



# CONDO CONTROL

PROPERTY MANAGEMENT MADE SIMPLE



Online communication and management  
for condos, co-ops and HOAs

 [www.condocontrolcentral.com](http://www.condocontrolcentral.com)

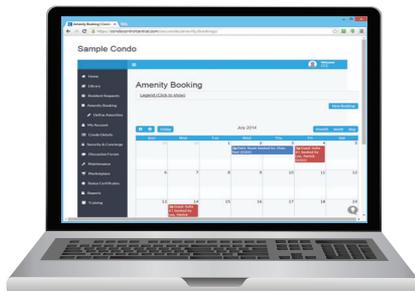
 (888) 762-6636



Condo Control is the really smart way to manage condos and HOAs. Since our beginning in 2008, Condo Control has been helping property managers, board members, security and concierge and residents with all aspects of running, and living in a multi-residential community. Our online platform features communications, record-keeping, and tools for security and concierge services to help make life easier for everyone.

When you're running a condo or HOA, there is no shortage of problems for you to resolve. Our software can help you get organized, streamline recurring tasks, and ultimately save time and money.

To see the software in action, watch the demo today! [www.condocontrolcentral.com](http://www.condocontrolcentral.com)



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# Communication

## Announcements

### What Is It?

- Send notices to all owners and residents within your community via email, text, voice, mailroom display or push notification
- Update residents on a regular basis with less effort
- Control who receives messages

### Key Benefits

- Improve communication within your community quickly and effortlessly
- Save money on printing by distributing announcements electronically
- Compose one message and share it via multiple channels



## Voice & Text Notifications

### What Is It?

- Property managers can now send announcements directly to residents' homes or cell phones via voice or text messaging
- Reach residents who do not have email
- Send text and voice notifications using monthly prepaid credits, much like a cell phone package

### Key Benefits

- Improves communication within your community
- Reach more of your residents faster; this capability is crucial in emergency situations
- Track delivery results with easy-to-use reports



## File Library

### What Is It?

- Keep your electronic files organized, in a secure centralized location
- Upload your files using your web browser or submit your files by email; choose whichever method is most convenient for you
- Automatically track who has viewed which files; it's easy to see which documents are most useful

### Key Benefits

- Send email notifications when you post a new file so that everyone knows the file is there
- Set access levels on each folder, giving you control of who sees each folder and who is allowed to make changes or modifications
- Spend less time searching for important files



## Service Requests

### What Is It?

- Log service requests online. Attach images to assist with the resolution
- Track the progress of all your service requests online
- Provide progress updates to the requestor by email

### Key Benefits

- Set follow-up notifications for each service request so you remain on top of ongoing requests
- A full history of each request is securely stored online and can be referred to in the future if required
- Reports on service requests can be generated with ease



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## Proxy Voting/ E-Voting

### What Is It?

- Our online proxy/ E-voting module allows you to easily gather proxy votes from your owners online, in advance of your AGM or special meeting
- We use email, voice & text message reminders to increase owner participation in voting
- Monitor your progress towards achieving quorum using our dashboard

### Key Benefits

- Achieve quorum for your meetings, guaranteed
- Comprehensive communication program to increase voting or achieve quorum
- All responses are stored securely and electronically and can only be accessed by approved administrators



## Architectural Change Requests

### What Is It?

- Track all architectural change requests from owners completely online
- Quickly identify, approve or deny architectural change requests
- Allows boards to make architectural decisions without having to host an in-person meeting

### Key Benefits

- Streamlines the approval process for requests submitted by residents
- Automatic reminders help ensure requests are promptly addressed
- Homeowners can attach photos and other files to requests
- History records of all requests are easily accessible and can be reviewed at any time



## Mobile App

### What Is It?

- The CCC Mobile App allows you to access our features directly from your smart phone
- Stay connected when you're out of the office or away from home
- Stay up-to-date with push notifications

### Key Benefits

- Instant access to the information you need, even when you're not at your desk
- Owners can submit a service request and even attach pictures
- Property managers will be within a finger's touch for anything security related\*

### How Does It Work?

- Download the app to your smart phone
- Log in with your current Condo Control username and password, or register for an account if you don't have one yet
- Once logged in you will have instant access to the Condo Control Central platform
- Owners can access many of our great features such as viewing announcements, booking an amenity, or obtaining visitor parking
- Property managers can post announcements, respond to service requests, approve amenity bookings, view unit owner contact details, and more
- These features work just as they would on your desktop!



\*Contact us for more information

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## Public Website

### What Is It?

- An interactive experience to develop a unique brand identity online
- An engaging way to promote your community to prospective buyers and residents
- A medium to keep the community up-to-date with current information

### Key Benefits

- Login to or register for Condo Control from your public website
- Choose your website's design from professional templates and make it your own
- Obtain your own customized domain name



## Budget Mail-out

### What Is It?

- Property managers or board members have the ability to upload and send out condo fees through our online platform
- Drag and drop what you would like to add to the email or remove things you would like to leave out
- Our system automates the process by scheduling the mailout

### Key Benefits

- Bulk upload units to send notice of fees
- Send out condo fees electronically and reduce paper useage
- Owners can pay fees online
- Run reports to see which owners paid their fees and whose balance is still pending



# Record Keeping

## Amenity Booking

### What Is It?

- Set up all your amenities online so owners and residents can easily book them
- Amenities requiring payments can be paid for securely by credit card
- Complete calendar view of all booked amenities are colour-coded for easy viewing

