1. What are the most time-consuming tasks that your support team currently handles?
2. What types of properties do you manage (e.g. apartments, single-family homes, vacation rentals)?
3. How many properties do you currently manage?
4. What is the average number of tenants you have per property?
5. What is your process for handling maintenance requests from tenants?
6. How do you currently manage communication with tenants and property owners?
7. Do you have any specific requirements for the IT admin system, such as the ability to integrate with existing software or hardware?
8. How do you currently track rental payments and expenses?
9. What are your biggest challenges when it comes to managing properties and tenants?
10. Are there any specific features or functions that you would like to see in the IT admin system?