One Platform, Many Solutions

From Payments to Packages: 6 Solutions on a Single Platform

Multifamily property managers juggle a lot. From rent collection and maintenance requests to resident communication, surveys, and packages, residents expect everything to be **simple, connected, and digital**.

Inefficient workflows drain your team's time and energy. This not only saps productivity but also impacts your bottom line.

Aptexx® provides a powerful solution by consolidating these functions into a single platform. Here's a look at six of the most common challenges multifamily property managers face and how a unified platform can help you solve them.

1 Payments Without the Headaches

Challenge

Paper checks, money orders, and manual reconciliation create delays, errors, and late payments.

Solution

- Encourage residents to use **auto-pay** at move-in to boost on-time collections

- Offer **multiple payment options** (card, ACH, mobile wallets) to match resident preferences

- Schedule **reminders** a few days before rent is due

How Aptexx® Helps

Accepts credit, debit, ACH, mobile wallets, and cash at retail partners

Residents can set payement reminders

Provides real-time dashboards for cash flow visibility

Proof Point

Communities that promote digital payments see 10–20% higher on-time collection rates, reducing delinquencies.

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2 Messaging That Actually Reaches Residents (and Prospects)

Challenge

Paper notices and one-off emails often go unread. Residents and prospects want updates instantly, on their phones.

Solution

- Use **two-way messaging** to turn notices into conversations
- Schedule reminders (rent, renewals, inspections) in advance
- Leverage **emergency alerts** via SMS for outages or urgent events
- Keep communications professional with **branded templates**

How Aptexx® Helps

Resident, prospect, and group messaging with full history in the admin portal

Emergency notifications via SMS, email, or robo-call

Scheduled messages and templates for consistent branding

Proof Point

Text messages are opened at a rate 5x higher than emails, making them far more effective for urgent or important updates.

3 Maintenance Requests Simplified

Challenge

Phone calls and incomplete notes delay services, frustrate residents, and waste staff time.

Solution

- Upload **photos** with work orders so technicians arrive prepared

How Aptexx® Helps

Residents can submit requests with notes/ photos on mobile

3 Maintenance Requests Simplified *continued*

Solution

- Monitor maintenance requests and track resolution times to ensure timely completion
- Easily provide **status updates** to reduce resident inquiries

Proof Point

Communities that collect photos with requests resolve work orders up to 30% faster, thanks to fewer repeat visits.

How Aptexx® Helps

Synchronizes to your property management software to enable workflows

Keeps residents informed on progress with status updates

4 Managing the Package Pile-Up

Challenge

Exploding e-commerce deliveries overwhelm leasing offices and front desks.

Solution

- Log packages directly into a centralized database, eliminating paper records
- Schedule resident notifcations to reduce calls and visits

Proof Point

Properties that provide package alerts reduce iniquiries by 50-70%, freeing staff capacity.

How Aptexx® Helps

Digital package logging with full audit trails

Sends residents pickup alerts and reminders

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v.09102025

5 Data That Drives Decisions

Challenge

Without centralized data, managers lack visibility into deliquiencies, service trends, and resident engagement.

Solution

- Track **resolution time, payment volumes, resident engagement, and satisfaction** score monthly

- Compare performance across properties to identify best practices

- Share data with staff to align around improvements

Proof Point

Operators with real-time dashboards catch service backlogs weeks earlier than those with manual reporting.

How Aptexx® Helps

Dashboards track payments, communications, and maintenance metrics in real time.

Portfolio-wide visibility across multiple properties

Exportable reports for compliance or presentations

# 6 Surveys & Feedback That Increase Retention

Challenge

Without structured feedback, managers make decisions in the dark, risking preventable turnover.

Solution

- Send short surveys after **move-ins, move-outs, maintenance, and renewals**

- Use insights to target at-risk residents before renewal

- Track trends over time to guide operational improvements

How Aptexx® Helps
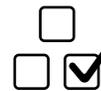
In-app surveys and polls after key interactions

Custom templates tailored to each community

Automatic reminders to increase response rates

Feedback integrated into dashboards for portfolio visibilty

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6 Surveys & Feedback That Increase Retention *continued*

Proof Point

Communities that use real-time surveys reduce unexpected turnover by 10-15% per renewal cycle.

Why It All Matters

Retention is just as important as new leases. Every non-renewal costs operators **$4,000–$5,000** in vacancy, turnover, and marketing.

94% of renters say they're more likely to renew if their property offers **digital** **conveniences** like online payments, service requests, and real-time communication.

Aptexx unifies payments, communication, service, and feedback, empowering your team to reduce costs, build trust, and strengthen NOI.

Conclusion: Simplify Today, Succeed Tomorrow

Aptexx® isn't just another app—it's a **resident experience platform**.

- Staff saves hours each week

- Residents enjoy the convenience they expect

- Owners see measurable results in payments, renewals, and satisfaction

Schedule a demo to see how Aptexx® can transform your operations.

Click Here to Schedule a Demo

Sources :
(Textellent, 2024)
(OptiMonk, 2025)