PROPERTY CARE

Feature Product Catalog
February 2024

World Class Property Management
Business Software & Support

PROPERTY
CARE

Designed *by* Property Managers
***for* Property Managers**

Turn-Key
Professionally Hosted Software
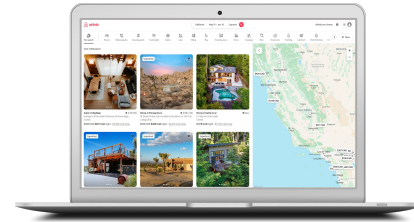
Powerful
Easy To Use Management Tools

Affordable
All-in-One Monthly Billing

Guidance
360° White-Glove Business Support

Take complete control of your property management business with the best software and support available

Centralize Property Data

Organize all of your property data in a single and powerful central repository. Your content can be accessible in unlimited ways and automatically integrated with many business systems!

Communicate with Owners!

Stay in constant touch with your owners and stay on top of their reporting needs

Experienced Business Operations Support

What good is software on its own, without the proper operational support to help run things efficiently? Let us hold your hand!

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Automatically publish your listings to popular booking sites

Push real time important updates to owners through their private owners area, where they can also see invoices, repairs & pay their bills

Automatically integrate with your favorite accounting platform

3

End to End Strategy & Coaching
A White-Glove Experience

Included in your monthly subscription is access to premium property management business strategy and coaching. It's everything you'll need to setup and operate a successful property management business.

Our seasoned property managers will provide relevant business guidance on a variety of topics, depending on the needs of your business.

Ad Hoc Training
100 €
/ session

Need just a little help?

Even if you don't need a full blown monthly software and support subscription, and you just want some help from experts that have been there and done that, give us a call, we'll bill you by the session at an affordable rate you cannot afford to pass up.

Key Product Features

★ **Calendar Management**

★ **Cleaning, Laundry and Linen**

★ **Property Inspections**

★ **Rental Listings**

★ **Keyset Management**

★ **Tasks & Task Groups**

★ **Customer Relations**

★ **Unlimited Users & Roles**

Professional Cloud Hosting

Professional hassle free cloud based hosting with a fully managed solution.
No software to download and no servers to pay for and maintain.

Calendar Management

Powerful intuitive tool to manage property bookings, maintenance, visits, inspections, housekeeping and repairs, etc.

Cleaning, Laundry & Linen

Advanced housekeeping tools to keep track of all cleaning supplies, staff and related supply chain

Property Inspections

Keep and manage the entire history of inspections and repairs for all managed properties

Keyset Management

A powerful and modern barcoded solution helps property managers organize all keys for all properties

Tasks & Task Groups

Keep track of maintenance tasks, scheduled repairs, property reform or extension projects and much more

Accounting Integration

PropertyCare integrates with popular accounting packages such as Sage 50, Sage 100 & Quickbooks Online

Customer Relations

Communicate with property owners with built in tools and an owner's area to streamline customer communication

Rental Listings

List your owner's properties for rent wherever they want to: such as: their own website, Airbnb, Booking.com, or VRBO

Automated Rental Listings Catalog Generation

Create stunning property listing flyers or even full catalogs automatically to enrich your owner's selling experiences. Let the Property Care services team install this so you can create as much catalog content as you want for one monthly price!

