



Calling All Passengers:

Automated Calls



Agenda

- Importance of good communication
- Top communication challenges for residential property managers
- Best practices to consider when using a notification system
- Q & A and sharing

Say What?

Elevator malfunctions

Parking restrictions

Social event reminders

Amber or missing person alerts

Evacuations

Road closures

Weather alerts

(tsunami, flood, heat advisory, etc.)

Welcome calls

Water or power interruptions or outages

Pool or other facility change in hours or closures

Maintenance information

Meeting reminders

Protect. Inform. Engage.

One Call Now



Good Communication Practices

- Keep the community cohesive
- Increase compliance with policies and procedures
- Keep residents safe
- Increase resident satisfaction and retention
- Save time = money

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Challenges of Resident Communication

- Breaking through the clutter of information
- Reaching residents with a wide-range of communication preferences
- Communicating timely information quickly
- Maximizing limited resources
 - ✧ Staff time
 - ✧ Budget

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What is an Automated Calling System?

- Sends calls, texts, emails, and social media messages automatically using either a phone or an internet-enabled computer
- Hardware vs. hosted
- Voice and/or text-to-speech

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Best Practices

You SHOULD...

- Always use a Caller ID that residents recognize
- Reach out to residents in multiple ways in a true emergency
- Do your research when developing your budget – understand the pricing
- Develop policies and procedures that outline how the messaging system will be used

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Best Practices *continued*

Make sure you CAN...

- Communicate during a power outage or lapse in Internet service
- Set up groups within your resident database to easily reach those you need to, without bothering those you don't
- Hear back from those you call or text with two-way messaging

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Questions?



Thank You!

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One Call  **Now**