

Purple Real Estate Tenant Management



Happy tenants compliments owner profitability

This module delivers tenant and owner benefits through sophisticated back-office and simple mobile applications.



Key features include:

- Tenants can easily raise tickets:
 - Register complaints and queries
 - Request contract renewals
 - Log maintenance requests
 - Track and monitor the status and delivery dates of tickets.
 - Electronically give feedback on service delivery.
- For any open ticket (issues, request or query) tenants can:
 - Submit the bespoke
 - Attach Photos
 - Add detail regarding open tickets.
- Portfolio managers can view and manage open and closed tickets
- Owners can view and manage open and closed tickets.
- Mobile, web and backend access to tickets.
- Graphical reporting on tickets.
- Tenants can download payment and payment history information.



Purple Window

For more information about Purple Window and Purple Real Estate modules visit property.purple-window.com

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Tenant Management

Tenants can log incidents and cases via mobile app and monitor progress.

Incidents

+ Incident
+ Accident

New 174 Approved 2 Major 34 Catastrophic 5

Hide Completed

Incident	Type	Category	Class	Status	Observed
173. Brake failure left front wheel	CommonComplaint	Failure	Mejor	Created	Waters, W 2016-08-30 09:33:26
INC16. Drove into light pole	CommonComplaint	Accident	Mejor	Created	2015-06-11 14:52:17
INC16. Drove into light pole	CommonComplaint	Accident	Fault: 175		
INC22. Test the refreshing of the map	Accident	Dam			
INC4. Crash, somebody got injured	Accident	Acci			

1 to 5 of 10 records

Incidents per Category

1 Created 2 Approval 3 In Progress 4 Completed

Describe the Incident: Geysor Leaking
 Date/Time Observed: 2016-10-17 12:35:55
 Category*: Damage
 Inc Type*: Water leak
 Classification*: Serious
 Where did it occur: Pretoria

Update Map
 Describe the location: 1721 Lady Lilly St, Pretoria, 0178, Sout
 Coordinates: -25.8909354 28.299367

Show Cause

Key benefits include:

- 360° visibility and control of all open and closed tickets.
- Improved and timely communication between tenants, portfolio managers and owners.
- Effective communication between tenants, maintenance and service personnel.
- Increased effectiveness of personnel
- Simplify the interaction with tenants and create a “valued tenant” culture.
- Reduce load on personnel and key resources by enabling tenants to log tickets, track tickets and download key contract information.
- Increased record tracking and statistics on tenant tickets.

Enabling the Tenant for improved communications and profitability.

Competitive Real Estate operations must enable tenants to create a “valued tenant” culture.



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