Integrated for

750 €

/ month

Rental Listings Content Creation with AI

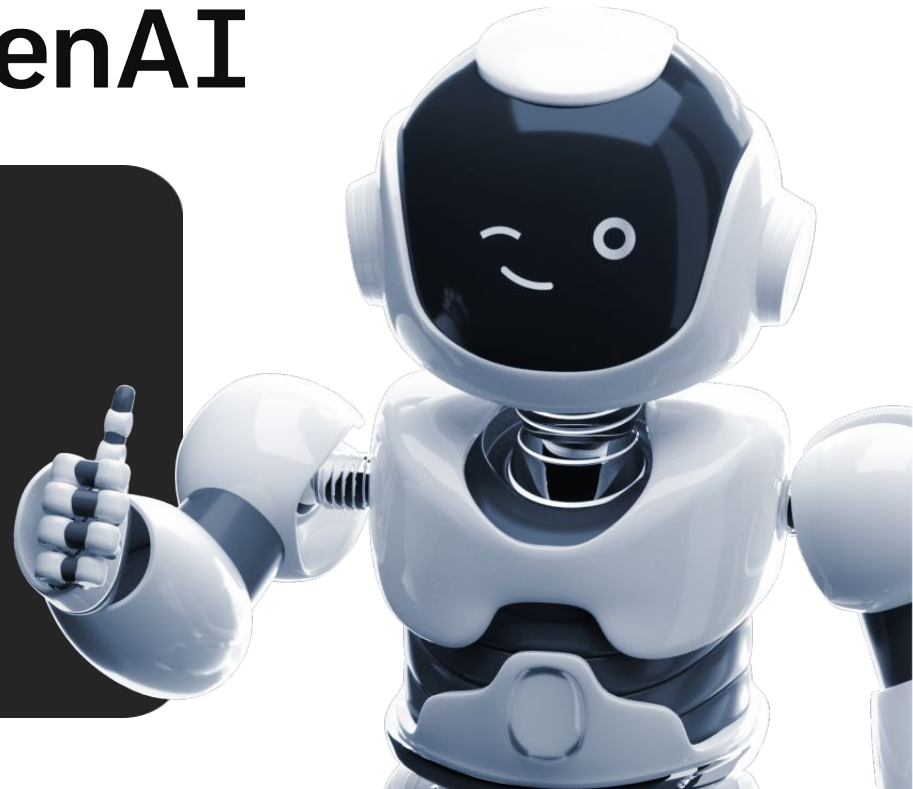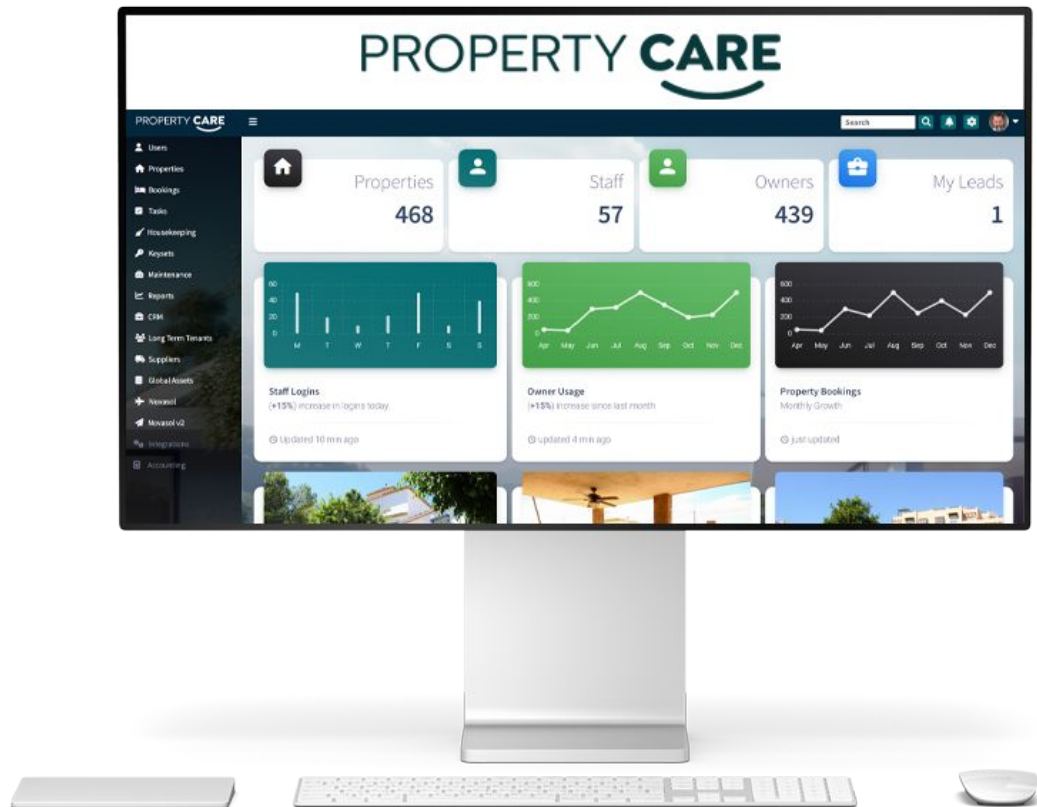Enrich your property listings automatically with an intelligent integration using ChatGPT

