

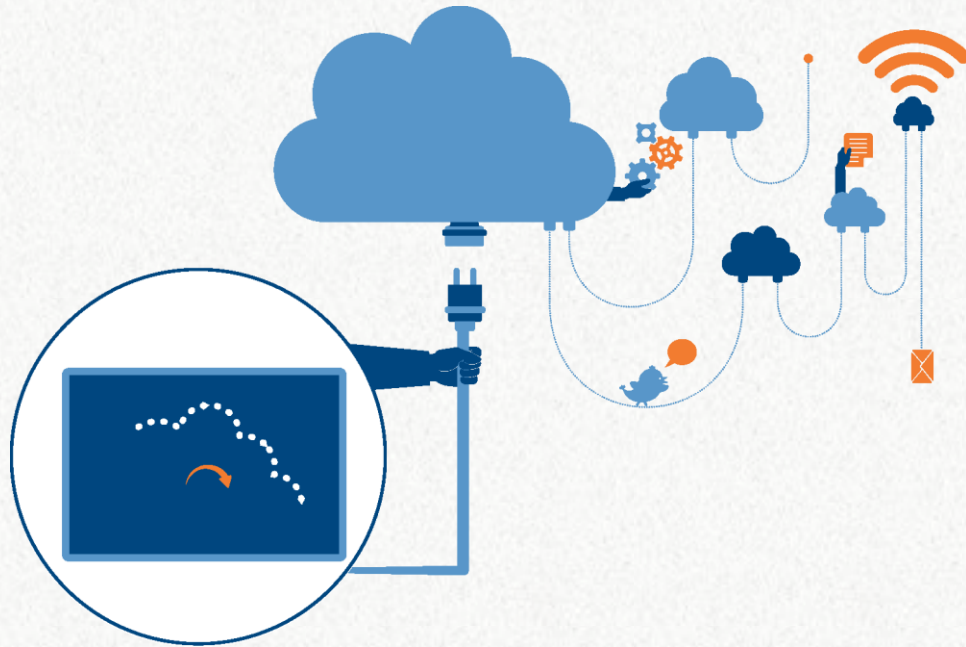
The New Age of Property Management Software

