Go above & beyond for your residents
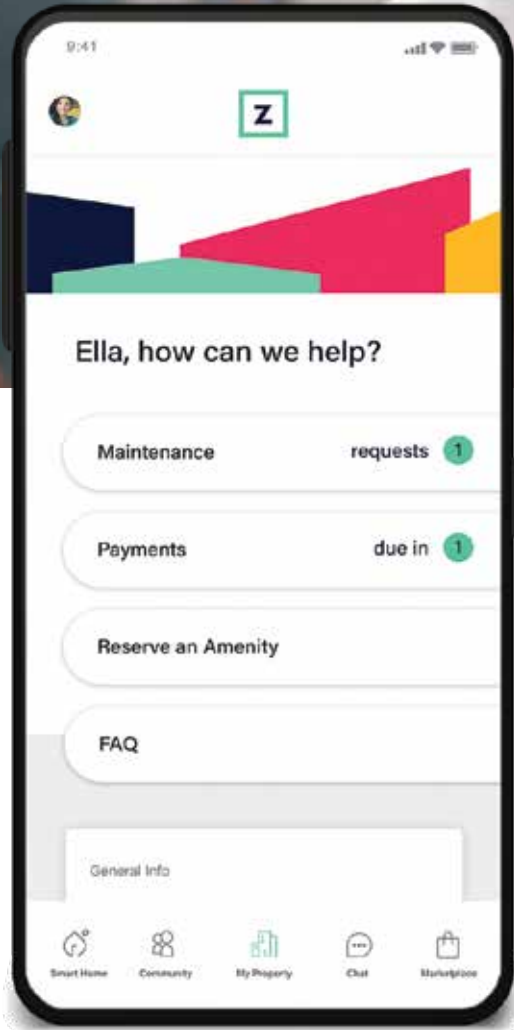
GO ZEGO

ZE GO

Powered by
PayLease

The Zego Platform

Zego platform perks

Modern & intuitive user experience
Our mobile-first platform features simple and clean workflows that allow your residents and staff to complete their tasks quickly and efficiently.

Seamless integrations
With 16+ years of building and maintaining property management systems integrations, we provide seamless connections to the tools you already utilize. Our integrations save your associates valuable time and are free of manual workarounds.

Enterprise-grade security
Zego's technology and internal processes greatly minimize security risk. We adhere to strict compliance rules and best practices that are designed to protect and safeguard customer data.

World class service & support
Get personalized support and strategic guidance that you won't find anywhere else. We offer on-shore resident support along with Client Success Advocates who provide best practices and recommendations to ensure you are getting full value from the platform.

Zego Pay

Save your staff with 100% digital payments

Zego minimizes the amount of paper payments that come through the door by offering residents convenient and flexible alternatives. Residents can pay online, with a mobile app, or in person at a retail location. No matter how they choose to pay, each transaction seamlessly integrates into your accounting software, saving your associates valuable time.
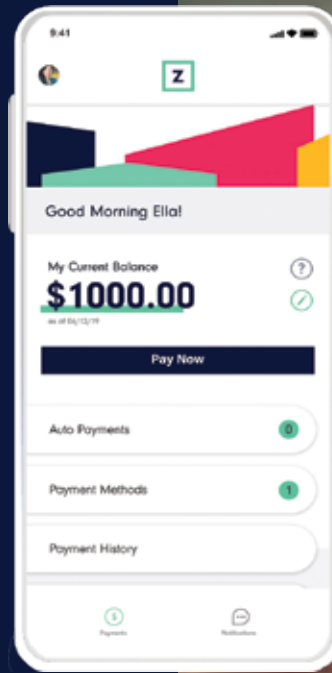
Increase resident satisfaction by offering more flexibility
Residents enjoy the flexibility of paying from their mobile app, laptops or even with cash at their local retailer. Lifestyle features such as AutoPay and rent reminders add to the convenience.

Give time back to on site and accounting staff
Eliminate time-consuming trips to the bank, plus time spent on manual data entry and reconciliation for cash, checks and money orders. All payments are fully integrated with your accounting software.

Reduce the risk of theft and fraud and improve cash flow
Getting rid of checks and money orders sitting in lockboxes and property offices reduces the risk of theft and fraud. Plus, digital payments mean faster time to deposit and better cash flow.

How it works

1. Residents pay
Accept all forms of payment digitally: ACH, all major credit + debit cards, PayPal, Masterpass, CashPay, and even convert paper checks into digital transactions.

