# 1. Proactive Tenant Engagement & Communication

* **Problem:** Currently, tenant interactions are often reactive (e.g., responding to tickets or surveys). There's a lack of proactive engagement to identify and address potential issues before they escalate.
* **Solution Ideas:**
  + **Automated Tenant Check-in System:**
    - Implement an automated system that prompts property managers to conduct regular check-ins with tenants, perhaps triggered by lease renewal timelines, ticket history, or survey responses.
    - This ensures consistent engagement and provides an opportunity to address concerns proactively.
    - **Technology:** Could integrate with the existing system to schedule reminders, track interactions, and log tenant feedback.
  + **Personalized Communication Portal:**
    - Enhance the tenant portal to provide personalized information and resources, such as:
      * Upcoming events in the building or area.
      * Maintenance schedules.
      * Tips for optimizing their workspace.
    - This can increase tenant engagement and create a sense of community.
    - **Technology:** Enhance the existing portal or integrate with a communication platform.
  + **Tenant Advisory Council:**
    - Establish a tenant advisory council to gather regular feedback and insights from a representative group of tenants.
    - This provides a structured channel for tenant input and fosters a collaborative relationship.
    - **Process:** Organize regular meetings, collect feedback, and track action items.

# 2. Enhancing Data Utilization & Analytics

* **Problem:** The company has a lot of data, but it's not being used effectively to drive tenant retention. There's a need for better analysis, insights, and actionable recommendations.
* **Solution Ideas:**
  + **Predictive Tenant Retention Model:**
    - Develop a predictive model that uses machine learning to analyze tenant data (e.g., ticket history, survey responses, payment patterns) to identify tenants who are at risk of not renewing.
    - This allows for proactive intervention and targeted retention efforts.
    - **Technology:** Requires data analysis tools and potentially machine learning algorithms. Could integrate with the ERP system to flag at-risk tenants.
  + **Sentiment Analysis of Tenant Feedback:**
    - Implement sentiment analysis tools to analyze open-ended feedback from surveys, tickets, and other sources.
    - This can provide a more nuanced understanding of tenant sentiment and identify recurring themes or issues.
    - **Technology:** Integrate sentiment analysis software with the existing systems.
  + **Performance Dashboards for Property Managers:**
    - Create dashboards that provide property managers with real-time insights into their tenants' satisfaction, renewal rates, and other key metrics.
    - This empowers managers to track their performance and identify areas for improvement.
    - **Technology:** As your group discussed, enhanced dashboards within the ERP system, potentially integrating with tools like Power BI.

# 3. Improving Issue Resolution & Service Delivery

* **Problem:** There are inconsistencies in how tenant issues are addressed and resolved, particularly with survey follow-up. This can lead to tenant dissatisfaction and negatively impact renewals.
* **Solution Ideas:**
  + **Automated Workflow for Survey Follow-Up:**
    - Implement an automated workflow that ensures timely follow-up on survey responses, particularly negative feedback.
    - This could include automated reminders, escalation procedures, and tracking of resolution status.
    - **Technology:** Enhance the existing system to automate survey follow-up and task assignment.
  + **Knowledge Base for Tenant Issues:**
    - Create a knowledge base that documents common tenant issues and their solutions.
    - This can help property managers resolve issues more quickly and consistently.
    - **Technology:** A centralized, searchable database integrated into the ERP system.
  + **Vendor Management System:**
    - If third-party vendors are involved in issue resolution, implement a system to track vendor performance, response times, and service quality.
    - This can help ensure that vendor issues don't negatively impact tenant satisfaction.
    - **Technology:** A module within the ERP or integration with a vendor management platform.

Case study for a better overview on Boxer Properties: <https://www.relayhumancloud.com/wp-content/uploads/sales_documents/boxer-property-management-case-study.pdf>