Peter Altobelli

VP & General Manager, Canada



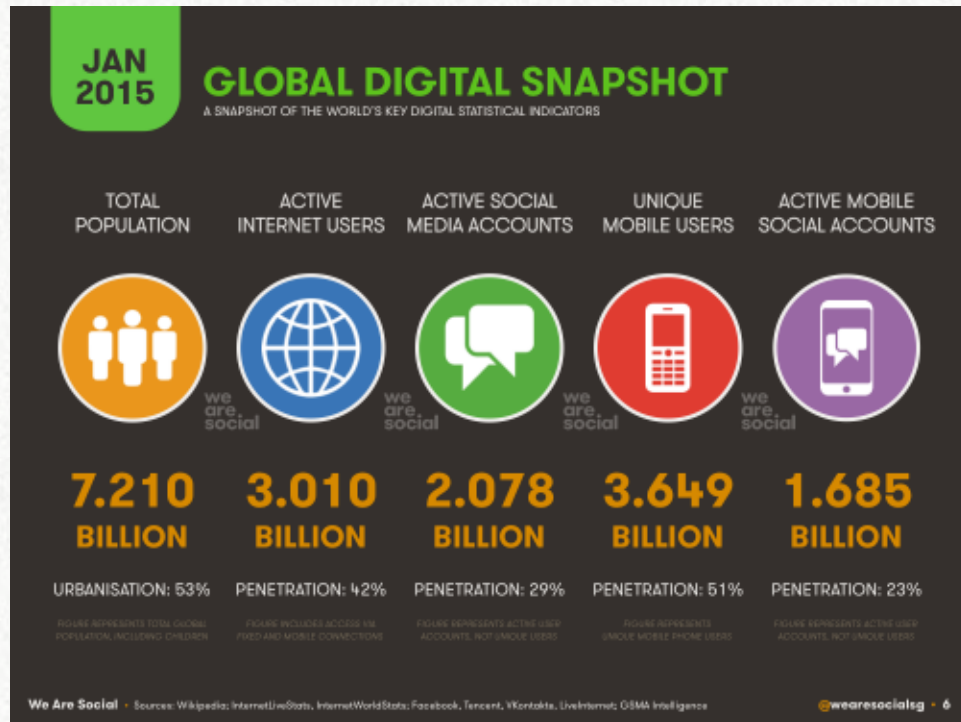
Trends



Millennials
Cloud Computing
Mobility
Process Improvements

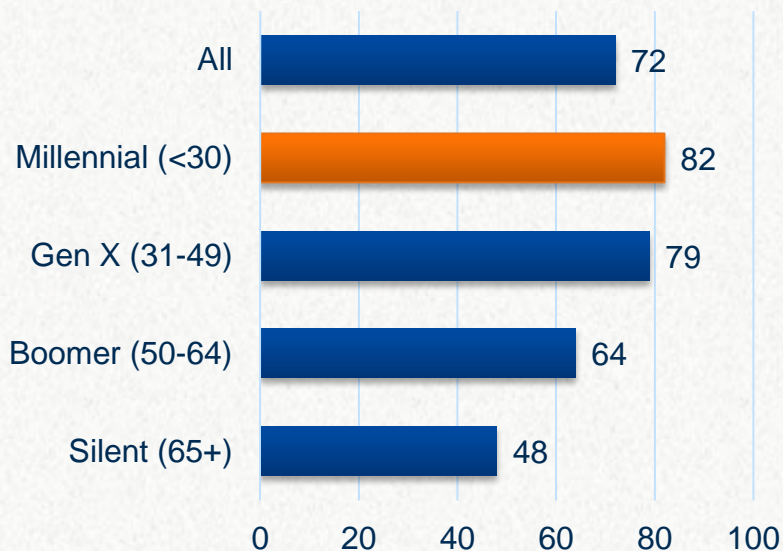
By the Numbers

- 7.3B world population
- 6.6B mobile subscribers (93%)
- 3B Internet users (42%)
- 2.1B social network users (29%)
- 58% of North Americans on social media