2. We integrate
All transactions are seamlessly integrated into your accounting software.

3. We fund
Here's everyone's favorite part: We deposit the funds into the bank account(s) of your choice for each of your properties.

4. Communities thrive
Zego Pay improves the payment process for residents and community staff, giving everyone time back in their day.

Features you'll love

✓ **Intuitive resident mobile app**
✓ **Credit Reporting**
✓ **Custom rent reminders**
✓ **AutoPay & variable AutoPay**
✓ **CashPay**
✓ **Check Scanning**
✓ **Owner payments**
✓ **Flexible funding**
✓ **Detailed reporting**

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Zego Engage

Inspire your residents and staff to love their community with a comprehensive mobile app

Zego connects property managers and residents through a mobile-first engagement platform. Using an all-in-one community branded app, Engage brings together property managers and on-the-go residents to resolve the everyday challenges of apartment living.
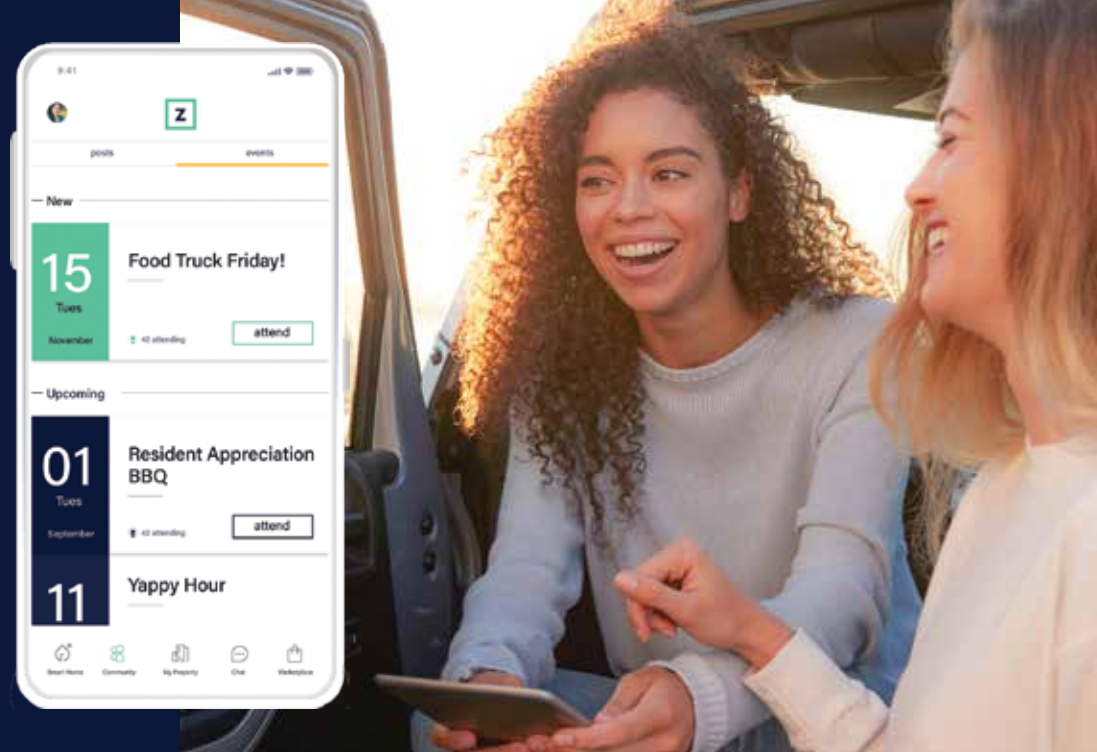
Increase resident engagement, retention & NOI
With Engage, residents connect with their community through their preferred mode of communication - their mobile devices. Giving your residents the option to select their message preference - SMS, in-app or email - means your messages get noticed, which has a direct impact on satisfaction, retention and your NOI.

Improve on-site staff efficiency and save time
Resident communication and recurring processes like visitor registrations are standardized and automated, eliminating manual processes.

Increase digital payments and advance "paperless" initiatives
Our unique combination of automated reminders, ease-of-use and one-stop simplicity increases digital payment utilization, reducing paper, the risk of fraud, and time wasted for your staff.

How it works

1. Residents engage
Residents download the app and have an easier way to pay rent, submit maintenance requests, communicate with staff, track packages, register visitors, and more.

