

RealCommunity

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RealTechnology

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RealValue

- RealService
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- RealCollect
- RealInsure

The Ultimate Resource

- Details the best-practice processes and procedures, as well as people, branches, and other aspects of RealManage
- Improves the communication of best practices to all our branches across the country
- Keeps employees up to date on state and federal regulation changes that affect both the managers and the associations
- Reduces the training time for new employees
- Employees benefit from the collective experiences and expertise of the entire company

Better Service Through Technology

- Gives employees an information source right at their fingertips, allowing them to quickly find the answers to even the most difficult questions
- Allows easier and faster access to forms and documents that are requested by customers
- Better training and preparation means a more knowledgeable and helpful employee

RealValue services maximize cash flow, lengthen asset life, and reduce expenses

Deed Restriction Inspections

Branded Name: RealInspect

Process Definition: The process of driving through a community to identify potential deed restrictions violations, known as DRV's

Process Description: The RealInspect process involves using a RealInspect vehicle to accommodate performing DRV inspections in a rapid and high-quality manner. Inspections are scheduled and performed according to the Service Level Agreement. The most typical inspection frequency is twice a month. During an inspection, inspectors perform follow-up inspections on previous violations and note whether they are resolved or whether the issue has been resolved.

Tips and Best Practices:

- The CAM should perform the first few inspections of a new company to gain familiarization with the CA. Once the CA is familiar with the inspector (if an inspector is performing overlapping guidance to the inspector. The inspector should provide overlapping guidance to the inspector. The inspector should provide overlapping guidance to the inspector. The inspector should provide overlapping guidance to the inspector.
- The CAM that is not performing inspections should thoroughly review the Board Portal after each inspection to look for DRV trends.

Customer Service

Branded Name: RealService

Process Definition: The department that handles all customer questions and issues.

Process Description:

- In case of any problems or issues that may affect CAs
- Please make sure you have uploaded any forms applicable to the CA Documents section of the association tab in RealManage (the Resident forms being available in the document folder). If you have sent items to the CA, please also upload the document into RealManage directly.
- You should add notes to the Association Notes tab under the association instructions / information that one might need to answer questions.
- Add alerts to the system for any critical items (e.g. water leak) or other issues.

Tips and Best Practices:

- Please keep in mind that you are a representative of RealManage, and the impression of you will often be their impression of our Company. You should be courteous and fair in your relations with others, whether they are customers or fellow employees.

As a representative of RealManage, you are expected to be courteous to contact, especially customers. Be friendly; greet people; ask if they need the proper person; always use respectful terms of address; never place a customer on an extended period; direct incoming calls to the appropriate person and receive. Courtesy is not accidental; it takes effort and practice to become a professional. You are expected to work with courtesy, as it is part of your job.

At times, you may have a tendency to become careless and indifferent with