INDUSTRY BRIEF

Property Management

As your potential tenants zip about their busy days, they hardly have time to answer a call or even check email. SMS Marketing Services' powerful targeting and automation tools go further than common mass texting solutions, helping property managers get more tenants, communicate with them more effectively, and increase their satisfaction, all automatically.
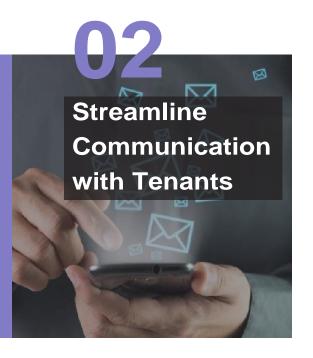
USE CASES

01

Get More Tenants

With a 750% higher response rate than email, texting helps you fill vacant units faster.

- Advertise your mobile keyword to capture interested tenants, and give them an easy way to learn more about your property.

- Accurately target the listings you send, so potential tenants only receive information on properties that fit their criteria.

- Text-enable your business's existing phone number, so interested people can text with their questions. Eliminate phone tag forever.

02

Streamline Communication with Tenants

Reduce the number of late rent payments and no-shows for property showings with automated reminders.

- Reduce phone calls to your office by automating common chores with our Text Bot like making a maintenance request.

- Send mass alerts for things like outages, policy changes, community building events, and potential safety risks.

- Send individual alerts like maintenance service time windows.

USE CASES

03

Increase Tenant Satisfaction

SMS Marketing Services makes it easy to keep tenants happy and ultimately renew their lease.

- Let residents text you instead of call with maintenance requests, lock outs, and complaints about noise, suspicious behavior, or other issues.

- Communicate with tenants via texting, email, social media, and even voice broadcasts, catering to their channel preference.

- With a 7.5x higher response rate than email, surveys sent via text will get you enough valuable feedback to improve your properties and service.

LIFECYCLE ENGAGEMENT

SMS Marketing Services' texting solution goes beyond simple mass blasting services. It can automate your communications with tenants to make sure your properties operate smoothly.

1

Advertise a unique **mobile keyword** on each property to attract new tenants.

2

Automatically track behavior and capture answers to qualifying questions.

3

Our **Smart Targeting** tool automatically filters potential tenants based on criteria such as location and price, so you send only **relevant** properties.

4

Send **mass alerts** for things like outages, policy changes, and potential safety risks, as well as individual alerts like maintenance appointments.

5

Let residents **text you** instead of call for maintenance requests, lockouts, and complaints about noise, suspicious behavior, and other issues.

6

Automatically send **reminders** for open houses, deadlines, lease expiration, and rent due date. No more phone tag or buried emails.

7

Automatically answer common tenant questions with our **intelligent TextBot**.

8

Send **text surveys** to gather feedback and improve your operations. Our surveys branch according to your tenant's responses, allowing you to ask deeper and more relevant questions.

UNMATCHED CUSTOMER SERVICE

We offer onboarding and training to make sure you can get the most out of our messaging solution. In addition, our account management team will help you implement automation and lifecycle engagement into your communication strategy. Our amazing support team is ready to help 365 days a year, with a 1 hour average support response time during business hours.

365-day
Technical Support

1 hour
Initial Response Time

9.5/10
Customer Service Rating