



TO-DO'S, TRACKING, AND TALKING TENANTS

The Annual Property Managers
“In Practice” Survey

INCHECKTM
by siteCOMPLI[®]

How is the average property manager dealing with common day-to-day tasks and interactions?

Our first-ever annual property manager survey set out to answer those questions, and explore common practices and insights.

We surveyed over 250 property management professionals across the United States about the technology they used or would use during their day-to-day business.

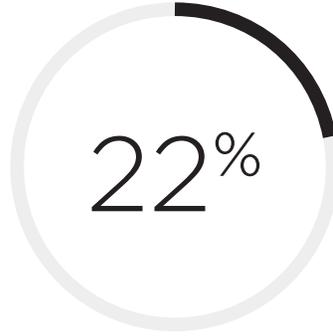
The following pages highlight results obtained from the Survey, and give some insight into the world of property management and operations.

ORGANIZATION SIZE

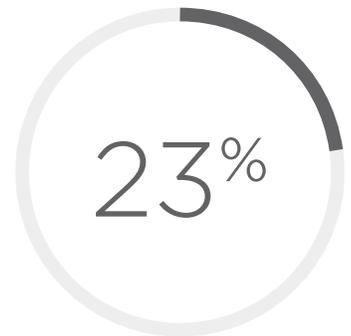
Your typical property management office is a sizable operation.



Work at organizations with 75+ people



Work at organizations with 6-30 people



Work at organizations with 2 - 5 people

PROPERTY SIZE & TYPE

Most responders mainly deal with multifamily residential properties.



Manage multifamily properties with 15 or more units



Manage commercial, institutional, retail, and mixed-use properties

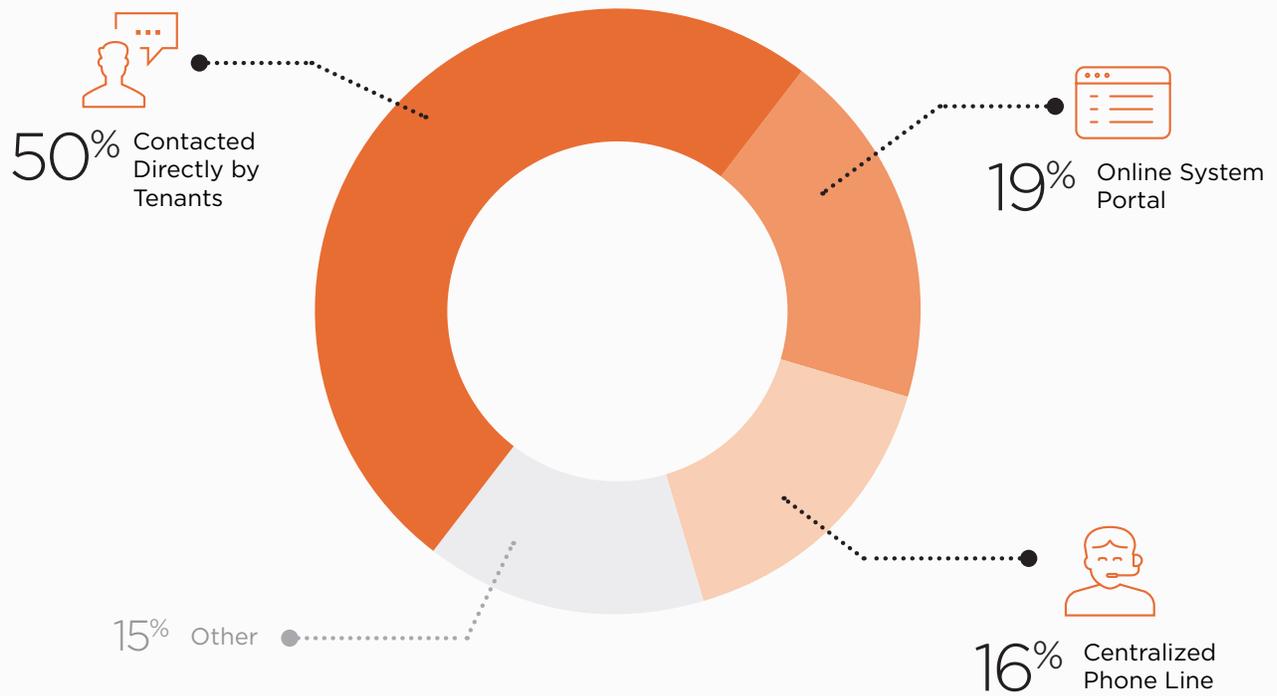


Manage single family homes

TENANT REQUESTS

Most property managers are at the front lines when it comes to occupant requests.

How do you initiate, track, and approve work to be done at your properties?



Even though a majority of responders work at large organizations with a number of people, they're still the ones handling requests directly.

SOFTWARE & TOOLS

Despite the year, many property managers are still living in the “Age of Paper.”



Use a software system or program to track work approvals and progress



Proactively track recurring maintenance requirements via a computer program or online website



A majority of property managers don't have a standardized system in place for starting, tracking, and closing out work completed by internal staffers or third party vendors.

CHALLENGING AND COMPLICATED: THE LIFE OF A PROPERTY MANAGER

38%

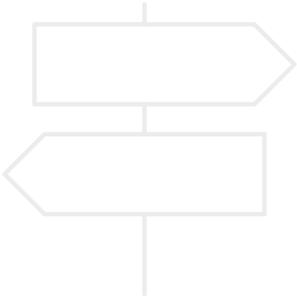


Find “dispatching, tracking, and otherwise following up on maintenance work that my 3rd party vendors perform **somewhat or extremely challenging.**”

24%



Said that their days are “**complicated and busy.**”



Where Do We Go From Here?

We've learned that despite an organization's size, property managers are still individually responsible for handling tenant communications and requests. And with only a third of property managers using systems to help manage those requests, it's no wonder a number of professionals describe the maintenance process as "somewhat or extremely challenging".

- **How do you tackle these typical property management issues?**
- **How do your property managers handle their day-to-day?**
- **What types of tools do you deploy to make your business more efficient?**

INCHECK™

by siteCOMPLI®

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