needs of their constituents. They also directly share in the results of this actions, positively or negatively.

The first round of the competition, which took place on June 4 and 5, featured 26 teams. Matches were held at the Transformation Implementation Unit's, head office at 6 Saxthorpe Avenue, Kingston. The moot was supported by an equally well-prepared team from the Ministry of Foreign Affairs and Foreign Trade. The Board' team comprised Dwayne Wynter, Sherri-Gaye Douglas-Grandison and Anna-Lisa Smith – with Damian Wilson and Teswayen Richard serving as alternates.

"The Real Estate Board's participation underscored the dynamic engagement of various public sector bodies in the debate. While our opposition to the moot did not prevail, our involvement highlighted the diversity of perspectives within the public sector,"

argued team captain Dwayne Wynter.

The competition saw participation from other teams, including the Ministry of Industry, Investment and Commerce, the Southern Regional Health Authority, the Jamaica Information Service, the Jamaica Heritage Trust, and the National Environment and Planning Agency.

The winners, along with one runner-up, moved forward in the competition.

Executive Director, TIU, Maria Thompson Walters, told JIS News that the competition is an opportunity for employees to influence the discourse on building a better public sector and shaping their place of work.

"We are proud of the discourse and participation that have transpired in the last two stagings of the competition, and look forward to an even more spirited and involved staging this year," she said.

Last year, the Ministry of Finance and the Public Service was crowned winner of the competition, copping more than \$1 million in cash and prizes. This year's competition, has more than \$3.5 million in cash and prizes up for grabs.

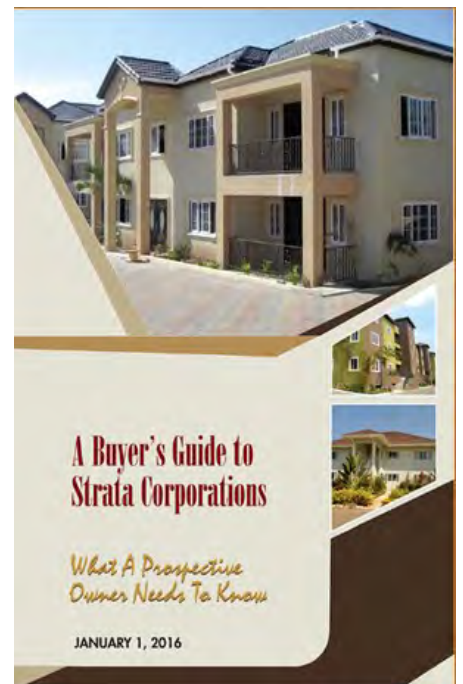
The Public Sector Debate Competition is spearheaded by the TIU in partnership with the Jamaican Association for Debating and Empowerment Limited (JADE).

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Amanda Graham Accounting Officer



How would your friends describe you?

My friends would describe me as a genuine, fun and caring soul. Someone who shows up in times of need to give a helping hand or a listening ear. They would also mention that I speak the truth regardless of the forum or situation and that I am someone who respects the time of others, always showing up early or communicate if I will be late.

What schools have you attended?

At a tender age of 2 I was enrolled at the Dover Castle Basic School, however after one year I was transferred to the Bronx Street Basic School in Linstead, St. Catherine. To date I can remember while marching at my basic school graduation, one of the parents shouted "Here comes the bride" as I wore a floor length white dress with a trail. After which I attended the Time and Patience Primary School where I sat the GSAT examinations and passed for Charlemont High School. I attended Charlemont High School from 2008 to 2015 then pursued a bachelor's degree in accounting from the University of the West Indies, Mona.

What did you want to be when you were a child?

I always wanted to become a doctor, however, due to circumstances beyond my control I rode the path of my second love, accounting. I can recall in primary school when I asked my mom "Where children come from?" to which she answered, "I will explain when you are old enough to understand". Not being satisfied with her

answer, I asked my class teacher the same question the next day. Best believe, when I got home that day, I explained everything to my mom, and she was surprised to know I understood the entire process. I also remember when my mom would cut a whole chicken on Sundays, and I would run up to her saying "Mommy that's the ribcage". I believe this is where my interest started in becoming a doctor, and who to tell, I may just pursue that interest one day.