Integrated for

750 €

/ month

OpenAI

Artificial
Intelligence

Product Features

Users, Roles, Permissions

Setup as many users as you want and define your own roles as needed for your business. A powerful roles and permission system enables administrators, owners, cleaners, inspectors, maintenance staff, check-in staff, etc.

Multiple roles and permissions can be assigned to a user, allowing for fine and granular delegation of tasks.

★ Unlimited users, roles & permissions

★ Utilize built-in user types or define your own as required

★ Define read-only users that can only see authorized parts of your system

Business Intelligence

Upon login, depending on your user permissions, you'll get a curated series of high level (and actionable) updates that are relevant to your role.

Get a handle on the number of bookings you need to manage this week, on which owner's properties need attention, and which of your own staff are falling behind

★ Customizable dashboard(s)

★ Highly configurable widgets

★ Insights into incomplete property records

★ Recent property activity

★ Recent user or owner activity

★ Unpaid or overdue accounts

1603 Bookings
View

5309 Tasks
View

Bookings

Apr 6
Sessions: 28

Bookings Monthly
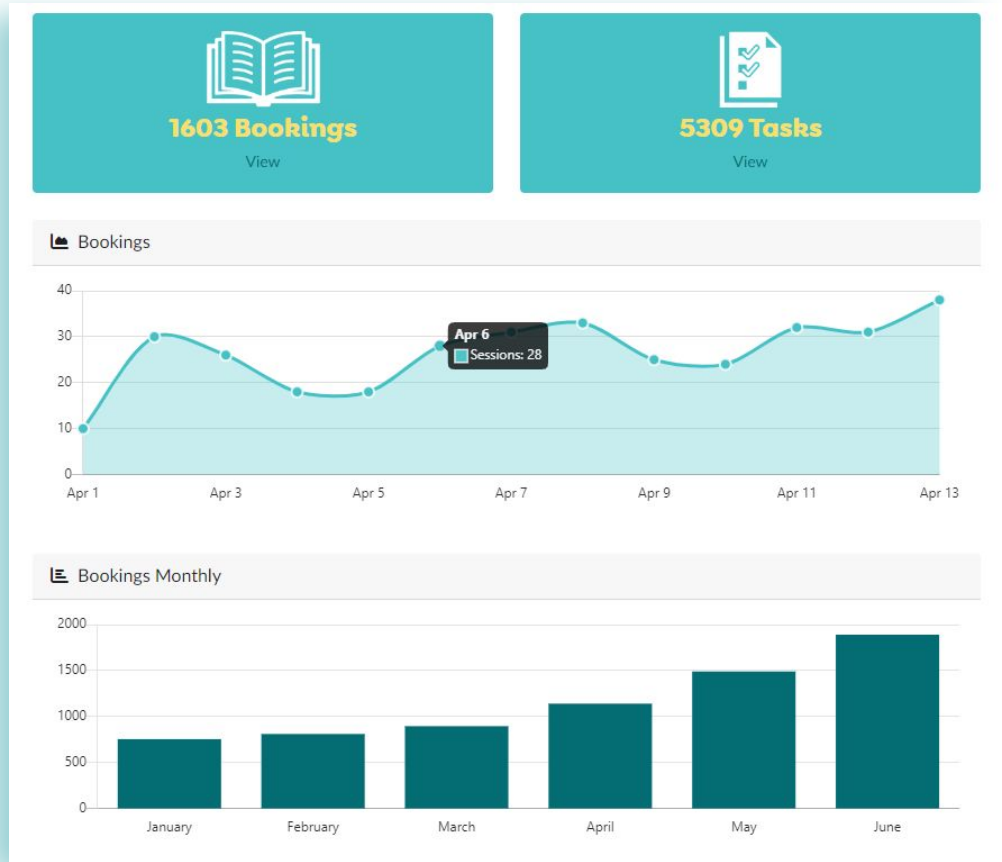
Property Data Fields

Finally, a place to put all of your product information, from general details to advanced facets that include anything/everything your property owner's want to see and share with their guests.

Create and manage your own fields, depending on the types of properties your owners have and according to your own business needs.

★ Customizable fieldsets

★ Wide assortment of field types (text, numeric, lists, large text fields, files, images, etc.)

★ Manage multiple property images or videos all from a singular interface

Property Data Assets

Store all digital assets related to your owners properties. Digital assets include public assets such as property images and videos but also can include private assets, such as rentals contracts (PDF, Word, Excel), appliance manuals or other digital assets that may belong to any given property/owner

★ Supports public or private assets in all the most popular formats

★ High security for passport photos, driver's license photos, social security numbers, etc.

★ Manage multiple property images or videos all from a singular interface

