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How to implement smart apartment technology in your multifamily community

Welcome to the world of smart communities!

The objects we use are becoming smarter every day. Virtual assistants reorder necessities for our home. Robots vacuum our floor. Some cars can drive and park themselves. So it only makes sense that multifamily communities are steadily getting smarter too.

Renters are happily on board with this plan. A [report by the National Apartment Association](#) says that **84% of residents who do not have smart technology in their units would like to see it deployed across their community**. It's not just renters who crave the convenience smart apartments bring. Property managers are realizing it's a necessity in today's world rather than a "nice to have."

This guide is not intended to further convince you about the value of smart apartments. We know you've heard it over and over. Instead, we'll walk you through the tactical aspects of building a smart community. Because with any up-and-coming technology, there's usually uncertainty about how to deploy it.

This guide will help you decide on the best implementation strategy for each of your communities. From picking the right devices, to installation and beyond, we'll give you step-by-step guidance for going smart.



The number of connected devices owned by multifamily renters is expected to increase from 25.9 million devices in 2019 to approximately 65 million devices in 2023. —[Broadband Communities Magazine](#)



Remote access and thermostat control for common areas and individual units has never been more important thanks to the COVID-19 pandemic.



Grocery deliveries [have increased as much as 5x](#) since the start of the pandemic



59% of apartment hunters [want a self guided tour](#)



Utility bills have skyrocketed [thanks to residents for being home all day](#)



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Smart apartment basics

Smart apartments: how it works

The use of smart technology in apartments is still fairly new. Even if you've used smart technology in your own home, or have seen it in other communities, it's evolved over the past few years.

With all the advances, you might be unaware how some communities are using smart devices to their advantage. So before we dive into the logistics of getting it up and running, let's cover some basics about how it works.





What's in a smart apartment?

What exactly constitutes a smart apartment? It's more than adding a Nest thermostat or a virtual assistant and calling it a day. A truly smart apartment is interconnected to other devices within the unit. And unlike smart technology that might be used within single family homes, there's an added layer of complexity for multifamily communities.

The devices in each unit also need to be tied to a central platform that community managers can control. Smart apartments should automate the property lifecycle as a unit moves from vacant to occupied, and back to vacant.

The devices used most often in smart apartments are:

Smart thermostat



Hub



Smart plugs



Smart locks



This list can vary depending on the class of your property, your budget, or the demographics of the community. We'll get into hardware in more depth later in this guide, but the most basic smart apartments usually have what's listed above. With good reason, too. These devices provide the most value for residents and community managers, and also have the potential for a fast payoff. Even if you choose to not charge a premium for units with smart devices, the benefits bring substantial time and cost savings.



How do smart devices help you manage the community?

Sometimes apartment operators choose to equip their units with flashy devices in the hopes it will wow renters. But if the devices don't provide any functional benefits to the property staff, or can't integrate with your management software, then it's probably not worth the investment.

Smart apartment technology should give residents an enhanced living experience while automating aspects of a community manager's job. Tasks like vacant unit management, package deliveries, work orders, HVAC monitoring, fault detection, and leasing tours, can all be automated with the help of smart technology.

Smart locks perfectly exemplify a device that has mutual benefits to the resident and the community. Let's say your resident has a guest or a service worker (dog walker, grocery delivery, etc.) coming over. Your resident sends the visitor a lock code to enter the building and to their unit. That frees community staff from physically letting these non-residents into the community. The code expires at a designated time so the visitor doesn't have continual access to the building. And, when it's time for the resident to move out, the smart lock can be reset, eliminating the time and money associated with rekeying the door.

Even though the goal is to automate aspects of property management, smart devices are NOT intended to replace community staff. They simply rid their day-to-day life of low-value tasks. Instead, community managers are allowed to focus on more important aspects.

Does my building need special infrastructure?

Many people assume that smart communities are only new builds that were designed with those features in place. While new builds are certainly more likely to have smart features, that doesn't mean existing buildings can't benefit, too.

One of the most important cornerstones of a smart building is connectivity. Smart devices can run on:

- Ethernet
- WiFi network
- Cellular network

The most common and reliable connectivity is Ethernet. In this scenario, the hub plugs directly into a hardwired ethernet connection. For a wireless solution, smart devices can connect via WiFi or cellular networks.

