



2024 Women in CRE: Kelly-Ann Corrigan, Runwise

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Kelly-Ann Corrigan
Chief Operating Officer
Runwise

What recent project, transaction, or accomplishment are you most proud of?

Since joining, I've grown and transformed Runwise's customer service department expanding its suite of services to include customer success, onboarding, operations, and a dedicated technical CX team (3 to 27 employees). This enabled Runwise to go from 1,000 to 7,500 buildings in its portfolio, add services beyond heating, transition from founder-led service to founder enabled-service – all while maintaining a customer retention rate of 99%. I recently drove \$250K+ in annual inventory savings by coaching the team through a strategic inventory and vendor consolidation project. Lastly, our field team reduced their revisit rate from 35.3% to 9.1% over a 6-month period.

What are the most important factors young women should consider when choosing a firm to build their career with?

When choosing a real estate firm to start and build a career with, I think it's important to see if they find ways to actively support and empower women given the industry continues to be dominated by men. A firm that fosters a culture of respect from the start ensures that all employees, regardless of gender, are treated equally and have the opportunity to sit at the decision-making table. I believe that young women who align themselves with a company that shares this perspective will pave the way for the next generation of female real estate executives to thrive.

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