

ESTTA Tracking number: **ESTTA456485**

Filing date: **02/14/2012**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Petition for Cancellation

Notice is hereby given that the following parties request to cancel indicated registration.

Petitioner Information

Name	BUILDINGLINK.COM, LLC		
Entity	LIMITED LIABILITY CORPORATION	Citizenship	DELAWARE
Address	85 Fifth Avenue Floor 3 New York, NY 10003 UNITED STATES		

Name	YARDI SYSTEMS, INC.		
Entity	Corporation	Citizenship	California
Address	430 South Fairview Avenue Goleta, CA 93117 UNITED STATES		

Attorney information	Ashley Krause Brownstein Hyatt Farber Schreck, LLP 410 Seventeenth Street Suite 2200 Denver, CO 80202 UNITED STATES akrause@bhfs.com, eholmes@bhfs.com, dnipdocket@bhfs.com Phone:303.223.1248		
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Registration Subject to Cancellation

Registration No	4030064	Registration date	09/20/2011
Registrant	Property Solutions International, Inc. 522 South 100 West Provo, UT 84601 UNITED STATES		

Goods/Services Subject to Cancellation

Class 042. First Use: 2004/04/01 First Use In Commerce: 2004/04/01 All goods and services in the class are cancelled, namely: Providing online non-downloadable computer software, namely, property management software, also known as database management software, for use in managing information related to apartment units, properties, and occupants, for real estate management

Grounds for Cancellation

Genericness	Trademark Act section 23
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Attachments	Petition.pdf (9 pages)(152996 bytes) Exhibit001.PDF (5 pages)(218126 bytes)
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	Exhibit2.pdf (3 pages)(150111 bytes) Exhibit3.pdf (6 pages)(163538 bytes) Exhibit4.pdf (5 pages)(117759 bytes) Exhibit5.pdf (2 pages)(191228 bytes) Exhibit6.pdf (5 pages)(134720 bytes) Exhibit7.pdf (4 pages)(95365 bytes) Exhibit 8.pdf (6 pages)(144409 bytes) Exhibit9.pdf (2 pages)(140894 bytes) Exhibit10.pdf (3 pages)(80588 bytes) Exhibit001(1).PDF (24 pages)(766427 bytes) Exhibit001(2).PDF (23 pages)(1105810 bytes) Exhibit12.pdf (4 pages)(101949 bytes) Exhibit13.pdf (2 pages)(139718 bytes) Exhibit15.pdf (4 pages)(119651 bytes) Exhibit16.pdf (4 pages)(108780 bytes) EXHIBIT001(3).PDF (4 pages)(63999 bytes) EXHIBIT001(4).PDF (4 pages)(133407 bytes) Exhibit19.pdf (3 pages)(65272 bytes) EXHIBIT001(5).PDF (3 pages)(261787 bytes) Exhibit001(6).PDF (15 pages)(278263 bytes) Exhibit001(7).PDF (15 pages)(280592 bytes) Exhibit14.pdf (4 pages)(100952 bytes)
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Certificate of Service

The undersigned hereby certifies that a copy of this paper has been served upon all parties, at their address record by First Class Mail on this date.

Signature	/ashleykrause/
Name	Ashley Krause
Date	02/14/2012

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD**

In the Matter of Trademark Registration No. 4,030,064
For the Trademark: RESIDENT PORTAL in International Class 42

BUILDINGLINK.COM, LLC,

and

YARDI SYSTEMS, INC.,

Petitioners,

v.

PROPERTY SOLUTIONS INTERNATIONAL, INC.,

Registrant.

Opposition No. _____

PETITION FOR CANCELLATION

BuildingLink.com, LLC, a Delaware limited liability corporation (“BuildingLink”), and Yardi Systems, Inc., a California corporation (“Yardi” and, collectively with BuildingLink, “Petitioners”), believe that they are damaged by Registration No. 4,030,064, and hereby petition to cancel the same under the provisions of 15 U.S.C. § 1092. As grounds for cancellation, Petitioners assert that:

1. On October 13, 2010, Property Solutions International, Inc. (“Registrant”) filed an application to register the term RESIDENT PORTAL on the Principal Register for “providing online non-downloadable software, namely, property management software, also known as database management software, for use in managing information related to apartment units, properties, and occupants, for real estate management” in class 42 (the “Services”). Following a refusal to register on the basis that the mark was merely descriptive, Registrant: (1) disclaimed

the term “portal,” and (2) amended the application over to the Supplemental Register.

Registration No. 4,030,064 issued on September 20, 2011.

2. BuildingLink, having its principal place of business at 85 Fifth Avenue, Floor 3, New York, New York 10003, provides, among other things, an internet-based software platform for the management of residential properties. One of the components of BuildingLink’s internet-based platform is a resident log-in area that is generically identified as a “resident portal.”

3. Yardi, having its principal place of business at 430 South Fairview Avenue, Goleta, California 93117, provides, among other things, property management software for the multifamily, affordable, senior housing and commercial real estate industries. One component of Yardi’s software permits users of its residential management software to implement a resident log-in area on the property’s website that is generically identified as a “resident portal.”

4. The phrase “resident portal” is not capable of distinguishing Registrant’s goods and serving as a trademark because it is the generic name of a category of real estate management software.

5. The term “resident” is a common, generic term that means “a person who resides in a place” and “reside” means “to dwell permanently or for a considerable amount of time.” See <http://dictionary.reference.com/browse/resident> and <http://dictionary.reference.com/browse/resides> (last visited Feb. 7, 2012), printouts of which are attached hereto as Exhibit 1.

6. The term “portal” is a common, generic term that means “a Web site that functions as an entry point to the Internet, as by providing useful content and linking to various sites and features on the World Wide Web.” See <http://dictionary.reference.com/browse/portal> (last visited Feb. 7, 2012), a print-out of which is attached hereto as Exhibit 2.

7. In the real estate software and property management industries, a “resident portal” is a common, generic term used to describe an area of a website (a “portal”) through which residents of the community may log-in to perform certain tasks, such as pay bills, pay their rent, or submit work orders, as reflected by the usage of that term by Registrant, Petitioners, their respective competitors, and the trade press.

8. Since at least as early as the year 2000, the trade press has used the generic term “resident portal” to refer to resident log-in areas of residential property websites. For example, in 2000, an article in the Journal of Property Management used the term “resident portal” to refer to the then-innovative resident log-on areas of property websites. See *All in One Neat Box*, Journal of Property Management, July 1, 2000, 2000 WLNR 10062403, attached hereto as Exhibit 3.

9. Resident portals have only grown in popularity since 2000 and as the Journal of Property Management noted in 2008, “[t]oday, they’re close to being obligatory.” Janice Rosenberg, *Online Portals: Residential Managers Offer Leading Edge Communication Tools for Existing and Potential Tenants*, Journal of Property Management, Jan. 1, 2008, 2008 WLNR 25306867, attached hereto as Exhibit 4 (“The resident portal trend has been growing for the last five years. Today, they’re close to being obligatory.”).

10. Registrant itself has a history of using the term “resident portal” in a generic fashion. For example, in a May 2006 issue of Multi-Housing News, Registrant’s President was quoted as saying “[a] resident portal is an online resident environment, a place by which a resident can have direct communication with the property management company.” See Lisa Iannucci, *Resident Portals Provide Service through Entire Tenant Lifecycle*, May 2006, attached hereto as Exhibit 5. Registrant’s President has also been quoted as saying, “[w]ith help from

White Fence, resident portals are also able to provide an apples to apples comparison between various utility providers.” See Anuradha Kher, *The Resident Portal: Are You Leveraging All Its Features?*, Multi-Housing News Online, Apr. 16, 2010, available online at <http://www.multihousingnews.com/news/the-resident-portal-are-you-leveraging-all-its-features/1004019959.html> (last visited Feb. 7, 2012), attached hereto as Exhibit 6. In another interview, Registrant’s President noted “[r]esident portals offer a strong value proposition, especially if there is a payment engine, which encourages residents to really use them.” Christopher Hosford, *Portal Protocols*, Multi-Housing News Online, Oct. 5, 2009, available online at <http://www.multihousingnews.com/features/portal-protocols/479.html> (last visited Feb. 7, 2012), attached hereto as Exhibit 7.

11. Furthermore, when Multi-Housing News selected Registrant’s software as one of 2011’s best resident portals, Registrant did not object to the use of the term “resident portal” in a generic manner. See *2011 MHN Technology Choice Award Winners*, Multi-Housing News Online, July 29, 2011, available online at <http://www.multihousingnews.com/awards/2011-mhn-technology-choice-award-winners/1004038342.html> (last visited Feb. 7, 2012), attached hereto as Exhibit 8.¹ Nor did Registrant object to the generic use of the term “resident portal” when it was nominated for best resident portals in 2008. See *Multi-Housing News 2008 Technology Choice Awards*, Multi-Housing News, Aug. 2008, attached hereto as Exhibit 9.

