

## Manager 1: Jennifer

**1. How long have you worked as a manager?**

2 years

**2. How do you currently receive requests from tenants?**

Call or walk-in

**3. How would you rate that experience from your side?**

2 – It takes a lot of time away from other work I need to finish. And most of the times I'm out giving a tour.

**4. In your opinion is there a better way to receive requests?**

Some kind of online portal.

**5. How do you currently track your tenant's request?**

I use excel sheet.

**6. How would you rate that experience?**

3 – it's not bad but could be better

**7. In your opinion is there a better way to receive requests?**

Online portal that categorizes requests by type. By type I mean electric, plumbing, etc.

**8. How do you currently receive payments for rent and utilities?**

We use a 3<sup>rd</sup> part system for that.

**9. How would you rate that experience?**

4 – It works well

**10. In your opinion is there a better way to receive payments?**

The current system works.

**11. How do you currently receive and inform tenants about packages?**

I send out an email.

**12. How would you rate that experience?**

It's sometimes painful. It would be nice to have a system where I can scan the package and it automatically send a notification to the tenant.

**13. In your opinion is there a better way to notify tenants about their packages?**

It would be nice to have a system where I can scan the package and it automatically send a notification to the tenant.

**14. What would be your preferred platform to interact with this portal?**

Desktop