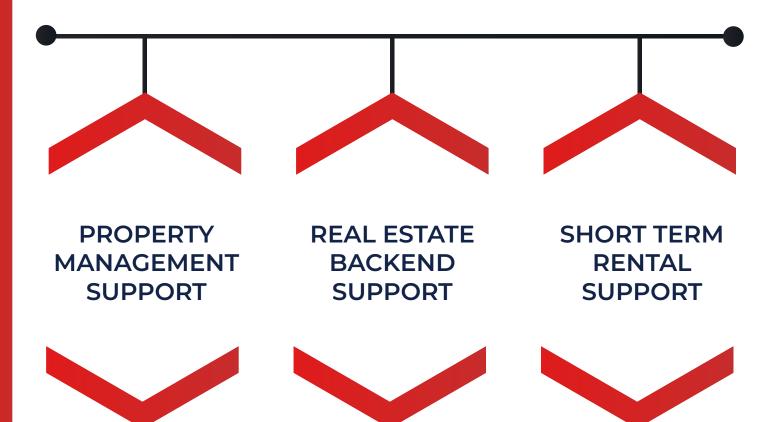


PROPERTY MANAGEMENT SERVICES

Property management is a time-consuming and stressful profession! Tasks that require attention to detail drive you in multiple directions. While you work hard to relieve the stress of property owners, have you ever thought if there is someone who can relieve your stress? We have made it our mission at Infognana to relieve you of your increased workloads.

Our team consists of highly experienced Virtual Assistants with specific expertise in the Property Management sector that can assist you in all Backend, marketing, administration, and research tasks with efficiency and responsiveness so that you can focus on expanding your property management business.

OUR **GAMUT OF SERVICES**INCLUDE BUT ARE NOT LIMITED TO



GENERAL MANAGEMENT

- Email Management
- Reminders
- Lead Follow Up
- Calendar Management
- Vendor Management
- Generating Leads
- Listing Management



ADMINISTRATION

- Lease Agreement Review
- Transcription
- Schedule Meetings
- Schedule Property Visit
- Bookkeeping
- Rent Followup
- Property Maintenance Management

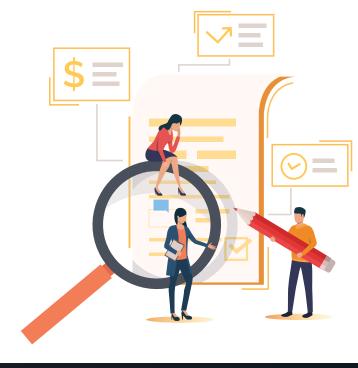
MARKETING

- Create Marketing Plan
- Property Database Update
- Listing Vacant Properties.
- Social Media Management
- Cold Calling



PROPERTY RESEARCH

- Research Potential Properties
- Market Trend Research
- Sales comparison
- Value estimation
- Prepare statistics
- Title search

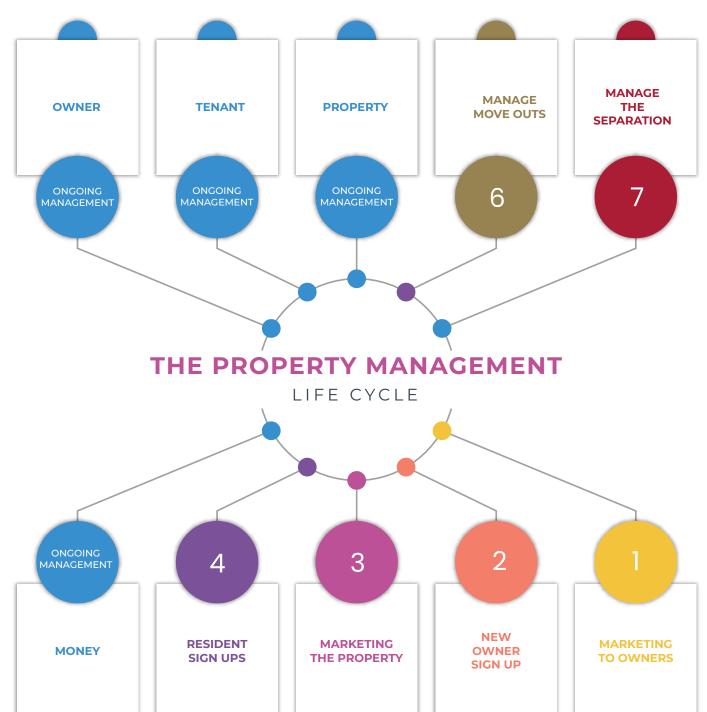




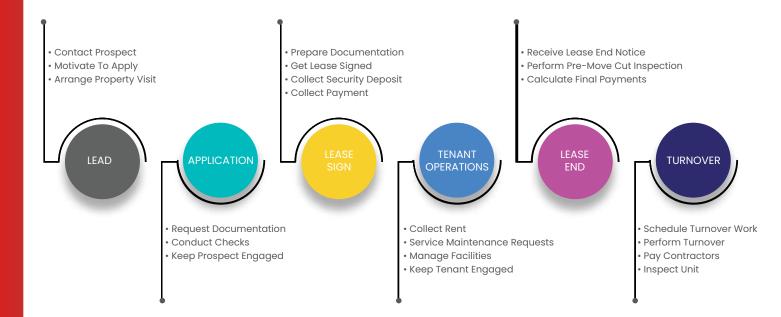
PROPERTY MANAGEMENT SERVICES

We provide support to the complete Property management lifecycle and the property management process flow





