



5 TOOLS THAT CHANGE YOUR RELATIONSHIP WITH HOMEOWNERS

Selecting the right software for your community management needs is a big decision. Your software solution should save time and simplify your operation. Many providers offer some of the features you and your homeowners need, but not all. When software falls short, community managers must cover the gaps, which means bigger workloads and slower response times.

It's critical to select a platform that addresses the needs of all your communities and strengthens your relationship with homeowners. Whether you're switching providers, upgrading, or implementing software for the first time, look for these critical capabilities to elevate your service delivery and set you up for long-term success.

Seamless In-App Payments

It's time to say goodbye (and good riddance!) to paper checks. Online payments are gaining favor in every sector of the economy because of convenience, speed, and peace of mind. And online assessments should not require a new system to learn or a new account for homeowners to create.

Ensure that your homeowner portal allows residents to pay dues and fees by credit card or ACH from anywhere, from any device. This will save residents time, simplify your accounting reconciliation, and improve your overall resident experience.



WHAT TO ASK:

- Can payments be made directly within the resident portal, with no additional passwords to enter or websites to navigate to?
- Can homeowners make payments on the web and a mobile app?
- Are homeowners prompted with balance alerts to prevent late payments?
- Do community managers and board members have up-to-the-minute information on payment transactions in their communities?

Flexible Resident Communication

An informed community is a happy community, and far more likely to stay with your company for the long term. Find a solution that enables you to show residents the true value you bring by keeping them up to date on all news, events, and things they need to know about within their community.



WHAT TO ASK:

- Can community managers and board members quickly create bulletins to notify homeowners of time-sensitive events?
- Can you create professional-looking emails in minutes, with no technical expertise?
- Are there multiple methods for reaching homeowners, including in-app messages, emails, voice broadcasts and texts?
- Can communities and homeowners each choose the communication settings that meet their needs?

All-In-One Homeowner Tools

When homeowners can access the perks of their community on their own terms, it's a win-win. Your team spends less time managing administrative tasks, and residents see greater value in the amenities and experiences available to them through their association.

Look for technology that gives residents all the tools and tasks they need in one place.



WHAT TO ASK:

- Can residents book amenities from their portal and mobile app in seconds?
- Is there a calendar displaying all personal reservations and community events?
- Can residents submit work orders from the web and their mobile app, and see updates when community managers respond?
- Can residents create electronic visitor passes for family, friends, and vendors from the same technology?

Access from Any Device

Mobile-first association management technology will see more adoption and greater returns on your investment than tools that force homeowners to stay at their computers to submit requests, make payments, and stay up to date on association events.

Find a solution that can be accessed anywhere from any device.



WHAT TO ASK:

- Can all roles access the tools, information, and approvals they need on the go, including community managers, gate attendants, and board members?
- Is there a modern, easy-to-use app for homeowners?
- Does the resident app emphasize your brand, or the software provider's?
- Does the resident app provide additional convenience features for homeowners, such as uploading images for work orders and architectural requests?

Advanced Security

Most associations have areas with restricted access, from onsite gyms and guest suites to function rooms and indoor pools. Smart technology should let the right people in and keep the wrong people out, while giving your team the detailed tracking it needs for any future audits. Select a solution that includes modern security features for communities of all forms and sizes, and that ties security into the homeowner experience.



WHAT TO ASK:

- Does your technology provider offer visitor management and credentialed access features that can adapt to an association's needs?
- Will the software work with a community's existing hardware, or will it require an expensive reinstallation of components?
- Does your security application share data with your resident portals and accounting platform, so homeowners, gate attendants and community managers are on the same page?
- Are advanced security features available to keep high-end communities secure, such as license plate recognition and forensic data?



Managing communities is hard enough. Why complicate things with outdated technology that doesn't simplify the role?

Empower your homeowners with in-app payments, resident communication platforms, and access to amenities at their convenience, so you can spend less time managing administrative tasks. Gain deeper insights into your business by connecting associations, board members, and homeowners at every touch point with a fully integrated platform. If your current community management solution is impeding on your productivity, now is the time to make a change.



FRONTSTEPS

FRONTSTEPS provides the most complete, connected, and homeowner-friendly technology solution for association management. The FRONTSTEPS suite improves efficiency for property management teams, increases security for homeowner's associations, and delivers superior service for homeowners and boards. The platform is trusted by more than 1,100 property management companies and 34,000 communities, representing 5,500,000 homeowners.

GROW WITH FRONTSTEPS.