Photos

Videos

Audio Files

Powerpoint

Graphics

3D Files

PDF Files

Excel

Word Documents

BRITISH PASSPORT

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

Primary

Inventory Items

Manage and curate lists of inventory items to be assigned to each property. Begin by designing the data model to capture a flexible but highly detailed listing of absolutely everything a given property can contain.

Build inventory groups that can collect related types of inventory into sets, saving valuable data entry time

★ Customizable inventory item types (such as bed, linen, appliance, kitchenware, furniture, electronics, pool/spa, etc.)

★ Define special item types that have: minimum quantities, is launderable, is perishable, is repairable, etc.

★ Keep track of dependencies or connections between inventory items

Calendar Management

Powerful and centralized interface to ensure easy to use single and batch management of any type of booking or site visit. This includes short term visitor rentals, owner bookings, long term rentals, rental black out periods, pre-post-mid stay cleaning visits, home inspections, property maintenance and more.

★ Drag and Drop user-friendly experience

★ Powerful filters to see visits by property, by owner, and by visit type

★ Schedule price changes for future dates (to the minute) for seamless updates to your site.

Housekeeping

Manage anything and everything to do with housekeeping in a single series of related and intuitive interfaces

Keep track of cleaning activities for your properties, including managing cleaners, cleaner rates, internal versus external cleaners.

Manage linens and linen sets for owners as well as renters and keep track of its laundering status.

Raise special tasks (i.e. work requests or onsite jobs) for cleaners or allow cleaners to flag items or properties for inspections or repairs.

★ Highly configurable depending on business requirements

Property Inspections

Total control over the history of any/all inspections and repairs done on any given property.

Locate inspections by owner, by property, and even by region to streamline inspector/maintenance staff visits.

Desktop, tablet and mobile views to empower both administrative staff (i.e. inspection planners) as well as the inspectors and maintenance staff themselves to manage information in the most intuitive way possible.