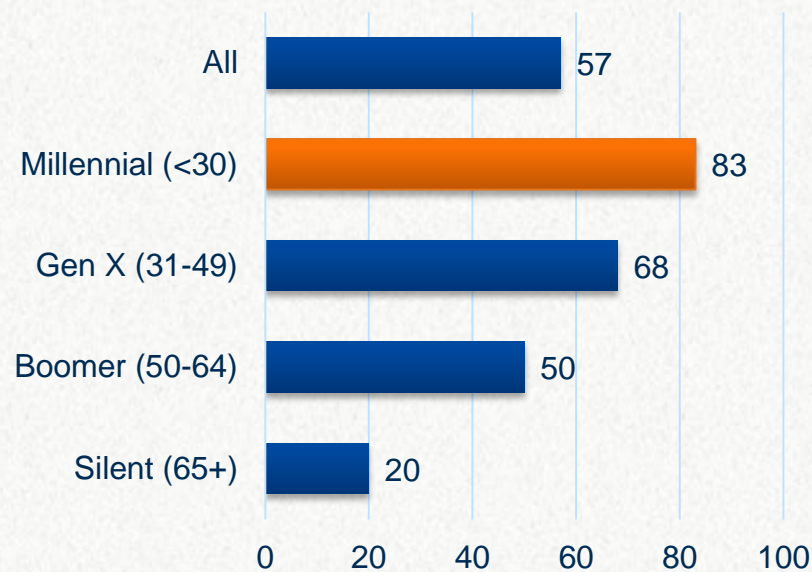


Millennials

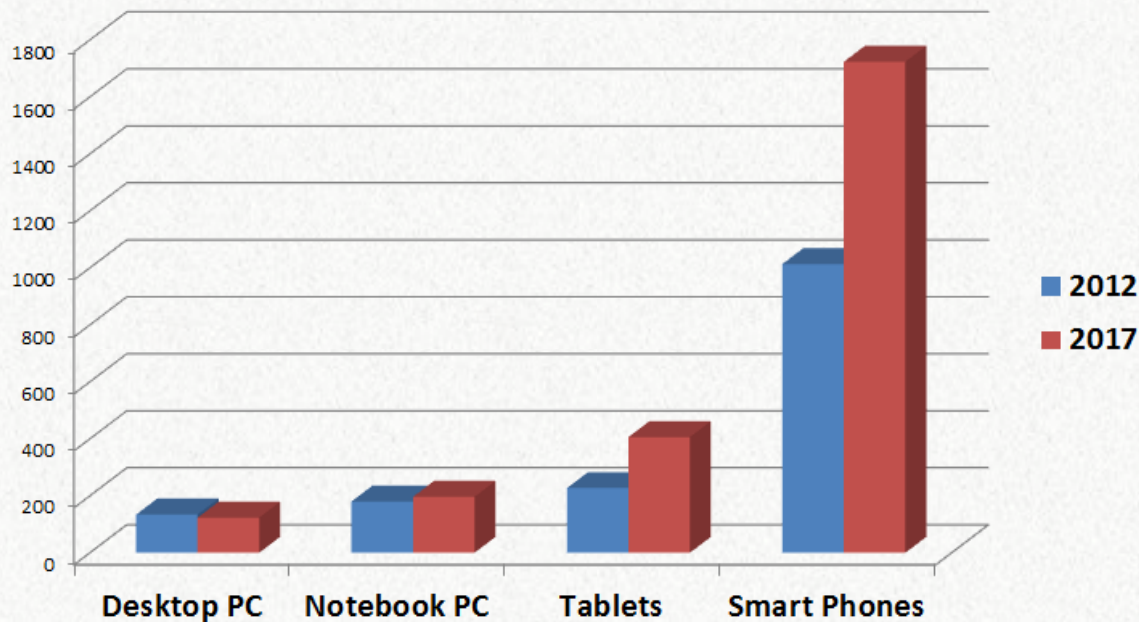
Do you have a profile on Facebook?



Do you sleep with your cell phone?

