



The CapEx Intelligence Gap in Commercial Real Estate

How modern commercial real estate operators
are transforming capital planning to reduce risk,
protect NOI, and optimize portfolio performance

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EXECUTIVE SUMMARY

Capital planning in commercial real estate is increasingly constrained by incomplete visibility into asset condition, rising operational complexity, and the growing financial impact of reactive spending.

Across the industry, owners and portfolio managers are allocating billions of dollars in capital expenditures against aging infrastructure, rising costs, and increasing portfolio complexity. Yet most are making those allocation decisions without reliable, current data on the condition of the assets they own.

The result is a cycle of reactive spending that erodes returns, inflates costs, and leaves portfolios exposed to preventable financial risk. What begins as a visibility problem quickly becomes a capital allocation problem. And over time, that capital allocation problem becomes a portfolio performance problem.

This report examines the structural gap between how capital planning decisions are made today and how they should be made: grounded in asset intelligence, predictive insight, and lifecycle-informed strategy.

Drawing on survey data collected in Q2 2026 from 166 commercial real estate professionals – spanning real estate operations, property management, asset management, procurement, and capital planning roles – the findings reveal a consistent pattern. Organizations that lack condition-level visibility into their assets spend more, plan worse, and recover less at disposition.

Key findings include:

The research reveals a clear contradiction: CRE teams may feel confident in their capital planning processes, yet many are still making reactive decisions with incomplete asset visibility and preventable financial exposure. The implication is clear: reactive capital planning is not a resource problem, but an intelligence problem.

- 63% of respondents reported that more than 10% of their capital expenditures in the past year were triggered by unplanned or emergency events; 28% reported that more than a quarter of their annual CapEx fell into this category.
- Almost a third of asset managers regularly make significant capital decisions based on gut instinct or informal assessment rather than formal condition data.
- 69% have experienced capital expenditures that were higher than they would have been had maintenance been addressed earlier; 35% report cost increases of 25% or more.
- Only 20% have fully implemented predictive analytics or condition-based monitoring across their portfolios.
- 66% estimate that real-time asset visibility would reduce unplanned capital expenditures by more than 10% annually – with 21% projecting reductions greater than 25%.

Closing that gap requires a fundamental shift in how the industry collects, interprets, and acts on asset condition data.

“Labor costs, insurance premiums, and capital needs are all rising as commercial buildings age and new construction slows. Owners who still treat capital planning as an annual budgeting exercise risk more reactive, unplanned spend. Those using condition-based forecasting and maintenance strategies gain better visibility, optimize investment, and reduce lifecycle costs.”

– Lee Jackson, Co-Founder & Managing Partner, Bridgeline Advisors



Why This Matters Now

THE UNKNOWN UNKNOWN IN COMMERCIAL REAL ESTATE

In my role as the Chief Revenue Officer for SITE Technologies, my daily conversations with commercial real estate (CRE) owners and operators usually center around a singular, relentless pressure: protecting asset value amid volatile labor, material, and insurance costs. We commissioned the research report, *The CapEx Intelligence Gap in Commercial Real Estate*, to put hard numbers behind those discussions.

The data provides a stark validation of daily field realities and a call to action for an industry at a technological crossroads. Three insights stand out:

1. Validation from the Field: The High Price of Guessing

Operators routinely express frustration that they lack an objective, standardized method to measure asset conditions across a portfolio. Without a reliable baseline, capital allocation reverts to informed guessing. The survey validates this: nearly one-third of asset managers regularly make major capital decisions based on gut instinct. This visibility deficit triggers a cycle of reactive, emergency spending that disrupts forecasting and inflates remediation costs by three to seven times, severely eroding asset-level Internal Rate of Return (IRR).

2. The CRE AI Use Case Everyone Is Missing

The immense buzz surrounding AI in CRE has largely focused on lease abstraction, site selection, or to automate tenant communications. While valuable, these applications ignore a highly practical frontier: using computer vision and machine learning to evaluate physical damage objectively and with greater precision than a human. This white paper highlights how predictive models can inject objectivity into the historically subjective, inefficient inspection processes.

3. The Great Contradiction: The “Unknown Unknown” of CapEx

The study’s most telling finding is a glaring contradiction in how operators perceive readiness:

The Reality: 29% of respondents regularly rely on gut instinct, 69% suffer inflated costs from deferred maintenance, and 28% report that over a quarter of their CapEx is spent on emergency events.

The Perception: The vast majority simultaneously believe they possess a solid, reliable five-year CapEx projection.

This disconnect proves that inefficient CapEx allocation is an unknown unknown. Operators endure all the symptoms of a systemic problem—surprise repairs and budget overruns—yet fail to realize the root cause. According to the research, 33% were very confident, 48% were confident, and the remaining 19% were neutral or unconfident in their level of accuracy for their organization’s five-year maintenance or capital plan. They trust their five-year plans simply because the spreadsheets exist, blind to the fact that they are built on outdated foundations.

The Path Forward

The financial delta between reactive patching and data-driven stewardship is worth millions in portfolio value. The infrastructure to close this intelligence gap is available right now. I invite you to use this report as a roadmap to transform how your organization acts on asset intelligence.



Miles Kirkpatrick
Chief Revenue Officer
SITE Technologies

Section 1:

REACTIVE CAPITAL PLANNING DESTROYS IRR

Unexpected capital expenditures reduce asset-level internal rate of return (IRR) by introducing costs that were never accounted for during underwriting.

When a roof fails two years before it was projected to need replacement, when pavement in a parking lot or distribution center deteriorates faster than anticipated, or when an emergency repair consumes budget that was earmarked for a planned improvement

— those are not just operational disruptions. They are direct hits to investment performance.

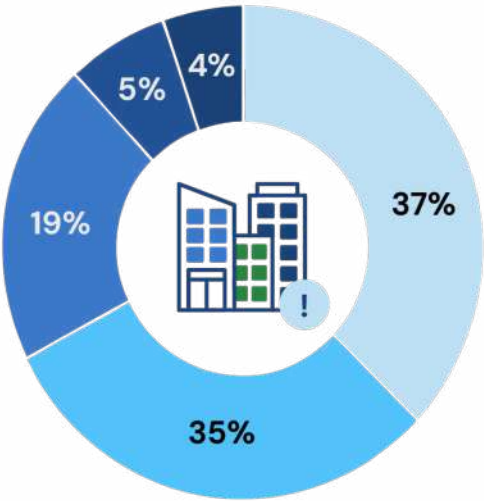
The math is straightforward. Every dollar spent reactively is a dollar that was not modeled in the original investment thesis. Across a portfolio of dozens or hundreds of properties, these unplanned events compound — creating financial volatility that erodes the returns owners and investors expect.