★ Create new cleaning, repairs, or other tasks directly from an inspection view

★ View inspector reports, send reports to owners, communicate with rental tenants or maintenance staff
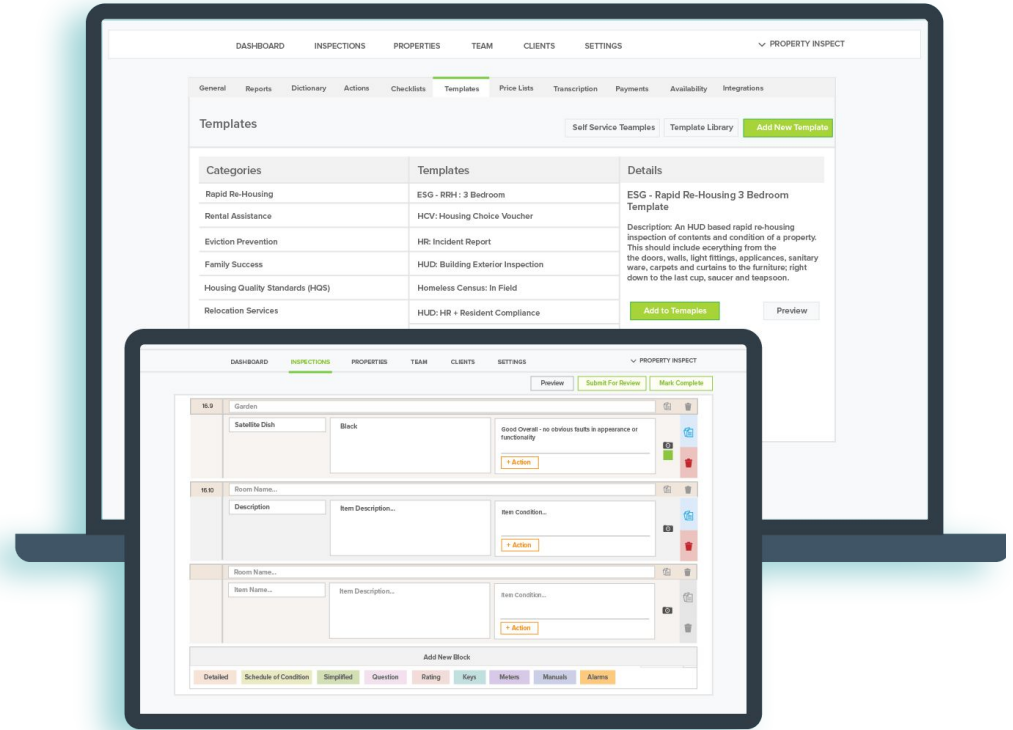
Maintenance & Repair

Every property requires ongoing maintenance. Each time one of your staff or suppliers engage with an owner's property, there's an opportunity to identify things that require attention.

Perhaps something needs to be adjusted, refreshed or fully repaired. Property Care has all the tools you need to notify, plan, schedule, repair and report upon any maintenance or replacement tasks.

★ Onsite staff or suppliers can report on properties or specific property inventory items that need attention

★ Admins can plan, schedule and execute the work

★ Notify the owner/tenant related to the property that something has been done

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Key Management

Full software and hardware barcoding solution to keep track of all your owners keys.

Keys and key sets can be individually tracked, managed, flagged for replacement, checked in and checked out.

Barcode keyset tag labelling solution and Bluetooth handsfree scanning solution to check keys/keysets in or out, automatically keeping track of all property activity, including key assignment activity by property, owner, guest, cleaner or maintenance staff.

★ Easy to use fully turn-key barcode management capability

Activity Tracking

Having a papertrail of all administrator activity is a surefire way to keep everyone honest.

Every action that is taken by a user of the Property Care system is logged, to provide a record of any/all activity within the system.

Actions are searchable/filterable at an object level, a property level or a user level.

★ Useful audit trail to trace back any errors or to examine administrator usage of the system

Tasks and Task Groups

Any 'job' or 'request' related to a property, a booking, a cleaning, a maintenance request, etc. is categorized as a task.

A task can be created or edited given a user defined 'type' and can contain a configurable set of fields per task type.