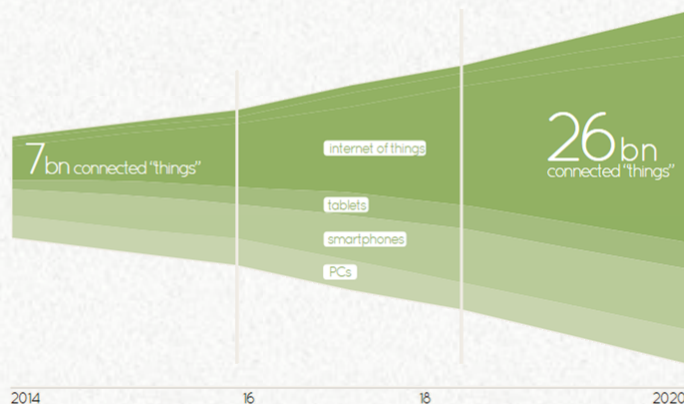


Mobility: 5-Year Forecast



The Internet of Things

CONNECTED DEVICES



2014
source: Gartner

16

18

2020

IoT MARKET VALUE



source: Gartner, Forbes, Cisco average

informationisbeautiful.net

CONNECTED CARS

millions



source: Forbes

CONNECTED LIGHTS

millions



source: On World via Forbes

CONNECTED INDUSTRIES



source: Deutsche Bank, Cisco

CONNECTED BIZ



source: SAP

CONNECTED PEOPLE



source: Forbes

CONNECTED TECH



source: Deutsche Bank, Cisco

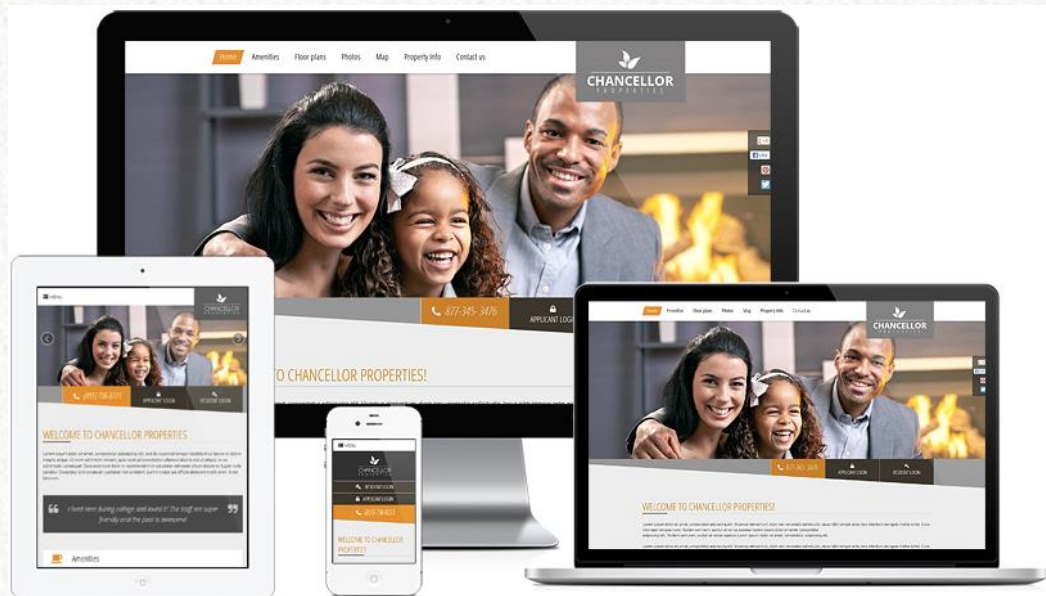
Source: www.informationisbeautiful.net/visualizations/the-internet-of-things-a-primer/



