

Property Management Operations Report 2023

Trends and opportunities to improve back-office and resident operations



ZEGO

Operating an apartment community has never been easy. But in today's landscape, multifamily companies are facing a precarious balancing act: accomplish more with less, while delivering better value to renters. And, of course, produce healthy returns for investors, too.

With the effects of the Great Resignation still wreaking havoc on the property management industry, it's difficult to juggle everything that's needed to run a community. As a result, operators are increasingly adjusting how important functions are performed. From centralization to automation, companies are now using new tactics to streamline operations and ease the burden on their frazzled on-site teams.

This report takes a deep dive into how apartment operators are managing and - in some cases - automating processes in their communities. Based on proprietary survey data from over 600 multifamily operators, you'll learn how companies are getting more efficient and where there's significant room for improvement.



The survey data revealed two key findings that are hurting productivity and efficiency at multifamily companies.

Key survey findings

- 1. Companies are spending too much time and money on tasks that can be automated.**
- 2. More time spent performing manual tasks correlates to higher staff turnover.**

In addition to expanding on these two key findings, this report also identifies opportunities for improvement within back-office operations and resident-focused operations.

Opportunities to improve back-office operations:

- Processing 100% of resident payments digitally to save time & money.
- Automating the utility accounts payable process to reduce billing errors & expenses.
- Utilizing technology to recoup the maximum allowable amount of resident utility costs.
- Making more decisions backed by data to improve the business.

Opportunities to improve resident-focused operations:

- Focusing on staff retention to improve resident retention.
- Implementing PropTech to prevent staff burnout.
- Streamlining resident communications to save staff time.
- Investing in technology to improve the efficiency of handling resident related tasks.

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How current market dynamics are shifting operational strategies

Since the pandemic in 2020, the multifamily industry has experienced one tumultuous year after another. And today while the pandemic is in the rearview mirror, the industry still hasn't normalized. At the time of this publication, there are unique factors causing property managers to rethink their operational strategies.

Inflation is hammering at operating costs

Prices have been steadily rising for almost everything. Thanks to rent growth, multifamily companies usually fare better than most industries in an inflationary environment, but now economic factors are less favorable. After a long period of historic rent growth, rents are now trending downward. That means companies are tightening the purse strings on operating costs to offset waning revenue. They are also looking to optimize the value of existing resources.

Staffing remains a top challenge

For two years, the property management industry has battled a wave of staff turnover. And our survey findings show that it remains one of the biggest challenges among multifamily companies. 57% of respondents indicated that staff turnover has increased in the past year.

Attracting and retaining quality workers remains a struggle for even the biggest companies. But that's only part of the problem. Managing a community with fewer team members becomes increasingly difficult and puts mounting pressure on employees who are forced to take on additional responsibilities to fill in the gaps.

Renters' expectations keep growing

If it seems like renters are harder to please, you aren't wrong. 75% of companies that responded to our survey say that resident expectations have increased in the past year. After the surge of rent prices in 2022, renters want to get the most value from their money.

Communities have had a hard time living up to renters' standards. When a community is short-staffed, addressing renter needs in an acceptable timeframe is tricky. Failing to resolve resident issues in a timely manner causes dissatisfaction with a community. Ultimately, that impacts retention rates, as residents who feel like they aren't receiving good customer service are likely to move somewhere else.

Companies are having difficulty accessing data

Attend any conference in the multifamily industry, and "data-driven decisions" will undoubtedly be one of most used phrases from your peers. That's because using data to make decisions about your communities is the most effective way to achieve your strategic goals. Not only that, but data-backed decisions can improve operational efficiency and result in a better resident experience.



While most multifamily companies understand the value of their data, many struggle to use it effectively. Whether it's because of inadequate reporting or challenges interpreting the data, not every property management company is using data to its fullest potential. As a result, companies are making uninformed decisions, many of which may actually hurt business prospects.

A new era in multifamily

The multifamily industry has traditionally resisted change. However, the current environment is forcing many companies to venture out of their comfort zone and experiment with new operational strategies. With fewer employees, rising costs and pressures from renters, companies simply can't afford to do things as they've always been done.

But not everyone is on board when it's necessary to switch things up. After all, change can be scary. This report will show the ways that companies are evolving their business, and what's at stake for the ones who don't.



Survey background & key takeaways

In a market where renter expectations are high and staffing levels are low, on-site operations must be as efficient as possible. That's what inspired this survey. We wanted to know what tasks bog associates down the most, and how companies are using technology to improve productivity.

To accomplish this, we partnered with [SA Market Insights](#), a third-party research firm, to survey multifamily professionals. We had 630 participants take our 15-minute online survey during the month of February 2023.

Survey demographics

Respondents had to meet the following criteria to qualify:

- Must be in multifamily residential property management
- Must manage properties with 250 units or more
- Must be familiar with budgets, rental rates, software, and other aspects of the business

Key Takeaway #1: Companies are spending too much time & money manually executing tasks that could be automated

We know that many companies are running their business with fewer employees than their ideal headcount. But how? With high occupancy rates and more demands from residents and investors, how are short-staffed companies keeping things afloat?

To understand these dynamics, we asked survey respondents to specify how many hours per month they spend on routine tasks starting from renter move-in. Tasks were separated into two functions: back-office operations and resident-relations. After averaging the responses, we used an [industry compensation report](#) to determine the compensation dollars spent performing these duties.

