



CELEBRATING  
55 YEARS

# nerej

## **Question of the Month: "How has the role of property management changed in the last 5-10 years?"**

June 27, 2013 - Front Section

"Property management has been required to change in response to social and technological influences over the past 5-10 years, but the core principles within the industry have remained the same."

Terrorist attacks and the benefits of Green initiatives have forced managers to become experts in security and the latest building technology. However, providing quality customer service while demonstrating the highest levels of integrity have remained the top priorities for all successful property management firms."

Chad Boulay is director of commercial management at HallKeen Management, Norwood, Mass.

New England Real Estate Journal - 17 Accord Park Drive #207, Norwell MA 02061 - (781) 878-4540