Unplanned Events: The Silent Killer of Asset-Level Returns

Q1: In the last 12 months, what percentage of your property capital expenditures were triggered by unplanned or emergency maintenance events?



63% report more than 10% of annual CapEx triggered by unplanned events



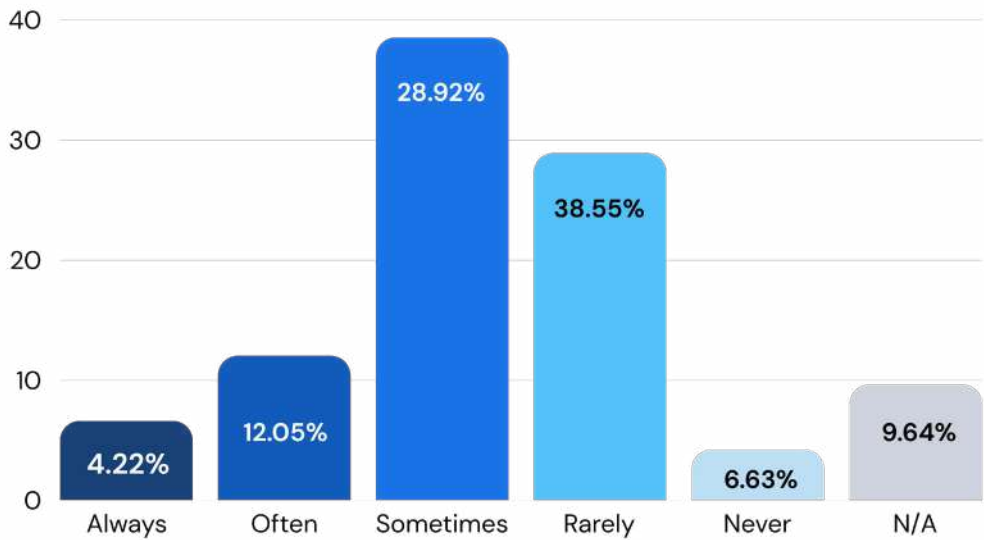
UNPLANNED CAPEX AS A PERCENT OF TOTAL	% OF RESPONDENTS
0-10%	37%
11-25%	35%
26-50%	19%
51-75%	5%
Over 75%	4%

Among respondents, 28% reported that more than a quarter of their annual capital expenditures were triggered by unplanned events — spending that, by definition, was not underwritten. For organizations managing larger or older portfolios, the exposure is almost certainly higher. The consequences extend beyond the current budget cycle. Capital planning decisions follow an

asset all the way to disposition. Deferred maintenance reduces resale value, forces pre-sale capital investment, and weakens negotiating position with buyers. The decisions an owner makes today about where capital goes — and where it does not — directly determine what they walk away with when they sell.

Deferred Maintenance’s Real Price Tag at Disposition

Q2: When preparing to sell or reposition an asset, how often has deferred maintenance required unplanned capital investment prior to sale?



More than half of respondents reported that deferred maintenance has sometimes, often, or always required unplanned pre-sale investment. This is a hidden cost that erodes disposition proceeds and compresses realized returns — and it is structurally connected to the absence of proactive condition data earlier in the asset’s lifecycle.

Data vs. Instinct: A Tale of Two Portfolios

Capital planning discipline is often discussed as an operational competency. In practice, it behaves more like an investment discipline. The quality of condition intelligence directly influences where capital is allocated, when interventions occur, and how much value survives to disposition.

Organizations with stronger asset visibility tend to intervene earlier, plan more predictably, and avoid emergency reallocations that disrupt broader portfolio strategy. Organizations operating with incomplete or inconsistent condition data are more likely to defer action until deterioration becomes financially unavoidable.



58% have faced unplanned capital investment before a sale or repositioning



The financial consequences are measurable: increased remediation costs, reduced forecasting accuracy, compressed disposition value, and greater volatility in asset-level returns.

“Our primary challenge has been managing our capex and maintenance budgets nationwide. There was no institutional clarity on why we were allocating such varying amounts, and those figures continue to rise into the millions each year. Relying on guesswork simply isn’t viable.”

– Crysta Buck, Director, Property Management at Cabot Properties Property Management, L.P.

Capital planning discipline is therefore not an operational issue. It is a direct driver of investment performance — and it deserves to be treated as one. The industry often treats these outcomes as operational inevitabilities. But the survey data suggests something different: many of these financial disruptions originate much earlier in the decision-making process. Before emergency spending becomes a budget problem, it begins as an information problem.

Industry research consistently shows that every \$1 of deferred maintenance can ultimately cost \$3 to \$7 to remediate. But the true cost is even higher when factoring in the opportunity cost of reactive capital reallocation, the impact on NOI during extended repair periods, and the reduction in asset value at disposition.

[Source: Rick Biedenweg, President of Pacific Partners Consulting Group](#)

Section 2:

THE DATA DEFICIT IN CAPITAL DECISION-MAKING

If reactive capital planning is the symptom, the underlying condition is a data problem.

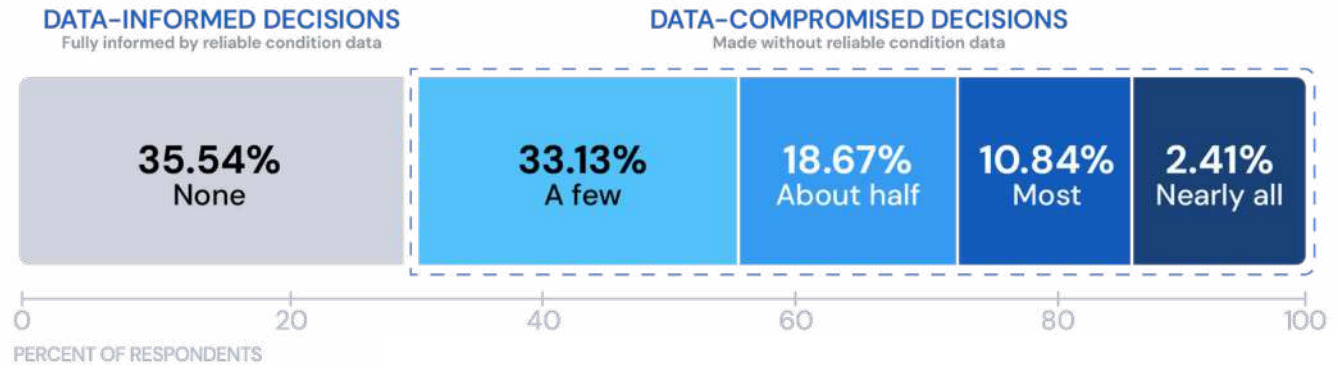
Across the commercial real estate industry, capital allocation decisions are being made without reliable, current information about the physical condition of the assets in question. This is not a technology gap in the traditional sense — the tools to capture

and analyze asset condition data exist. It is an adoption gap, a standardization gap, and in many cases, a cultural gap.