The numbers add up significantly.

Between back-office operations and resident-facing tasks, multifamily employees are spending approximately 156 hours per month on antiquated job responsibilities. That's nearly a 40-hour work week every week of the month. From a cost perspective, that's approximately \$65,000 per year on labor costs!



How many hours per month are spent performing the following tasks?

| Category | Task | Total manual hours monthly | Annual labor cost |
|------------------------|---|----------------------------|--------------------------|
| Back-Office Operations | Manage maintenance requests | 67 | \$29,714 |
| | Pay property bills | | |
| | Report on financial performance | | |
| | Bill residents for utilities | | |
| | Monitor and administer building access controls | | |
| | Manage vendors | | |
| | Collect & process payments from residents & prospects | | |
| Resident Operations | Communicate with residents | 89 | \$35,496 |
| | Facilitate package management | | |
| | Track resident reviews | | |
| | Send resident satisfaction surveys | | |
| | Manage amenities | | |
| | Register guests, pets, vehicles, etc. | | |
| | Facilitate resident move-ins & move-outs | | |
| | Coordinate resident events | | |
| | Administer lease renewals | | |
| | | 156 hours monthly | \$65,210 annually |

Employee salary rate calculated based on [NAA median](#) salary report

Repeatable tasks or more impactful work?

The tasks itemized in the chart above are all ones that can be, and often are, outsourced or automated. When automated, the hours spent on these duties are either non-existent or substantially minimized.

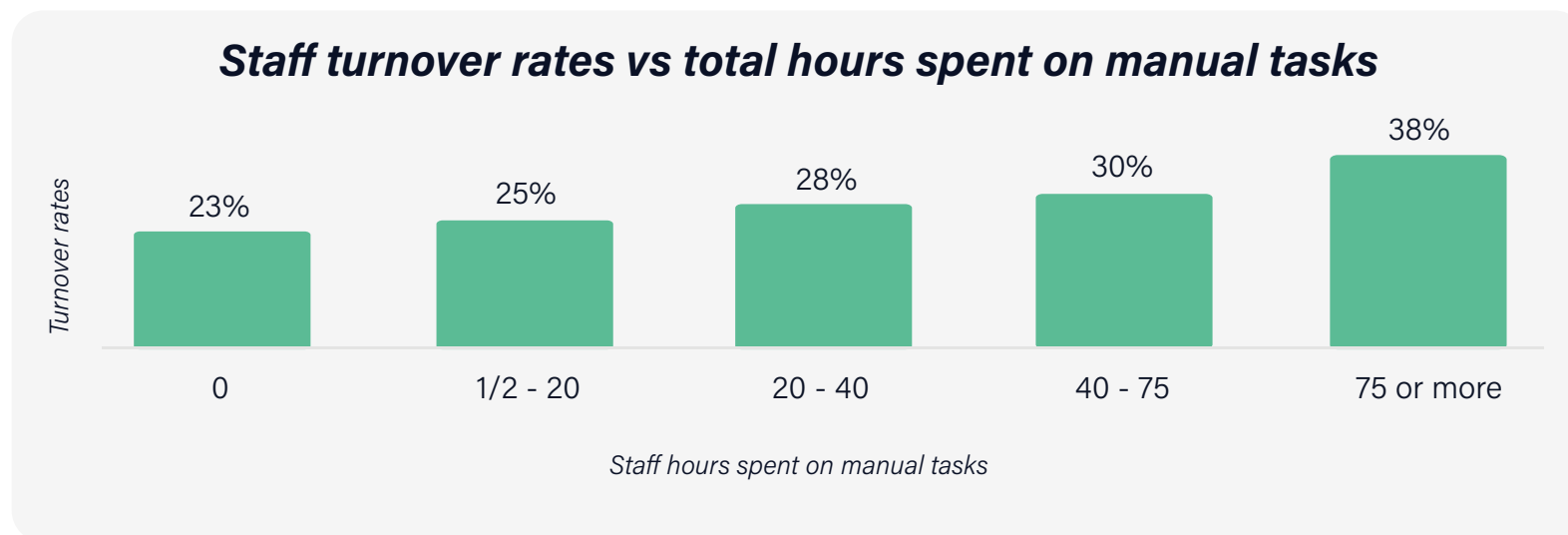
Looking at the numbers, it's clear that companies are not effectively using technology to optimize their employees' time. And that has consequences. When employees waste time on repetitive tasks, they can't devote their attention to more strategic projects that impact growth or minimize major costs like resident turnover.



Key Takeaway #2: Time spent performing manual tasks are correlated with staff turnover

Feeling overwhelmed with one's workload is a top reason employees quit - and it's especially true in property management. According to Swift Bunny's [2023 Employee Engagement Risk Report](#), "an unreasonable workload" was found to be a top threat to employee retention. Furthermore, 1 in 4 say their work suffers because they don't have helpful tools or technology to help them do their job.

With this in mind, we compared the hours companies spend performing tasks with their staff turnover rates. Our data also shows that companies with higher turnover rates are the ones where employees spend the most time performing manual administrative tasks.



Employees are frustrated with repetitive tasks

As staff members are consumed more with paperwork and mundane tasks, the less fulfilling their jobs may seem. Especially when day after day it derails their focus from the true objective of their roles: building relationships with residents. An endless cycle of unrewarding tasks and falling behind becomes discouraging. And for many, it's enough of a reason to move on to a new job.

