

Posidacious – Benefits

Summary

Posidacious is an online (or 'Cloud') system designed to help letting agents and portfolio landlords and property owners.

It's a subscription-based product providing a low up front cost way of optimizing the business workflow.

It's a unique product in that it leverages both tenant and contractor communications making the job of the agent or owner easier and more effective.

One paragraph explanation

Posidacious optimises not just the initial reporting of an issue, but each and every step of the process. From reporting, to assigning a trades person, to closure. Each action is recorded ensuring all communications are readily available for staff, tenants and contractors.

Less Stress

It provides a less stressful way of managing communications between tenant, staff and contractors (particularly maintenance).

How? Typically, in the case of a letting agent, you might take phone calls, emails or 'in office' visits from tenants who have issues with their home. You might even get a report back from a contractor letting you know of a problem too.

Also typically, you would normally follow this up with further phone calls or emails to contractor and landlords. As you know, this type of communication is fraught with issues: Missed calls, forgotten messages, delays getting information to and from the various people involved and so on.

Using Posidacious, the message regarding the issue is written in what we call a Log. The person leaving the message can then forget it until such time as further action or information is required.

So why does this mean less stress? Using Posidacious, you no longer need to worry about whether your message 'got through' and there is no need to keep chasing a contractor by phone. As you know, keeping in touch with someone who is busy fixing things and asking them to do something can be a stressful part of our jobs.



Because each communication (or issue) is recorded on the Posidacious system (which is available online from anywhere in the world), you don't need to keep repeating yourself to contractors and tenants alike.

Transparency

Allowing your tenants to see what actions have been taken (and when) over a particular issue is a good thing! Your tenants start to trust you when they can see exactly what you are doing.

Each action for any given problem (or Log) is recorded. Tenants, contractors, staff and managers can see what has taken place and what exactly has been said to whom and when.

Time saving

You spend less time making phone calls/emails/in person communications between tenant >> contractor >> staff >> contractor >> tenant (and so on) which leaves you freer to do things that really matter – making your business work better and providing a better service to your customers and clients.

Flexible

Normally a letting agent might receive a maintenance issue via email or phone or indeed other ways (word of mouth). This can be inflexible because it relies on the person receiving the information to adequately record this information and to have that information available to everyone else (including tenants and contractors).

If this member of staff leaves the office for a lunch break, holiday or is off sick, then inefficiencies can arise in the business process. Other members of staff then have to try and find out what the latest is on a given situation and this takes up more time and stress (especially as the tenant may be in the office demanding some resolution to a problem).

Posidacious allows the team to be more flexible in the way they deal with issues and other forms of communication. Because every issue is recorded (online remember), every member of staff can sign in to the system at anytime from anywhere (almost!) to see what the latest is.

For example:

1. A tenant calls the office and speaks to staff member 'A' about a problem with their boiler. Staff 'A' makes a note on a notepad promising to himself that he will call the plumber as soon as he gets back from lunch.
2. When he gets back from lunch, the phone is ringing and his boss is asking for an answer to another problem

3. He gets side-tracked for a couple of hours on other problems or tasks arising elsewhere.
4. By now the time is getting late and he suddenly remembers he needs to call the plumber about that boiler problem.
5. He struggles to find his notes because he left them in his car so wastes more time retrieving them.
6. Finally he calls the plumber who says he can't do anything about it today, he'll get on to it tomorrow.
7. Tomorrow comes and goes and the plumber doesn't get to the house with the boiler problem.
8. Two days go by and the tenant is now getting annoyed because the problem not only hasn't been dealt with but they feel forgotten and that nobody cares.
9. The plumber will now need chasing and so further delays can occur.
10. Each step in the process hangs on a knife edge and unless it is done extremely well (with stress all the way through) a failure to provide good service can occur

So...

- ✓ Posidacious is a software package designed to save you, the agent, time, stress and money.
- ✓ By becoming a 'Posidacious Agent' your business will project a modern and slick approach to lettings maintenance both to your landlords and tenants alike.
- ✓ We cater for the sole agent, agents in a group, and also agents in a group whereby the maintenance is dealt with at one location, block management and holiday lettings.
- ✓ Posidacious is a cloud based system that enables your tenants to report their maintenance issues via **your** website, therefore saving you valuable time and reducing stress.
- ✓ The system allows seamless communication between the agent, the tenant and the contractor.
- ✓ Logs are created by the tenant to report the initial maintenance issues; the property manager is then able to assign the log for action by the contractor (or landlord) who will receive an automated alert.
- ✓ All parties concerned with the log are able to check the status and ongoing progress by simply signing into the system from whichever device they wish to use (desktop PC, mobile phone or tablet etc.).

Other benefits

- ✓ Your tenants will still feel connected to you as your logo is omnipresent throughout the whole process.

- ✓ Less stress, more time – your valuable time will not be taken up with receiving and making phone calls, receiving, forwarding and sending emails, chasing unanswered calls and so on.
- ✓ Reporting issues, asking for updates, arranging access, sending quotes etc. are all seamless within the system and require minimum effort and input from you.
- ✓ Seamless process – one easy login will enable access to all current/new issues, if you have a member of staff on holiday or sickness leave all the information is to hand at the click of a mouse for any member of staff to access.
- ✓ Don't worry if you have tenants who aren't connected or can't use a computer. You can still record the issue yourself and deal with contractors in the normal way
- ✓ Less disputes – all of the transactions on the logs are date stamped, there is no disputing what has/has not taken place or who has/has not taken action.
- ✓ Clarity and honesty for your clients – as the system allows your tenants to see exactly what is going on with their reported issue, they are less likely to bother you for updates.
- ✓ Happy tenants – As the process of reporting is easy and it gives the impression that they are in control, your tenants are less likely to be aggrieved. Your tenants are able to see exactly what is going on at all times without having to contact you.
- ✓ Clarity in reporting – with the ability to upload a photograph of the problem, you, your landlord and the contractor will all be in the picture from the offset. This also has the benefit of cutting down on additional contractor visits to the property.
- ✓ Because images can be added to a Log, you can also add photos of completed work, further cementing the professional relationships you have with tenants, contractors and landlords
- ✓ You will also experience an increased hit rate to your website each time a tenant or contractor needs to login for communication
- ✓ Your own server capacity, server power, bandwidth, storage space (for file uploads) will **not** be affected because the Posidacious servers will deal with all of that – this effectively reduces your administration and costs in terms of I.T.
- ✓ Ease of navigation – we can make each and every one of your Agency logos on the Posidacious side of the site a link back to your site – the destination of the link onto your site can be a page of your choice.