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Planned Property Management

Planned Property Management Inc. owns and operates 32 buildings in the most desirable neighborhoods in Chicago. With 3,700 units under management, they wanted to automate the rent collection process as much as possible. By implementing Zego Pay and utilizing strategies to drive adoption, now approximately 80% of their residents are paying digitally.

Key benefits

- ✓ **Increase convenience for residents**

Residents pay digitally instead of physically bringing checks to the office

- ✓ **Better visibility into payment data**

Accounting software integration and reporting tools provide clarity into each transaction

- ✓ **High digital payment adoption**

80% of residents paying digitally results in less work during Rent Week



“I would estimate at least 80% of our tenants have used Zego at least once. It is so much easier than writing a check and adoption has grown considerably within our tenant base. Zego makes our lives so much easier and I have already recommended them to other management firms.”

— Mary Francis, Collections Manager, Planned Property Management

The client



Location

Illinois



Total units

3000



Industry

Multifamily



Zego solutions

Payments



Accounting software

Unix

The challenge

Planned Property Management had two specific goals in mind when looking for a payments vendor. First, they wanted a solution that would provide maximum convenience for both residents and property managers. Smooth integration with Unix was high on the list, along with comprehensive reporting and notifications. Second, Planned Property Management wanted to achieve a high tenant adoption rate of the service to achieve the full benefits of automating payments. They sought a provider who would be committed to working with clients to obtain those results.

The solution

Zego's user friendly interface, integration with Unix and breadth of reporting tools won over Planned Property Management. "We selected Zego over other vendors because their technology worked best with Unix, our property management software," said Mary Francis, Collection Manager at Planned Property Management. "Their customer service was very strong and they offered more reporting tools and features than other vendors," she added.



With goals of achieving a high utilization rate, Planned Property Management turned to Zego's account management team for guidance on cost-effective ways to maximize resident adoption. Planned Property Management decided to incur processing fees on the resident's behalf the first time they paid with Zego. After the first payment, the resident would incur the modest convenience fee.

The result

Planned Property Management has seen a number of their residents utilize the Zego's service. "I would estimate at least 80% of our tenants have used Zego at least once. It is so much easier than writing a check and adoption has grown considerably within our tenant base," Francis said. "Zego also regularly provides us with marketing materials so we can remind our residents about their payment options. Zego makes our lives so much easier and I have already recommended them to other management firms."