### Key Benefits

- Extreme flexibility; set up your amenities to match your existing process
- Customizable approval process
- Automatic prevention of double bookings



## Violation Tracking

### What Is It?

- Send, track and resolve community violations online
- Send warning notices, set due dates, and allow residents to pay violation fees online
- Comprehensive history of all violations that have taken place, and each of their resolutions, are easily accessible

### Key Benefits

- Residents can view details, respond to notices, add files, and pay violation fees online
- Create unlimited violation templates
- Analyze reports to identify violations that occur most frequently



## Online Store/ Payments

### What Is It?

- Owners can purchase keys, fobs, garage remotes or pay condo fees
- Purchases and payments are securely processed by credit card or direct debit, powered by Stripe and/or Rotessa ([www.stripe.com](http://www.stripe.com)) ([www.rotessa.com](http://www.rotessa.com))
- Orders are confirmed and tracked digitally for full visibility of the order process
- All transactions are recorded for you to easily review

### Key Benefits

- Products and payments are completely customized to your community's needs
- Both owners and residents can access the store and make payments
- Property management retains control over the process
- Improves security; no need to handle cash or cheques



## Purchase Orders

### What Is It?

- Property managers can track the purchase of products and services from external suppliers within Condo Control
- Managers can generate purchase orders and track the entire approval and fulfilment process online
- Store all of your suppliers' contact details securely online

### Key Benefits

- Removes manual paperwork, everything is completed and stored securely online
- Approval process is streamlined and paperless
- All related communication between property management, the board, and the supplier is documented electronically



## Asset Management

### What Is It?

- Document, organize and update assets within your community
- Create and edit asset records from a desktop or mobile phone
- Owners can see all assets registered to their home or unit, including assets owned by their tenants
- Management can search their database for any registered asset by barcode number, name, unit or user

### Key Benefits

- Management can easily check to see if an asset is authorized to be on the property
- Asset types and fields can be customized to give communities more control over asset management
- Photos and other key details can be attached to each asset record, and changes can be made to any record



## Maintenance Tracking

### What Is It?

- Track and schedule maintenance activities online
- Organize and track the status of a variety of equipment within your building
- Attach important documents like maintenance orders and receipts to completed maintenance activities

### Key Benefits

- Never forget equipment maintenance again with automatic reminders
- Organize your equipment into a series of systems (Such as HVAC, live safety, or elevators)
- Secure, organized, and accessible records are available to anyone who has permission



# Security & Concierge

## Visitor Parking

### What Is It?

- The ultimate parking protection with records of who is coming or going
- Manage visitor parking so residents do not exploit current rules and regulations
- Monitors length and frequency of visitor parking usage

### Key Benefits

- Fully supports your existing rules, regulations and parameters
- Confidential as you control who has permission to view records and when
- Makes visitor parking a smooth and fair process for all
- More efficient than manual visitor parking processes



## Package Tracking

### What Is It?

- Log all packages online as they are received
- Alert recipients when packages are ready to be picked up
- Release packages with an electronic signature

### Key Benefits

- Track both incoming deliveries and outgoing packages
- Guards can easily search for packages based on delivery date, recipient, or unit number
- If packages are not picked up, a reminder email can be sent to the recipient with just one click



## Incident Reports

### What Is It?

- Record incident details securely online
- Track all details of an incident, from which units were involved, to whether police were called, to which officer responded to the scene
- Attach all relevant documents and images to reports so they are all kept in a centralized location

### Key Benefits

- Search for incident reports by keyword, name, date, or unit number
- Establish an unlimited number of incident categories for reporting purposes
- Email notifications are automatically generated when a new incident report is entered



## Key Tracking

### What Is It?

- Create full and accurate records of your key tracking securely online
- Keep track of the company and name of the individual borrowing the key
- Record the exact date and time when a key was signed out and returned

### Key Benefits

- Track an unlimited number of keys
- Make notes or comments about the reason for loaning the key
- Run reports showing all activity, either by key, or by date range



## Security Patrol

### What Is It?

- Patrol and scan locations throughout your property to record their security status
- Lodge an incident report from your smart phone as soon as you notice a security breach
- Provides complete transparency of guard patrols

### Key Benefits

- Schedule and notify security staff of upcoming patrols
- Customize each route to your security needs
- Syncs straight to the security dashboard in real-time
- Generate reports outlining all details pertaining to each patrol



## Security Log

### What Is It?

- Streamlines the process of logging security activities without the paperwork
- Guards log all the events that took place during their shift
- Logs are created similarly to email.

### Key Benefits

- Greater transparency for all concierge staff
- All log entries are reviewed before guards can use the system
- There's no separate account required to use this feature



# Hardware

Our range of hardware compliment our features...

## Signature Pad



Our Topaz signature pad is a simple and effective tool that allows security guards to capture signatures on a wide range of records, from packages and keys to service requests.

## Parking Permit Printer



Our Epson permit printer uses thermal paper so there is no need to buy toner or ink. Your parking permits will be clear and easy to read, no more messy handwriting.



## Self-serve Kiosk



Make a payment, see which packages have arrived, submit or update a service request. Our kiosk gives residents the power to do all of this and more by themselves.

## Mail Room Display



Installing a Samsung display screen in your lobby or mailroom allows owners and residents to see what's happening, even if they don't use email. The display shows announcements, events and packages.\*

\*Contact us regarding pricing and installation.



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Learn More About  
Condo Control.

To request more information or to watch a demo, call us at

 **888-762-6636**

or visit us online at

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