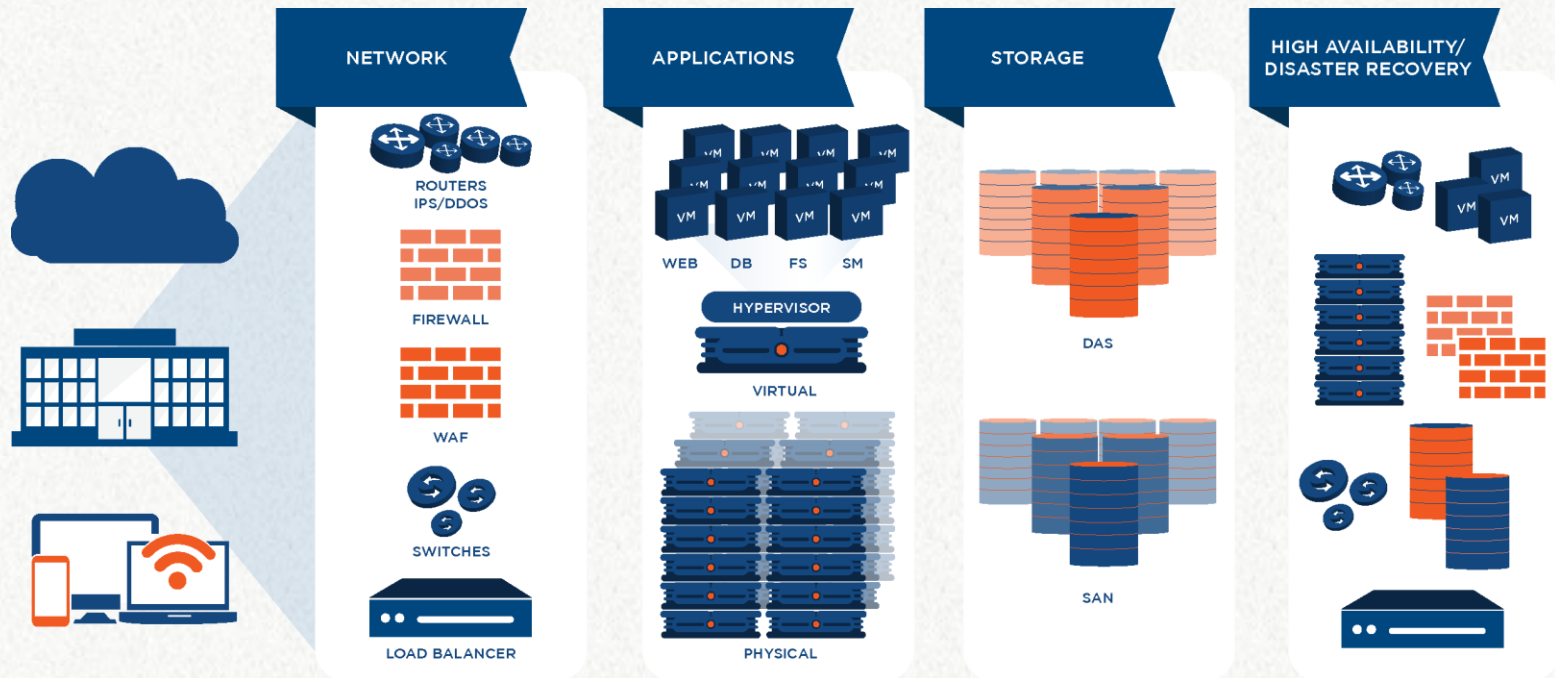
Cloud Computing

Cloud Computing

- Responsive design web applications
- Mobile apps



Cloud Computing



Security

- Physical security
- Network security
- Application security
- Data security
- Penetration tests
- Audits



Cloud-Based Property Management Platforms

Next Generation ERP

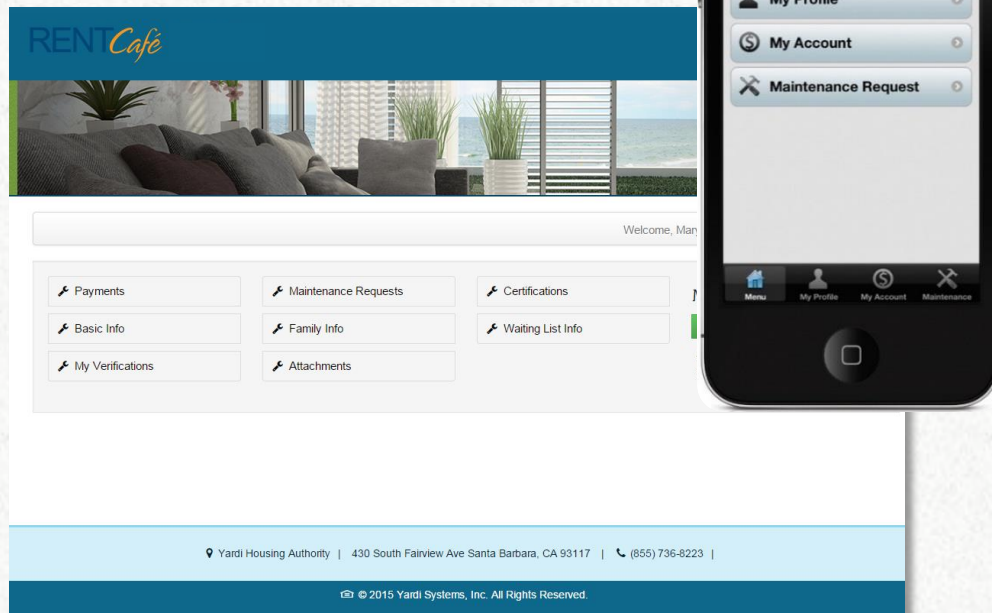
- Browser-independent
- Mobile-ready
- Favorites & history
- Google-style search
- Software as a Service