If you opt for a wireless solution, your community needs to have a strong, reliable network to support an abundance of smart devices and to keep them operational at all times. Some management companies provide [property wide WiFi](#) as an amenity that compliments smart devices. If you don't have property-wide WiFi, you can run your smart devices on a cellular network.

Whatever route you choose, you'll want to be sure you use a smart apartment provider whose hubs can provide cellular connectivity. This will keep your devices operational in case of a power outage or if the WiFi signal drops.

Another consideration for older buildings is if the electrical wiring is compatible with devices like smart thermostats. If your building is more than 40 years old, you should have your wiring evaluated before you make any smart device purchases. In the 1970s, code requirements changed for multifamily wiring. Buildings constructed before the code change may not be sufficiently wired for certain smart devices.



Can I DIY this? Or do I need a smart apartment provider?

There are many components about smart apartment implementation that are simple enough to DIY. For instance, most smart devices can be easily installed by your maintenance staff.

Where things get complex is building an ecosystem where the devices can connect to one centralized platform. This is also doable. In fact, some companies with extensive in-house tech resources have been able to build their own customized IoT platform. Regardless of the resources you have on hand, there are some challenges to take into account if you want to DIY.

Limitations of DIY smart apartments

- **Multiple apps to control smart devices:** Ideally you want a unified app where residents can control all of their devices. If you DIY, residents will need an app for each device. That is, unless you also have the resources to develop your own app that centralizes control.
- **Limited control for on-site teams:** Your on-site teams should be able to remotely perform functions for every unit like reprogramming a lock, turning off lights, or setting the temperature. This isn't possible without some kind of managed IoT platform.
- **Pressure on on-site teams to deliver IT support:** Your on-site teams will be the only source of tech support for residents. This gets overwhelming for community managers. And when there's staff turnover, you will have to retrain staff on how to troubleshoot each device.
- **Limited support for staff:** If a problem arises that stumps your onsite team, it may turn into a dead end.
- **No cellular connectivity:** Legacy solutions require Wi-Fi connectivity, vs. apartment solutions that use cellular connection to ensure reliability. Having cellular connectivity helps with performance and reliability.
- **Hassles at move out:** When residents move out, there isn't an easy way to reset the devices. Community staff must enter the unit and manually reset the devices to their factory settings on each turn.



Smart apartment partners

Many of the limitations of DIY smart apartments are deal breakers for the majority of multifamily companies. Instead, most choose the ease of working with a smart apartment provider.

Aside from removing many of the technical obstacles that are involved in a DIY environment, using a smart apartment vendor brings additional time and money savings. Because of this, it's the route many multifamily firms go with.

Benefits of working with a smart apartment provider for multifamily

- **Cost savings on devices:** Smart apartment vendors buy their devices in bulk from the manufacturer. Because of the sheer volume of devices they buy, the per item cost is significantly lower than what you'd pay buying direct from the same manufacturer. Or on Amazon. Considering you'll need hundreds - maybe thousands - of these devices, the savings on hardware will be substantial.
- **Property management software integration:** Community staff can control devices or receive alerts from water or HVAC systems through their management software.
- **Configuring devices to work together:** With a managed IoT platform, you can ensure all of the smart devices in each unit interconnect.
- **Guidance on smart device choices:** They'll help you narrow down which devices are best suited to your budget, your property type, and community demographics.
- **Installation and ongoing support:** Most vendors will take on the seemingly scary task of getting devices up and running. And, you'll have someone to turn to if there's a technical problem.



Should I charge residents for smart technology?

Since there's widespread interest in smart apartment technology from residents, many multifamily companies are using it to garner higher rent premiums. Even just a basic smart package consisting of a hub, door locks, and a thermostat, multifamily operators can open the door to higher rent prices depending on the market.

And at this point in time, that's very doable. In some markets, renters still consider smart technology to be a perk. But that window will eventually close and soon it will be considered an expected amenity.

If you think you want to charge residents, now is the time. In a couple of years, residents may be reluctant to pay for it. Especially if a competing community is offering it for free.



Smart Rent Premiums \$25 – \$45/unit/month

According to Zego customer data and market research, apartments equipped with smart devices are realizing rent premiums of \$25 – \$45 per unit per month.



Deciding on hardware

How to pick devices that work best for your community

It's a decision that might seem overwhelming. But one of the most important aspects of building your smart community is deciding what devices you want to adopt. We'll break down the most important considerations for hardware selection so you can confidently pick the best suited devices for your community.