This scenario doesn't apply solely to multifamily either. A [study by Salesforce](#) across various fields finds that 89% of workers became happier after automation replaced mundane aspects of their job.

Automation is usually discussed in terms of the value it brings to businesses. But employees also benefit when manual tasks are eliminated from their to-do lists. Automation tackles the tasks that lead to burn out and allows people to concentrate on work that fulfills them.



Automation frees up staff time, completes tasks more efficiently and accurately, and provides consistency"

*Cynthia Dethlefsen,
Operations Manager,
Harbor Group Management*

Back-Office Operations



Four opportunities to improve your back-office operations

We know that multifamily companies are spending excessive time on tasks that are often automated. And, it's leading to higher levels of employee turnover. Additionally, our data shows there are four opportunities for improvement in back-office operations:

1

Fully automate rent collection

4 in 10 rent payments are *still* processed manually, resulting in wasted processing costs & time

2

Offload utility accounts payable

Utility invoices are usually processed manually, placing a huge burden on associates

3

Harness newly available data from automation

65% of companies could make more data-backed decisions by ditching manual workflows

4

Recoup the maximum allowable amount of utility costs from residents

Companies are absorbing excessive utility costs by not automating the bill-back process & recouping these expenses from residents

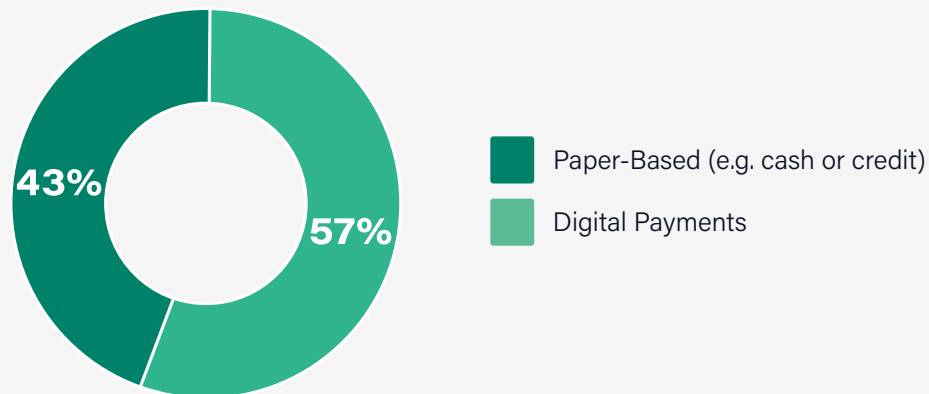
Opportunity #1

Fully automate rent payment processing, including paper-based payments

No single operational process is more important to your business than collecting rent. Rent collection impacts every aspect of property management - from cash flow to NOI and even resident satisfaction. But that doesn't mean the process should be pulling team members away from other duties.

We asked survey respondents to estimate the percentage of payments that are made digitally and how many are paper based. 43% of rent payments are paper-based. That means that 4 out of 10 rent payments must be manually processed by your associates.

What percentage of rent payments at your communities are digital vs. paper-based?





Everything is done online these days, and we needed a way for residents to make secure online rent payments. Zego has helped us eliminate paper checks which has been a win, win, win.

Residents are happy to be able to have the convenience pay online. Site staff is happy to no longer have to either do the time consuming tasks of scanning in checks or making bank deposits. And everyone is happier to no longer have the risk of a drop box or slot or office hour restrictions."

*Jacky Brice,
Chief Information Officer,
Vesteco Real Estate*

A little paper leads to big expenses

Four out of ten might not sound like a big deal. But If you think a small percentage of paper payments isn't causing any harm, then it's worth looking at the savings you'll see by going entirely paperless.

Let's start by looking at the financial costs. According to Innago, "most researchers estimate the transaction cost of a paper check at \$3.00 per transaction. And some believe it to be as high as \$10.00."

What is the cost to process each paper check for a typical 1,000 unit community? If 40% of the property (400 units) pays via paper check, assuming the low-end benchmark of \$3 per check, that's \$14,400 per year spent processing those payments.

On top of the physical costs, processing paper payments also consumes employee time. Each payment takes an associate 5-10 minutes to process. And even after those payments are manually entered into your system, they still have to be driven to a bank!



I'd estimate every community has a week's worth of work saved by going paperless. The majority of our residents supported the change because, in the end, it's easier for them. Those who were hesitant came around after we showed them how to use the system & made them comfortable with the process."

