

# Property Centre™

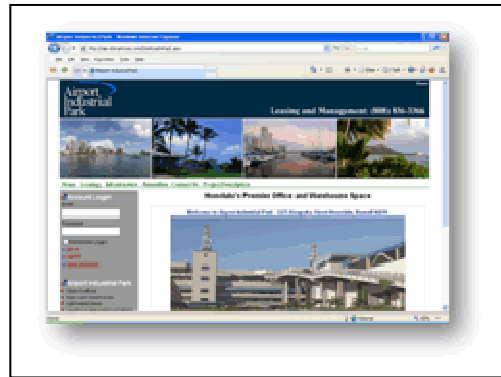
## What is a Tenant Portal?

In its simplest form, a Tenant Portal is a self-care website that allows tenants to access information and services related to their lease. Reduction of management costs and improved customer service are core benefits of a Tenant Portal.

## Your challenge: To combat increases in energy and labor costs, erosions in profits and increases in vacancies rates

One of the biggest challenges for Property Managers, Business Center and Building Owners is minimizing the impact of increases in energy, labor and material costs. A common trend to combat these increases and embraced by the leaders in the industry is the introduction of Tenant Portals. Tenant Portals have been proven to increase efficiencies, reduce material costs and market services and space..

**Bottom line:** There are tools available to offset the increase in energy and labor costs, erosions in profits and increase in vacancies rates such as the Tenant Portal.



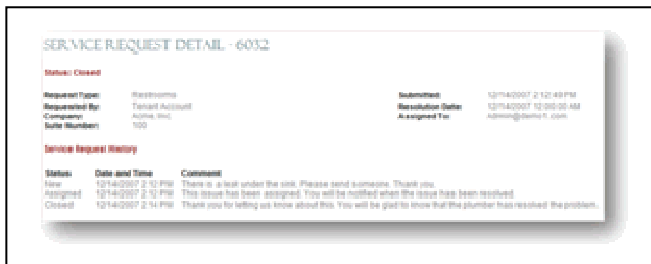
## Our Solution: eTenantCare.Com™'s Property Centre – Tenant Portal

Property Centre is a hosted Internet-based Tenant Portal solution that includes modules that are specifically tailored to meet the needs of Property Managers, Business Center and Building Owners working to bring the benefits of a Tenant Portal to their properties.

Complete and cost-effective, Property Centre enables Property Managers, Business Center and Building Owners to: **Increase Efficiencies, Reduce Material Costs, and Market Services and Space**

### Increase Efficiencies:

- Online Payments*
  - Increase Property cash flow
- Automated Service Request*
  - Minimizing the impact of maintenance requests to the workforce, tenants and back-office personnel
- Billable Services*
  - Track reimbursable expenses
- Reservation System*
  - Automating scheduling of common facilities



**Reduce Material Costs:**

*Online Invoices/Statements*

- Eliminate postage, paper and ink

*Document Library*

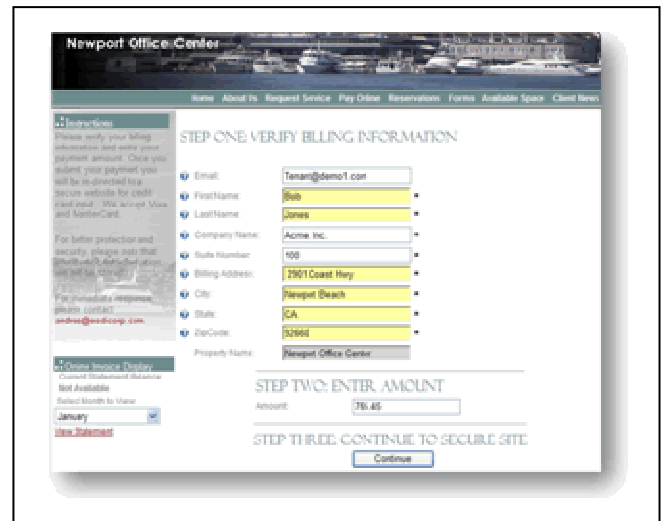
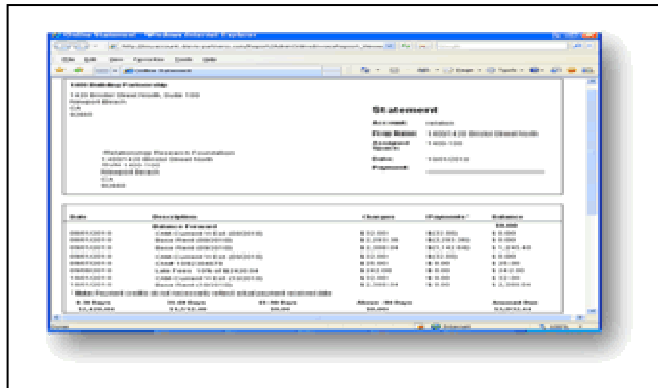
- Store and manage Tenant documents safe and securely online