The result is that professionals responsible for allocating significant capital are routinely forced to rely on incomplete information, outdated inspection reports, or their own judgment to make decisions that carry material financial consequences.

Why “Informed Guessing” Has Become the Default

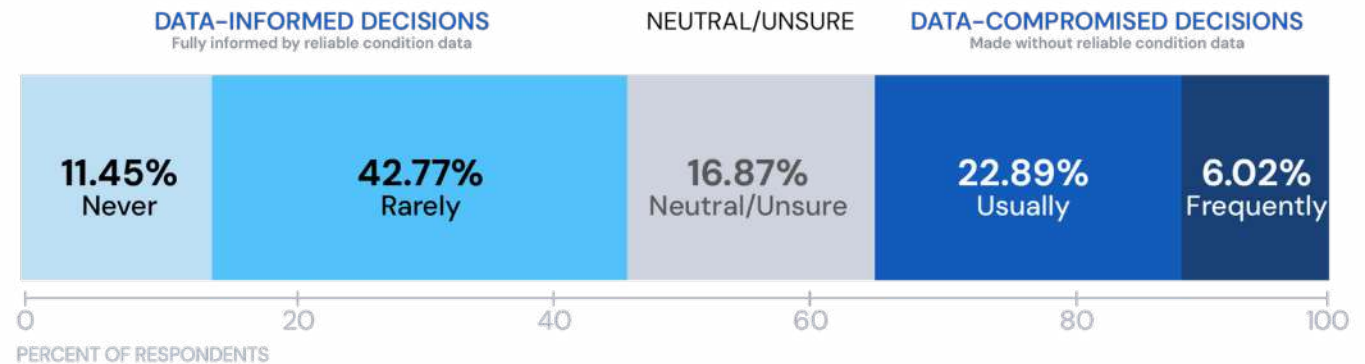
Q3: How many of your capital planning decisions in the last year were made without reliable data on the current condition of the asset in question?



64% made at least some capital planning decisions without reliable condition data

Among those, 31% reported that about half or more of their capital decisions fell into this category last year. When more than six in ten organizations routinely allocate capital without current condition data, misallocation is not a risk — it's a structural outcome.

Q4: In the last three years, how often have capital planning decisions been made primarily based on gut instinct or informal assessment rather than formal asset condition data?



29% regularly rely on gut instinct or informal assessment for capital planning

Frequently or usually — that is the cadence at which nearly three in ten asset managers make capital decisions without formal condition data to support them. At portfolio scale, this is not a judgment call. It is a systemic liability.

“There’s a significant percentage of our annual budget I would put in this semi-discretionary category where we look at the expense and PM is asked if we need to replace that this year or this quarter or can it wait until next year? And there wasn’t a lot of analysis behind that question and dialogue, until now!”

– Jeremy Hill, VP Property Management, Acadia Realty Trust

Three Hidden Flaws in Today’s Condition Data

This is not a reflection of negligence. It is a reflection of operating conditions. Asset managers responsible for hundreds of properties cannot personally verify the condition of every roof, parking lot,

landscape area, and building facade across a geographically dispersed portfolio. Without a systematic, technology-enabled approach to condition assessment, the default is informed guessing — and informed guessing at scale produces inconsistent outcomes.

The data deficit manifests in several ways. First, there is the problem of subjectivity. When condition assessments are performed manually, scores vary based on the inspector, the methodology, and the moment. Two different assessors evaluating the same roof can arrive at meaningfully different conclusions, which means the capital plan built on those assessments inherits that inconsistency.

Second, there is the problem of recency. Many organizations assess assets on multi-year cycles — every three to five years, or only when a problem is already visible. Condition data that is two or three years old may bear little resemblance to current reality, particularly for assets in the later stages of their lifecycle when deterioration accelerates.

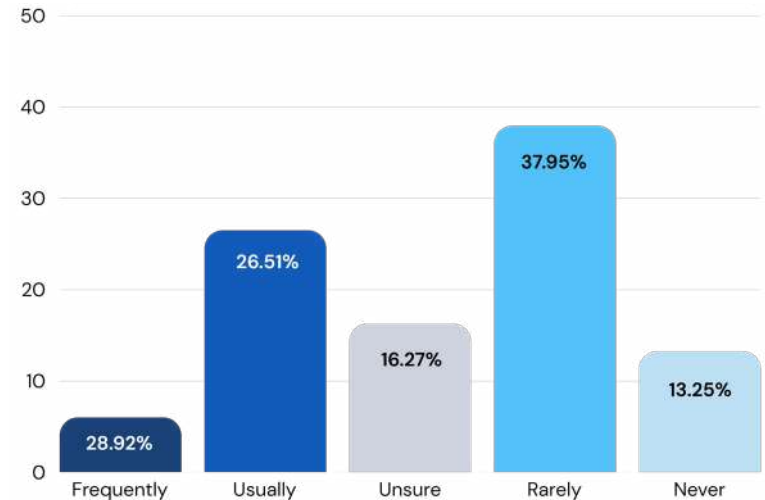
Third, there is the problem of fragmentation. Even when condition data exists, it often lives in disconnected systems — spreadsheets, vendor reports, property management platforms, and email threads. The data may technically be available, but it is not accessible in a form that supports portfolio-level decision-making.

What Asset Intelligence Actually Looks Like

Q5: How often has your organization continued spending on maintenance for an asset only to find that its condition continued to decline?



33% frequently or usually continue funding assets whose condition keeps deteriorating



This captures what the industry calls deficient maintenance — spending that fails to arrest deterioration because it is not informed by accurate root-cause diagnosis. A third of organizations are allocating maintenance dollars to assets that are declining anyway, because they lack the condition intelligence to distinguish a repair candidate from a replacement candidate.

“Deferred maintenance is one of the most significant hidden risks in real estate underwriting, affecting NOI, valuation, and financing. When discovered during due diligence, investors often adjust pricing for ‘catch-up capex,’ knowing early estimates can understate true costs. If the issue is systemic, the added capital required can erode projected IRR and cause investors to walk away from otherwise attractive deals.”