12. Furthermore, third parties descriptively refer to the services Registrant provides as including “resident portals.” See, e.g., *UFTC Invests \$250K in Provo-Based Property Solutions; Property Management Software Firm Also Announces Major Strategic Alliance*, Business Wire,

¹ Although Multi-Housing News was acquired by Yardi on November 19, 2009, the uses of the term “resident portal” in that publication that are cited in this Petition were engaged in before Yardi learned of the existence of the Registration. In addition, the division of Yardi that publishes Multi-Housing News is operated separately from the portion of Yardi’s business that offers resident portal software.

Dec. 2, 2005, attached hereto as Exhibit 10 (“UFTC...announced a \$250,000 investment in Property Solutions International Inc., which provides Web-based software that enables property managers to ... build and maintain *resident portals*...” (emphasis added)).

13. Many property management companies, as well as the software companies that provide their software, generically refer to the resident-focused area of property websites and the related software as the “resident portal,” examples of which are shown in Exhibit 11 filed herewith:

- ActiveBuilding provides resident portal software and proclaims that “ActiveBuilding isn’t just another Resident Portal.” See www.activebuilding.com/resident-portal (last visited Feb. 7, 2012).
- Intuit, Inc. provides resident portal software that “enables you to deliver superior service to your residents via the Internet....24/7/365.” See <http://findaccountingsoftware.com/directory/intuit/intuit-real-estate-solutions-mri-residential/resident-portal/> (last visited Feb. 7, 2012).
- South Campus Commons' website claims its “resident portal is an online service built to assist you in managing your account with SCC.” See <http://www.southcampuscommons.com/uploads/file/Resident%20Portal%20Instructions.pdf> (last visited Feb. 7, 2012).

Numerous additional examples of third-party use of the generic term “resident portal” are set forth in Exhibit 11.

14. In addition, trade publications commonly use the generic term “resident portal” to describe the resident log-in area of a residential community’s website. For example, publications such as Journal of Property Management, Multi-Housing News Online, Units, and Real Estate Weekly frequently use the term “resident portal” as a common name referring to the resident log-in area of a property website. Examples include, but are not limited to, the following, as shown in Exhibits 12-20 filed herewith:

- A Multi-Housing News article (available online at Registrant’s website) identifies resident portals as the “next big thing.” Keat Foong, *The Next Big Thing: Resident Portals*, Multi-Housing News, June 1, 2007, *available online at*

http://www.propertyolutions.com/Company/Press_Room/Articles/89 (last visited Feb. 1, 2012).

- A Multi-Housing News article discussing the rise in popularity of resident portals noted “[r]esident portals have now become the preferred way to do business.” Matthew Marin, Multi-Housing News, Aug. 2007.
- Real Estate Weekly described the term “resident portal” in the following manner: “A resident portal, for example, accommodates rent and bill payments, message posting, personal information updates, maintenance requests, and other functions...” Richard Malpica, *Portals Offer a Window to New Efficiencies*, Real Estate Weekly, July 9, 2008, 2008 WLNR 25639518.
- A Multi-Housing News Online article identified resident portals as one of four capabilities for multifamily housing that provide a quick return on investment. Mike Mullin, *Guest Column: Which New Technologies Provide Quick ROI for Multifamily?*, Multi-Housing News Online, July 27, 2010, available online at <http://www.multihousingnews.com/headlinenews/which-new-technologies-provide-quick-roi-for-multifamily-2/1004023010.html> (last visited Feb. 7, 2012).
- Multi-Housing News Online describes a resident portal in the following manner: “A resident portal refers to a central online location where residents can address renting-related needs” and discusses the growth of resident portals in the industry. Jeffrey Steele, *Resident-Focused Websites Help Build Community*, Multi-Housing News Online, Dec. 14, 2010, available online at <http://www.multihousingnews.com/features/technology/resident-focused-websites-help-build-community/1004027301.html> (last visited Feb. 7, 2012).
- Units magazine listed “resident portals” as one of “11 intriguing selling points” to attract new residents. *Republican Talking Points: 4 Lessons for Effective Leasing*, Units, Oct. 1, 2008, 2008 WLNR 25805530.
- Multi-Housing News Online has addressed the importance of resident portals for prospective and current residents and use of resident portals for social networking. Jeffrey Steele, *A New Generation of Portals Helps Residents Connect*, Multi-Housing News Online, May 26, 2011, available online at <http://www.multihousingnews.com/features/technology/a-new-generation-of-portals-helps-residents-connect/1004035283.html> (last visited Feb. 7, 2012).
- In discussing MRI Software’s Access 24/7 product, Units magazine described the software as providing a “resident portal and online lease solution.” *MRI Software*, Units, Mar. 1, 2010, 2010 WLNR 7435915.
- Finally, in noting the importance of technology to preventing revenue leakage at apartment communities, Multi-Housing News noted “occupancy can be supported by online resident portals, to provide Web-based rent payments or service requests.”

Christopher Hosford, *Prevent Revenue Leakage: Are You Leveraging Property Management Systems for Optimum Results?*, Multi-Housing News, January 2009.

See also Exhibits 3 and 4.

15. As these examples illustrate, Petitioners and others in the real estate software and real estate management industries have a present and prospective right to use the generic term “resident portal” in their business.

16. Indeed, Petitioners are not the first parties to believe they would be injured by registration of the term “resident portal.” On February 26, 2007, Archstone-Smith Operating Trust (“Archstone”), a property management company, filed an opposition against a prior application for the mark RESIDENT PORTAL owned by Registrant (U.S. Ser. No. 78/497,423) on the grounds that the mark is merely descriptive (Opp. No. 91175857). In its Notice of Opposition, Archstone asserted that it had used the descriptive phrase “resident portal” since at least 2001. See Exhibit 21 (copy of Notice of Opposition filed by Archstone). Registrant failed to respond to the opposition and, therefore, default judgment was entered against Registrant and that application was abandoned.

17. Registrant’s registration has injured and will continue to injure Petitioners and others in the software and real estate industries, as it precludes other entities from referring to resident portal software and online resident portals by the common, generic name for such portals.

For the reasons set forth above, Petitioners request that this Cancellation be sustained and that Registration No. 4,030,064 be cancelled.

Dated this 14th day of February, 2012.

Respectfully submitted,



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Emily Holmes
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Denver, Colorado 80202
303.223.1248
akrause@bhfs.com
eholmes@bhfs.com

ATTORNEYS FOR BUILDINGLINK.COM, LLC
AND YARDI SYSTEMS, INC.

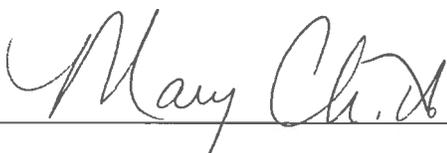
CERTIFICATE OF SERVICE

The undersigned hereby states that on February 14, 2012, she served a copy of this Petition for Cancellation upon:

Property Solutions International, Inc.
522 South 100 West
West Provo, Utah 84601

by enclosing the same in a First Class postage paid envelope and depositing it in the U.S. mail.

I declare that the statement above is true to the best of my information, knowledge and belief.



Mary Childs

EXHIBIT 1

related searches

- Resident evil
- Resident evil aft...
- Resident assistan...
- Apartment residen...
- Resident evil 4 c...
- Resident evil ext...
- Permanent residen...
- Resident evil deg...

Nearby Words

- residence-time
- residencia
- residency
- resident**
- resident alien
- resident commis...
- resident physic...

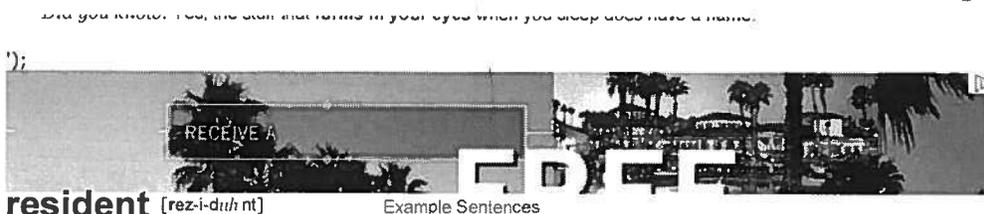
Synonyms

- inhabitant
- citizen
- native
- tenant
- local
- MORE

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resident [rez-i-duh nt] [Example Sentences](#)

[Resident Survey/Retention](#)

www.satisfacts.com
SatisFacts - Multifamily's **Resident** Feedback & Retention Specialists

[Residency](#)

www.local.com
Check Out Local.com To Find Residency In Your Area!

[Dictionary.com Free Toolbar](#)

Dictionary.com
Define **Resident** Instantly. Faster Page Loads With Fewer Ads. Ads

Word Dynamo By Dictionary.com

Searching for **resident**?
How many words do you actually know?
FIND OUT

res-i-dent [rez-i-duh nt] [Show IPA](#)

noun

1. a person who resides in a place.
2. a physician who joins the medical staff of a hospital as a salaried employee for a specified period to gain advanced training usually in a particular field, being in full-time attendance at the hospital and often living on the premises.
3. a diplomatic representative, inferior in rank to an ambassador, residing at a foreign court.
4. (formerly) a representative of the British governor general at a native court in India.
5. (formerly) the governor of a residency in the Dutch East Indies.

adjective

6. residing; dwelling in a place.
7. living or staying at a place in discharge of duty.
8. (of qualities) existing; intrinsic.
9. (of birds) not migratory.
10. a. encoded and permanently available to a computer user, as a font in a printer's ROM or software on a CD-ROM.
b. (of a computer program) currently active or standing by in computer memory.

