



*It costs over 3 times more to replace a tenant than to keep one...*

Tenants – their satisfaction and retention - are the life blood of your business. Protect your investment and enhance tenant satisfaction with 24/7, live person, contact response and call answer solutions.

### 5 STEPS TO IMPROVED TENANT RETENTION

Tenant retention has a significant impact on your profitability –

- ▶ a 2% increase in tenant retention has the same effect on profits as reducing costs by 10%!

Since overall satisfaction is a major factor in a tenant's decision to renew their lease, enhancing tenant satisfaction is simply good business.

- ▶ when surveyed, 92% of tenants ranked prompt management responsiveness, and management's ability to meet tenant's needs as their highest concerns.

Here's 5 simple steps, based on industry surveys and best practices, that enhance tenant satisfaction:

- 1) *Excel in customer service*
- 2) *Address complaints quickly*
- 3) *Document everything*
- 4) *Invite suggestions*
- 5) *Remain professional in every interaction*

### ENHANCING TENANT RELATIONS

It is not a product, it is not software, it does not burden your IT support resources or require hours of training — **properties@liveconx™** is a service.

A service that has been helping real estate and property management firms enhance tenant satisfaction for more than 12 years.

**properties@liveconx** is a unique combination of value-added contact response and call answer services aimed at helping you better serve your tenants.

Highlighted below are just a few of the many services that can save you time and money, and help you improve tenant service and satisfaction. Don't see the one you need, don't worry – **@liveconx** offers a full range of multi-channel contact response and call answer services and will tailor a package specifically to your needs.

**@ Quality customer service.** No one knows customer service like **@liveconx**. Over two-thirds of our customers have been using our services for more than seven years. We're also the only contact response center to receive the prestigious CAM-X Award of Excellence for more than 21 consecutive years.

**@ 24/7 multi-channel contact operations.** Tenants demand convenience and immediate response in their communications with you. They want to choose when and how they contact you. They don't want to wait on hold, talk to a machine, or call back tomorrow during business hours.

**@ properties@liveconx** guarantees a real person answers the phone 24 hours per day, every day. If email, texting or chatting online is their preferred communication method that's ok – we can track, manage and respond to all client contacts regardless of the communication method or time of day.

**@ On-call schedule management and dispatch with confirmation.** If a tenant reports a problem they want to know you are on top of it – immediately. With automated resource management, and flexible multi-channel dispatch, we save you time and money by managing and maintaining your after-hours and on-call personnel schedules.





properties@liveconx™ employs a unique combination of real-time communications, automated resource management and the live, personal touch that saves time, lowers costs and enhances tenant satisfaction

- ▶ **properties@liveconx** uses voice calling, SMS text messaging, paging or email, in other words any method you want, to dispatch service or other personnel and ensures the right person responds to the call without delay.
- ▶ **Resource pooling.** Pooling and managing available resources, both your staff and authorized contractor personnel, as a single homogenous resource benefits you and your tenants.
  - ▶ reduced response times
  - ▶ better control of after-hours resources
  - ▶ lower costs
- ▶ **Customized escalation and response policies.** We tailor **properties@liveconx** to reflect your personalized emergency vs. non-emergency response policies and your customized escalation procedures.
- ▶ **Bilingual service.** Of course, **properties@liveconx** operator representatives are bilingual (English/French), so dealing with us is as comfortable as can be.

## REPORTING & ANALYTICS

Our automated resource and call tracking and management systems provide a wealth of critical information that equips you to better manage and control costs. Some of the available reports include:

- ▶ **real-time incident reporting** from the first tenant call to the last remedy completion confirmation, all information is tracked and logged providing a wealth of detailed information to help better manage your business
  - ▶ **incidents by property.** Reporting incidents by property provides insights into location trends and potential problems.
  - ▶ **response times by contractor.** Using time and date stamped incident and call data gain insights into which sub-contractors respond fastest and complete repairs quickest. Compare log times against invoices to manage and control costs.

- ▶ **call/contact voice recording.** Detailed contact/call logging including time and date stamps and optional voice recording provides complete audit trails for all responses.

- ▶ **resource utilization.** Detailed up-to-date statistics for total hours worked, and more, so that your pool of available resources is utilized in the most effective and productive way.

## COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

properties@liveconx™ is only one of the many personalized solutions available from @liveconx. A full range of innovative contact response and call answer solutions is also offered. Take advantage of:

- ▶ **Event registration and management** services for regular employee workshops or simply for special one-time events
- ▶ **Virtual reception and call overflow** services for after hours or those times when you are overworked and understaffed
- ▶ **Outbound surveys or questionnaires** conducted by our professional call center representatives

For more information about **properties@liveconx** or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at **www.liveconx.com**

**@liveconx™**  
DIVISION OF CHRISTIE & WALTHER COMMUNICATIONS  
408 Pitt Street  
Cornwall, Ontario  
K6J 3R2

