

What Building Operators Can do to Attract
Quality Tenants, Maximize Revenues, and
Provide the Service Today's Tenants Expect

Quebec Apartment Investment Conference

Property **Vista** TM 
Building Better Tenants, One Click at a Time!

ABOUT US

Property Vista

- Customer Relationship Management SaaS (Software as a Service) for Property Management
 - Multi-Language and Multi-Province supported
- Website and Content Management Solution
 - Templates for easy and fast integration, accessible for anyone
 - Custom Designs and Builds
- Automated Online Application and Credit Check Solution
- Tenant Portal Solution
 - Self-Help Sites for Tenants to accept Payments, Maintenance Requests and overall communications through Web or Mobiles

qc.propertyvista.com

Customer Service = Reducing The Effort!

- Find what they are looking for in less clicks and less steps
 - How easy and real-time is YOUR website?
- Applications made simple
 - Customers make a subconscious decision if they will renew their lease based on the first 30 days experience
 - How easy and efficient is your leasing and approval process?
- How easy is your process for Paying Rent? Issuing Maintenance Requests? Taking Customer Requests?

Applications Made Simple

- The typical application is never completed on the first encounter
 - Information is missing
 - Guarantor Information is needed
 - Payments are not handy
 - Prospect does not have a fax machine to send missing data too
- How fast do you do your approvals?
 - Your Prospective Tenant is excited to move into your Building... why are you letting them wait? Will you lose them because of this?

Welcome to Online Applications

- Online Applications improve Customer Service and reduce administrative headaches:
 - Applicant(s) can start the application together with Leasing Agent
 - Applicant(s) can finish all the information on their own time, 24/7, and process the application when completed.
 - NO MORE LOST TIME DUE TO WEEKENDS OR OFFICE HOURS
 - Never have missing information!
 - Force fields and information needed and required
 - Never wait for the approval from head office
 - Automate the Approval and Credit Check guidelines through integrated mediums that provide an instant answer on applicant(s) credibility.

[✓ APPARTEMENT](#)
[✓ LOCATAIRES](#)
[✓ INFORMATION](#)
[✓ FINANCIAL](#)
[✓ FRAIS](#)
[RÉSUMÉ](#)
[PAIEMENT](#)

RÉSUMÉ

Locaux

Plan d'étage	Adresse	Chambres à coucher	Pièces de détente	Propriétaire
Bachelor + den	1206 Emerson Avenue, Suite #300, Saskatoon, SK S7H 2X1, Canada	0	1	Red Corporation

Durée de la location/Loyer

Louer de: **11/12/2011**
 Loué à: **19/11/2012**
 Loyer de l'unité: **1015,00**

Promotions, remises et réductions

Type	Valeur	Terme	Description
Pourcentage désactivé	16,00	Le mois dernier	Special Promotion Applies, 16.0% Off The Value Of The Service

Services inclus

Water
Gas

Services exclus

Hydro

Locataires [Modifier](#)

Prénom	Nom	Date de naissance	Adresse courriel	Relation	Rôle	Prendre possession ?
King	Linet	30/06/1946	p003@propertyvista.com		Demandeur	
Chanelle	Kuroda	15/04/1957	chanelle.kuroda@yahoo.com	Père	Corequérant	Oui

Infos complètes [Modifier](#)

- ▶ King Linet
- ▶ Chanelle Kuroda

Financial [Modifier](#)

- ▶ King Linet
- ▶ Chanelle Kuroda

Instant Approvals of Applicants

APPROVE

QUICK SUMMARY

% Rent Covered	115%	Monthly Income To Rent Ratio	3,2					
Gross Monthly Net Income	\$ 3 670	Estimated debt and rent payments	\$ 2 200					
Total Accounts	\$ 6	Accounts with no late payments	\$ 6					
Total outstanding balance	\$ 4 200	Outstanding Revolving debt	\$ 4 200					
Bankruptcies/Proposals	\$ 0	Evictions	\$ 0					
Landlord/Tenant Court	\$ 0	Landlord Collections Filed	\$ 0					
Outstanding Balance in Collections	\$ 0							
Accounts paid late	1-30 days	31-60 days	61-90 days					
	0	0	0					
Equifax	Check Score	Rating Level	Risk Level					
	770	EXCELLENT	Low Risk					
R1	R2	R3	R4	R5	R6	R7	R8	R9
5	1	0	0	0	0	0	0	0