Resident is always a great word to know.
So is **interrobang**. Does it mean:

- a screen or mat covered with a dark material for shielding a camera lens from excess light or glare.
- a printed punctuation mark (?), available only in some typefaces, designed to combine the question mark (?) and the exclamation point (!), indicating a mixture of query and interjection, as after a rhetorical question.

LEARN MORE UNUSUAL WORDS WITH WORD DYNAMO...

Origin:

1350-1400; Middle English < Latin *resident-* (stem of *residēns*), present participle of *residēre* to reside; see -ent

Related forms

- res-i-dent-ship**, *noun*
- pseu-do-res-i-dent**, *adjective*
- un-res-i-dent**, *adjective*

Can be confused: [citizen](#), [resident](#) .

Dictionary.com Unabridged
Based on the Random House Dictionary, © Random House, Inc. 2012.
[Cite This Source](#) | [Link To resident](#)

Example Sentences

The department has thirteen clinical faculty members, eight **resident** physicians, and nine medical physicists.
If a **resident** does not have a job, a caseworker tries to help him get one.
Birds in the southern portion of range are **resident**.

EXPAND

PRIVATE SECTOR MONTHLY JOB GROWTH

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Related words

- liveyer
- minister resident
- residential
- townie
- absentee landlord
- alien
- MORE
- Alsatian
- ambassador
- Arab-American
- Asian-American
- Berliner
- Brother Jonathan

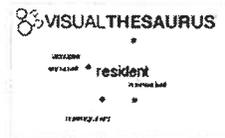
Matching Quote

"You shall not wrong or oppress a **resident alien**, for you were aliens in the land of Egypt."

-unknown author

MORE

NEW Related Words for : **resident**
 occupant, occupier, nonmigratory, house
 physician, resident physician
 View more related words »



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World English Dictionary

Collins

resident ('rezɪdənt)

— *n*

1. a person who resides in a place
2. *social welfare* Former name: **inmate** an occupant of a welfare agency home
3. (esp formerly) a representative of the British government in a British protectorate
4. (esp in the 17th century) a diplomatic representative ranking below an ambassador
5. (in India, formerly) a representative of the British governor general at the court of a native prince
6. a bird or other animal that does not migrate
7. (*US*), (*Canadian*) Compare **house physician** a physician who lives in the hospital where he or she works while undergoing specialist training after completing his or her internship
8. (*Brit*), (*NZ*) a junior doctor, esp a house officer, who lives in the hospital in which he or she works

— *adj*

9. living in a place; residing
10. living or staying at a place in order to discharge a duty, etc
11. (of qualities, characteristics, etc) existing or inherent (in)
12. (of birds and other animals) not in the habit of migrating

'residentship

— *n*

Collins English Dictionary - Complete & Unabridged 10th Edition
 2009 © William Collins Sons & Co. Ltd. 1979, 1986 © HarperCollins
 Publishers 1998, 2000, 2003, 2005, 2006, 2007, 2009
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Medical Dictionary

American Heritage

resident res-i-dent (rēz'ɪ-dənt, -dənt')

n.

A physician during residency.

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 Mifflin Company.
[Cite This Source](#)



related searches

- Address telephone...
- Stevie wonder
- Bernard hinault
- People search by ...
- Stevie wonder fam...
- Elysee palace
- Stevie wonder aut...
- The case of mocol...

Nearby Words

- resiant
- resicken
- resid
- reside**
- reside in
- residence
- residence hall

Synonyms

- continue
- sojourn
- consist
- inhabit
- locate
- occupy
- people
- MORE



resides [v. ree-sahyd; n. ree-sahyd]

[Origin](#)

[Online Accounting Degree](#)

Accounting.lu-online.com
Too Busy to Go Back to School? Earn Your Accounting Degree Online.

[Become a Teacher](#)

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Education Degrees for Teachers. Online or Campus. Start Anytime.

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re-side [v. ree-sahyd; n. ree-sahyd] [Show IPA](#) *verb*, -

sid-ed, -sid-ing, noun

verb (used with object)

1. to replace the siding on (a building).

[Is He Cheating On You?](#)

Spokeo.com/Cheating-Spouse-Search
1) Enter His Email Address 2) See Hidden Social Profiles & Pics Now!

verb (used without object)

2. to apply new siding, as to a house.

Resides is always a great word to know. So is **interrobang**. Does it mean:

- a printed punctuation mark (?), available only in some typefaces, designed to combine the question mark (?) and the exclamation point (!), indicating a mixture of query and interjection, as after a rhetorical question.
- a calculus or concretion found in the stomach or intestines of certain animals, esp. ruminants, formerly reputed to be an effective remedy for poison.

LEARN MORE UNUSUAL WORDS WITH WORD DYNAMO...

noun

3. a piece or section of siding: *to put backing material on the re-sides.*

re-side [ri-zahyd] [Show IPA](#) *Dictionary.com Unabridged*

verb (used without object), -sid-ed, -sid-ing.

1. to dwell permanently or for a considerable time: *She resides at 15 Maple Street.*
2. (of things, qualities, etc.) to abide, lie, or be present habitually; exist or be inherent (usually followed by *in*).
3. to rest or be vested, as powers, rights, etc. (usually followed by *in*).

Origin:

1425-75; late Middle English *residen* < Middle French *resider* < Latin *residēre*, equivalent to *re-* + *-sidēre*, combining form of *sedēre* to *sit*

Related forms

re-sid-er, noun

Synonyms

1. live, abide, sojourn, stay, lodge, remain.

Dictionary.com Unabridged
Based on the Random House Dictionary. © Random House, Inc. 2012.
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Word Dynamo By Dictionary.com

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Related Words

- residence
- foreign-born
- almonry
- illegal alien
- extern
- resident
- MORE

Matching Quote

"Justice **resides** naturally in people's hearts."

-unknown author

MORE

reside

c.1460, "to settle," from O.Fr. *resider*, from L. *residere* "to remain behind, rest," from *re-* "back, again" + *sedere* "to sit" (see [sedentary](#)). Meaning "to dwell permanently" first attested 1578. *Resident* first recorded 1382, as an adj.; the noun meaning "one who resides"

EXPAND

Online Etymology Dictionary, © 2010 Douglas Harper
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EXHIBIT 2

Related Searches

- Portal game
- Air force portal
- Disney cast membe...
- Eka's portal
- Portal valve
- Wdw cast portal
- Internet portals
- My uh portal logi...

Nearby Words

- portage la prai...
- portague
- portakabin
- portal**
- portal canal
- portal circulat...
- portal cirrhosi...

Synonyms

- entrance
- gateway
- opening
- entry
- gate
- MORE

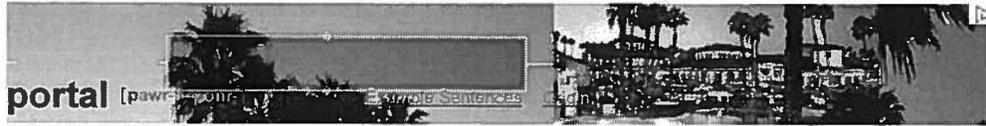
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Word Dynamo By Dictionary.com

Searching for **portal**?
 How many words do you actually know?
 FIND OUT

por-tal [pawr-tl, pohr-] [Show IPA](#)
noun

1. a door, gate, or entrance, especially one of imposing appearance, as to a palace.
2. an iron or steel bent for bracing a framed structure, having curved braces between the vertical members and a horizontal member at the top.
3. an entrance to a tunnel or mine.
4. *Computers* . a Web site that functions as an entry point to the Internet, as by providing useful content and linking to various sites and features on the World Wide Web.

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Origin:

1300-50; Middle English *portale* < Medieval Latin, noun use of neuter of *portālis* of a gate. See portal ²

Related forms

por-taled, por-talled, adjective

Synonyms

1. entranceway, doorway, entry, threshold.

Portal is always a great word to know.
 So is **gopher**. Does it mean:

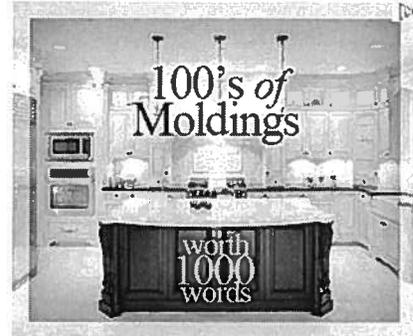
- a type of reprogrammable memory that retains information even with the power turned off
- a protocol for a menu-based system of accessing documents on the Internet; any program that implements this protocol

LEARN MORE UNUSUAL WORDS WITH WORD DYNAMO...