2. Requests are routed to community managers
Community managers utilize the admin portal to respond to resident requests, schedule group communications, and streamline processes.

3. We integrate
Seamless integration of key data with your property management software saves you time and ensures updated data.

4. Communities thrive
Better workflow and communication increases resident engagement and satisfaction, makes community staff more productive, and bolsters property NOI.

Features you'll love

- ✓ **Work orders/maintenance requests**
- ✓ **Customized resident messaging**
- ✓ **Event-triggered group messaging**
- ✓ **Package notifications**
- ✓ **Amenity reservation management**
- ✓ **Pet/vehicle/visitor registration**
- ✓ **One convenient community-branded mobile app**
- ✓ **Marketplace services**

Zego Smart

Jump ahead in a competitive market with state-of-the-art smart amenities

Zego connects residents with their home and empowers community managers with a unified platform that gives them better control over property operations. Zego's comprehensive solution is an effortless way to add the convenience of smart home technology to your communities. From installation, to setup and ongoing management, we cover all the bases of smart apartment living.
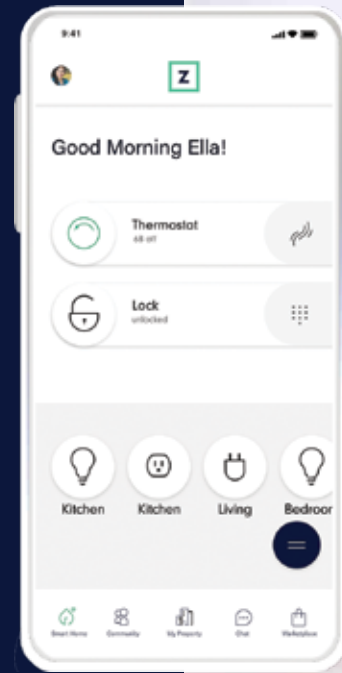
Boost renewals and occupancy
Smart apartments allow owners to differentiate their properties. Research shows that residents value living in secure, smart communities.

Improve maintenance staff efficiency and cut utility waste
Smart amenities drastically reduce the hassle of lock changes at unit turnover, enable automated temperature control in vacant and show units, and more.

Grow your bottom line with ancillary smart home revenue
Residents value and are willing to pay for smart home amenities. The 2020 NMHC Resident Preference Report showed that residents would expect to pay on average a $33 monthly premium for smart locks.

How it works
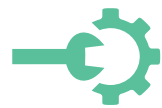
1. We install
We help your properties select a package of smart devices that best suits your needs. From there, we handle all of the installation logistics, train your staff and attend to any ongoing questions you may have.

2. Residents enjoy
Residents enjoy the flexibility of a modernized home and control all of their smart devices through a single community-branded mobile app.

3. Workflows are simplified
Community managers use their management portal to resolve lockouts, issue access codes, and control lights and temperatures in vacant units – all without having to be there in person.

4. Communities thrive
Communities see an immediate increase in occupancy and rental rates while also building a smart infrastructure that can be expanded over time.

Features you'll love

✓ **One convenient, community-branded mobile app**
✓ **Enterprise-grade Smart Hub**
✓ **Wifi and cellular capabilities**
✓ **Broad selection of smart devices**
✓ **Eliminate need to re-key after unit turnover**
✓ **Vendor lock codes simplify secure access**
✓ **Automate vacant & show unit management**
✓ **Flexible roll-out options**

Zego Utility

Maximize your recoupment and drive conservation with utility cost recovery and payables

Zego removes the burden of utility management from your team. Maximize expense recovery and give your associates the freedom to do more with their day with Zego Utility. From invoice auditing, to accounts payable, and expense recovery, our end-to-end solution gives you better control over expenses and boosts operational productivity.
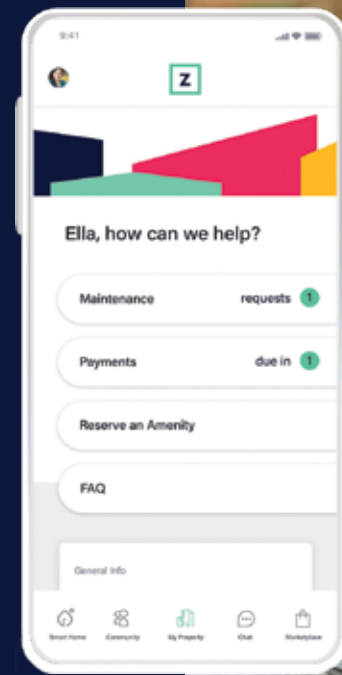
Eliminate late fees & errors with utility bills paid accurately and on-time
We automatically receive, carefully audit and resolve, and accurately pay all utility invoices. By tying together occupancy information and utility bills, we also identify residents who have not put utilities in their name and recover expenses.