Smart apartment hardware base models

If you're going to outfit your communities with smart technology, it isn't necessary to go all out. That said, a standard hardware package is needed for property managers to gain any operational benefits.

Here are three pieces of hardware that are good starting points for multifamily communities:

- 1. Smart locks:** immediately improves access control for residents and community staff
- 2. Smart thermostats:** remotely regulate unit temperature for better efficiency
- 3. Hub:** lets the devices work in sync and allows users to remotely control the devices

If you want to start with more pieces than a lock, a thermostat and a hub, that's great! But for those who want to ease into the smart apartment realm, these are the safest bets for first timers.

You'll get the most operational bang for your buck through improved access and temperature control. As you grow more comfortable with the technology, you can easily add components over time.



The most compelling benefits of smart apartments to renters are:

- 1.** Improved access control
- 2.** Energy savings



Why does a hub matter so much?

Unlike smart locks or thermostats, the advantages of a hub aren't immediately clear. You may be wondering if it's really a necessary component of a smart apartment. The answer is a resounding "yes."

For one, a hub acts as a translator for all of the smart devices in a unit. This lets each of the devices function together. **No matter how many smart devices are within a unit, or if they're all made by different manufacturers, the hub makes everything work in unison.**

Let's say your resident leaves their home for the day, closing the door with the smart lock. Your hub then directs the other devices to act accordingly. The lights automatically turn off. Then, the thermostat winds down. These sequences are only possible with the help of a hub.

Another big advantage of a hub is that it lets users control all of their devices from one central app (as opposed to an app for each device). When you start to add more devices to a unit, a centralized app becomes especially convenient.



Another advantage of a hub is that it will be easier for your management company to add or replace smart devices as time goes on. Smart home technology is a deeply layered process. Ensuring you have the necessities now will make any future investments easier to implement and maintain.

What to look for in a hub

Like any piece of technology, not all hubs are created equally. The quality can vary and many hubs are not built to withstand the needs of a multifamily community. To get the most functionality from your chosen smart devices, you want your hub to have specific features.

- **Cellular connectivity:** WiFi can be notoriously unreliable. Cellular connectivity keeps things working smoothly if (and most likely when) your broadband connection drops.
- **Zwave:** A hub built with ZWave allows for complete interoperability between devices so you're never tied to a single manufacturer.
- **Battery backup:** If the power goes out, a battery backup will keep your devices working as usual.
- **WiFi and ethernet connections:** With both of these connection options, there's better flexibility with how you can connect to the internet, as well as where the hub can be placed within a unit.
- **Commercial quality:** Commercial grade hubs will provide the most advanced security with the capability of connecting to smart home devices operating across all major industry protocols.

How to expand beyond a base package

We've covered the basic necessities for your smart apartments. But there's plenty of other devices that can take your connected community to the next level.

Offer devices as add-ons or install property-wide at a later date

It's not necessary for you to order additional devices for your entire property. Many communities offer them as add-ons to residents who want to add more tech into their home. If you already have the necessary infrastructure set up (hub, thermostat, and locks), then it's easy for residents to set up their add-ons. Your provider should give residents instructions to install those add-ons themselves within the app, no maintenance team required.

Most common smart apartment devices:



Lights



Switches



Outlets



Leak detection sensors



Voice assistants



Doorbells



Window shades and blinds



Plugs



Smart hardware considerations

There are several factors to consider when choosing smart devices for your property. If you're buying devices for multiple properties, you don't have to use the same hardware across your portfolio. In fact, it's common for companies to choose different hardware for each property.

Here are some things that should factor into your hardware decisions:

- **Class of property:** Smart devices should complement the property decor they're going into. Class A properties should have higher-end smart devices while middle-of-the-road hardware would be a suitable choice for Class B or C.
- **Look & finish:** Consider the aesthetics of the devices you're looking at. A sleek, ultra-modern device might stick out if your communities have traditional decor. While aesthetics aren't everything, you do want it to blend in nicely with your units.
- **Property demographics:** Your property's main demographic should be a big factor in your decision. For example, older generations might appreciate devices that are intuitive and can also be used manually (for instance, smart locks that also have keys).
- **Special considerations:** Find out if there are any rules or regulations pertaining to your state about access. For instance, California has laws about the types of locks that can be used in multifamily communities.
- **Budget:** If you find that the hardware options that are within your budget don't seem appropriate for your property class or demographic, you may want to reevaluate.