Have you ever had a nickname?

What is it? All my life I am known by the name Diana. This name was given to me by my late cousin Marti. Diana would have been my first name; however, my cousin Georgette asked my mom to give me the name Amanda because that was the name of her best friend. A few years ago, my father started calling me Bunzye. I got attached to this name.

What are your hobbies?

In the past I have taken a liking to hiking/nature walks and attending football matches. Currently my hobbies are streaming Netflix series, playing netball and visiting water attractions.

Aside from food, water, and shelter, what one thing could you not go a day without?

There are not many things that I cannot go without on a day-to-day basis. But surely, I cannot go a day without prayer. Prayer is the foundation of a Christian life. I have

[cont'd from previous page]

been a Christian all my life. My journey got serious in grade nine where I was baptised in the Church of God of Prophecy. I am a living testimony; without God I would not be where I am today.

What's your favorite fast-food chain or restaurant, and what would you normally order?

It would be a tie between Burger King and Popeyes. When I order from Burger King, it would be a double whopper with extra pickles. Extra spicy three-piece chicken is my usual order from Popeyes, however I may try out their newest addition (wings). In my younger days, I would purchase fried chicken back from a vendor in Linstead every Friday evening after school. This would have been my substitute for Popeyes.

What is your favorite childhood memory?

My favourite childhood memory was made during my years at high school. I was a member of the speech and drama club. Whenever we would pass a round or win at the JCDC speech and drama festival we would celebrate from the venue all the way home. Such a time was had playing the Congo drums and singing school cheers. I was also a bronze medalist in the category of speech and a member of a gold medal winning music group in the JCDC festival. Both medals were attained while attending Charlemont High School.

Who was your favorite teacher in school (at any level) and why?

My favourite teacher in high school taught me Principles of Account and Principles of Business, Ms. Andrea Simpson. She always says “Yuh need yuh passport fi mi class”. That is, having your textbook in class is a requirement and not an option. She did not just teach because it’s a job, but she had a passion for teaching. This is a lifetime lesson for me, because regardless of the meeting I will always have a book and pen or a device to take notes.

Who knows you the best?

My mother knows me best. I am her only child. Now that I am older there’s not one day that pass where we don’t communicate. What I love telling her when I missed her “numerous” calls is “Lady guh read yuh Bible” then we laugh about it afterwards. Although not growing with siblings from my mom I never felt like I was alone, as she wore many hats. Whether it may be the hat of a sister or a friend.

If you could live anywhere, where would it be?

I would love to live in Antarctica. I love watching videos of the night skies of Antarctica. Besides living in a tropical country where it’s hot all year, having 6 months of snow sounds fun. I think the possible site of polar bears may also spark some interest in living in that country.

PAYMENT METHODS



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What are the Benefits of AI in the Workplace?



Workplace AI is still relatively new, as companies test to figure out how to maximize benefits for both their employees and bottom line.

In fact, a **Deloitte** study found that 74% of businesses are still in an experimentation stage when it comes to figuring out their approach to AI. This means that AI benefits aren't set in stone for any workplace, as companies explore the right solutions for their needs. That said, most can expect some combination of the following benefits from workplace AI.

Cost savings

First and foremost, many of the benefits of workplace AI are specifically for increasing cost savings and/or generating revenue.

To start, automating repetitive tasks typically done by employees frees up time to spend on more high value activities.

Meanwhile, improved efficiencies can reduce waste, streamline production processes, and help increase profits.

Providing a better customer experience can lead to higher customer satisfaction overall, along with a reduced need for additional customer support staff.

Fraud detection can reduce losses, and energy efficiency can reduce resource spending (along with more benefits we'll explore below).