*Insurance Tracking*

- Track and store Insurance Certificates online

*eMemo-Announcements*

- Communicate to Tenants hassle free electronically



**Market Services and Space:**

*Available Space Listings*

- Promote availability and maximize exposure

*Service Configurator*

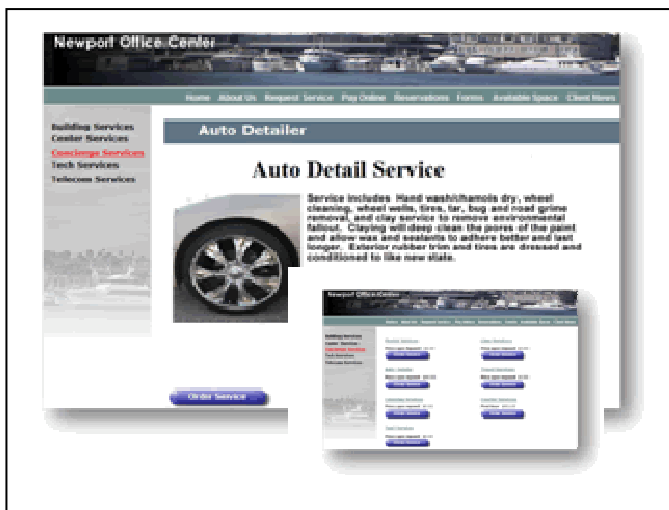
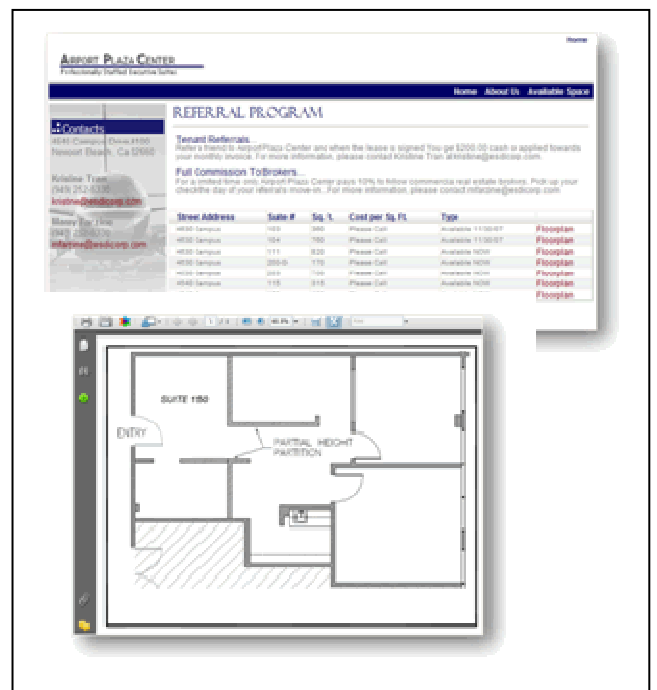
- Market and manage services to improve and track revenue

*3rd Party Services*

- Market and promote concierge services to increase revenue and tenant satisfaction