Canadian Internet Users

- According to CBC News from June 2011:
 - Canadians Generate more internet traffic per capita than any other nation.
- According to IPSOS INTER@CTIVE May 2011:
 - 3 in 10 Canadians now own a Smartphone, a 50% increase from 2010
 - Smartphone users spend an average of 17.3 hours a week on their Smartphone
- It is estimated that at the end of 2012, the majority of Canadians will own a Smartphone

Forrester Research:

- 72 Percent of consumers prefer to use a company's Web site to get answers to their questions rather than contact companies via phone or e-mail. (U.S. Study)



Harvard Business Review

- Article: “Why Your Customers Don’t Want To Talk To You”
 - 57% of inbound calls come from customers who first attempted to resolve their issues on the companies website
 - Over 30% of callers are ON the companies website at *the same time* they are talking to a representative on the phone



“Someone calling themselves a customer says they want something called service.”

Be able to offer 24/7 customer service with Self-Help options

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**"You have reached our 24-hour tech support line.
Please call back at another time.
We are here to serve you 24 hours,
but not in a row."**

- ▶ **Tableau de bord**
- Renseignements**
- Facturation actuelle**
- Modes de paiement**
- Historique de**
- Entretien**

Tableau de bord







COMMUNICATION		FACTURE COURANTE	
Sujet	Date	Solde actuel	\$1240
 Overdue September payment	28 sept., 2011	Date d'échéance	28 oct., 2011
 Your maintenance call sceduled	28 oct., 2011	Dernier paiement	\$1231
 Your Party Room reservation request received	28 oct., 2011	Reçue le	29 sept., 2011
 Elevator Maintenance	26 oct., 2011	Voir la facture <input type="button" value="Payer maintenant"/>	
 Your maintenance call received	26 oct., 2011		
 Stairs Renovation	22 oct., 2011	MAINTENANCE	<i>Nouvelle carte</i>
		Carte	Statut
		Leaking Kitchen Tap	Soumis 28 oct., 2011
		Broken Blinds	Annulée 22 oct., 2011
		Door Lock is Broken	★★★★☆

Tableau de bord

Renseignements

Facturation actuelle

Modes de paiement

Historique de

Entretien

Nouveau mode de paiement

Types de paiement



échèque



Visa



MasterCard



Découvrir



Interac

* Nom du compte:

* Type de compte:

* Nom de l'institution
bancaire:

Routing Number

Account Number

Check Number

Maintenance

OPEN TICKETS

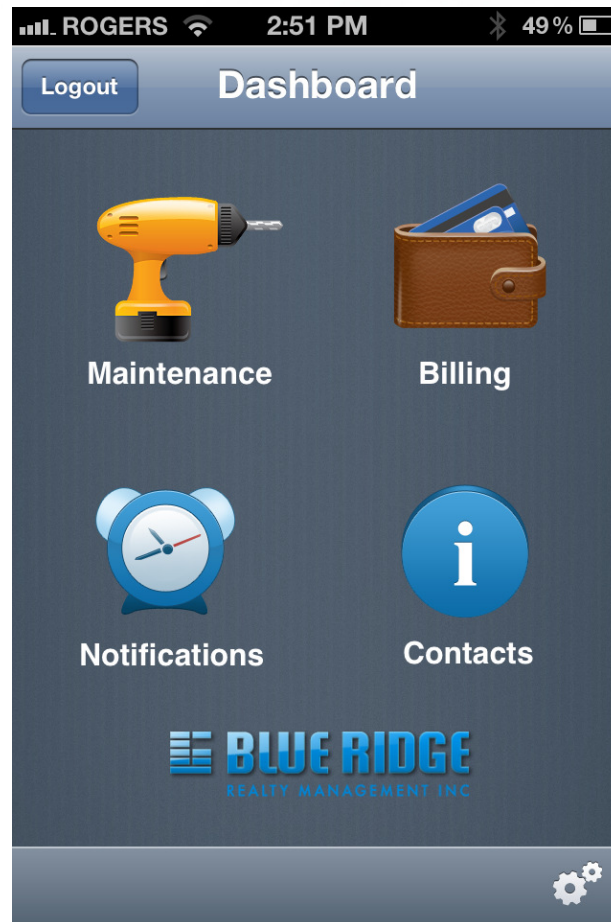
[New Ticket](#)

Open Tickets	Status	
Leaking Kitchen Tap	Submitted <i>Oct 28, 2011</i>	Cancel
Broken Blinds	Scheduled <i>Oct 22, 2011</i>	Cancel
Door Lock is Broken	Scheduled <i>Sep 28, 2011</i>	Cancel