Indeed, virtually every benefit of workplace AI listed below can lead to cost savings (and/or revenue growth) in one form or another.

Data-informed decisions

Similarly, having access to more and better data is a benefit that in turn supports many of the following benefits. Being able to leverage big data and combine a variety of large data sets can lead to better decision making while also mitigating risks.

Of course, this only works when AI not only helps

collect data, but also is able to synthesize it into accessible and digestible workplace reports and analytics.

"The dimensions of how people are using the office have changed dramatically," says Kathleen Williams, Senior Product Manager at OfficeSpace. "Without advanced workplace analytics, people won't have a good idea of how to see what's actually happening in their workplace, which is where data analytics comes in."

Predictive maintenance

Predictive maintenance (ideally supported with AI) is quickly emerging as a facilities management (FM) best practice.

This is not surprising, given that studies show predictive maintenance can reduce downtime by up to 50%, breakdowns by up to 70%, and maintenance costs by up to 25%

Data collection, machine learning, and predictive maintenance algorithms can all better determine when and where to take proactive measures to prevent equipment failure.

This in turn can lead to reduced downtime, improved safety, and, of course, cost savings, among many other benefits.

Greener offices

It is now incredibly easy for companies to leverage workplace AI to reduce the amount of resources they need to comfortably service their employees and operations. Often accomplished by integrating the organization's building automation systems (BAS) with AI designed around sustainability, this can naturally help support any environmental initiatives they may have.

For example, using sensors can help with energy optimization (no need to have the lights on when nobody's in office, for example). Companies can also use AI to monitor resource use and to help reduce waste.

Safer offices

Companies can use AI technology like hazard detection, video surveillance, and security screening to create safer and more proactive workplaces. Sensors can also help identify how many people are in an area in the case of an emergency.

AI technology can also help to keep IT and BAC systems more secure, too.

Flexible offices

Today, more and more companies are embracing flexible work arrangements and more agile spaces. Also, more and more are using AI technologies (namely office sensors, data analytics, and workplace collaboration tools) to support them.

In short, whether companies want to offer a flexible seating arrangement (like hot desking or office hoteling), fully adopt agile working, or better align evolving hybrid schedules with their existing infrastructure, a variety of AI systems can support them in this process.

Better collaboration

Flexible offices and enhanced communication feeds into another key workplace AI benefit: enhanced collaboration in the workplace. The collaboration platforms to facilitate connecting with employees play a role here. But AI can help support collaboration in other critical ways, too.

Namely, the more companies are able to use workplace data analytics to better optimize collaboration spaces, the more they'll be supporting their long term collaboration strategies for the workplace.

For example, data from room booking software may show a marked employee preference for huddle rooms set up for Zoom calls. If that's the case, a company can make more of these rooms, add cameras to their existing rooms, or both. Planning meeting room design around how employees *actually want to meet* is almost always a good idea.

More diversity

There are many human traits that computers can't fully emulate, and may never fully emulate. That's why, despite some worries about AI (which we'll explore below), human workers will *always* be the heart of the workplace, even one heavily invested in digital workplace transformation.

But there is one human trait that AI absolutely can, should, and will be correcting: human bias.

That's why more and more, human resources professionals are using AI in their workforce strategies, taking advantage of new ways to build more diverse and inclusive teams. Practices like blind resume screening, soft-skill assessments, and using AI to craft bias-free questions for the interview process can all help build more diversity into the hiring process.

Streamlined HR

HR departments everywhere are seeing digital transformation that is bringing in AI elements. This is to make their processes more fair, efficient, and, ultimately, successful.

Like we've just discovered, HR managers can use AI to help make their hiring and personnel decisions more inclusive.

Beyond this, they can use AI in a variety of ways in the recruitment process (like with resume scanning to identify top candidates), and in onboarding (like

automating paperwork). They can also use AI in a variety of employee engagement, up-skilling, and training and development initiatives.