Example Sentences

- Accustomed to **portal** environments, subscribers misunderstand requests for information at individual sites.
- We've become a major **portal** for all kinds of students to enter higher education.
- GM is saying that it intends to keep control of the **portal** rather than spin it off in a public offering.

EXPAND



Related words

- hepatoportal system
- portal circulation
- dolmen
- doorway
- iwán
- MORE
- port
- portal system
- portal tomb
- portal vein
- toni

Matching Quote

"I stand by your **portal**,
 a white pillar,
 luminous."

-Hilda Doolittle

MORE



IPA Anatomy

adjective

1. noting or pertaining to the transverse fissure of the liver.

noun

2. [portal vein](#).

Origin:

1605-15; < Medieval Latin *portālis* of a gate. See [port¹](#), [-al¹](#)

Dictionary.com Unabridged

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[Cite This Source](#) | [Link To portal](#)

World English Dictionary

Collins

portal ('pɔ:təl)

— *n*

1. an entrance, gateway, or doorway, esp one that is large and impressive
2. any entrance or access to a place
3. *computing* an internet site providing links to other sites

— *adj*

4. *anatomy*

- a. of or relating to a portal vein: *hepatic portal system*
- b. of or relating to a porta

[C14: via Old French from Medieval Latin *portāle*, from Latin *porta* gate, entrance]

Collins English Dictionary - Complete & Unabridged 10th Edition
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 Publishers 1986, 2000, 2003, 2005, 2006, 2007, 2009
[Cite This Source](#)



Word Origin & History

Etymonline

portal

c.1300, from M.L. *portale* "city gate, porch," from neut. of *portalis* (adj.) "of a gate," from L. *porta* "gate" (see [port](#) (2)).

Online Etymology Dictionary. © 2010 Douglas Harper

[Cite This Source](#)

Medical Dictionary

American Heritage

portal por-tal (pōr'tl)

adj.

Of or relating to a porta or hilum.

Of or relating to the portal vein or the portal system.

Of or relating to a point of entrance to an organ, especially the transverse fissure of the liver, through which the blood vessels enter.

n.

The portal vein.

The point of entry into the body of a pathogenic microorganism.

The American Heritage® Sledman's Medical Dictionary
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 Mifflin Company.
[Cite This Source](#)

Cultural Dictionary

American Heritage

portal definition

A [Web site](#) that provides a gateway to other Web sites.

EXHIBIT 3

NewsRoom

7/1/00 J. Prop. Mgmt. 56
2000 WLNR 10062403

Journal of Property Management
Copyright © 2000 National Association of Realtors

July 1, 2000

Volume 65; Issue 4

All in One Neat Box.

Centralizing property data and accessing information via the web promises a new level of connectivity for property management.

Today, an "e-revolution" is taking place in the property management industry. Old and new software companies alike are working furiously to create web-based software solutions that could redefine and centralize the way owners and managers operate their properties.

The shift was apparent at the Multi-Housing World 2000 Trade Show in Las Vegas in March 2000. Established companies such as Real Page and GEAC demonstrated web-based components for property management. Other companies, like WaKuL and Yardi, also appeared, offering what it calls the Total Property Solution, a complete integrated web-based enterprise solution. With a variety of new options to choose from, real estate owners and managers are realizing it may be time for a change.

"Apartment management has not seen a functional change in the last century. The only difference today is that data are entered into a computer rather than into a handwritten ledger," states Robert Astorino, president of Baron Capital Properties, which owns and operates over 40 apartment communities. Web-based software, which stores property records on a remote central server and permits users to access information in real time from a variety of sites, may just be the change needed.

Management companies seem excited about the ability to utilize the Internet to operate their businesses. John Rosenberg, president of Associated Land Management, states, "With a web-based solution, long distance charges would drop and people would be able to access information on a local Internet line. Plus, the number of people who could access information increases with the Internet."

A web-based software solution opens up the door to increased efficiency and reduction in back office costs. Because software is accessed via the Internet, less powerful, less expensive hardware will accomplish a required task. The reduced need for paper reporting may also result in significant productivity gains. "We designed [Domin8.sup.TM] to apply current technologies to functional issues with the goal of creating an increase in productivity while reducing costs using a web-based solution," states Greg McGrath, CEO of WaKuL. This new property management program also contains a B2B e-commerce component developed in conjunction with Ericsson and its wholly owned consulting group, The edgecom Group, and integrated with the software's accounting function.

The new breed of software solutions still includes the basics, prospect and resident management, fully integrated A/R, A/P, GL, cash management, etc., but because information is readily accessible at all sites and can be totally dynamic, duplicate data entry is eliminated. "The global acceptance of the Internet and browser functionality and the ease of learning the web makes

programs such as Yardi's Voyager ideal for large and mid-sized companies needing consistent processing among many offices," says Yardi Vice President of Marketing Karen Edgar.

Connectivity at Last

Perhaps the greatest productivity gain possible from web-based application is this ability for a variety of people to access information concurrently. With a web-based solution, the entire real estate enterprise, including the central office and each individual property site, can communicate with each other over the Internet. To communicate most companies currently have to fax, e-mail, or mail reports, which then have to be re-entered into the system at the central office. Some previous software solutions were able to offer remote access, but it required using an additional piece, which was in most cases costly, slow, and complicated.

Rosenberg claims: "Our current software solution takes minimal time to utilize, but the dilemma is that people can't access information. We either have to fax it or use a dial-up software like PC Anywhere, which is time-consuming and complicated. So reporting is painful whether it's from the central office to the site or from the site to the central office."

A web-based solution eliminates such pain. Protected by owner-defined, secure levels, information from the site can be accessed at corporate and vice versa, quickly and easily through any web-browser system. Information entered at the site is provisioned into the system and is then available at the central office. The management company then has real-time access to information and a virtually paperless process. Options like push technology make reporting not only simple but automatic. Reports are generated and delivered via e-mail at a programmed time or on a programmed day. Faxes and duplicate entries are virtually eliminated.

Web-based systems also connect residents directly to the property management system via the Internet. Residents now are able to send an e-mail for a maintenance request. The system can be programmed after a set period of time to automatically forward the e-mail to an upper-level manager should the e-mail not receive a timely reply. Managers are able to more accurately track the efficiency of their maintenance or leasing staff in a variety of situations. Video systems are even being developed to integrate into the system where the manager could log on and through a video link watch a leasing agent in action or check the neatness of the parking lot from a remote location. RealPage currently offers OneSite [learning.sup.TM], which presents courses for leasing personnel in a virtual classroom format. Yardi's [iYardi.com.sup.TM] incorporates a property listing service called iListings.com as well as full accounting capabilities.

Because it is browser based, this new breed of software is portable, so reports and information can be accessed from any location with an Internet connection. "Imagine seeing what your properties are doing real time, online. Information is now available instantaneously--your traffic, your receipts, your bills, everything--no waiting for information to be sent in to the home office," says Mark Wilson, CFO, Baron Capital Properties. This portability also allows for quick and simple deployment to new sites.

Additionally, property sites equipped with Internet access will be able to take advantage of the many new e-commerce options coming on line (see story in the May/June issue). Property managers can purchase products electronically, eliminating costly and inefficient trips to the store. Certain web-based solutions have the e-commerce transactions integrated into the accounting functions of the software solution. [Domin8.sup.TM] is designed, for example, to run any electronic purchase through its budget function. The system prevents purchases from being completed that would exceed a predetermined budget allowance without supervisory approval. Because the Internet is dynamic and reciprocal, completed invoices can be sent from the supplier electronically and posted directly into the accounting system, once again drastically reducing data entry, not to mention the margin for error.

Internet access at the property also adds a new leasing tool that can improve response time and efficiency; Rather than relying on a multi-part paper lease, a web-based solution streamlines this process, making it virtually paperless. Some available software solutions allow for single data entry that creates an electronic file for a new contact. This file then dynamically provisions all future forms with information, while incorporating any new or updated information as it is entered. With the Internet, credit checks become a matter of minutes because the request is submitted electronically over the web. The leasing agent now can close the sale in the same meeting because the resident will know immediately if he or she is approved. A resident can pick out an apartment using a touch-pad, and a lease is electronically generated. All the prospect has to do is approve the lease and sign it and with today's technology can even sign it digitally; The expensive carbon copy lease is no longer necessary. Property

managers can utilize these dynamic resident files to send automatic birthday messages via e-mail, send a late-rent notice, and generate resident reports for marketing and trend analysis.

Residents Log On

Residents will benefit directly from the ability to access a full suite of online services. There will be online bill payment and account status access, plus maintenance provisioning. GEAC, for example, recently released modules [DirecrRent.sup.TM] for online rent payment and [eConcierge.sup.TM] for work order requests over the Internet. Residents will be able to manage their accounts via an online **resident portal**, similar to online banking. They can pay their rent and utility bills online. One of the most exciting of these services is online maintenance provisioning. With a web-based solution, they will be able to send a simple e-mail for a maintenance request and then from work later in the day check the progress of their request. The automatic escalation feature ensures that residents will get timely, quality service resulting in a higher level of satisfaction and retention. In many cases, residents would even have access to all the typical Internet advantages like e-mail, chat, personal page customization, and a bulletin board. Residents could receive batch messages from property managers via e-mail, chat, or voice mail to keep abreast of any announcements or important policy changes.