– Lee Jackson, Co-Founder & Managing Partner, Bridgeline Advisors

The consequences of incomplete condition intelligence rarely appear immediately. Most portfolios continue functioning normally until deterioration reaches a financial threshold that forces action. By that point, intervention options have narrowed, remediation costs have increased, and capital flexibility has already been compromised.

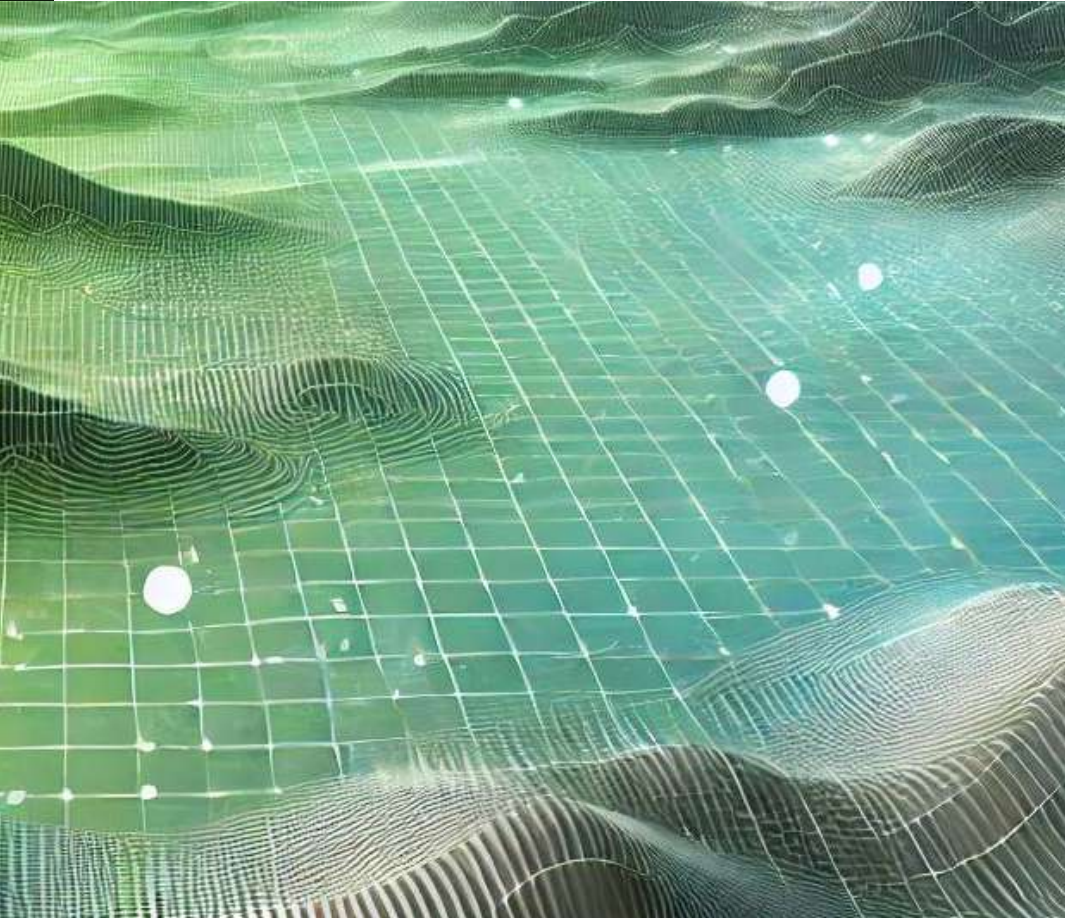
The problem is not simply that organizations lack data. It is that incomplete, inconsistent, or outdated data distorts timing — and timing is what determines whether capital planning behaves strategically or reactively.

Section 3:

FINANCIAL AND OPERATIONAL RIPPLE EFFECTS

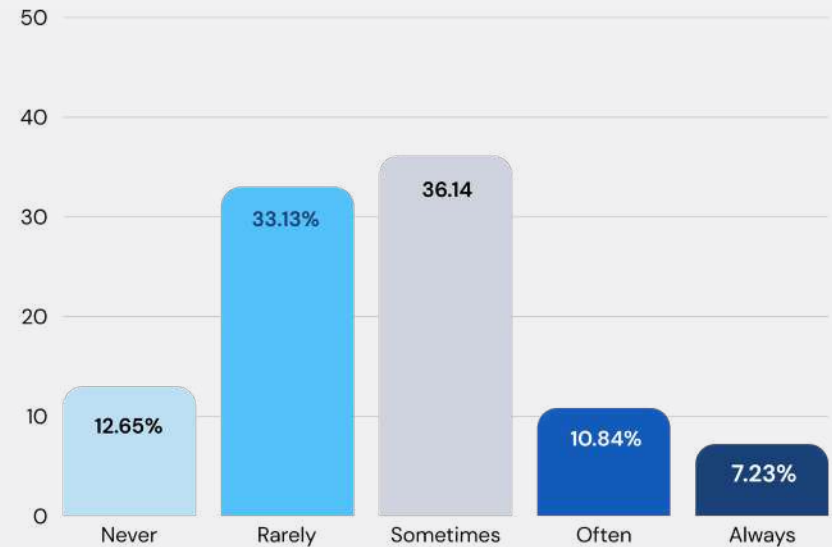
The consequences of reactive capital planning do not stay contained within the maintenance budget. They ripple outward — disrupting planned investments, distorting financial projections, and creating cascading operational impacts across the portfolio.

When an unplanned capital event occurs, the immediate question is not just “how much will this cost?” It is “what else doesn’t get funded?”



When One Emergency Steals Budget from Everything Else

Q6: How often do unexpected capital expenditures cause delays or cancellations of other planned capital projects within the same budget cycle?