*Stephanie Bertucci,
Portfolio Manager,
Franklin Johnston*

Opportunity #2

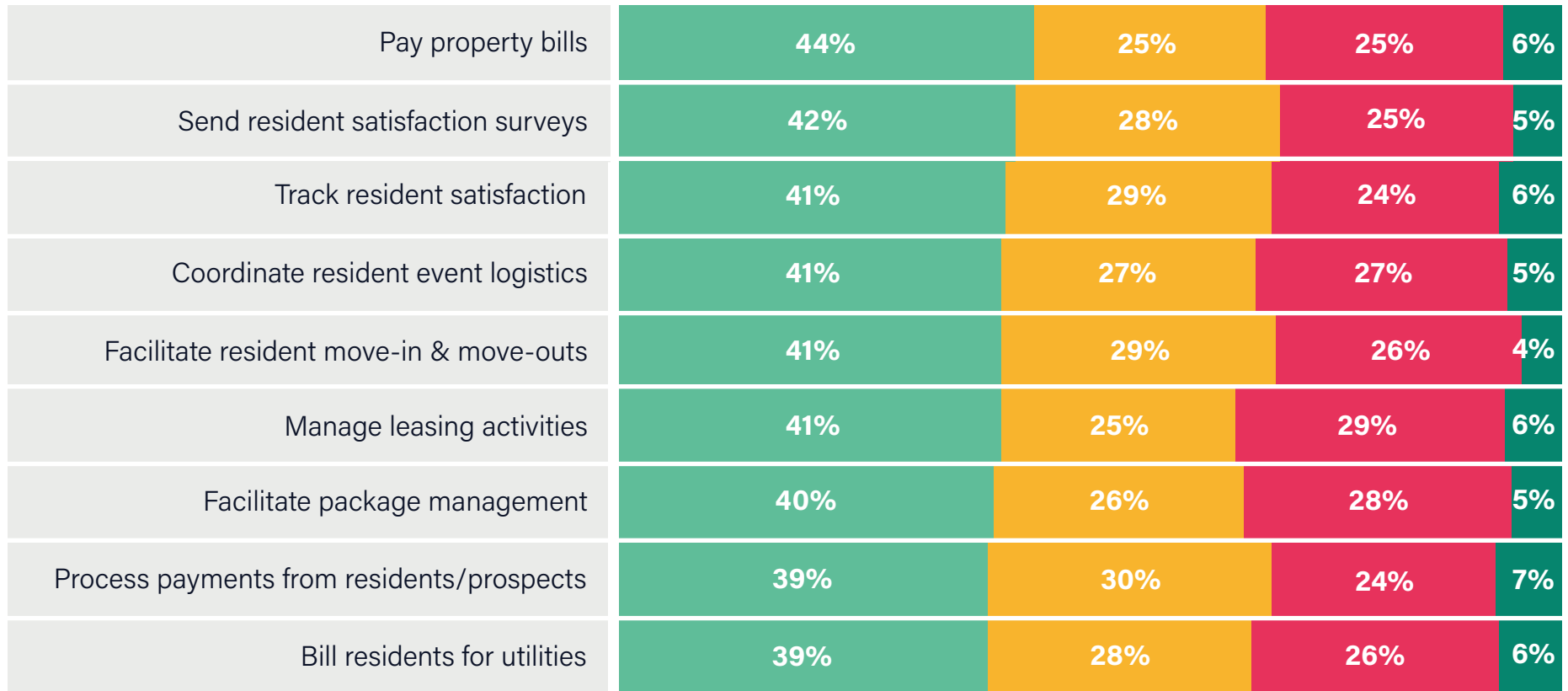
Outsource utility AP to lighten staff workloads and gain access to valuable data

Companies were asked to identify if they use automation, manual processes, or a third party to conduct specific tasks. The process that companies choose to automate most often is paying property bills.

However, we dug deeper into paying property bills. We found that paying utility bills is an especially inefficient process for multifamily companies. With companies spending an average of 13 hours per month managing utility payables (and many companies report several more hours than this), it seems that automation is limited. However, 15% of companies completely offload this process by outsourcing it to a third party.



How does your on-site team manage each of the following tasks?



Completely Automated



Combination of Manual & Automated

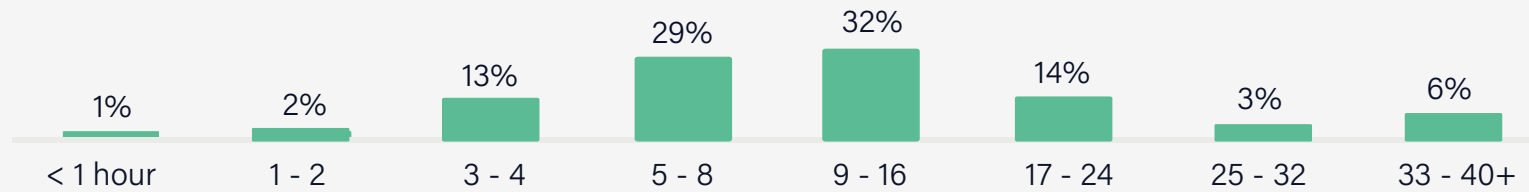


Completely Manual



Outsourced

How many hours does your team spend each month managing utility AP?



Companies want to retain control over complicated utility invoices

When thinking about utility invoices, they are much more complex than, let's say, paying to have the community pool cleaned. Automating the payment of straightforward invoices is generally low risk.

On the other hand, utilities are a huge portion of a community's operating budget. Not only are they costly invoices, but they are notorious for containing errors.

Many organizations want trusted employees to perform quality control checks. This also includes monitoring for irregular usage. If an invoice indicates usage was higher than normal, it could be the first sign of a malfunction or leak within the property.

This information needs to be relayed to the maintenance team. However, to someone who is not a utility expert, these issues aren't always apparent.

The reasons companies shy away from automating or outsourcing utility AP are actually reasons that they should. Multifamily companies usually have hundreds of utility invoices every month. Since the invoices are complex, a utility expert is more likely to catch billing errors and irregular usage in less time than a member of your staff. And, if there are charges to dispute, the third party fights on your behalf.



“We have 200 properties so all of the tasks related to managing our utility expenses is too much – frankly, it’s next to impossible – for a small team to handle in-house.

