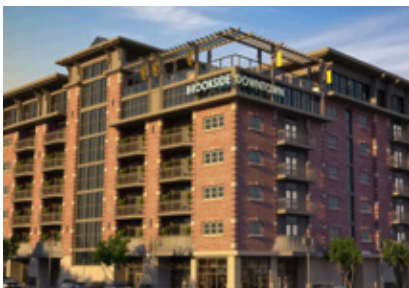


PROPERTY MANAGEMENT

As a property managers of commercial, residential, or industrial real estate, you have many responsibilities to oversee. Balancing between serving the needs of current customers and capturing new opportunities is challenging, especially if you are spending many hours of your day on the phone. Stericycle Communications Solutions offers Property Managers call centre services to help you reduce time spent on the phone, allowing you to concentrate on other priorities.

FEATURES

- **Answering service:** Handle calls from tenants, service providers, or provide information for leasing inquiries
- **Emergency dispatch:** Quickly dispatch a contractor in the event of an electricity, plumbing or other unexpected issue.
- **Alarm monitoring:** In the event of an alarm activation, we follow established guidelines to dispatch personnel or other escalation protocols
- **Work alone check-in service:** For security staff working alone, ensure their safety with automated or live voice check-in service
- **Appointment scheduling:** Schedule appointments for property viewings or for meeting with tenants.



USES

- | | |
|--|--|
|  Residential properties |  Facility management |
|  Commercial properties |  Condominium/Apartment management |

BENEFITS

- **Flexibility of service:** We can answer calls around the clock, after hours or on holidays, or on an ad hoc basis.
- **24/7 availability:** Provide excellent customer service to your clients even outside of regular operating hours.
- **Adaptability for fluctuating call volumes:** During periods of high volume, we handle the influx of calls without requiring extra resources that would be needed if you were answering calls in-house
- **Convenient messages delivery:** Receive immediate notifications and daily call summaries through email or text message



To learn more about property management solutions, visit stericyclecommunications.ca or call Stericycle Communications Solutions at 1.800.218.5855.