

## World-Class Resident Services Group

### RealCommunity

- RealWelcome
- RealWeb
- RealNews
- RealEvents

### RealTechnology

- RealSetUp
- RealPay
- RealInspect
- RealFinance
- RealReports

### RealValue

- ▶ RealService
- RealKnowledge
- RealCollect
- RealInsure

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

### Superior Resident Service

- Higher level of service for owners and residents through our extended hours, multi-lingual resident services group and instant electronic fulfillment of most requests
- Lower cost of service to the community with less reimbursable expense for copies, office supplies and postage
- Higher level of service for boards and committees from community association managers who have more time to focus on the board and committee management, and through our 24x7 self serve, up-to-date reports on the RealReports Board Portal

### Services Provided

- Fulfillment of information requests, such as dedicatory instruments, accounting forms, and amenity access
- Resident issues (escalated to the Community Association Manager as necessary)
- Title inquires
- Resale certificates
- Unit maintenance requests
- Answer resident questions, including statements, late fees, deed restrictions, architectural control, amenity access, and other general community information

### Service Details

- Provide service to owners and residents via e-mail, fax, and telephone
- Staffed by trained Resident Advisors
- Extended hours (7:30 am to 7:00 pm CST)
- Multi-lingual (English and Spanish)
- Personal service (no automated response system)
- Answer most questions without re-routing the call
- Immediate, electronic access to relevant information for board and committee members
- Instant e-mail or fax fulfillment of most information requests (with no copy or postage charges for these requests)
- Online service with web and e-mail requests
- Online assessment payment capability (by credit card or e-check)