55% report unexpected capital events cause delays or cancellations of planned projects

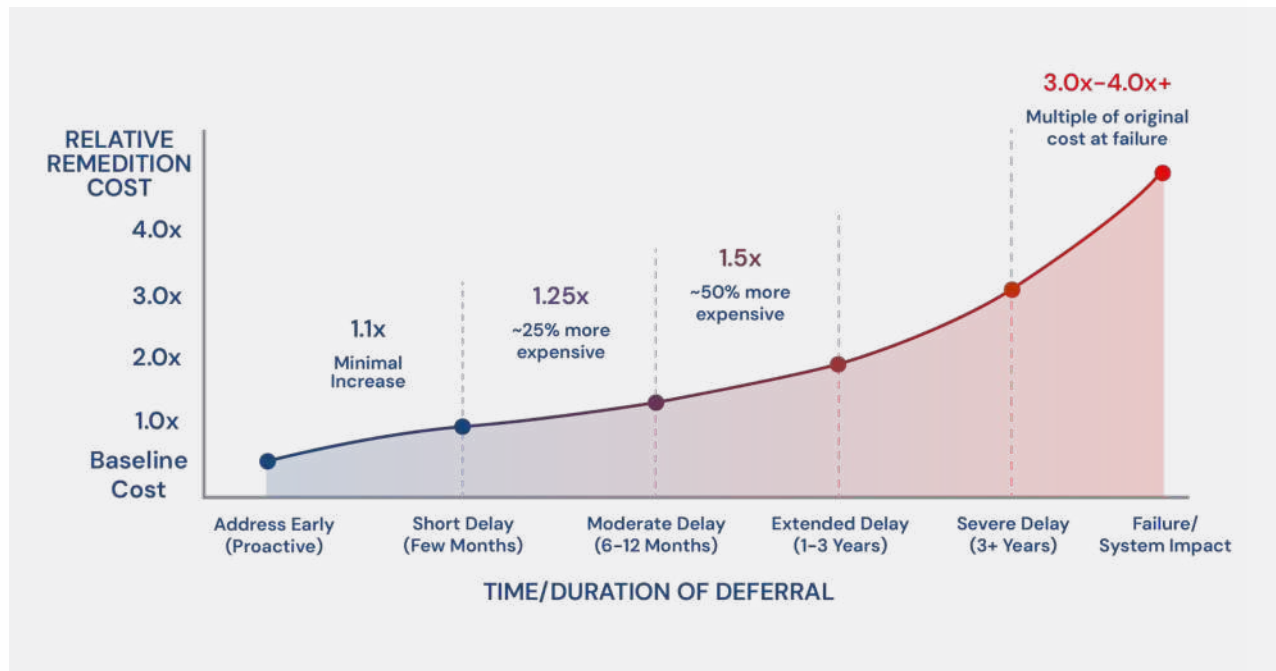
Sometimes or more often — that is the frequency at which unplanned capital spending undermines the broader capital strategy for more than half of organizations. A roof failure at one property does not just generate a repair cost. It pulls funding from a planned paving project at another property, which pushes that project into the next cycle at higher scope and cost. Meanwhile, the deferred paving generates tenant complaints, liability exposure, and curb-appeal erosion.

The Compounding Cost of Deferral

Q7: In the past three years, has deferred maintenance resulted in a capital expenditure that was significantly higher than it would have been if addressed earlier?



69% have experienced higher CapEx costs as a result of deferred maintenance



Among those, 35% reported cost increases of 25% or more — with 10% reporting costs that were more than 50% higher than early intervention would have required. This is the compounding cost of deferral at scale: the longer action is delayed, the higher the remediation bill and the narrower the intervention options.

The operational impacts extend to disposition strategy. When an owner prepares to sell or reposition an asset, deferred maintenance becomes a balance sheet problem. Buyers conducting due diligence will identify deferred capital needs and price them into their offer — or walk away entirely. The seller is then faced with a choice: invest capital immediately before sale to protect valuation, or accept a lower price that reflects the buyer's cost to remediate.

Either way, the owner pays for the deferral. The only question is when — and how much leverage they have when the bill comes due.

“On acquisitions, bringing SITE in early has become table stakes for us. It helps us catch things during diligence that we otherwise might miss, which benefits our operations teams and ultimately shows up in the returns. We’re continuing to get more targeted in how we deploy capital — using better data to move away from blanket spend toward more intentional, portfolio-level decisions. The goal is to keep getting smarter about where we allocate capital and, over time, reduce unnecessary spend.”

**– Ran Meng, VP of Property Management SE
Philips Edison & Companies, Inc.**

Section 4:

FUTURE OUTLOOK: PREDICTIVE PLANNING AND TECHNOLOGY ADOPTION

The commercial real estate industry is gradually shifting from episodic inspection models toward continuous, condition-informed capital planning. Adoption remains uneven, but the direction is becoming clearer: organizations are increasingly treating asset intelligence as operational infrastructure rather than a discretionary reporting function.

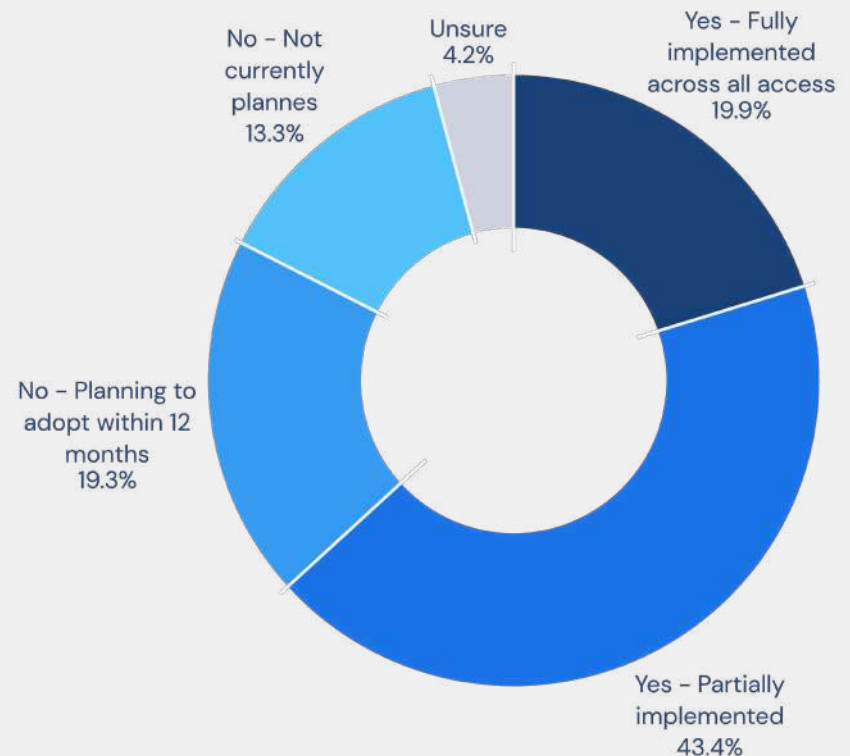
The Industry's Own Estimate of What's at Stake

Q8: Does your organization currently use predictive analytics or condition-based monitoring to inform capital planning?



