

Building exceptional resident relationships beyond business hours

Solution Overview

MRI Software's Resident Connect is a customizable, secure resident portal that allows multifamily property owners and managers the freedom to deliver a superb online customer service experience to residents by allowing them to conduct their business online.

With MRI Resident Connect, a community's management team can effectively extend their office hours, providing an easy-to-use, always available portal that positively impacts your customer satisfaction rating. And because your residents can complete many of the tasks that previously required interaction with a member of the property management team, residents will be happy and satisfied rather than being frustrated with limited office hours.

Key Features

- **Allow residents to**
 - Pay rent and fees online
 - View real-time statements and account balances
 - View, accept, and digitally sign lease renewal offers electronically
 - Submit and view status on service requests
 - Communicate with leasing staff
 - Stay current on community news and events

Business Benefits

- Expedite funds availability with online rent and fee payments
- Ensure consistent brand look and feel across websites
- Unlimited office hours providing staff and residents access to necessary data
- Streamlined document hosting ensuring important community documents are easily accessible
- Increased resident satisfaction effectively increasing lease renewals

