

Noodle Concierge: Tenant Experience Transformation Platform

Creating Measurable Value Through Systematic Tenant Journey Enhancement

Move-In to Renewal: Complete Experience Management • Dual-Stakeholder ROI

60% of Tenant Turnover is Controllable

Industry research: 66% of property managers struggle to understand resident needs, creating massive retention opportunity

\$1.84M Annual

Turnover Cost (1,000 units)

\$4,000 Each

Per Turnover Event

54% Baseline

Industry Retention

Root Causes of Controllable Turnover:

30-40% affordability • 15-20% maintenance • 10-15% management communication gaps

AI-driven proactive engagement targets these controllable factors through systematic tenant lifecycle management

AI-Powered Tenant Lifecycle Management

PRE-MOVE-IN

Preparation support, expectation setting

MOVE-IN

Welcome sequence, onboarding

LIVING

AI check-ins, predictive maintenance

RENEWAL

60-90 day early warnings

⚡ Technology Stack

- Natural language processing & sentiment analysis
- Behavioral trigger recognition
- Multi-channel communication automation
- Zero tenant adoption required
- Existing PMS integration
- Predictive analytics engine

Fahd Rafi, Founder, Noodle Seed • noodleseed.com

Implementation Approach & Next Steps

Implementation Timeline

Months 1-6

Setup & Initial Gains

Year 2

Full NOI Impact

Year 3+

Property Value Appreciation

Dual-Stakeholder Value Creation

■ Property Owners

- **Early Risk Detection:** 60-90 day advance warning
- **Systematic Retention:** Target controllable factors
- **Top-Quartile Performance:** Competitive positioning

● Property Managers

- **Workflow Efficiency:** Automated tenant engagement sequences
- **Performance Insights:** Real-time retention analytics dashboard
- **Strategic Focus:** Spend time on high-impact activities

Key Risk Factors

- **Market Sensitivity:** Cap rate fluctuations impact property values
- **Implementation:** 12-24 months for full optimization
- **Adoption:** Success requires platform engagement

Ready to Transform Your Portfolio?

Schedule your strategic consultation today

Reduce turnover costs • Increase NOI • Enhance tenant satisfaction