PROPERTY MANAGEMENT PROCESS FLOW



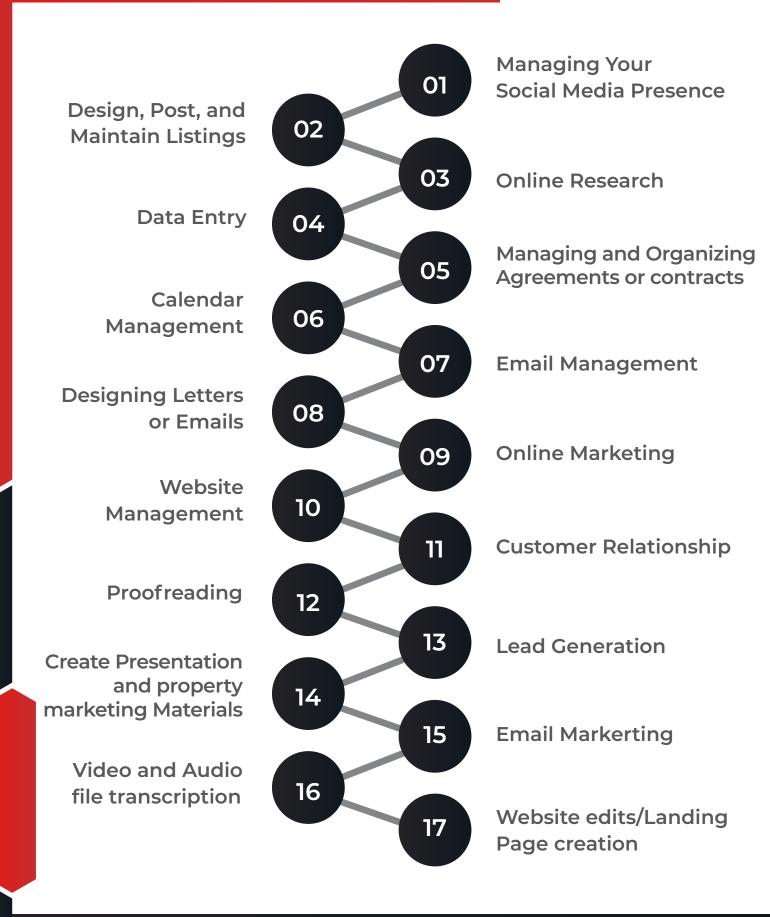
STATISTICS

The property management industry in the United States generates \$88.4 billion in annual revenue and is expected to grow. The North American property management market is valued at \$5 billion. This market value increased 7.78% over 12 months. With such potential the most 3 tasks handled by property management is



Nearly 50% of property managers express a desire to improve efficiency. Our Virtual assistance can help property managers to concentrate more on increasing the number of properties and business expansion by handling the tasks which take most of the time of property managers.

REAL ESTATE BACKEND SUPPORT



SHORT TERM RENTAL SUPPORT

7

Check in and Check out Assistance



2

Answer customer queries about properties

3

Update the property details in Web platforms



1

Communicate with Airbnb/Other platforms to solve Issues

5

Provide Refunds to guest based on the issue in hand



6

Send or Request money from guests for late check out, early check in, Pet Fee, etc.

7

Accept or Reject a reservation request based on the guest profile



Ş

Get in touch with cleaners about properties to be cleaned today

9

Get in touch with maintenance teams {Electrician, Plumber,etc.} for any maintenance work in the property.



10

Communicate the additional requirements from guest to the Field ops team {Such as extra towels,blankets, etc.}

LIVE CHAT SUPPORT

3500+

100+

300+

1500+

8820

Chats handled in past 3 months

Property's Managed Guest problems in Booking/Check-In/ Check-Out/During stay is resolved in past 3 months Reservations Managed in past 3 months hours of chat support provided in past 3 months

TOOLS WE USE BUT NOT LIMITED TO

TASK / PROJECT MANAGEMENT

HubSpot 💶 Trello 💑 asana

DESIGNING







PROPERTY MANAGEMENT







MARKETING



EMAIL MARKETING









CRM







PROPERTY LISTING







zumper 2 Zillow

DOCUMENT EDITING