We tried a lot of different things in an attempt to keep up with it, but when you have the sheer volume of utility expenses like we do, using Zego made more sense.”

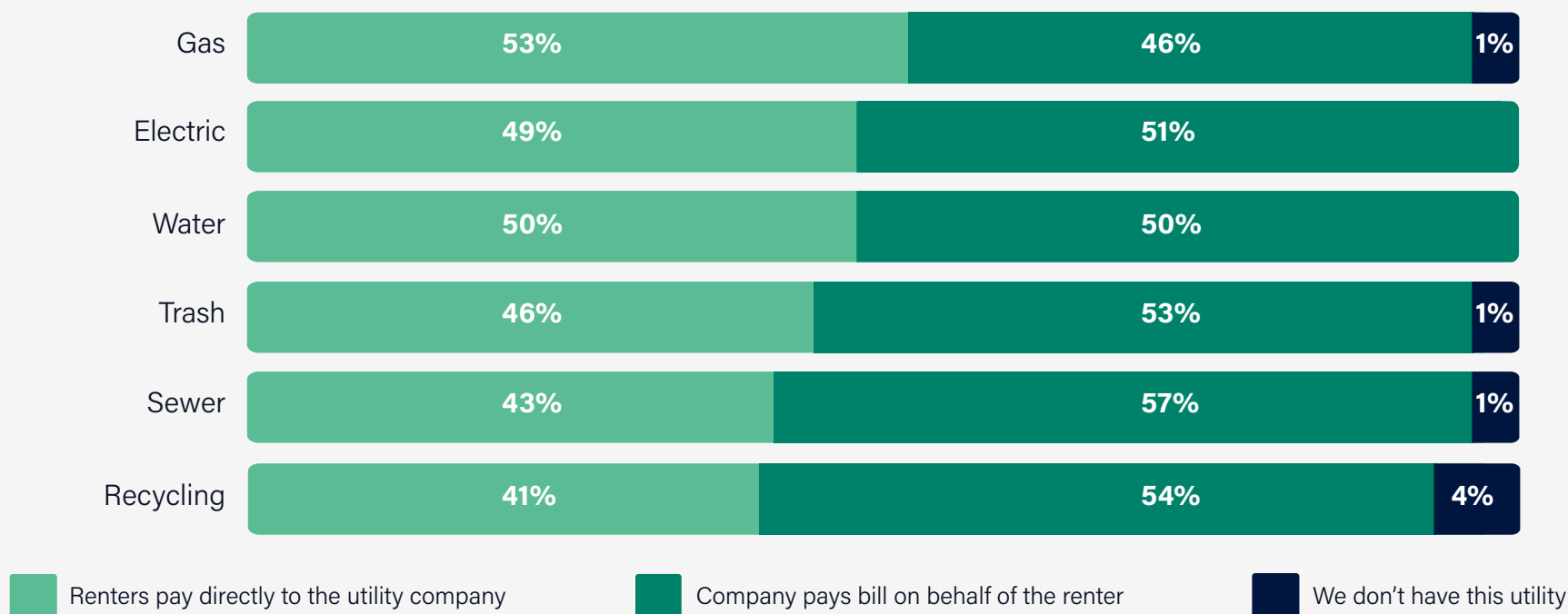
*Jennifer Howard,
CFO,
Boutique Apartments*

Opportunity #3

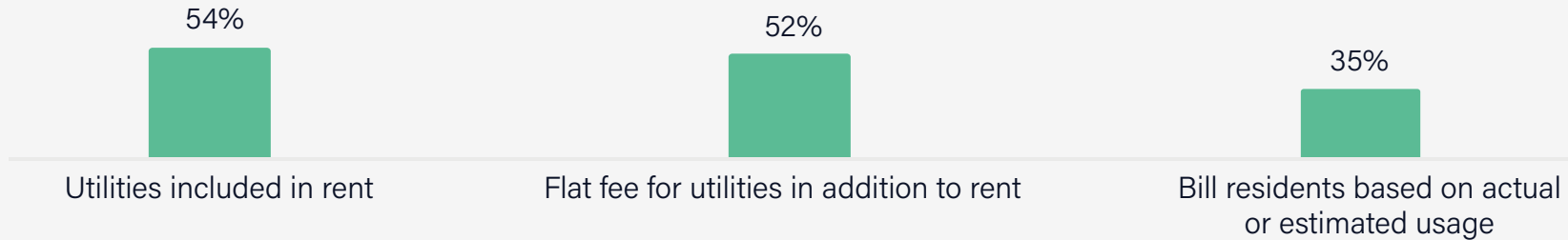
Work with utility recoupment experts to offload manual processes and maximize expense recovery

Utilities are a huge expense for multifamily communities. And the process for recouping those costs can be equally gargantuan if there are manual processes involved. This is why we wanted to know if companies are billing renters back for utility costs. And if so, how?

How are utilities paid for in your community?



How does your company recoup the utility costs it pays on behalf of renters?



*Total percentage is over 100% because companies chose recoup method for each individual utility

In many cases, companies don't worry about recouping costs because renters pay the utility company directly. But since roughly half of companies pay on behalf of the renter, they have to get their costs back somehow. There are three ways this happens. Companies can either:

- Include the cost in the price of rent
- Charge renters a flat fee in addition to rent on a recurring basis
- Bill renters based on their utility consumption

Some utilities - like internet, TV, trash, and recycling - are always a flat fee every billing cycle. So it makes sense if a property management charges residents a flat fee or includes it in the price of rent. After all, the expense is predictable and companies aren't at risk of losing money.