According to Sean Curran, the firm's COO, WaKuLs solution also offers residents telephony and broadband services with an integrated account activation and management feature allowing property owners to offer voice and data to their residents over a single platform and interface. The platform and operations center for this technology was designed and developed by The edgcom Group, a subsidiary of Ericsson. Residents can benefit from these additional services and with the added feature of the online portal can do such things as check and pay their long distance phone bill and add channels to their digital TV service, all from the comfort of their home. Property owners can receive a revenue share from the services.

Pricing Options

What is the cost of these systems? Web-based solutions often are scalable and thus less expensive than conventional applications. Property management software systems were often too robust for small to medium companies with a hefty price tag ranging into the hundreds of thousands of dollars. Rather than charge a flat, per-property rate, many web-based providers are able to offer the solution based on the number of units, which allows smaller properties to access the solution at a price that matches their needs. With a system like WaKuL's [Domin8.sup.TM], Yardi's Voyager, or RealPage's [OneSite.sup.TM], the system operates completely over the Internet and needs only a web-enabled device to utilize. The newest web-based systems such as Yardi and WaKuL eliminate the need for additional software, such as Citrix, for remote access. "The key to a program such as Voyager that was written for a web browser is that integrating other web-based functions from third parties is so much easier," says Edgar. Some companies offer their product through an ASP (applications service provider) model. In an ASP model, the software solution company would host the software server, maintain security over the property management company's data, and monitor and service all the servers and computer components. In addition, the owner does not have to buy the software with an ASP model. The apartment owner can rent the software, which means no massive up-front capital expenditure to integrate the system. Any upgrades to the application are simple and handled by the software provider itself. Such software companies, which can provide service level agreements and a high level of redundancy and security, can eliminate substantial technical issues for the management company. Property managers can focus on their key business, which is to lease apartments. "We are not technology people, we don't typically have an IT department. We want to manage our properties, not waste time with technology," emphasizes Rosenberg.

Rosenburg's statement holds a key advantage of web-based property management software. Previously, such a thought meant avoiding technology at whatever the cost because it was usually more a hindrance than a help. Incorporating the Internet into the software solution through an ASP eliminates that hindrance. Property owners and managers now have a way to utilize technology in a way that's fun, simple, and easy to use. More importantly, a web-based software application allows managers to both lease and operate their apartments faster, better, and at a significant cost savings.

P. Nikki Vearil is the marketing coordinator for The Baron Organization, a real estate investment and property management firm based in Cincinnati. The Baron Organization is currently integrating WaKuL's [Domin8.sup.TM] solution into its properties.

Ms. Vearil has worked in property management for three years and has published several articles on the subject. She holds a BA in English from Cornell University.

Tool not Novelty

As one of the pioneers in Internet applications for real estate, Jim Melson of RealPage has both observed and participated in the evolution of the web from popular fad to indispensable tool.

JPM: How is the use of the Internet changing for real estate professionals?

Melson: The novelty of the web has passed, and real estate—along with most other industries—is discovering the practicality of handling operations and business transactions via the Internet. Internet speed and security are improving so that there is a greater likelihood of maintaining proprietary information. There are still some vulnerabilities, but real progress has been made.

JPM: How is this change affecting the types of technology products available to property managers?

Melson: Several providers of real estate software are shifting their attention to helping their clients migrate from a traditional distributed software model to a web platform. Software companies hope to take the same features and functionality that are available in software and enable browser-based accessibility to designated users with proper security. It's a challenge. For example, our property management software is used by over 20,000 apartment communities. To utilize web-enabled applications, apartment management offices must have an Internet connection; today only a minority of apartments are connected. A transition will occur, at a gradual pace.

One of the drivers for connecting the site office to the Internet is resident expectations. Increasingly, residents are demanding high-speed Internet access in their units. And if properties are making it available to the residents, wiring the leasing office occurs concurrently.

JPM: What are the advantages to the apartment manager of using web-based management applications?

Melson: I think that the advent of web-enabled applications is a great opportunity to re-engineer the business processes of apartment management. Because of the connectivity, more administrative work can be shifted back to the home office, allowing the site manager more time to spend on leasing and resident relations.

The same application service provider (ASP) model gives the home office better monitoring and control of site activities. Management can look at property statistics in real time; in the past, all reporting has been historic.

The interconnectivity of the web will enable residents to pay their rent online, make maintenance requests, and buy goods and services through the property's site. This e-commerce function may not happen immediately—although quite a few companies have some form of shopping mall on the drawing boards. But eventually, the Internet will be a valuable tool to strengthen the relationship between the property and the resident, both to improve service and to generate ancillary income.

JPM: What will need to occur before this new model takes place?

Melson: The biggest challenge will be a significant cultural retooling of the industry and a disruption of existing routines. Essentially, the ways of managing property are not much different than they were 50 years ago; managers may print a receipt from a computer instead of a form book, but the process is the same. The widespread use of web-based software will do more than just change the platform for data entry, it will shift administrative responsibilities away from the site manager. This change may be difficult for some site managers.

JPM: What do you see as the next step in the evolution of real estate on the Internet?

Melson: I think real estate's ultimate destination in the web arena is what I call "digital real estate." The foundation of this idea is that every property has its own independent web site, which becomes the repository of all information related to the community. Residents, prospects, managers, and owners assign pre-designated areas of the site both for daily operations and

to review the intellectual assets of the property during deal negotiations, due diligence, or financing activities. Ultimately, the URL domain address for the site transfers along with the property, as 'digital real estate.'

A web site usually starts as a marketing tool, then evolves to a secure area with information for daily operations and management. The fully developed site becomes the most effective way to organize and monitor all information. Ultimately, the quality of digital real estate will be considered in determining the overall value of investment-grade quality of the physical real estate.

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Company: GL AG; MARCONI SOFTWARE SOLUTIONS LTD; AUTOLIV ASP INC; ERICSSON LTD; CORNELL UNIVERSITY; CORNELL UNIVERSITY INC; BARON CAPITAL PROPERTIES LP

Industry: (Software Products (1SO56); Security Software (1SE53); Custom Application Software Development (1CU31); Broadcast Technology (1BR27); PC Connectivity (1PC45); Online Entertainment (1ON93); Networking Equipment (1NE82); I.T. (1IT96); I.T. in Banking (1IT59); Software (1SO30); Regional Web Presences (1RE47); Entertainment (1EN08); Remote Network Access (1RE92); Financial Services Networking (1FI57); Internet (1IN27); I.T. Consulting & Services (1IT92); Internet Management (1IN55); E-Commerce Services (1EC50); Entertainment Technology (1EN50); Internet Software (1IN50); Real Estate (1RE57); Internet Technology (1IN39); Shopping Malls (1SH59); I.T. in Financial Services (1IT24); Networking (1NE45); Digital Broadcasting (1DI81); Internet Services (1IN96); Network Access Equipment (1NE14); Application Software (1AP32); Security (1SE29); Banking & Financial Services Software (1BA49))

Language: EN

Other Indexing: (ASP; BARON CAPITAL PROPERTIES; BARON ORGANIZATION; CFO; CORNELL UNIVERSITY; EDGAR; ERICSSON; GEAC; GL; MARKETING KAREN EDGAR; PC; TM; URL; WAKUL; YARDI; YARDI VICE) (Essentially; Established; Greg McGrath; Imagine; Internet; Jim Melson; John Rosenberg; Log; Mark Wilson; Melson; Novelty; P. Nikki Vearil; Property Solution; RealPage; Robert Astorino; Rosenberg; Rosenburg; Sean Curran; Vearil) (United States)

Keywords: (Business); (Real estate industry); (Real Estate Management); (Real estate management software); (Real estate management firms); (Real estate management); (Software); (Information services)

Product: Real Estate Agents & Managers; Activities Related To Real Estate

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Word Count: 3546

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NewsRoom

EXHIBIT 4

NewsRoom

1/1/08 J. Prop. Mgmt. 38

2008 WLNR 25306867

Journal of Property Management

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January 1, 2008

Volume 73; Issue 1

Online portals: residential managers offer leading edge communication tools for existing and potential tenants.

Rosenberg, Janice

A Web site boasting high-end photography and up-to-the-minute features helps attract and retain residents at Mark-Taylor communities in Arizona. This **resident "portal,"** as it is called, allows potential residents to tour properties and complete rent applications. Once they're onboard, residents can pay rent, request maintenance and interact with one another from their own desktops.

"I think it's something that residents are demanding," says Kim Atkinson, director of marketing and public relations for Mark-Taylor, a Scottsdale-based management company with more than 13,000 units in the Southwest. "People spend a lot of time at their computers and we're giving them ways of communicating with each other and with us."

Adding **resident portal** software to management Web sites can be done easily. "Out-of-the-box," customizable software solutions cost about \$100-\$149 per month per property, said Ben Zimmer, president of Property Solutions, a provider of Web-based property management software tools in Provo, Utah.