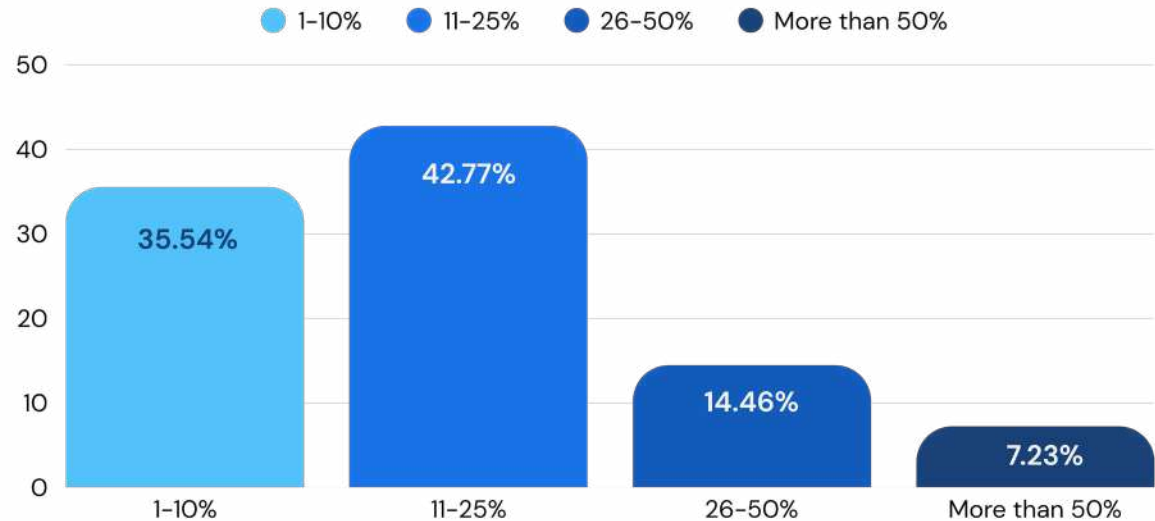
Only 20% have fully implemented predictive analytics or condition-based monitoring

An additional 43% have partially implemented these tools. The remaining 37% either have not adopted them or are unsure whether their organization uses them. The vast majority of the industry is still operating without the predictive infrastructure that modern capital planning requires — even as the cost of that gap compounds year over year.





Q9: If you had complete, real-time visibility into the condition of every asset in your portfolio, how much would it reduce your unplanned capital expenditures annually?

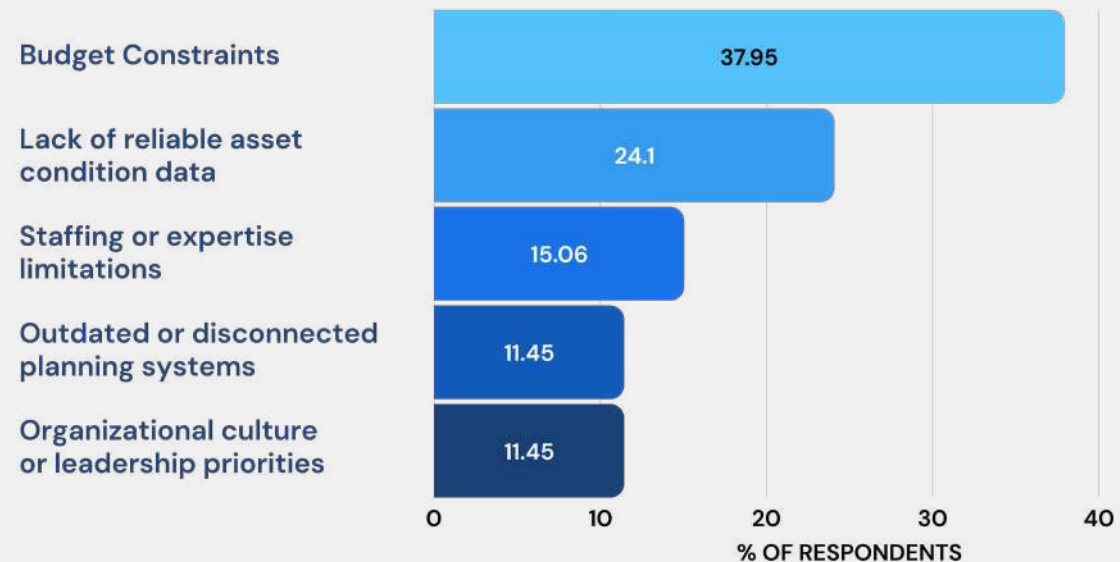


66% estimate real-time asset visibility would reduce unplanned CapEx by more than 10%

This is the industry's own assessment of the value at stake. Among those respondents, 21% projected reductions greater than 25%. The gap between perceived value and actual adoption is one of the defining contradictions of this moment in commercial real estate: most professionals know better data would produce better outcomes. Few have implemented the systems to deliver it.

What's Actually Stopping Progress

Q10: Which factor most limits your ability to plan capital expenses proactively?



Budget constraints: 38% | Lack of reliable asset condition data: 24%

Budget constraints led as the most commonly cited barrier, followed by lack of reliable asset condition data (24%), staffing or expertise limitations (15%), outdated or disconnected planning systems (11%), and organizational culture (11%).

Notably, the budget argument weakens considerably once the cost of inaction is quantified. Data is not a budgeting problem — it is an infrastructure problem. And infrastructure problems do not resolve themselves.

Q11: At what point in an asset's deterioration does your organization typically intervene with capital investment?



Only 16% intervene before any condition decline; 35% wait until significant deterioration or failure

The majority of respondents — 42% — intervene at early signs of decline. But 35% report waiting until significant deterioration has already occurred or until an operational failure has forced their hand. This distribution maps the industry's current position on the reactive-to-predictive spectrum — and the distance still to travel.

“The organizations making the shift successfully aren't the biggest — they're the ones whose leadership decided data is infrastructure, not a line item. Early adopters have two things in common: they standardized condition scoring across every asset type, and they integrated that data directly into their annual capital planning workflow instead of treating it as a separate report. Once you see the predictive model flag a roof failure 18 months before it happens, you never go back to guesswork.”

— COO, National Logistics Real Estate Platform

The organizations that will lead in the next decade are those that treat asset intelligence as infrastructure — not as a discretionary technology investment. That means moving beyond episodic inspections toward continuous condition monitoring. It means standardizing assessment methodologies so that data is comparable across properties, regions, and asset types. And it means integrating condition data directly into capital planning workflows so that every allocation decision is informed by current, objective evidence.

Frameworks like ISO 55000 provide a foundation for this shift, establishing principles for asset management that align lifecycle planning with organizational objectives. But frameworks alone are not enough. Execution requires tools that translate principles into practice — capturing condition data at scale, applying predictive models to forecast deterioration, and delivering actionable intelligence to the people making capital decisions.