However, utilities that are variable, like water, gas, and electric, must be billed based on usage in order for companies to recoup those costs. Surprisingly, only 35% of companies who pay utilities on behalf of their renters bill back based on estimated usage. This is startling, especially given how much utility costs have risen in recent times. Not recouping based on actual usage usually short changes companies on one of their largest expenses.

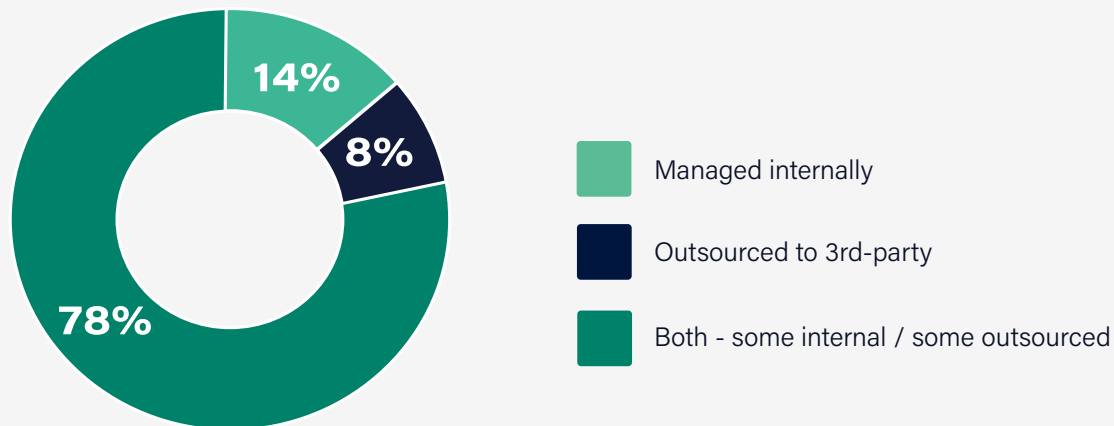
When utilities are included in the price of rent and the rate or usage in your building spikes, you have no ability to recoup those additional expenses. Or, if you're charging residents a flat fee for utilities, that leaves your cash flow vulnerable as rates fluctuate. You'll be stuck in a cycle of losing money. But overcharging for utilities is also a liability, as many states have made it illegal.

Most companies don't outsource utility billing, and as a result they incur significant costs that could be avoided

For companies that recoup utility expenses based on usage, they told us how they manage that process. The most popular way is to use a combination of internal resources and some outsourcing. Fourteen percent manage this laborious process entirely in-house.

Ideally, companies are outsourcing this entirely, but only 8% do. This is a huge missed opportunity for property management companies. Outsourcing not only offloads the entire process, it recovers your expenses and provides metrics around utility usage at your properties.

How does your company manage billing renters for utility expenses?



Some property managers are hesitant to recoup based on usage because of the work that's involved in the process. This is why a Resident Billing partner is a valuable asset. Billing partners will calculate each resident's utility charges, and import those charges along with other applicable line items into a singular statement. This saves your associates from performing complex calculations and doing the billing themselves. Statements are sent to residents digitally, and contain a link for them to make their payment.

Then, there's the data component that makes resident billing a win. Invoice data is automatically captured from your utility vendors and imported into your system. That eliminates the need to manually extract and track data. Even better, it's all presented in reports and dashboards so you can understand what it all means.

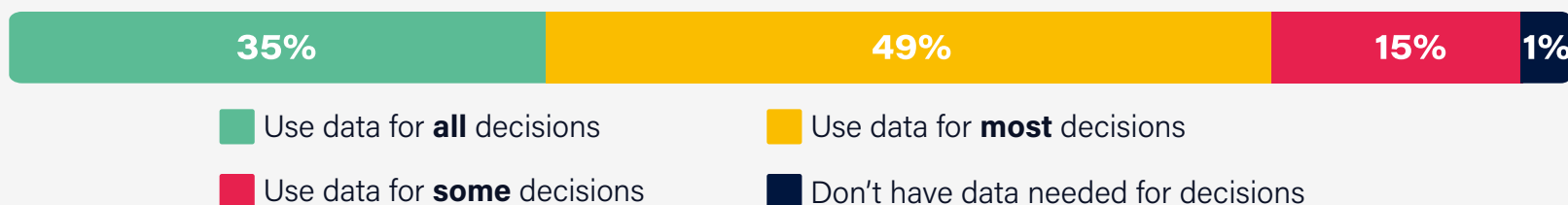


Opportunity #4

Leverage automation to unlock new data sets that can inform critical business decisions

Apartment communities have massive amounts of data that is critical for measuring performance and guiding decisions. But not every company is equipped to obtain and analyze these metrics. We wondered how many companies are struggling with data, and how many are able to put it to good use. In an ideal world, companies would base every business decision from their data. Only a third of companies are able to do so. But about half of companies acknowledge that they make most decisions based on data.

How does your company use property data to make business decisions?



