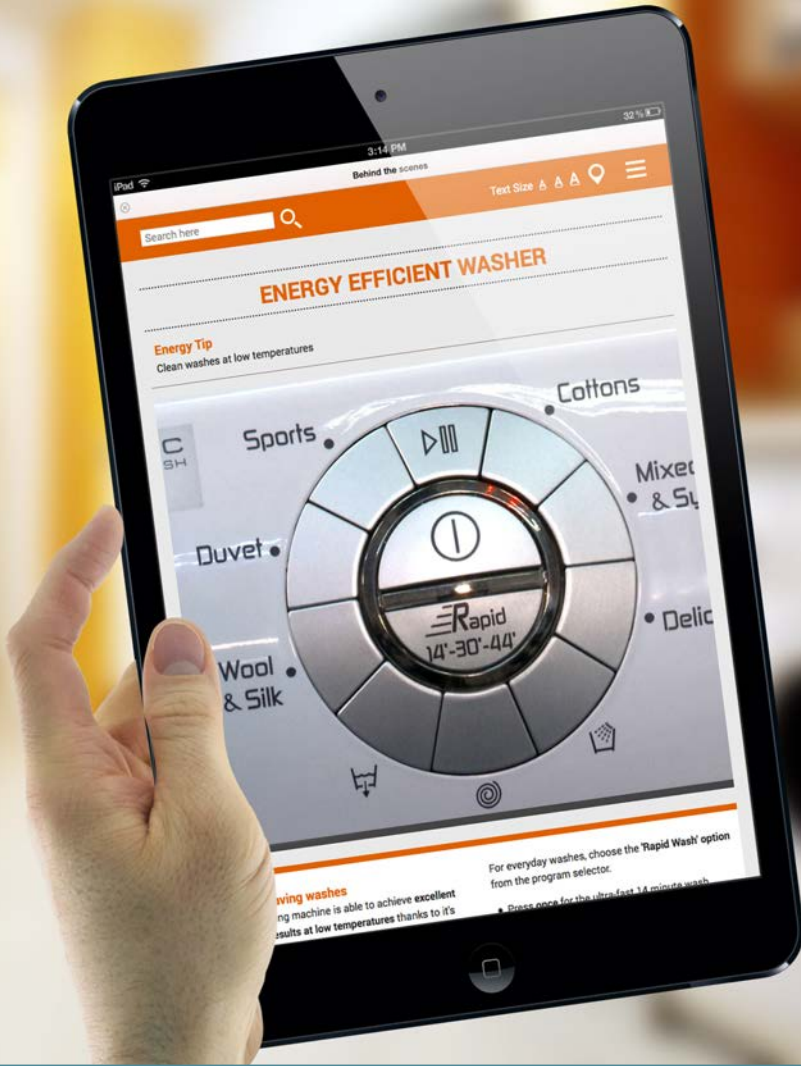


# A powerful new tool for tenant care



## Tenant Care Digital Toolkit

## Mobile phone ownership made it easy for your tenants to ask you questions. Now smartphones make it easy for them to find the answers.

Smartphones are a great way for property managers to automate and improve tenant care without committing extra resources. The City-Insights digital Toolkit is a flexible, cost-effective way to answer tenants' most frequent questions and deliver easy, stress-free moving in. Improved tenant care, which can be delivered in multiple languages, builds long-term relationships, encourages swift reporting of problems, and promotes a sense of community.

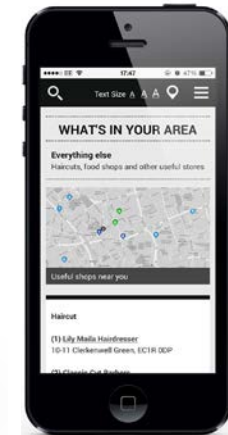
As well as simplifying routine communication, the Tenant Care Toolkit can also create a revenue stream by carrying local advertising.



1

User guides and troubleshooting tips are permanently available as downloads

2  
Building directories give friendly up to date information on staff and facilities on arrival



3

Quick guides to local services and shops build community feeling

4  
Suggestions and advice promote desired tenant behaviour



### Delivering the City-Insights Tenant Care Toolkit can be done quickly in two stages:

#### 1 Stage 1 - Setup

Client meeting followed by creation of framework for the information.

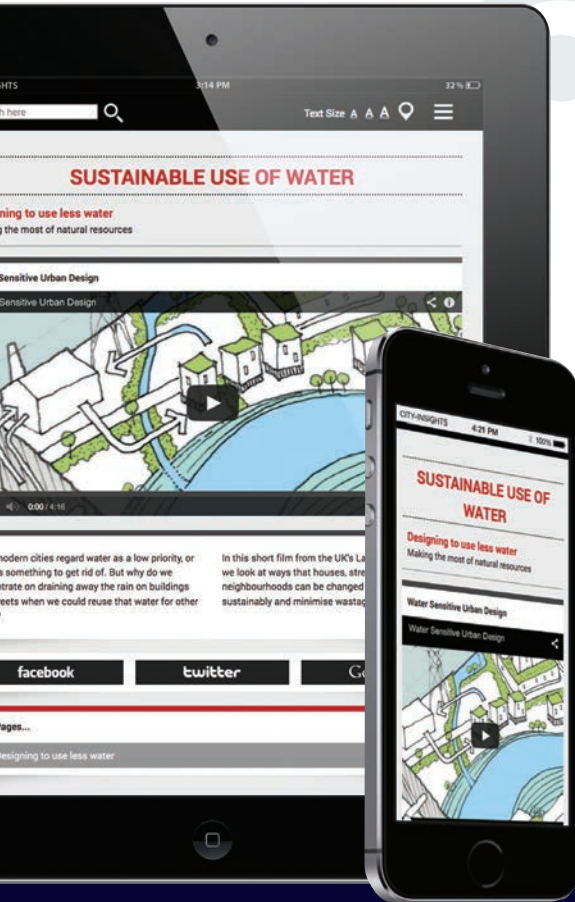
Typically covers:

- ▶ Setting key goals and outcomes
- ▶ Gathering unit and building floor-plans and appliance manuals
- ▶ Establishing Toolkit scope and structure
- ▶ Creating an empty Toolkit in client's branding and colours
- ▶ Setting up Toolkit URL and hosting
- ▶ Providing branded artwork template for signage

#### 2 Stage 2 - Content Development

Site visit and liaison with client team to gather information for Tenant Care Toolkit. Typically covers:

- ▶ Creating welcome messages and downloadable tenant documentation
- ▶ Location and safe management of utilities in each unit
- ▶ Use of appliances (with downloadable manuals)
- ▶ Maintenance, emergencies and troubleshooting
- ▶ Click-to-call to report faults
- ▶ Shared building facilities, local amenities, transport links
- ▶ FAQs
- ▶ Tips to promote energy efficiency and behaviour change
- ▶ Guide to local shops (can be sold as advertising space) with click-to-call and links to website menus etc



## What this Toolkit does for you:

- ▶ Reduces print and distribution costs
- ▶ Promotes energy and cost savings
- ▶ Provides a simple alternative to call-centre enquiries
- ▶ Builds strong, long-term Landlord-Tenant relations
- ▶ Click-to-call helps efficient handling of callouts
- ▶ Different language options for Non-English speakers
- ▶ Optimised for any smartphone, tablet or PC

For more information on the City-Insights Tenant Care Digital Toolkit contact:

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