“The organizations making the shift successfully aren't the biggest — they're the ones whose leadership decided data is infrastructure, not a line item. Early adopters have two things in common: they standardized condition scoring across every asset type, and they integrated that data directly into their annual capital planning workflow instead of treating it as a separate report. Once you see the predictive model flag a roof failure 18 months before it happens, you never go back to guesswork.”

Section 5:

EXTERIOR ASSESSMENT PRACTICES AND WILLINGNESS TO PAY

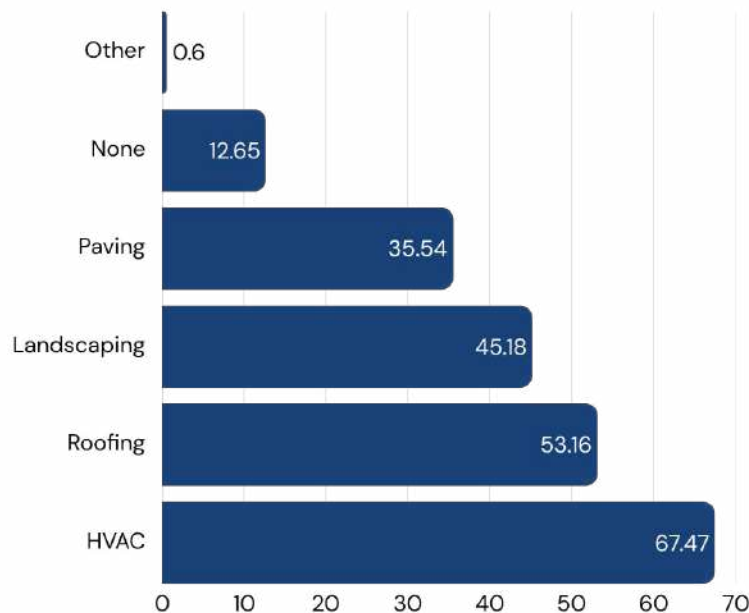
One of the most revealing dimensions of this research is the current state of exterior asset assessment — the foundational activity that determines whether an organization has the condition data it needs to plan capital intelligently.

The Assessment Gap That's Hiding in Plain Sight

Q12: What exterior assets do you have assessed annually by a third party? (Select all that apply)



**HVAC: 67% | Roofing: 54% | Landscaping: 45%
Paving: 36% | Facade: 21% | None: 13%**

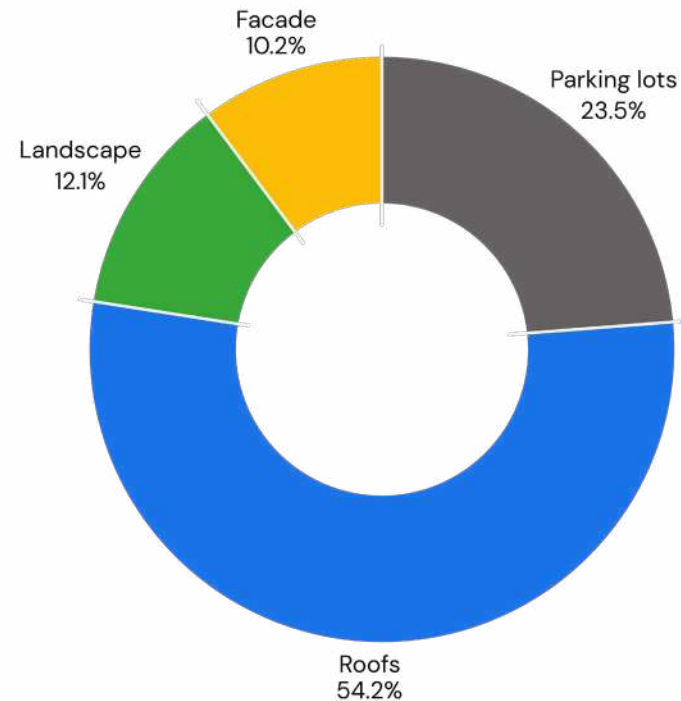


HVAC leads as the most commonly assessed exterior asset, likely driven by regulatory compliance and operational urgency. Roofing — the asset class respondents identify as the single largest driver of deferred repair costs — is assessed by just over half of portfolios annually. Only 21% regularly assess facade condition. And 13% of respondents report having no exterior assets assessed by a third party at all, meaning capital decisions about these systems are made entirely without independent condition data.

The inconsistency suggests that many organizations still treat condition assessments as periodic operational tasks rather than as foundational inputs to capital allocation strategy.

The reasons are understandable. Historically, exterior asset assessments have been manual, time-intensive, and inconsistent. Sending inspectors to physically walk every roof and parking lot across a national portfolio is expensive, slow, and produces subjective results that vary by assessor. For many organizations, the cost and complexity of traditional assessment methods have made it easier to defer the assessment itself — ironically, deferring the very data that would prevent deferred maintenance.

Q13: Which asset class costs the most due to deferred or unexpected repairs?

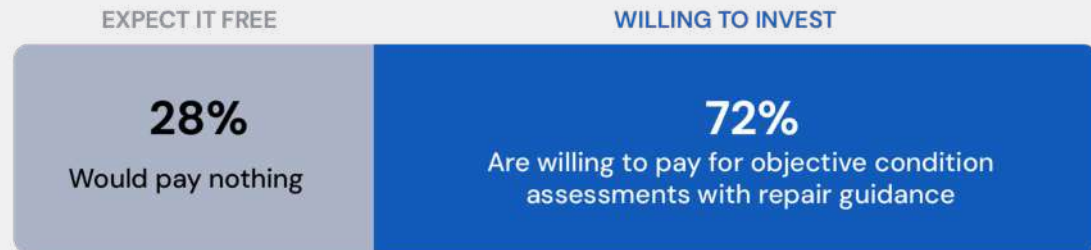


54% identify roofs as the #1 driver of deferred or unexpected repair costs

Roofs are not just the most common source of capital surprises — they are the most expensive when they fail. Yet 46% of portfolios still do not assess roofing condition annually through a third party. Parking lots rank second at 23% of cost exposure. The assets generating the most financial risk are, for many organizations, the least systematically monitored.

What the Market Is (and Isn't) Willing to Pay For

Q14: How much would you be willing to pay for an annual assessment that delivers objective condition data and a recommended repair strategy for your roof and parking lot?



72% willing to pay for objective condition assessments with repair guidance

Nearly three in four respondents indicated a willingness to invest in an annual assessment delivering objective condition data and a recommended repair strategy for roof and parking lot assets. 44% would pay \$1,000 or more per property. However, 28% said they would pay nothing — expecting this level of intelligence to be provided for free — suggesting that a meaningful segment of the market has not yet internalized the value of independent condition data as a capital planning input.