"**Resident portals** are definitely a worthwhile investment and one we'll continue to use as we move forward," Atkinson said.

ONLINE ATTRACTION

The **resident portal** trend has been growing for the last five years. Today, they're close to being obligatory.

"The growing acceptance of **resident portals** is simply a reflection of demographics and the nation's use of the Internet," said David Cardwell, vice president of capital markets and technology at the National Multi Housing Council in Washington, D.C. "If your residents are online, you have to be, too."

This is especially true for members of Generation Y, potential residents ages 17 through 25 who are "getting ready to stream through our properties," said A. David Lynd, COO of The Lynd Company, based in San Antonio with 30,000 units in the southeastern United States.

"It's an online generation and they require online interaction with everyone they do business with," Lynd said.

Even before they sign on at **resident portals**, potential **residents** begin connecting with savvy management companies through prospective **resident portals**. According to Satisfacts Research, a provider of resident relationship management services in Lutherville, Md., 70 to 80 percent of apartment seekers begin their searches online.

"Nowadays phone numbers are harder to memorize than Web addresses so we use ours on all our signage," Guerrero said. "That attracts people to our Web site and our site shows potential residents how we can help them automate their lifestyles when they move in."

Software aimed at prospective residents, created by Resident Source, a provider of Web-based property management tools in Norfolk, Va., makes available everything from 360-degree virtual tours to floor plans, maps and appointment self-schedulers. Site visitors can tour **resident portals** and see the services that will be available once they move in, said company spokesperson, Anna Facemire.

VIRTUAL APPLICATION

Until recently, applying for an apartment has meant visiting several properties, choosing one, returning to the management office to complete an application, or completing an application at home and faxing it to the office.

Today, all things being equal, potential residents are likely to choose a unit in a community that empowers them to take the next step by applying online, said Jake Harrington, head of business development at On-Site.com, a provider of customized solutions for residential property managers in Mountain View, Calif.

Atkinson said having the portal linked to their property management software definitely makes the process easier for staff as well.

[ILLUSTRATION OMITTED]

"The leasing agent can get on the telephone, help prospects choose a unit and walk them through the online application process in real time," Atkinson said.

Once the applicant's information is received, it integrates seamlessly into property management back office software. Without having to be re-entered, the application data can be used to complete background checking and leasing forms. This eliminates mistakes and costs associated with entering information multiple times.

MUTUAL BENEFITS

On the management side, portals integrate efficiently with financial software already in place, making the rent payment and related processes a snap. Traditionally, residents bring rent checks to management offices around the first of the month. Someone in the office has to handle each check, enter it into the system, stamp it and get it to the bank. Today, residents pay online with credit cards or automatic bank withdrawals. Payments are posted directly to the management company's general ledger.

"Where my staff on-site normally would be taking rent payments and work orders, now that's pushed off to a virtual environment where residents are responsible for managing some of their own accounts," Lynd said. "Instead of doing paperwork, my managers have time to work on things that add value to the property, like marketing or resident satisfaction."

An estimated 35 percent of Mark-Taylor residents pay rent online, Atkinson said. "It definitely makes things easier for our employees when residents use the pay online feature," she says.

Another timesaver comes in the area of training. When processes are automated and simple, it's easy to get new office employees up to speed.

"It's really important that we train our staff so that everyone buys into the online services," Guerrero said. "We show people how it helps eliminate a lot of keystrokes and paperwork, and how it's really improved our operations."

And because all of these services are Web-based and accessed through a Web browser, the data is secure. If a management company's computer is stolen or crashes, nothing is lost.

AS TIME GOES BY

As residents move into the community, portals continue to add value. For example, On-Site.com has incorporated Whitefence, an online marketplace for utilities and home services in Houston, into its online software.

Whitefence helps new residents find movers and sign up for utility services. Residents get the best cable rates while management companies gain ancillary revenue through fees paid to them by Whitefence.

Once residents have settled in, they continue visiting the portal to request maintenance repairs, communicate with neighbors or find apartments for their friends. They can read bulletin boards or list items for sale in classified ads.

"We post notices about meetings and about our Saturday farmer's market," said CPM Candidate Amy Guerrero, leasing and marketing manager for Parkmerced, a 3,221-unit tower and townhouse property in San Francisco. "We have a recycling program that's piloting a composting project. In San Francisco, those issues are important to people. The **resident portal** brings [**residents**] together to talk about the issues and helps them buy into the community."

[ILLUSTRATION OMITTED]

Additionally, portals can include local search engines such as those created by Property Centric, a provider of custom built local search engines and online marketing strategies in Erdenheim, Penn.

Engines categorize 95 percent of what residents typically search for daily into 120 service categories including churches, drycleaners, restaurants and barbers, said company president, Rob Remus. Managers receive payments from advertisers and a percentage of the profits when residents make direct purchases.

Lynd considers local search engines more of an amenity than a profit generator.

"The product helps keep residents ingrained in the area around the property and that could cause resident satisfaction to increase and create a loyalty that other properties don't have," he said.

Overall, Lynd believes **resident portals** are the obvious next frontier for the property management industry. "Those who get ahead of the curve and adopt them earliest will be in a better position to win," he said.

For more regarding web portals for the office market, see page 42.

Janice Rosenberg is a contributing writer for JPM. Questions regarding this article can be sent to mnaso@irem.org.

RELATED ARTICLE: PORTAL PROVIDERS

Visit these Web sites to find out what kind of **resident portal** might work for you:

Property Solutions

www.propertyolutions.com

Resident Source

www.residentsource.com

On-Site.com

www.on-site.com

Whitefence

www.whitefence.com

Property Centric

www.propertycentric.com

--- Index References ---

Company: TAYLOR AND MANNO ASSET RECOVERY INC; WHITEFENCE INC; BANCO BRADESCO SA; NATIONAL MULTI HOUSING COUNCIL INC; QCORPS RESIDENTIAL INC

News Subject: (Management Tools & Methods (1MA50); Business Management (1BU42))

Industry: (Portals (1PO34); Internet (1IN27); Theoretical Analysis (1TH79); I.T. Consulting & Services (1IT92); Custom Application Software Development (1CU31); Internet Industry Applications (1IN15); I.T. (1IT96); Retail (1RE82); Science & Engineering (1SC33); E-Commerce (1EC30); Online Services (1ON37); Business Theory (1BU14); E-Commerce Industries (1EC99))

Region: (North America (1NO39); USA (1US73); Americas (1AM92); California (1CA98); Utah (1UT90))

Language: EN

Other Indexing: (CPM; ILLUSTRATION; JPM; NATIONAL MULTI HOUSING COUNCIL; PROPERTY CENTRIC; PROPERTY SOLUTIONS; RESIDENT; TAYLOR; WEB; WHITEFENCE) (A. David Lynd; Additionally; Amy Guerrero; Anna Facemire; Atkinson; Ben Zimmer; David Cardwell; Guerrero; Jake Harrington; Janice Rosenberg; Kim Atkinson; Lynd; Nowadays; Rob Remus; Satisfacts Research; Traditionally) (United States)

Keywords: (Business); (Real estate industry); (Information Systems & Theory); (Marketing procedures); (Real estate management firms); (Real estate management firms - Technology application); (Real estate management firms - Marketing); (Information technology); (Information technology - Usage)

Word Count: 1663

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NewsRoom

EXHIBIT 5

Resident Portals Provide Service through Entire Tenant Lifecycle

By Lisa Iannucci, Contributing Editor

Only a decade ago, communication between property managers and residents consisted of a phone call to the office where manpower was needed to monitor maintenance requests, and residents' concerns and complaints. Fast forward to 2006—the Internet super-highway is jammed and the use of e-mail, chat rooms and message boards have become the primary means of communication in both business and personal lives. The multi-housing industry has caught on to the advantages of this technology and, as a result, resident portals have nearly replaced the antiquated Ma Bell communication system.

"A resident portal is an online resident environment, a place by which a resident can have direct communication with the property management company," says Ben Zimmer, president of Property Solutions, Provo, Utah. "There are tools for submitting maintenance requests, viewing event calendars and making payments."

Resident portals provide several benefits for both management and residents. Residents can e-mail the management company at their convenience, make rent payments instantaneously instead of going to the office, and download any necessary forms they may need.

"You can service your tenant through the whole renter lifecycle," notes Greg Starr, vice president of business development at Resite Information Technology in Bloomington, Ind. As a result, Starr says, by providing information and communication tools, portals may actually increase tenant renewals and satisfaction.

For management, the results are both convenience and cost-effectiveness. "There are operational benefits," explains Starr. "For example, one advantage is that it's cheaper to encourage residents to go online than to hire someone to take a message." In addition, using the Web as a management tool can increase management productivity, eliminate heaps of job request paperwork and prevent managers from having to go throughout the property.

Today, tech-savvy residents assume that units will be equipped with the latest high-speed Internet access and even wireless capabilities, so expecting portals as part of their move-in package can't be far behind. According to Zimmer, portals are still considered an

"...it's cheaper to encourage residents to go online than to hire someone to take a message."

amenity by most, but very quickly they'll become a requirement.