Manual tasks makes data harder to obtain

Given that employees spend significant time completing tasks manually, it's understandable that companies are not using data to its fullest potential. A benefit of using automation for certain tasks is that it automatically compiles pertinent data related to that function. Without an automated system, your team members are responsible for collecting, compiling and interpreting data. This is a significant chore. It also's more prone to errors. And frankly, inaccurate data is just as bad as no data.



“

Automation is giving us data that helps us make decisions that can be implemented quickly. Our internal CRM technology stack also gives us the ability to even centralize leasing activities and have someone work remotely to support multiple communities. It is a more resident-centric platform, as opposed to property-centric.”

*Teresa DeVos,
Executive Vice President,
RKW Residential*

Resident Operations



Four opportunities to improve resident-focused operations

Several of our survey questions focused on resident-facing operations. After analyzing the responses, some interesting takeaways are apparent. Our data shows that staff happiness plays a key role in retaining residents. To increase the satisfaction of both staff and residents, companies are utilizing technology to improve each respective experience. Here are four opportunities to improve staff and resident relations:

1

Focus on retaining on-site staff

Companies with higher levels of staff turnover also see higher-than-average resident turnover

2

Thoughtfully invest in PropTech

Companies are implementing technology to combat staff burnout more than any other tactic

3

Digitize resident engagement

Communicating with residents is the most time-consuming task for on-site teams

4

Streamline cumbersome workflows

Resident relations is the top area companies are investing in to improve efficiency

Opportunity #1

Improve resident retention by focusing on staff retention and satisfaction

When communities are not adequately staffed, it's difficult to provide residents with good customer service. After all, fewer staff members means it takes longer to accommodate residents who need assistance. We wanted to know how much impact staff turnover has on resident retention. We compared survey respondents' staff turnover rates to their resident retention rates. Since we also tracked this data in our [2022 State of Resident Experience Management Report](#), we had two years of retention data to compare.

| <i>What is your current resident retention rate?</i> | | | |
|---|---------------------|--|--|
| Year | Avg. retention rate | Retention rate at companies with staff turnover <20% | Retention rate at companies with staff turnover >20% |
| 2023 | 56% | 60% | 54% |
| 2022 | 57% | 61% | 55% |

For two years running, higher staff turnover does, in fact, breed higher resident turnover. Those with low staff turnover have higher resident retention rates, with 1 in 4 retaining over 70% of their residents. In 2023, companies with staff turnover lower than 20% see an average resident retention rate of 60%. Compare that to a 54% resident retention rate for companies who have staff turnover more than 20%.

Opportunity #2

Implement proven and emerging PropTech solutions to prevent staff burnout

Your on-site teams play a critical role in renter happiness and retention. Unfortunately, companies are struggling to keep employees on payroll. To improve job satisfaction and reduce attrition, many companies are working to improve the employee experience. We asked companies to select what, if any, measures they were taking to prevent employee burnout. Three of the top five actions center around lightening employee workload. And two of those tactics involve using technology to free up staff members' time.

What are you doing to motivate your on-site staff & prevent burnout?

Top 5 responses ranked in order

- 1.** Implementing PropTech to decrease manual tasks or increase efficiencies
- 2.** Implementing an employee appreciation program
- 3.** Moving to all-in-one PropTech platforms to streamline day-to-day tasks
- 4.** Offering more team building events
- 5.** Shifting activities from site-level to corporate level

Companies recognize that their teams are juggling heavy workloads. This not only burns people out, but it leaves a pileup of tasks for the next unsuspecting employee. Improving efficiency and minimizing the amount of repetitive tasks is a wise move for boosting employee happiness and motivation. Companies also realize the importance of showing gratitude towards their associates and are implementing programs to say thank you and bond with other employees.

Opportunity #3

Improve efficiency of resident communications to significantly reduce workload for on-site teams

With all of the duties required to run an apartment community, we were curious to know what takes up the most time for on-site teams. Survey respondents report that “communicating with residents” consumes most of their time. The average team member spends 11 hours per month on this necessity.

How many staff hours are spent manually doing each task in an average month?



Clear and consistent communication throughout the resident lifecycle is key to retaining renters. So it's a good sign that communication is where associates are spending most of their time.

However, the term “communicating with residents” is broad. It can encompass anything from valuable interactions with renters (customer service, problem solving, etc) to routine correspondence (sending updates about the community, informing renters of a package, etc). If associates are caught up in routine correspondence, companies should consider communication platforms that will automate some of those notifications. This would relieve on-site managers of those repetitive correspondences and give them more time for face-to-face interactions.

Opportunity #4

Achieve greater efficiencies by focusing on Resident Relations

A good way to understand where companies see opportunities for improvement is to find out what technology they are investing in. We asked companies to select the areas that they are currently investing in to improve efficiency. In first place is “handling resident relations.” And that’s not surprising considering resident communications is the most time-consuming task.

Which of the following areas are you currently investing money to improve?

Top 5 responses ranked in order

- 1.** Handling resident relations
- 2.** ESG initiatives & reporting
- 3.** Managing maintenance requests
- 4.** Managing property vendors & suppliers
- 5.** Facilitating resident move-in & move-out

Today’s renters expect instant communication if they have a question. If companies only have manual tactics for communicating, response times will lag, especially when communities are short-staffed. And, the conversation might not happen in the resident’s preferred communication channel. These both put resident satisfaction at risk.