The willingness-to-pay data tells two stories simultaneously. On one hand, a significant portion of the market recognizes the value of objective, third-party condition data and is willing to invest in it. On the other, a segment of the market still views assessment as a commodity service — or worse, as an unnecessary cost — rather than as a strategic input to capital allocation.

This perception gap represents both a challenge and an opportunity. Organizations that invest in systematic, technology-enabled condition assessments are building the data foundation for predictive capital planning. Those that do not are continuing to operate on assumption — and paying the premium that assumption demands.

“As a large, distributed portfolio, we had strong local knowledge and vendor input, but the data was not always standardized in a way that made portfolio-wide capital planning easy. Access to annual third-party assessments provided a consistent, objective view of asset condition and repair priorities across regions. That helped us allocate capital more precisely, invest where risk was highest, avoid premature spending on assets with useful life remaining, and reduce unplanned CapEx.”

— Daniel Kovar, SVP Global Operations, Prologis

The practical conclusion is this: many organizations undervalue condition assessments but overpay for reactive fixes. The cost of a comprehensive annual assessment is a fraction of the cost of a single unplanned capital event — yet the industry’s spending patterns suggest that the latter is accepted as inevitable while the former is treated as optional.

This disconnect also helps explain why capital planning confidence can remain high even when the underlying process is reactive. Teams may feel confident because budgets are built, vendor inputs are collected, and annual plans are approved. But if those plans are not grounded in current, objective condition data, that confidence can mask significant exposure. The issue is not a lack of effort or expertise; it is a lack of visibility. Without a reliable view of asset condition, organizations may be confidently planning around incomplete information — and mistaking process maturity for predictive control.



CONCLUSIONS AND RECOMMENDATIONS



The findings in this report suggest that many organizations are still allocating capital with incomplete visibility into the assets they manage. The resulting pattern is consistent across portfolios: delayed intervention, emergency spending, forecasting instability, and avoidable erosion of asset value.

At the same time, the industry is beginning to acknowledge that condition data is no longer merely operational information. It is becoming a core input into portfolio performance, risk management, and long-term capital strategy.

64% of respondents acknowledged making capital planning decisions without reliable condition data. 29% regularly base at least one major capital decision in the past three years primarily on gut instinct or informal assessment. When asked what limits proactive planning, lack of reliable asset condition data ranked second only to budget constraints – and budget constraints are reframable once the cost of inaction is made visible. Data is not a resource problem. It is an infrastructure problem – and infrastructure problems do not fix themselves.

Yet respondents also project substantial savings from real-time asset visibility: 66% estimate a reduction greater than 10% in unplanned capital expenditures annually; 21% project reductions greater than 25%. Only 20% have fully implemented predictive analytics or condition-based monitoring. Most still rely on episodic inspections, fragmented systems, and manual processes that produce subjective, inconsistent, and rapidly outdated information.

The exterior assessment data underscores the same disconnect. Roofing – the single largest driver of deferred repair costs at 54% – is only assessed annually by just over half of portfolios. Facade condition is assessed by just 21%. And 13% conduct no third-party exterior assessments at all. The market is bifurcating: one segment is ready to invest in objective condition intelligence, and the other continues to pay the premium that reactivity demands.

Five Actions to Close the Intelligence Gap

Based on the findings of this research, SITE Technologies offers the following recommendations for commercial real estate organizations seeking to move from reactive maintenance management to strategic capital stewardship.

“In five years, the organizations that close the capital intelligence gap will operate with a fundamentally different level of confidence. Their budgets will be more predictable, their IRRs more reliable, and their portfolios more resilient. The ones that don’t will continue to watch value leak through unplanned events, deferred maintenance, and missed opportunities. The data infrastructure required to make this shift already exists. The only question is who will choose to use it.”

— Austin Rabine, CEO, SITE Technologies

- 1. Establish objective, standardized condition baselines across the portfolio.**
Prioritize current, consistent condition data for every major exterior asset category — roofing, pavement, facade, and landscaping — using a single methodology and scoring system that enables portfolio-level comparison and prioritization. Subjective, inspector-dependent assessments are no longer an acceptable foundation for capital allocation.
- 2. Integrate condition data directly into capital planning and budgeting workflows.**
Connect asset condition scores, lifecycle projections, and recommended interventions to the systems where budgets are built and capital is allocated. Data trapped in PDFs or spreadsheets cannot drive decisions at scale.
- 3. Shift from annual assessment to programmatic condition monitoring.**
Move beyond annual inspection cycles to near-continuous visibility using aerial imagery, sensor data, AI-driven analysis, and predictive modeling. Assets deteriorate on curves, not calendars; the most expensive failures happen between assessments.
- 4. Quantify the cost of reactivity — and make it visible to leadership.**
Aggregate the true drag of unplanned events, cascading delays, NOI erosion, and disposition-value destruction. Present this alongside the cost of prevention. The five-year portfolio comparison in this report offers a starting framework; the most powerful versions will use each organization’s own numbers.
- 5. Treat capital planning as an investment discipline, not an operational task.**
Elevate it to the same strategic level as acquisitions, underwriting, and asset management. Capital planning is not a maintenance function — it is a direct driver of IRR, NOI, asset valuation, and portfolio risk.

The commercial real estate industry is at an inflection point. The convergence of aging infrastructure, rising costs, leaner teams, and heightened investor expectations has made the traditional model of reactive capital management unsustainable. The organizations that recognize this moment — and invest in the data infrastructure, technology, and planning discipline required to respond to it — will not only protect their portfolios. They will outperform.

The intelligence gap is real. It is measurable. And it is closable.

EXTERIOR ASSET INTELLIGENCE

Stop Reacting. Start Planning.

SITE gives commercial real estate teams full CapEx visibility before repairs become emergencies

- Predictable budgets instead of reactive spending across your portfolio
- Auto-generated SOWs drive bid consistency and warranty enforcement
- SOC 2 compliant, secure, scalable, built for enterprise decisions

The root cause of the CapEx crisis is a lack of standardization. The SITE platform and team provide the standard of truth, transforming facility management from a reactive cost center into an engineered value driver.

Learn more about how SITE uses AI to provide holistic visibility, objective budgeting, and simplified RFP/SOW bidding at sitetechnologies.io/control-your-capex



BUSINESS IMPACT

20-30%

Reduction in emergency capital expenses

10x

Faster than traditional inspection methods

30%

Reduction in insurance premiums