Expert opinions matter

When you're contemplating your smart community, one of the most helpful things you can do is to consult an expert about your hardware choices. There can be several fundamental differences between a smart device when you use it in a single family home versus a multifamily community.

Companies that specialize in multifamily smart technology can help you find devices that work well in an apartment. They will be able to articulate the nuances about each product and how they might fare in your communities.

Just because a device meets your functionality requirements or is within budget doesn't mean it will be a match for your community. And since there is an abundance of smart devices on the market, your technology vendor can narrow the options based on your property and budget.

Smart hardware for every budget

Each smart device can vary widely in price and have unique considerations. And, as mentioned above, the smart device package you select is largely dependent on the type of property you operate. To help you get started on hardware choices for your community, here are sample smart apartment package recommendations based on your budget.

	Smart Locks	Smart Thermostats	Voice Control	Switches & Outlets	Switches & Outlets
High-end	Yale nexTouch NTB610 NTB620	Honeywell T6 Z-Wave Thermostat	Google Home mini	Honeywell Z5SWITCH Z5OUTLET	Dome DMWSI
Mid-range	Kwikset 914 Smartcode	Honeywell T6 Z-Wave Thermostat	Amazon Echo Dot - Smart Speaker with Alexa	Honeywell Z5SWITCH	Dome DMWSI
Budget	Kwikset 888 Smartcode	Honeywell T6 Z-Wave Thermostat			
Key considerations	<ul style="list-style-type: none"> ▪ Touchscreen vs Keypad ▪ Finish: Brass, nickel, bronze ▪ Levers ▪ Optional physical key 	<ul style="list-style-type: none"> ▪ Z-wave Plus certified ▪ Battery powered vs hardwired 		Neutral wire required.	

Software to control smart apartment devices

How to choose your software

Even if you've chosen top-of-the-line hardware, smart devices won't function to your standards without a robust platform to manage them all. The devices you are installing will be controlled by your resident and your community staff - both who have different use cases. So it's important to have a well-rounded software that appropriately meets the needs for both end users.





Resident-controlled apps

Ultimately, your residents are going to be the ones using smart devices day after day. And if it's not a smooth user experience, they'll be hesitant to use them. Or even worse, satisfaction with their home will decrease. Here are the features your app should include to ensure a smooth resident experience.

- **One single consolidated app:** It's a pain to open a different app to control each device in the unit. And, not every resident will be willing to download multiple apps on their phone. Opt for an app that can single handedly control every smart device within the unit. Not every provider offers this valuable feature.
- **Includes functionalities beyond smart device control:** If your app includes other duties related to apartment living – paying rent, paying utilities, package notifications, work orders, guest registration, communication etc. – it's more likely your residents will use it.
- **Fast response time:** Would a resident be impatient with how long the app takes to load? Or is there a lag time after you submit a command? Responsiveness is a key feature to pay attention to.
- **Clean, intuitive interface:** The easier to use, the better. Residents should be able to download the app upon move-in and start using it without assistance from your community staff.



Community staff functionality

Your platform should allow community staff to perform many functions of their job from a centralized system, without ever having to be there in person. The platform should be reliable and bring to light any issues that might warrant attention. Here are some things to vet from a community staff perspective.

- **Vacant unit and common area schedules:** For better efficiency and lower utility costs, staff members should be able to set thermostat and lighting schedules for common areas and vacant units from the system's dashboard.
- **Lock control and codes for maintenance staff:** How easy is it to reprogram locks? Community staff should also be able to issue temporary codes to any maintenance workers who need access to a unit.
- **Ability to monitor any battery or connectivity issues:** Property staff should receive alerts when something may interfere with the ability to monitor the devices.
- **Move-out functionality:** When the resident is removed from the system, will you have to manually remove their information from the devices? Some systems automate the process so when they are removed from your system and instantly deleted from the hub.

Integration musts

Having your smart platform integrate with your property management software is essential. It adds an extra layer of automation to eliminate manual and in-person tasks for community managers. Many smart apartment solutions only provide limited integration capabilities, so you'll want to find out how extensive the vendor's offering is.

The best integrations will populate resident data across multiple areas. It's especially helpful during move-ins and move-outs, when community managers are scrambling to turn over units. Good integration also gives residents a smooth living experience by granting them access to the right place at the right time - for instance, in shared community spaces.