Tasks can be assigned user permissions (i.e. they can be made only visible/editable by certain admin roles)

Tasks can be assigned due dates, a primary owner (and alternative owners)

★ Tasks can be created and assigned customizable status and sub status labels

★ Tasks can be grouped together in a user-defined list, called a Task Group

★ Tasks can be viewed in searchable list mode or in calendar mode
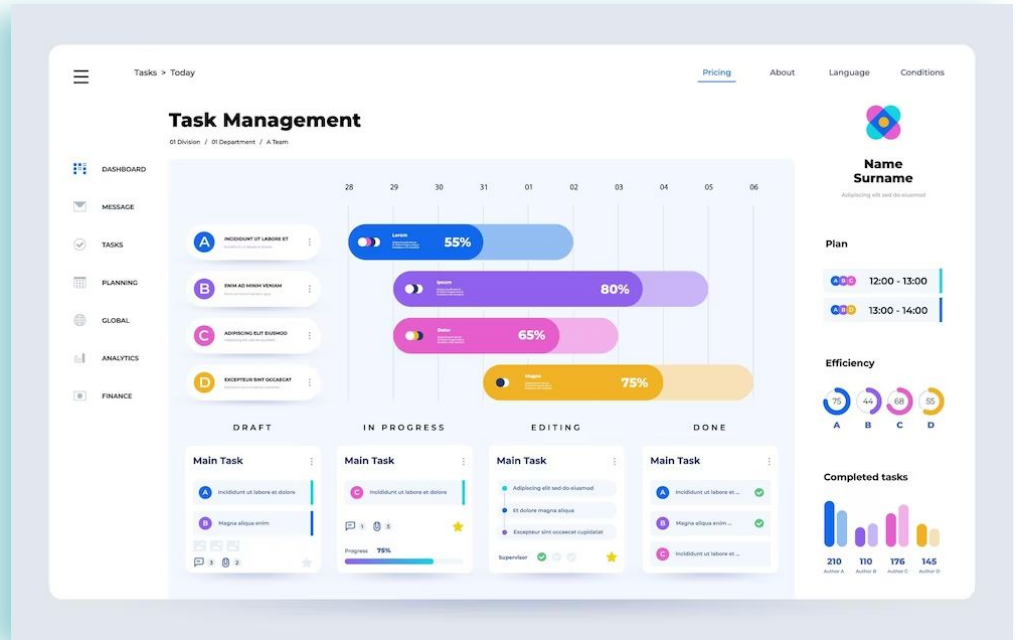
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Accounting Integration

Connect the Property Care software to your favorite accounting platform. Whenever invoices are raised or charges are posted to an owner's account, or an owner makes a payment via their Owner's area, the connecting accounting system will be automatically updated.

★ Support for Quickbooks Online (QBO), Sage, Xero and MYOB

★ Ask us about other accounting platforms or connecting Property Care with your own bespoke system

Lead Generation, Sales & Renewals Management

The Property Care software contains entry level lead and sales/customer relationship management capability, but for Enterprise plan customers, automated exports are enabled for popular CRM platforms such as Salesforce, Hubspot, Zoho, Freshworks, etc.

★ Automate Exports to Salesforce, Hubspot, Zoho, Freshworks, Insightly and other popular platforms

Customer Relations

Communicate in real time with your owners, staff, suppliers or rental guests using a simple but powerful internal communications tools.