Maximize your utility cost recovery and bottom line
We help you recover allowable utility costs, calculating resident charges via RUBS or submeters. Residents receive a single, itemized statement for utilities, rent, and all other property charges with simple click-to-pay options.

Save your staff with a hands-off process boosted by technology
Zego Utility employs technology to retrieve your bills, audit for accuracy, identify vacant unit theft and more. The result is an error-free process that is hands-off for your staff, giving them time back in their day.

How it works

1. We obtain your utility invoices
We automatically retrieve each property's utility invoices from your providers.

2. We audit, resolve, & pay
We audit and resolve exceptions and pay invoices accurately and on time.

3. We calculate, combine, & bill
Resident utility charges are calculated, property charges are pulled, and one comprehensive resident statement is generated.

4. Communities thrive
Residents are happy and staff save time, by removing utility a/p and resident billing from their plate.

Features you'll love

✓ **End-to-end process removes utility burden from your staff**
✓ **Portfolio-wide benchmarking of expenses and recovery**
✓ **Recover water, sewer, trash, gas, recycling, and/or electric expenses**
✓ **Consumption-based billing increases conservation**
✓ **Vacant unit utility cost recovery**
✓ **One convergent, comprehensive resident statement**
✓ **Legal and regulatory guidance reduce risk**
✓ **Seamless integration with management software**

Industry leading service

Comprehensive client and resident support whenever you need help

Zego delivers personalized support and strategic guidance that you won't find anywhere else. Our teams have expertise on your portfolio type and management software, allowing us to resolve questions in a timely fashion, and strategically partner with you to boost your growth.

Professional Services Onboarding

Your Project Manager is specialized in your industry and will use their expertise to smoothly coordinate all the moving parts needed to implement your Zego solution, including:

- Integration with your website and accounting software
- Free customized marketing to communicate with residents
- Initial training and launch

Strategic Client Success

After onboarding is complete, your specialized Client Services team will guide you on increasing your NOI, enhancing your resident experience and engagement, and also assist with strategic activities, including:

- Best practices to help you achieve your portfolio's growth goals
- Specialized support to onboard new properties
- Ongoing training, account review and analysis

Day-to-day Client Support

The Zego Client Support team is available to answer your staff's day-to-day questions. In addition, Zego Communities is a thorough knowledge base that offers helpful articles, training resources, and interactive channels for communicating with other Zego clients.

- Transaction related inquiries
- General account support

Resident Experience

We're here to help your residents too. They can reach our Resident Experience team by phone or email, day or night.

- 24/7 payment support
- Account setup and maintenance
- General billing questions and other inquiries

Our story started over a few cold beers & the rest is history

In 2003, Ty Kalklosch and Yann Phung were having a round of beers when the topic of paying rent came up. For two busy professionals such as themselves, writing a rent check and dropping it off to their property manager was not something they had time for. They wanted better, more convenient rent payment options that were mutually beneficial to community managers and their residents. With that, PayLease was born. And we started to grow - really, really fast.

Between years of triple-digit growth, and an overwhelming demand from our clients to tackle challenges outside of payments, we began to expand our platform. Today, we offer a comprehensive resident engagement platform that unifies critical resident touch-points – from payment and utilities to communication and smart devices – into one app. Since we've branched out far beyond payments, in 2020, we renamed and fully rebranded ourselves to be more inclusive of our offerings. Now, we are proudly Zego (Powered by PayLease). While we have a different name and a few more tricks up our sleeve, we're still entirely focused on helping management companies go above and beyond for their residents.