Rollout strategies

Deciding on the right rollout strategy

Timing is everything. That's especially true when you're ready to start equipping your units with smart devices. Should you take a staggered approach to getting your hardware installed? Or do you rip off the band aid and get each unit equipped at the same time? Let's look at the considerations of each rollout strategy.



Rollout strategy #1: On-the-turn

It's not necessary to put all of your smart devices in the community at once. Some management companies prefer to go little by little. When a resident moves out, you can take that opportunity to install the devices so they're ready for use when the unit has a new occupant.

This approach takes the pressure off your maintenance staff to get hundreds of devices installed by a certain deadline. However, it can create a whole new set of challenges when only some of your units are smart equipped.

Your community staff will have different instructions for how to manage each unit depending on its smart status. That can not only cause confusion, but it takes longer to see the operational benefits that smart devices bring to a community.

Considerations for on-the-turn installation

Pros	Cons
Less pressure on maintenance staff to install devices	It takes a longer time to gain the operational efficiencies
You can buy devices incrementally so there's not as much upfront costs	It takes longer to realize the full ROI from the new technology
No disruption for residents from installation	Harder for community staff to become acquainted with how the devices work
	Inconsistent methods for monitoring/ managing units
	If you buy all the hardware upfront, you'll have to safely store the unused devices somewhere
	Your maintenance staff has to install smart devices



Rollout strategy #2: Property-wide

Deploying your smart devices across all units at once might sound ambitious. But there are strong advantages associated with this rollout strategy. You can completely change how your units are accessed and controlled in a short period of time versus dragging the process out. And, if you decide to charge a premium for smart units, you'll see ROI much quicker than with on-the-turn installation.

Considerations for all-at-once installation

Pros	Cons
You gain all the operational advantages immediately	More time-sensitive demands on maintenance staff
Consistent community-wide procedures for managing your units	More upfront costs as you need to buy all hardware upfront
Faster ROI	
Device installation can be handled by a smart apartment provider	

Rollout strategy #3: Resident opt-in/out

Another deployment tactic is to provide smart technology only to residents who want it. In this scenario, you'll charge a monthly fee to those who are using the devices. You can take two approaches to the installation.

1. Install smart devices across the entire property and only activate them for those who want them
- OR
2. Install smart devices only for residents that want them. This means only some of your units will be equipped with smart devices.





Some communities get higher opt-in rates by installing the devices property-wide. If you want to install hardware property-wide, there are plenty of devices that can be operated manually.

For instance, many smart locks also come with physical keys. This way, residents who are hesitant about making the switch to smart apartment technology can continue to use their doors and lights in the same way they always have.

Some communities get higher opt-in rates by installing the devices property-wide and giving residents a free trial period. Many people have never used smart home technology and don't truly grasp the benefits. Once they've experienced firsthand what a smart apartment is like, it's harder to give up. For residents who opt out of a smart package, the devices can be disabled from the management app and will function manually.

Considerations for opt in/out installation

Pros	Cons
Gives flexibility to renters about their living experience and their monthly costs	It takes a long time to gain the operational efficiencies
Less demand on maintenance staff	Inconsistent methods for monitoring/managing units
Allows for partial ROI	Harder for community staff to become acquainted with how the devices work
	Your maintenance staff has to install smart devices

What smart apartment installation entails

Ready, set, go!

Now comes the exciting part! Installing smart apartment technology has several moving parts. But rest assured. Managing the technical logistics, and educating residents and community staff does not have to be stressful. There are some best practices and general timelines that you can follow for a smooth rollout.



Smart apartment installation timeline

There's no one-size-fits all approach when it comes to installing smart devices at your communities. But generally speaking, you can expect to have your units up and running approximately 6 weeks after you've partnered with a smart apartment provider. There will still be ongoing trainings and support needed beyond the final launch.