Automating Resident Services

Secure Resident Portals

- Submit & track maintenance requests
- Update household information
- Complete reviews
- From resident's computer, mobile device, or kiosk at the property



Automating Applicant Services

Secure Applicant Portals

- Complete eligibility questionnaire & submit documentation
- Check waitlist status
- Choice-Based Letting
 - View unit information
 - Accept or decline unit
- From applicant's computer, mobile device, or kiosk at the property

LeasingKIOSK

Unit Selection ✓ Rental Options ✓ Application Information ✓ Application Fees ✓ Lease Creation

PAYMENT DETAILS

Charge Description	Amount	Amount Paid	Balance Due	Payment Information
Application Fee	\$25.00	\$0.00	\$25.00	
Total Due			\$25.00	

PAYMENT OPTIONS

Payment Method: ☒ Bank Account ☐ Credit Card

Name on Bank Account*

Routing Number*

Confirm Routing Number*

Account Number*

Confirm Account Number*

Account Type* ☒ Checking ☐ Savings

I agree to be screened after payment of application fees* ☐


I agree to the Leasing Kiosk terms and conditions* ☐


Unit Summary

Unit: LK14
Unit Type: Two Bedroom Two Bath...
Beds/Baths: 2 / 2.0
Area: 1010 sq.ft.

Rental Options

Move-in: 5/20/14
Lease Term: 12 months
Rent: \$1,045.00
Deposit: \$250.00


Call us : (855) 736-6222



Welcome, Christopher Steel
My Applications & Certifications
My Profile
Logout

My Application...

- Language Selection
- Current Address
- Family Members
- Income Information
- Your Assets
- Your Expenses
- Accessibility Needs
- Preferences
- Waiting List
- Final Review & Submission**

Summary

Errors

Documents

Terms and Conditions

84% Complete

Errors

Search:

Error	Corrective Actions
Household has no children. Confirm this is correct or add a child member.	<input type="button" value="Confirm"/> <input type="button" value="Add"/>
You answered Yes that you have/receive Accounts but did not enter any Accounts. Please enter a Account or click the Change Answer button.	<input type="button" value="Change Answer"/> <input type="button" value="Add Account"/>
You answered Yes that you have/receive Bank Accounts but did not enter any Bank Accounts. Please enter a Bank Account or click the Change Answer button.	<input type="button" value="Change Answer"/> <input type="button" value="Add Bank Account"/>
You answered Yes that you have/receive Jobs but did not enter any Jobs. Please enter a Job or click the Change Answer button.	<input type="button" value="Change Answer"/> <input type="button" value="Add Job"/>
You answered Yes that you have/receive Stocks & Bonds but did not enter any Stocks & Bonds. Please enter a Stocks & Bonds or click the Change Answer button.	<input type="button" value="Change Answer"/> <input type="button" value="Add Stocks & Bonds"/>

Showing 1 to 5 of 5 entries



Automating Payment Processing

Convenient Payment Options for Residents

- One-time & recurring payments
- EFT, debit cards, credit cards
- Text payments
- Online payments



Automating Accounts Payable

Electronic Invoicing

- Online purchase requests
 - Approval workflow
 - Budget checks
- Online procurement
- Scan invoices & store as images
- Mobile app for managers
 - Approve purchase orders
 - Approve invoices



Automating Property Maintenance

Service Tenants & Manage Work Requests

- Mobile apps for residents, technicians, managers, property inspectors
 - Real-time status updates
 - No paperwork or travel time
- Configurable workflows
- GPS integration
 - Real-time view of technician location
- Consume inventory, record images & voice memos

The image displays two devices used for property maintenance management. The tablet in the background shows a mobile app interface with a 'Work Orders' list and a map. The laptop in the foreground shows a web application interface for 'RENTCafe'.