Technology platforms balance automation and personal touch

Apartment communities thrive when there's a good cadence between on-site teams and residents. So it's highly unlikely companies are seeking to automate every instance of resident interaction. After all, some level of human touch is essential for good customer service. But using technology to automate or streamline some touchpoints gives renters faster turnaround time on their requests, improving the overall service they receive. All the while on-site associates are relieved of sending constant updates and can focus on more complicated matters where automation isn't as helpful.



Leverage automation to maximize the ROI of your associates' time

Even with a labor shortage, [NAA reports](#) that salaries are still the second-largest expense for multifamily companies. And like any large expenditure, you want the highest ROI from your investment. Yet even the most profit-driven companies do not analyze how employees spend their time and the value it brings.

Your associates are juggling massive workloads. But their efforts deliver your organization the most value from interacting with residents - not completing dozens of administrative tasks. From a distance some of these activities may seem too small or too simple to cause bottlenecks. But our research shows the opposite. It all adds up in big ways, distracting team members from more impactful duties.

Manual workflows present another major downside to your company. Without the right technology platforms you are not automatically getting data needed for informed decisions. It's still possible to obtain that information. But manual tasks lead to manual data pulls - a continuous, time-consuming cycle.

Not only that, but the more hours teams spend on routine, manual tasks creates a higher likelihood that they'll quit. Staff turnover not only costs you in terms of hiring costs, but it trickles down to resident turnover. That's where the consequences of staff turnover really hurts. Our [prior research](#) shows that the cost to lose a single resident is approximately \$4,000!

Automate key processes for better efficiency and happier employees

Automation is helping companies overcome the challenges that are straining their business and letting them outperform the competition. By eliminating inefficient workflows, teams become more productive while giving you better visibility into how your organization is performing.

Automation can be a delicate topic, but despite the common narrative, it isn't intended to replace employees. It's simply a mechanism to improve the employee experience. If there's anything the pandemic and the labor shortage have proven, it's how valuable your on-site teams are to the business. Automation allows employees to refocus their time to areas that deliver more value.

Where automation matters most

With today's advances in technology, property managers can automate almost everything. So how do you choose where to devote your resources? Your best bet is to automate the most cumbersome post-move-in tasks. While you may already rely on automation in some shape or form, many solutions leave gaps throughout the end-to-end



process that employees have to resolve. We suggest that you examine the following three areas in their entirety to determine if there are any opportunities to improve the workflow.

Resident Payments

Since 40% of payments are paper-based, converting those stragglers into digital transactions is a must. With three essentials, you can fully automate rent collection:

- **Lockbox**
Move checks offsite and converts them to digital payments
- **CashPay**
Convert cash and money orders to digital payment
- **Comprehensive online payments**
Accept all forms of integrated online payments: ACH, Debit card, Credit card, & virtual wallets like PayPal

It's not just paper payments that get teams tangled up. You also want a solution that takes charge of issues that arise after a payment is made. Revenue protection services resolve situations that can be costly and quite time-consuming for property managers like:

- Chargebacks
- NSF returns
- Delinquent funds

Utility Management

Utility management is arguably the most painful process for property management companies since much of the process is performed manually. This makes it low-hanging fruit for teams that want to improve their efficiency. There are facets of utility management where automation is used:

- **Utility Expense Management:** The entire utility accounts payable process from invoice receipt to payment can be automated. This lets companies eliminate errors and late fees, and gain visibility into critical, portfolio-wide utility metrics.
- **Resident Utility Billing:** Recover resident's share of utility expenses without performing complicated calculations. Renters receive an individualized statement that reflects their utility charges, rent, and all other monthly ancillary charges. Statements contain a link to pay all of their charges at once so you receive a single, convenient digital transaction.

Resident-Related Tasks

Modern mobile apps simplify tasks that pertain to day-to-day living. Residents can self-serve instead of waiting on a community associate to help them. Associates use a single app to centralize and automate resident activity. Automation in community mobile apps improves the following tasks:

- **Resident communications:** real-time & scheduled messaging with push notifications
- **Maintenance requests:** submit and track work orders
- **Package notifications:** notify residents of package delivery
- **Amenity reservations:** view and reserve amenities
- **Guest entrants:** register guests, deliveries, and entrants
- **Online payments:** pay rent and property charges

Want to get more done with less?

Zego's property management operations technology lets companies automate the dreaded tasks that consume community managers. Our automations enable clients to:

- Go 100% digital with resident payments
- Completely offload utility management
- Run on-site operations like package management, work orders, and lease renewals through a modern mobile app

Zego's property automation platform seamlessly integrates with leading property management systems, which means you get more done with less effort and can confidently make decisions with portfolio-wide visibility. Schedule a demo and find out how to improve operations at your communities.

Get a demo





A **Global Payments**
Company

Zego is a property management automation company that simplifies cumbersome yet critical workflows for managers and associations. Our modern platform accelerates NOI growth and mitigates risk, helping clients to scale resources, build trust, and make data-backed decisions. From payments and utility management to resident engagement, Zego's automated workflows seamlessly integrate with leading property management systems giving users real-time and accurate information at their fingertips.

Since its inception in 2003, Zego (a Global Payments company) has evolved from a leading payments provider to a comprehensive property management automation platform. With more than 350 employees, Zego serves 7,000 residential real estate companies and over 15 million units nationwide. Learn more about what makes Zego one of the best workflow automation platforms for property management at gozego.com.

gozego.com | 1.866.729.5327 | @go_zego



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