Also integrates with slack and other popular internal messaging tools

★ Raise manual messages to send to your owners (or other users) as needed

★ System automates messages through the internal communication tool where appropriate and by sending email and/or SMS messages where necessary
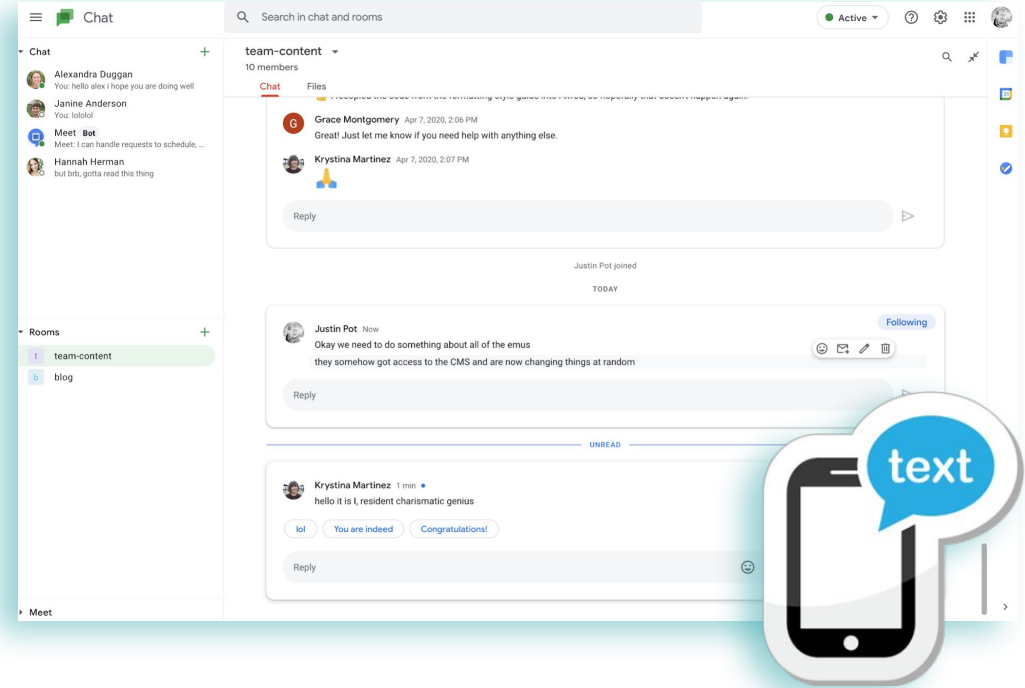
Owner's Area

Your owners can login from the comfort of their home to their own private portal within the Property Care software.

The owners area contains a variety of useful features that are fully customizable.

Owners can access the following from their owner's area:

★ Searchable invoice history

★ View current account balance

★ Pay bills via Stripe or Paypal

★ View property listing(s)

★ Reserve rental booking/blackout dates
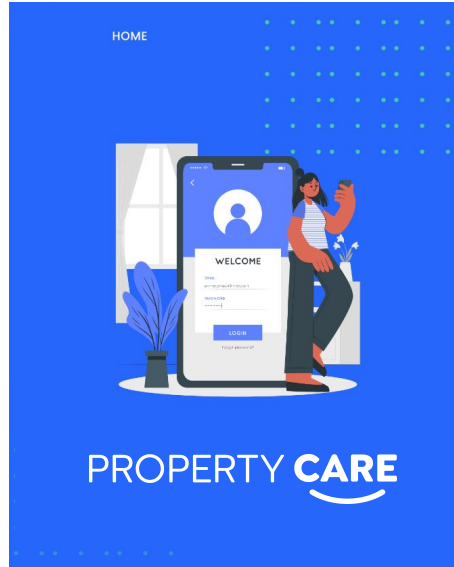
Application Programming Interface

Your Property Care solution comes with access to a RESTful API (application programming interface) that allows you or a party you authorize to develop new and custom functionality as you see fit.

API programming is an advanced topic and we'd be happy to help! Be sure to contact our support team to get started.

★ API-first architecture

★ Modern multi-tenant stack

★ Fully documented endpoints

★ Enterprise customers can request custom endpoints and API improvements

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Security and Compliance

One of the most important benefits of using a professional property management solution (not just one that you or your small contractor rolled out on your own) is the peace of mind that comes with secure, managed hosting. Property Care takes all the compliance & security headaches away from you so you can concentrate on running your property management business.

- ★   GDPR Compliant

- ★   Locked Down Hosting Environment

- ★   Frequent Software Patches

- ★   Enterprise Disaster Recovery Program (DRP)

- ★   Server Tripwires & Intrusion Detection

PROPERTY **CARE**

On our own we can do so little, together we can do so much

We are a dedicated team of seasoned professionals ready to assist our customers with the very best in property management software and business management support

Share our values

We believe in equal opportunity, diligence and integrity in our work, and transparency in all of our business affairs

Make an impact

Our team is committed to making an impact; in our local communities and internationally

Learn and grow

We help our customers become the very best property management business, using our years of know-how coupled with our industry leading software

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