

So Many Apps, So Little Time

Look for app-ortunities that make life easier for you and your residents

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I have a friend who's nuts about apps. He's always downloading the latest and greatest. Whenever we meet, he tells me about a new one he's found. The last time we talked, he said, "So many apps, so little time." That was a comment that stuck.

Apps... all these wonderfully creative little tools. Some are useful. Some are just fun. For me, the best ones are the apps that *save us time*.

There are dozens of apps available to help property managers. Resident-specific apps would be a big help, too. How do you cut through the clutter to find them?

Think "functions" first... then look for the apps.

Here are three primary functions that provide ample app opportunities for you and your residents:

1. Maintenance Requests. In a recent SatisFacts Research survey, residents reported that the *quality of maintenance services* is the number one factor influencing retention. Number one! You want— you *need*—to make maintenance requests, scheduling and follow-up easy for you and easy for your residents.

Your property management software may offer an app for residents to use to submit maintenance requests. Maintenance issues don't always wait until you're in your office. Use your message notification service to confirm appointments and satisfaction. Check for apps that allow you to communicate with residents and staff anytime, from anywhere as well as apps that make it easy for message recipients to add appointments to their calendars.

2. Payment Processing. Online payment processing is good for your cash flow. Some property management software offer payment processing apps for residents. Use your message notification service to send automatic reminders that help keep payments coming in on time.

3. Communications. In the same SatisFacts Research survey, residents ranked *the ability to easily communicate with the community staff* fourth in nearly 50 items analyzed. A good message notification service helps property managers meet the challenge of timely communications with staff and residents. Managing the daily flow of incoming communications is challenging for recipients, too. Again, look for apps from your message notification service that are created specifically help recipients manage their messages and their calendars.

Time is a valuable commodity. With only so much of it in a day, it's a struggle to keep up—to get everything done. Hassle-free time savers are always welcome. Make life easier for you and your residents with apps that shave minutes off your days and turn multiple steps into just a few taps.

For more information regarding resident communication solutions please visit www.onecallnow.com, or call (877) 698-3262 to find out how our text, email and voice messages can work for your community.