

FOR PROPERTY MANAGEMENT TEAMS

Get the routine work off your team's plate

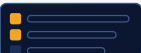
Every building has work that comes back each week. The same tenant question answered for the fifth time. A form typed into two systems because they do not talk to each other.

This guide lists the routines I take off a property team, what I build to do it, and the one real portfolio where part of it runs today. At the end there is a short tick list and a free audit offer.



1 The routines I take off your team

Grouped by area. Left is the routine as it runs by hand. Right is how it runs once it is set up.

 Tenant questions and repeat inquiries BY HAND  →  SET UP	
TODAY A manager answers "where is the water shutoff" for the fourth time this month. A maintenance request sits under routine questions until someone scrolls down to it. A message sent Friday night waits for Monday.	AFTER → An assistant drafts the answer from that building's own documents. Staff read it and send it. → Requests are pulled out of the inbox and land in the work queue with the unit attached. → Simple questions get an answer from the building rules that night. Anything sensitive waits for a person.
 Move-in, move-out and deposit disputes BY HAND  →  SET UP	
Someone drives out to photograph the unit, then files the pictures in a shared drive. A deposit dispute comes down to "I think we took photos at move-in."	→ The tenant scans a QR code and records a guided video. It is checked, dated and filed against the unit. → The manager opens a dated report with frames from the video and makes the call.
 Violation reports and notices BY HAND  →  SET UP	
A resident texts a photo of a balcony barbecue on Saturday. The letter goes out on Wednesday. Whether a notice gets a follow-up depends on who remembers.	→ The report is logged with the photo and the matching house rule, and a draft notice waits for the manager. → Open notices sit on one list with a follow-up date and an owner.
 Meter readings and billing prep BY HAND  →  SET UP	
Readings are typed from a clipboard into a spreadsheet. One swapped digit becomes a wrong invoice and a tenant call. The month-end run starts with chasing missing readings.	→ A photo of the meter is read into numbers. A person confirms the reading and the charge per unit is calculated. → Missing readings show up as a list days before the run.



Intake, forms and data entry between tools

BY HAND



SET UP

A rental application arrives by email and gets retyped into the property software and a spreadsheet.



The form fills both tools at once. Missing fields go back to the applicant automatically.

A lease is signed, and the move-in checklist lives in one person's head.



Signing the lease starts the checklist, with an owner and a due date on each step.



Reminders and follow-ups

BY HAND



SET UP

Insurance certificates and lease renewals are tracked in someone's calendar.



Reminders go out on schedule, and the ones still open show on a single list.

A vendor never replies to a quote request, and nobody notices for a week.



No reply by the date you set creates a follow-up task for the right person.



Reporting

BY HAND



SET UP

Monday starts with someone copying numbers from several tools into one report.



The report is built from the source tools overnight and is in the inbox before the team arrives.

2

What I build to do it

Four kinds of build. Green marks what already exists at one real portfolio. Amber is what I build for you, with no past result claimed.

Built

exists at one real portfolio

What I build

no past result claimed



Can sit: inside the office as a drafting tool, or on your website for tenants.

AI assistant for your staff or your tenants

Answers come from your building's own documents, such as house rules and building systems. A person approves sensitive replies before anything goes out.

Built

Running at one portfolio: an internal assistant for the management team that drafts replies and tasks from each building's profile. Staff review every draft. The tenant-facing website version is **what I build**, not a past result.



Example: application form to property software to welcome email, with no retyping.

Automations between the tools you already use

Make.com and n8n connect your email, forms, property software, spreadsheets and calendar, so data typed once reaches every place it needs to be.

What I build

My Make.com and n8n client work so far is outside property management, so no property result is claimed here.



Example: a move-out video check-in app. The tenant films the unit and the manager gets a dated report.

Custom web apps and portals when no tool fits

When your process does not fit any software on the market, I build a small web app around it that works on a phone.

Built

Deployed at one portfolio: the move-out video check-in app. The client is testing it now. It is not yet in daily use with tenants.



Example: a photo of a water meter becomes a reading and a calculated charge.

AI reading of documents and photos

Photos and scans become numbers and fields your team checks instead of typing. A person confirms each value before it counts.

Built

Running at one portfolio: water meter photo to reading, checked by a person, charge calculated. Sending invoices is **not** part of it.

3 One real case, labeled as one



A property management company in North America running multiple buildings. I built an internal web app for their management team. It runs on the client's own server. What is in it today:



Building assistant

Each building's profile, with its house rules and building systems, is given to Claude, which drafts replies and tasks. Staff review everything. Nothing goes out on its own.



Meter photos

A water meter photo is read into numbers, a person checks it, and the charge is calculated.



Inspection video and voicemail

Walkthrough videos are analysed frame by frame into a report a manager reviews. Voicemail is transcribed to text.



Move-out video check-in (a separate app)

The tenant scans a QR code and films a guided video. The server checks the file is genuine with a one-time spoken code and file hashing, then transcribes it, analyses the frames and builds a dated report. The manager decides. It is deployed and the client is testing it.



What is not in it: violation detection, tracking fines to payment, sending invoices, reading the email inbox automatically. If you need those, I scope them against your buildings. It is one portfolio, so I will not call it a track record across the industry.

4 How many of these does your team still do by hand?

Tick each one that is true for your office this month. First instinct, no spreadsheets.

- | | |
|---|--|
| ☐ Staff answer the same tenant questions by hand every week. | ☐ Follow-up on a notice depends on who remembers. |
| ☐ Maintenance requests get buried under routine messages. | ☐ Meter readings are typed into a spreadsheet. |
| ☐ Move-in and move-out condition is recorded by a staff visit. | ☐ The same application or lease data is entered in two tools. |
| ☐ Your last deposit dispute ended without dated proof. | ☐ Renewal and insurance reminders live in someone's calendar. |
| ☐ Violation letters are written from scratch each time. | ☐ The weekly report is copied together by hand. |



Reading it: every tick is a routine that can come off your team's plate. Three or more, and the one that comes back most often is the place to start.



Free 20-minute routine audit

I am Oleksandr Shylo, an AI automation engineer working with Make.com, n8n and Claude. I do not quote costs or savings before I have seen how your office works, so the first step is an audit, free and in writing.

Reply to my email with the routine that takes the most time.

I will map what can come off your team's plate and what it would take to build, on your buildings and your tools.

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