Lisa Benson, president of Ellipse Communications in Dallas, agrees that portals are ideal marketing tools for prospective clients, but their reach depends on whom you're marketing to. "Portals are driven by demographics, so in the case of senior housing, seniors are

using the Internet more for their own entertainment and information. The 20-something residents are tech savvy, but in between it's not as much of an amenity yet," says Benson.

The newest advancements in resident portals facilitate making online rent payments and the ability to integrate the resident portal with existing property management software. "We are integrating portals with accounting packages to make it seamless—and make this online application process simpler," says Jake Harrington, business development manager of On-site.com in New York.

"Then, for example, when a client pays, it will be directly linked to the property management software and residents can then see an updated ledger, showing all their payments, including parking fees, rental payments, etc.," explains Zimmer.

According to Benson, "This technology is convenient for both residents and management and cost-effective for management, saving money on labor and automated reminders of rental payments

that your rent is due." However, new technology doesn't come without glitches and concerns, and portals still have some kinks to work out.

"If the tenants are allowed to communicate with each other, there can be a fear that they'll organize," adds Harrington. "Tenants on bulletin boards might post about a bike they have for sale, but in the worst case scenario, one might complain about a rent increase or a maintenance issue that wasn't addressed yet and call for a rent strike."

According to Zimmer, "There are also concerns about adding chat rooms which can lead to liability issues." Maintaining mass e-mail communication—say, sending an electronic newsletter—is potentially problematic, too. "Management is concerned they would be considered spamming consumers, but consumers want to be contacted by e-mail," Benson maintains.

Not all multi-housing units are utilizing the advantages of resident portals just yet, but the potential benefits will make this effective marketing and management tool virtually a necessity.

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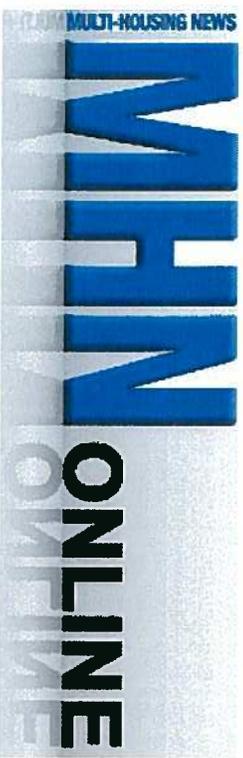
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EXHIBIT 6

8th Annual
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TECHNOLOGY
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The Resident Portal: Are You Leveraging All Its Features?

Apr 16, 2010



By Anuradha Kher, Online News Editor



Residents are accustomed to using their computers for just about everything (Courtesy Flickr Creative Commons User Tobyotter)

New York—Apartment communities across the country are buzzing with activity. Not onsite, but online. Residents are paying bills, logging in complaints and maintenance requests, selling old possessions and acquiring new ones and in some cases, making new friends too. While the concept of completing everyday tasks online is now fairly old, it is only recently that apartment managers/owners started providing their residents with services that have long been taken for granted in most other aspects of our lives—for example shopping and banking.

“Residents are accustomed to using online self-service tools in most areas of their lives, from purchasing goods to booking travel and carrying out banking,” says John Pendergast, senior vice president of client services, Yardi Systems, Inc. “Portals let them leverage the Internet for their apartment-related activities as well.”

People are used to going to a grocery store and doing an automatic checkout, or getting their boarding passes through a machine. Having a resident portal is very consistent with all those consumer behaviors.

There is no doubt that a growing number of renters are seeking the efficiency and ease of the Internet. Kerry W. Kirby, president and CEO of 365 Connect Multifamily Technologies, a New Orleans-based property management software company, says, “Resident portals are not a gimmick. They are essential. There must be a firm connection with residents not only to rent to them, but also to retain them. Residents cannot simply be shoved into a unit and ignored, as this will be a formula for high turnover. Instead, management must continuously make them feel like they are part of a community.”

A resident portal performs several functions such as this, but the most crucial ones are those that help in retaining residents and protecting the owner and manager in cases where renters are fickle. One is communication: Keeping in touch with residents after signing the lease is one of the most valuable retention tools employed. The other is documentation: Having a conversation on an issue can turn into “he said, she said,” which is why documentation is important. The written communication systems in resident portals create a documented chain of a conversation should an unfortunate legal issue arise. Kirby says, “We had one incident where a resident had threatened a client with litigation for unauthorized entry. A quick check revealed that the resident had threatened a request through the portal and the resident gave permission to enter... case closed.”

Ben Zimmer, president of Property Solutions, a company that makes property management software including resident portals, says that one of the best features of a resident portal is its ability to have real time updates and automatic alerts. “Residents can get updates on when their maintenance request is completed: either online or they can opt into a text message alert. The portal also consolidates means of communicating between any group within the portal in three different ways: through a mass email blast, mass text message blast or via phone-text or pre-recorded speech file. There is a great deal of efficiency in communicating with residents, especially in emergency situations. It is also a great way to send birthday messages to residents or notices when it’s time for lease renewal.”

Easing Burden on Management Office

In a difficult economy, the multifamily industry is increasingly embracing portal technology, and more and more property managers recognize its value today. “In the current economic climate, with

property managers needing new tools to remain competitive and prepare for the market upturn, resident portals are quite important,” says Pendergast of Yardi Systems, Inc.

At a time when owners and managers have had to cut costs, resident portals have allowed them to continue providing some personalized services at no additional cost. For example, using a portal, residents can go online and renew leases, reserve community amenities at any hour, without a staff member having to be present. “Furthermore by enabling online convergent rent and bill payments, such as utility bills, portals can cut the number of transactions that are keyed in, reducing labor and freeing up staff resources for higher-value tasks,” says Pendergast.

Well-designed resident portals can also relieve management of a lot of paper work and what the industry calls confrontation time. Kirby explains, “It is far more desirable to have an email or digital service request that can be handled in two minutes than a resident standing in a manager’s office bending her ear for 20 minutes. Similarly, getting written correspondence rather than a call saves the time of taking notes and preserves the documentation. The old adage ‘time is money’ is the golden rule of effective property management. Coincidentally, the residents are better served by making management staff available 24/7.”

At the Cutting Edge

Property Solutions is the first one to introduce integration of the resident portal with Facebook through a connect platform. Facebook Connect enables a resident to not only share with friends information about the property but also to view other residents who have opted to share their Facebook profile information. “It offers a social tour of the community so you can see the guy or girl up the hall and continue to build those types of relationships,” says Zimmer. “Also at the cutting edge are community boards much like Craigslist which allow residents to buy and sell from their neighbors, or organize groups based on interest, or refer friends to the community and get incentives for doing so. With help from White Fence, resident portals are also able to provide an apples to apples comparison between various utility providers,” explains Zimmer. This way, residents can choose the best option, without going through the hassle of doing the analysis themselves.

365 Connect Multifamily Technology convened a focus group of managers as part of their last upgrade to address the issue of what managers and owners want next. “We learned that property managers wanted to be able to alert residents ‘in bulk’ for community events or issues on the property, such as when the water will be off for repairs. They also wanted more automation to occur, such as the portal always looking updated, even if they could not get to it. They also wanted to integrate more local resources into the portal, especially when it comes to the location of their favorite coffee shop. Basically, the more resources they can deliver to their residents, the more they can extend the apartment community beyond its own gates,” says Kirby.

Pendergast believes portals could also enable vendors to apply online to become approved or preferred, after which time they can enter online electronic invoices, saving a ton of paper used in the invoice process. “Property managers are increasingly expecting portals to support sustainability efforts by allowing leases and other documents to be uploaded electronically and securely. Third-party property managers could submit electronic monthly management reports to the owner, eliminating the paper-intensive aspects of preparing and shipping hard copies. Portals present all sorts of possibilities for eliminating much of the paper that is currently consumed in the multifamily industry,” says Pendergast.

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Portal Protocols

Oct 5, 2009



By Christopher Hosford, Contributing Editor

Resident portals are mini sites where tenants can pay their rent, check out activity calendars and request maintenance service. Owners and managers are finding that these portals are must-have amenities today, impacting both resident retention and leasing efforts.

“Resident portals offer a strong value proposition, especially if there is a payment engine, which encourages residents to really use them,” says Ben Zimmer, president of Property Solutions, which builds resident portals as well as stand-alone Websites and online payment solutions.

Resident portals—typically maintained as “software-as-a-service,” with no need to install software in the leasing office—can be part of a marketing continuum that begins with the usual online guest card request, leasing applications, virtual tours and credit screening. But when prospects see that their possible new community has a full-featured resident portal, it can seal the deal.

“This is particularly [important] now that the ‘Echo Boomers’ are expecting to make all their transactions online,” says Laura Trussell, general manager with Resite Online, a provider of property management solutions that includes resident portals. “You want to advertise that you have a resident portal as an amenity, but the prospect needs to know he doesn’t gain access to the portal until he’s a resident.”