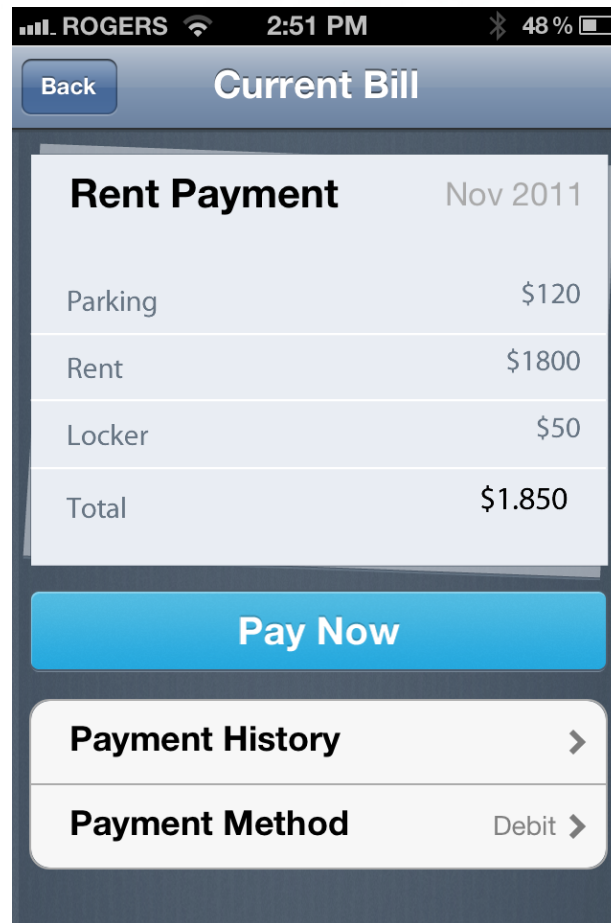
HISTORY

Open Tickets	Status	Rate Service
Leaking Kitchen Tap	Completed <i>Jul 28, 2011</i>	☆☆☆☆☆
Broken Blinds	Cancelled <i>Jun 22, 2011</i>	★★☆☆☆
Door Lock is Broken	Cancelled <i>May 28, 2011</i>	★★★★☆
Broken Blinds	Completed <i>May 03, 2011</i>	★☆☆☆☆
Door Lock is Broken	Completed <i>Apr 12, 2011</i>	★★★★☆

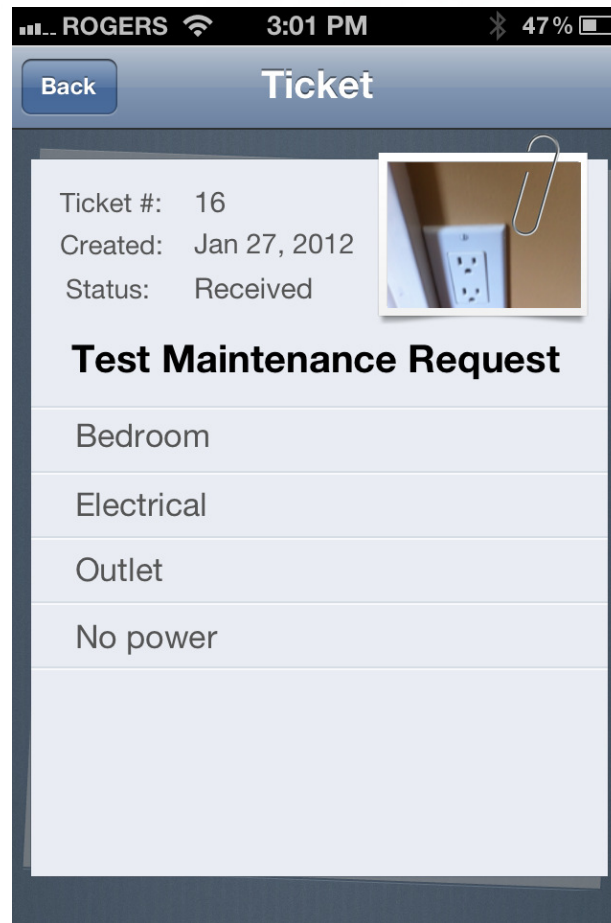
Smartphones: The expectation of an “APP”



Pay Your Rent via Smart Phones



Create Maintenance Requests via Smart Phones: Allow for easy Picture attachment



FACT: Consumer Needs and Expectations
Have Changed!

Has your company adapted to the change?

Thank you
&
Merci

Leonard Drimmer

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