Tablet App Interface:

- Top bar: 35, All, 10:02 AM, 99% battery.
- Map: Shows a location on a map with a red pin.
- Work Orders List:

Work Order ID	Category	Call Date	Sched. Date	Category
10663	ares319-101	Feb 5, 2013 1:20 PM		
10665	ares319	Feb 5, 2013 5:08 PM		
10666	ares319			

Laptop Web Application Interface:

RENTCafe

Welcome, Mary Johnson! Home Profile Logout

Maintenance Request

[Submit Maintenance Request](#) [Request History](#)

My Requests already on file.

10 records per page

Request #	Requested	Category	Description	Status	Date Completed
1991	3/23/2015	Plumbing	Pipes are leaking in the kitchen.	In Progress	
1990	3/23/2015	Electrical	Power is out.	Work Completed	3/23/2015

Showing 1 to 2 of 2 entries

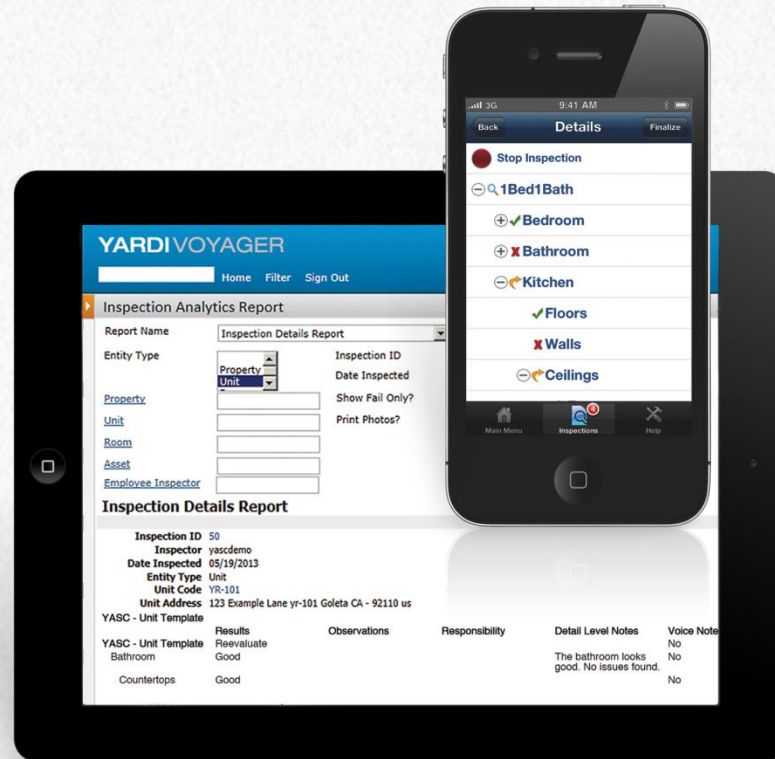
Yardi Housing Authority | 430 South Fairview Ave Santa Barbara, CA 93117 | (855) 736-8223