Action item	Timeline
Hold a kickoff call: introduce stakeholders and outline project objectives.	Week 1-2
Get the ball rolling on integration: Gather property information and relevant software data.	Week 1-2
Determine hardware plans: <ul style="list-style-type: none">▪ Submit photos of doors, wiring to your vendor so they understand any special challenges▪ Order hardware and schedule installation	Week 2-3
Develop community onboarding plan: <ul style="list-style-type: none">▪ Determine the logistics for app and software training▪ Schedule hardware installation with residents (retrofits only)	Week 2-3
Communicate launch to residents (retrofits only): <ul style="list-style-type: none">▪ Obtain updated contact information for residents▪ Send email & text communications to residents, ideally using partner provided templates	Week 3-4
Launch the app: Send emails to residents inviting them to download the app.	Week 3-4
Take delivery of hardware	Week 4-6
On-Site Team Member Trainings: <ul style="list-style-type: none">▪ Train community staff on app and software▪ Train maintenance staff on hardware installation and troubleshooting	Week 5-6
Hardware and property-wide WiFi installation (if needed)	Week 6
Weekly check-in calls with vendor	Week 7-11





Resident communications

Modernizing an existing community is an exciting project. But before you share the good news with your residents, it's worthwhile to develop a communication plan. Your plan should outline how you communicate the logistics, the installation timing, and talk tracks you want to convey. This will minimize the number of questions your on-site staff will receive.

Be prepared for mixed reactions and questions from your residents. Many residents will be excited and want to be the first in line for a smart unit. Others may be hesitant about this change. Before you start spreading the word, on-site team members should have talk tracks prepared about smart devices. The most important points to emphasize will be the benefits of the new amenity and to give a clear sense of timing.

Here are the points you might want to share about the value of their smart apartment.

- **It's adding convenience to their lives:** Smart apartments remove some annoyances of day-to-day living. Now they'll be able to open the door without fishing for keys, grant guests temporary access, or turn the thermostat on while lying in bed.
- **Smart devices help with conservation:** Smart schedules, lights and thermostats help minimize wasted energy consumption. Not only does this reduce impact to the environment, it's helpful for saving energy costs.
- **It improves community safety:** With expiring lock codes, approved guests or service workers can enter their unit easier, but won't be able to overstay their welcome. It also provides an audit trail so residents can see who comes and goes from their unit and when.
- **They can easily add more smart devices to their unit:** With the infrastructure already in place, residents who want to add more smart elements can easily do so. The hub will allow residents to pair their own devices, like Alexa.



Addressing privacy concerns

There are a lot of misconceptions about smart apartments and privacy. Because of this, some residents may question if having smart devices will create any privacy or security vulnerabilities. Ultimately, if your company has implemented a sophisticated smart apartment solution that's designed for multifamily, then there should not be any risks. And in some cases, residents may be more protected than without smart technology.

Here's the reality behind questions you might be asked about smart apartment safety.

- **Can the devices be hacked?** Assuming you've decided to go with a commercial grade hub that runs on ZWave, it's extremely difficult for anyone to hack your devices. ZWave hubs offer the highest security certifications. To date, they've only been compromised in a test environment. Criminals would have an easier time gaining access to your units by physically breaking down the door than hacking the smart system.
- **Is my community manager trying to spy on me?** With a base smart apartment package (a hub, locks, and thermostat) those devices don't enable community managers to gain any vulnerable information about a resident. There are no voice-activated assistants that pick up conversations. While residents can add their own voice assistants, property managers are unable to access these through their system.
- **Are you selling my data to any organizations?** This is something you as a management company will have to verify before you work with a smart apartment vendor. There are some companies that sell resident data for marketing purposes. This is not a universal practice among providers. So if you think your residents will be sensitive to this, make sure you clarify a vendor's privacy policy before you begin working with them.



Resident support

For many of your residents, it might be the first time they've ever used smart apartment technology. So it's important to offer plenty of direction and support in case they need it.

Residents who feel confident in their ability to use their smart devices, will not only be happier with the change, they'll be more inclined to use them. There are several ways to help residents get up to speed with their new devices.

On-hand support options for residents:

- **Step-by-step tutorials:** these can be recorded and posted online, or conducted in-person
- **Printed materials:** older generations tend to prefer printed materials that they can keep in their home
- **Knowledge bank with articles to answer questions or educate:** Post the answers to FAQs somewhere on your resident portal. This usually solves the routine problems before they turn to your maintenance staff.
- **Your smart apartment vendor's support team:** some vendors offer dedicated resident support, which is helpful to keep on-site staff from being overwhelmed



Zego is a property technology company that frees management companies and community associations to go above and beyond for residents. We're evolving with the residential landscape, making a difference in how our customers work by building connections and easing friction. We offer technology that creates a sense of community and inclusion while also supporting and empowering on-site staff.

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