Who we help

Approximately 6,000 residential real estate companies rely on Zego. That represents about 12 million units nationwide. We work with all portfolio types, including traditional multifamily, single family, HOA, student housing and corporate housing, as well as property developers.
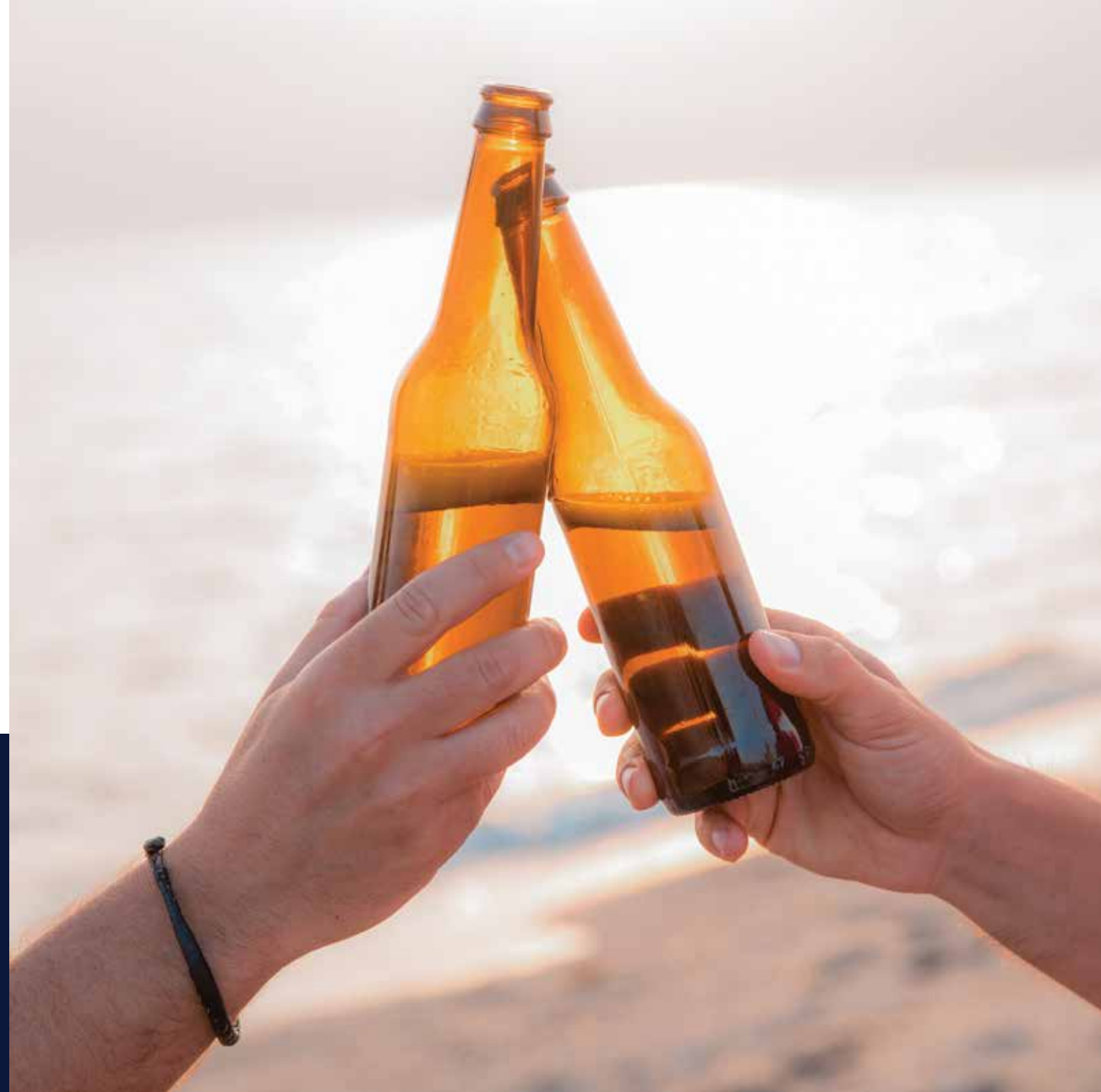
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Zego (Powered by PayLease) is a property technology company that frees management companies and community associations to go above and beyond for their residents. Zego's mobile-first engagement platform for the residential real estate industry unifies the most critical resident touch-points into one app. From payments and utilities, to communications and smart devices, everything is seamlessly integrated into your back-end system. Zego delivers portfolio-wide efficiency, higher NOI, and more engaged residents. Since its inception in 2003, Zego has grown from a payments provider to a comprehensive resident engagement platform. With more than 250 employees, Zego serves 6,000 residential real estate companies and over 12 million units nationwide. Zego is backed by Vista Equity Partners, a leading technology investment firm focused on enterprise software, data, and technology-enabled businesses. Learn more about how Zego is drives community engagement and efficiency at gozego.com