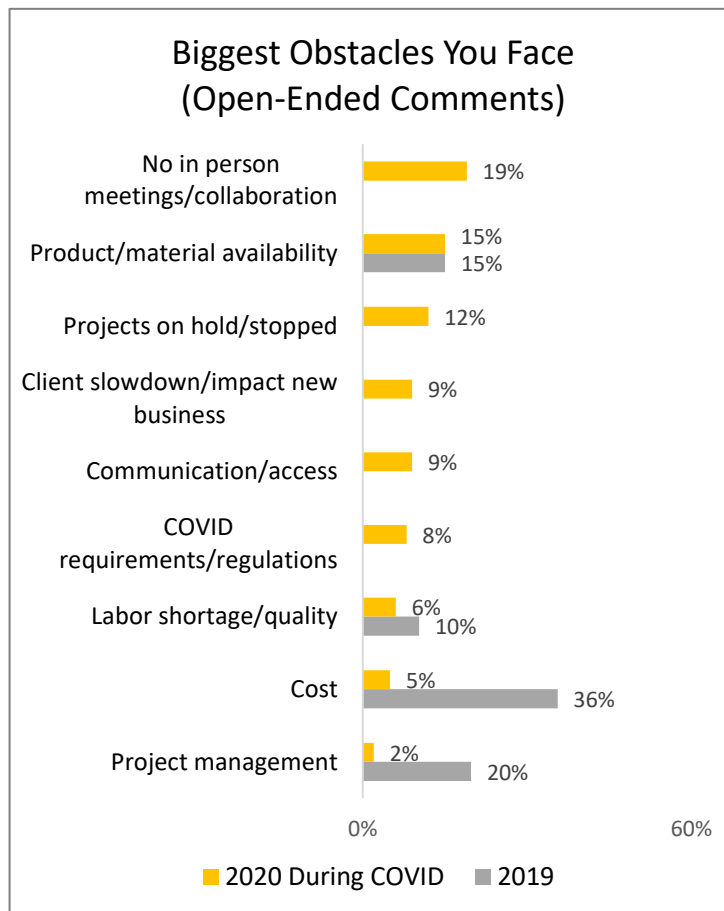


**Due to COVID, building professionals are facing different issues than they were a year ago.**

What are the biggest issues/obstacles you face in your job today?



**Sample Comments:**

- Limited new projects given the economical toll many of our clients have faced.
- There is uncertainty about who is available, how to contact people, and how soon products and services will be available.
- Lead times, factory responses to immediate feedback, transportation delays, no sense of urgency on manufacturer side.
- How to coordinate with clients, engineers, contractors and not be able to meet as easily.
- Having a steady flow of projects coming into our practice to keep employees employed.

**TAKE AWAY:** COVID has drastically changed the obstacles industry professionals face today. While some of the concerns like product availability continue to be an issue during COVID, building professionals face many new obstacles.



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**Released: 10/2020**

## Purpose:

To identify what issues/obstacles building professionals are most concerned with and how they have changed since COVID hit.

## Methodology:

AIM surveyed architects, interior designers, engineers and facility managers. The survey was conducted on-line in August, 2020. Overall response was 146 completed surveys.

## Conclusion:

Building professionals like many other professionals are filled with uncertainty—uncertainty about finding and developing new business, returning to work in an office, employment, product availability, and many other aspects of their job. Perhaps one of the most frequent concerns was the inability to meet in person with co-workers, clients and others in the project team. The complexity of building construction and renovation demands continuous and open communication. The collaboration that takes place in a "virtual" online meeting is not the same as when you meet together in person. In addition, many professionals find it difficult to even know who is working remote and who is in an office or even furloughed. Many of building professionals' clients have new COVID requirements that differ by client which makes it even harder to manage business. One concern that has not changed due to COVID is the lack of availability of products/materials. There were issues before COVID and there are still issues with getting products in time to meet project deadlines. To make building professionals' jobs easier, manufacturers should make sure they have product available when needed. In addition, since communication is difficult, product manufacturers should make sure they stay in front of building professionals using a variety of media channels and encourage their local reps to stay connected through phone calls and emails.

Note: Data is based on research conducted by Accountability Information Management, Inc. (AIM). Total response=146. AIM is a business-to-business marketing communications company, ©August, 2020. For additional information including a more in-depth analysis, contact AIM or visit our website. Phone 847-358-8558, Email [inquiries@a-i-m.com](mailto:inquiries@a-i-m.com). Website: [www.a-i-m.com](http://www.a-i-m.com). Thank you.