Streamlined space planning

Good space utilization is a hallmark of effective workplaces. But, as we've covered, it can be incredibly challenging for companies that embrace hybrid work. And the reality is that hybrid leadership can only hope to rise to this challenge when they're supported with AI-analyzed workplace data.

With the right data, space planners, facility managers, and other decision-makers can see average and peak occupancy ranges over time, to see which areas of the office are most popular and/or effective. Then, they can build more of those spaces. This helps them to create more engaging physical offices, all while also rightsizing/reducing their corporate real estate expenses.

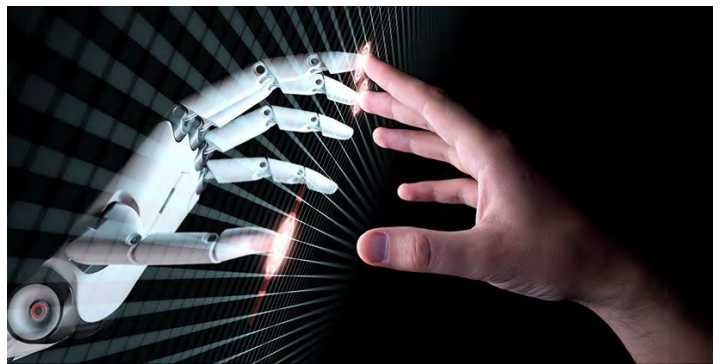
"It's when you pull these different workplace metrics and data points together you can feel more confident that if you make a change, it's not going to have a negative impact on your people because you have all the data to support this decision," says Cocchiara. "This is why I believe workplace experience software is going to be imperative as you start to make these space planning decisions."

Happier and more productive employees

Yes, a company might appreciate how AI impacts their bottom line. But working in better spaces with better tools and in better workflows can also have a dramatic impact on employee experience.

So, not surprisingly, the sum total of all of the above benefits can also lead to happier and more productive employees.

Yes, this may be of particular concern presently due to our current competitive labor market. But regardless, having happy employees is always a smart strategy, in any labour market.



Source:

Byrne, E. (2024, January 22). AI in the Workplace: 12 Ways Workplace AI Can Improve the Office. *OfficeSpace Software*. <https://www.officespacesoftware.com/blog/ai-in-the-workplace-ai/>

Who Knew Real Estate

was this Funny



The couple looks impressed, and the tour continues. They go upstairs, and the agent points out the spacious master bedroom. "This room gets plenty of natural light," the agent says, "and it has a lovely view of the garden." The husband asks, "What about the roof? Is it in good condition?"

The agent enthusiastically responds, "Absolutely! The roof was replaced just last year, and it comes with a 25-year warranty." They move on to the kitchen, where the agent highlights the modern appliances. "The kitchen was fully renovated recently, and all the appliances are state-of-the-art."

The wife looks around and asks, "This house seems perfect, but what about the foundation? Is it solid?" The agent smiles and says, "Oh, the foundation is as solid as a rock. In fact, it comes with a 50-year warranty!"

Feeling reassured, the couple decides to buy the house. A few weeks after moving in, they start to notice some small issues: a leaky faucet, a drafty window, and a creaky floorboard. They call the real estate agent to express their concerns. The agent listens patiently and then says, "Remember all those warranties I mentioned? Well, the good news is they cover everything!"

Relieved, the husband asks, "So, who do we contact to get these things fixed?"

The agent laughs and replies, "Oh, I'm just the middleman. You need to call the original owners for all the details. Here's their number: 867-WISH-YOU-LUCK!"

A real estate agent was showing a house to a young couple. As they walked through the property, the agent pointed out all the great features: "This house has a beautiful garden, a spacious kitchen, and a newly renovated bathroom. And the best part? The neighbors are all fantastic." Just then, a loud crash came from next door followed by a shout, "I told you to stay out of my garden!" The couple looked concerned, but the agent quickly added, "See? They're so passionate about gardening!"



Why did the scarecrow become a real estate agent?
Because he was outstanding in his field!

Why don't real estate agents ever get lost?
Because they always know all the shortcuts!