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YARDI

Automating Inspections

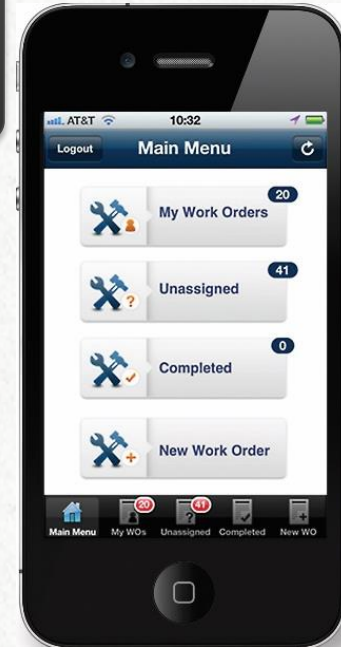
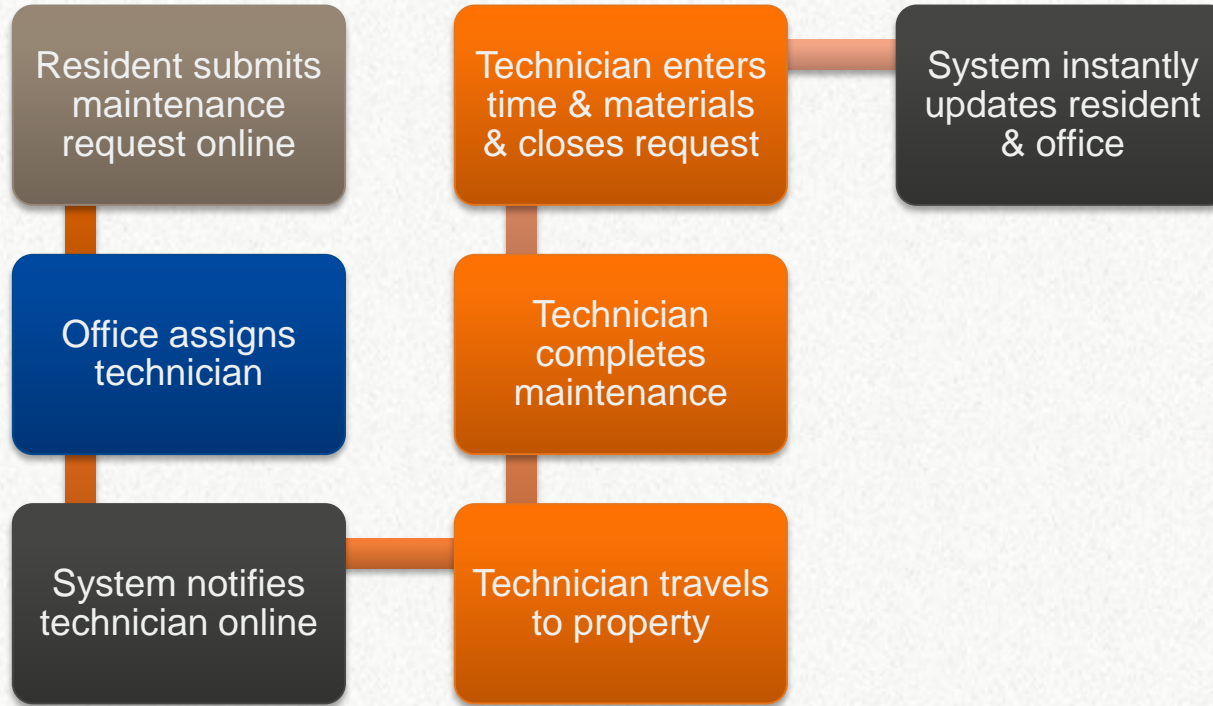
- Schedule & manage inspections
 - Property & unit inspections
 - Reactive & standard
- Configurable checklists guide employees during walkthrough
- Record cost quotes & create work orders from the inspection
- Generate notification letters on inspection results & follow-up scheduling
- Mobile app captures real-time information in the field
 - Signatures, photos, voice memos
- Report on schedules & past results



What Does your Team Do Anyway?



What Could your Team Be Doing?



The Changing Social Housing Environment

What Does That Mean for You?

- Mobile staff
 - Real-time information
 - Mobile apps
 - Less time at the office—more time in the community
- Mobile citizens
 - Online applicant & tenant services
 - Web kiosks for constituents without computers
 - More options for accessing services

The Future of Social Housing

Less Time with Paperwork = More Time in the Community

- Electronic communications
- Certifications
 - Self-service reviews & interim reviews with documentation
 - At home or from a kiosk at the property
- Online Choice-Based Letting
- Online payments
- Applicant & tenant portals
- More productivity through workflow improvements
 - Inspection—work order—procure to pay

Your Questions & Comments

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