*Configurable Content*

- Easily change and manage Tenant Portal content internally



Tenant Portal Modules:

Property Centre Module	Features
Configurable Building Announcements/e-memos.	<ul style="list-style-type: none"> <li>■ Messages that automatically expire</li> <li>■ New message notification</li> <li>■ Streamlines Tenant communications</li> </ul>
Configurable "About Us" page	<ul style="list-style-type: none"> <li>■ Configurable Building Amenities and Contacts</li> <li>■ Configurable "About Us" text</li> <li>■ Configurable Tenant Directory</li> </ul>
Service Order System	<ul style="list-style-type: none"> <li>■ Online creation and real time order statuses</li> <li>■ Configurable auto-scheduling and assignments</li> <li>■ Notifications to all parties</li> </ul>
Billable Services Module	<ul style="list-style-type: none"> <li>■ Promote Profit generating services</li> <li>■ Configurable product configuration</li> <li>■ Track and assign billable services</li> </ul>
3 <sup>rd</sup> Party Products and Services Module	<ul style="list-style-type: none"> <li>■ Tactfully offer and promote additional services</li> <li>■ Increase bottom line revenues</li> </ul>
Rent Payment System	<ul style="list-style-type: none"> <li>■ Increase cash flow and reduce late payments</li> <li>■ Secure and Economical</li> <li>■ No credit card number storage</li> <li>■ Optional payment convenience fee</li> <li>■ Auto email notifications to all parties</li> </ul>
Common Area Reservation System for tenants and Non tenants	<ul style="list-style-type: none"> <li>■ Configurable Common Area description</li> <li>■ Multiple Common Areas (conference rooms, board rooms, banquet rooms, tennis courts, etc.)</li> <li>■ Real time availability lookup and scheduling</li> <li>■ Auto email notifications to all parties</li> <li>■ Order generation and Payment collection for Non-Tenants</li> </ul>
Available Space System	<ul style="list-style-type: none"> <li>■ Configurable Space list</li> <li>■ Floor plan or picture lookup</li> <li>■ Announcements (Special promotions, referrals, etc.)</li> </ul>
Emergency Notification Module	<ul style="list-style-type: none"> <li>■ Supports Emergency and Disaster communications</li> <li>■ Instant Tenant/Client Notifications via Cell Phone SMS messages</li> </ul>
Download Forms	<ul style="list-style-type: none"> <li>■ Registered or Guest user direct download</li> <li>■ Holiday schedule, lease application, brochure, parking permit, etc.</li> </ul>
Classifieds Ads Board	<ul style="list-style-type: none"> <li>■ Enable Tenants to promote services or items for sale</li> <li>■ Additional Revenue Generating Service</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>■ Service order, reservations, payment history and details</li> </ul>
Event Calendar	<ul style="list-style-type: none"> <li>■ Configurable Calendar of events</li> </ul>
Virtual Tenant Sign Up Module	<ul style="list-style-type: none"> <li>■ Sign Up virtual tenants directly from the website</li> </ul>
Certificate of insurance Tracking	<ul style="list-style-type: none"> <li>■ Track Certificates at the Suite/Unit Level</li> <li>■ Email notifications to Tenants with Expiring Certificates</li> <li>■ Ability for Tenants to update their Insurance Certificates Online with No staff Interaction.</li> </ul>
Preventive Maintenance	<ul style="list-style-type: none"> <li>■ Track and Audit recurring maintenance tasks</li> <li>■ Configurable notifications</li> </ul>

## Simplify your operations and ensure profitability – with eTenantCare.com

With over two decades of experience solving complex challenges for Property Managers, Business Center and Building Owners, eTenantCare.com provides Internet based Tenant Portal software that Property Managers, Business Center and Building Owners use to dramatically increase operational efficiencies and profits. TenantCare.com will work closely with you to ensure that your business and operational needs are met and your expectations are surpassed.

Call us today at **888.603.6029** or e-mail us at **sales@eTenantCare.com**