To peek or not to peek?

<http://www.multihousingnews.com/features/portal-protocols/479.html>

Ellipse Communications, a Dallas-based resident portal developer, stresses the prospecting nature of its portals by sharing most of a community's site with whomever is online. Having prospects take a peek at such resident-life features as photo galleries, pool party announcements, fundraiser initiatives and softball schedules—things usually walled away in many portals—can have a big impact on their sense of community, says Susan Wilson, business development manager with Ellipse.

“Our portals have a public side that anybody can view, a look at resident life,” says Wilson. That supplements the main Website, which offers the usual array of floorplans, elevations, and clubhouse and pool photos, she says.

Portals also can function as small social networks tailored to one apartment community. Full-featured portals can include resident satisfaction surveys, message blasting to all residents for upcoming events or deadlines, and e-mail messages to specific tenants that range from happy birthday greetings to late-rent notices.

They may also include categories such as a community “flea market” for selling or swapping personal goods, direct connection to online services companies for comparison shopping and setup for gas, electricity, cable and TV.

One of the greatest goals in retention is to get residents to know their neighbors, Trussell says. Once they feel part of a community, current residents are much less likely to want to move, experts say.

Streamlining operations

While a resident portal can aid marketing efforts, it can do a lot for operations as well. Resite has calculated the value of portals by considering savings of staff time and supplies.

“We found that our clients eliminated more than 500,000 pieces of paper and 100,000 phone calls in one year,” savings realized by having questions, payments, newsletters and other tasks handled online, Trussell notes.

And encouraging the use of credit-card payments via a portal can improve collections, she adds.

A major time-saver can be a portal's online maintenance request. The request can be automatically logged in, triggering a fax to the maintenance office for action. Completion of maintenance tasks are also logged in and available for staff and residents.

“This makes it very easy to submit service requests, without the residents having to keep calling the office during business hours,” Wilson says

On this score, tracking online activities is a key function for all parties. For example, there need be no dispute over rent payments or the completion of a work order.

As for the near future, look for full portal-like experiences available on smart phones, giving residents the ability to submit payments and maintenance requests on the go. And the new Facebook Connect service will allow residents to sync information from their Facebook profiles to their community portals.

“We just turned Facebook Connect on this spring, and it’s very exciting,” says Zimmer. While engaging for residents, it could be a hoot for prospects as well, he says. “So now we can say to prospects, ‘You’ve done a property tour, but have you done a social tour yet?’”

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EXHIBIT 8



2011 MHN Technology Choice Award Winners

Jul 29, 2011



Multi-Housing News is proud to present the winners of the 2011 Technology Choice Awards: companies who provide flexible customization, competitive pricing and the most innovative solutions, all backed by superior customer support. The industry users have voted these firms as those that stand out among the rest.

Now, more than ever, your technology choices are critical to efficient operations—the bonus is retaining and attracting satisfied residents. Whether it be marketing your properties with an attractive, informational website, or creating convenience for your residents and managers by automating billing and payment systems, technology continues to make life easier and less costly for everyone involved.

As technologies for our industry grow and evolve to meet our constantly changing needs, the playing field becomes more competitive. The companies here are the ones that have been rated highest by our readers, so please keep this list as your reference.

Congratulations to our 2011 winners, for all they do to show the multi-housing industry the many ways technology has a positive impact on our day-to-day as well as long-term business!

Internet Listing Services

[ApartmentFinder.com](#)

[ApartmentGuide.com](#)

ILS Portal™ and Vacancy.com™
by Property Solutions

[Rent.com](#)

Lead Management

Access 24/7 by MRI Software

[Apartment Home Living](#)

[CallSource](#)

[Yardi Voyager](#)

Marketing Websites

[365 Connect](#)

ProspectPortal™
by Property Solutions

[RealPage Portals](#)

Yardi Portal

Mobile Apps

ActiveBuilding Resident Portal

Apartment Guide and Rentals.com
Mobile Apps

Asset Campus Housing iPhone App

MobilePortal™ by Property Solutions

Property Management Software

Evolution Suite by AMSI

MRI Software

OneSite® Leasing & Rents
by RealPage

Yardi Voyager Residential

Resident Payment Systems

365 Connect

RentPayment

ResidentPay™ by Property Solutions

Yardi Payment Processing

Resident Portals

365 Connect

RealPage Portals

ResidentPortal™ by Property Solutions

Yardi Resident Portal

Resident Screening

Equifax

LeasingDesk® Screening by RealPage

[LexisNexis®](#)

RentGrow Resident Screening

Security

Brinks Multifamily

HandyTrac Key Control

KeyTrak Inc.

[Protection 1 Multifamily Division](#)
(formerly Network Multifamily)

[Schlage Multifamily](#)

Telecommunications

AT&T Connected Communities

[Comcast Cable](#)

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Velocity® by RealPage

[Yardi Energy Solutions](#)

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Tied Runner Ups

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- [Top Tech Development Takeaways of 2011](#)
- [Aon Launches New Tenant Rent Default Insurance in U.S.](#)
- [MRI Software Announces Acquisition of VaultWare](#)

EXHIBIT 9

MULTI-HOUSING NEWS 2008 TECHNOLOGY CHOICE AWARDS

Dear Reader,

Technology impacts nearly every aspect of the multi-housing business, from marketing to property management, resident payments to security. For multi-housing executives trying to squeeze out profits and tighten efficiencies, the implementation of new technologies and systems can make all the difference.

It is therefore with great pleasure that MHN honors the 2008 winners of our annual Technology Choice Awards. The companies shown here represent the leading edge in a highly competitive field. You and your peers have voted these firms as the "best of the best" in terms of providing innovative system design, system reliability, return on investment, and customer care.

Please do keep this list as a reference! It's a tremendous all-year resource when you need to search out new suppliers or just need to know what's on the market. Best of all, you benefit from the collective wisdom of your colleagues who have given these particular companies their stamp of approval.

To make sure you'll be able to access the list from anywhere at anytime, 24/7, we are also showcasing the winners on our Web site at www.multi-housingnews.com.

Congratulations to the 2008 MHN Technology Choice Award winners, and a sincere "thank you" to all those readers who cast ballots.

Regards,



Natasha Selhi
Associate Publisher

2008 WINNERS

Property Management Software

AMSI
Intuit Real Estate Solutions
One Site by RealPage
Yardi

Resident Screening Systems

First Advantage Safe Rent
On-Site Manager, Inc.
One Site Screening by RealPage
Resident Data

Resident Payment Systems

One Site Payments by RealPage
PropertyBridge
ResidentPay by Property Solutions
Sure Deposit

Internet Listing Services

ApartmentGuide.com
Apartments.com
ForRent.com
Rent.com

Telecommunications Providers

AT&T Connected Communities
Comcast Cable
Time Warner Cable
Verizon Enhanced Communities

Security

HandyTrac Key Control
KeyTrak Inc
Kwikset
Schlage/Ingersoll-Rand Security &
Safety Americas

E-Commerce (Maintenance)

Buyers Access
HD Supply
Lowe's
Wilmar

Utility Management

American Utility Management
ista North America
NWP Services Corp
Velocity

Lead Management

Access 24/7 by Intuit
Real Estate Solution
CallSource
Crossfire by RealPage
LevelOne

Resident Portals

Access 24/7 by Intuit
Real Estate Solutions
Crossfire by RealPage
Property Solutions
Resite Online

Marketing Websites

Crossfire by RealPage
Ellipse
MyNewSite
Property Solutions

EXHIBIT 10

NewsRoom

12/2/05 Bus. Wire 22:16:00

Business Wire

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December 2, 2005

UTFC Invests \$250K in Provo-Based Property Solutions; Property Management Software Firm Also Announces Major Strategic Alliance

SALT LAKE CITY--(BUSINESS WIRE)--Dec. 2, 2005--UTFC Financing Solutions, LLC today announced a \$250,000 investment in Property Solutions International Inc., which provides Web-based software that enables property managers to collect automated payments and build and maintain **resident portals** and community Web sites.

The Provo, Utah-based firm (www.propertyolutions.com) was founded in 2003 by CEO David Bateman with capital he earned from his earlier successful Internet company, DearElder.com. Its software is currently used by property management companies representing more than 60,000 apartment units across the country. Property Solutions also announced a major strategic alliance this week with AMSI, a Geac(R) company, which means Property Solutions' software will be provided to users of AMSI's eSite product.

"We chose to invest because Dave Bateman is absolutely dedicated to making Property Solutions work," said UTFC CEO Steve Grizzell. "He has invested almost everything he has."

Bateman and his associates pride themselves on keeping costs to a minimum. He says he has never taken a salary since the company's first day, choosing instead to continue living in an apartment community managed by his wife. That's an arrangement that has netted him both free rent and the idea for his successful company. He noted that the companies making the accounting software his wife was using, and other offerings in the property management sector, were slow to take advantage of the Internet to communicate with residents. He envisioned the types of products his company now offers, portals that allow property managers to easily create Web sites to process residents' credit card or direct debit rent payments and allow prospective renters to explore properties and submit applications, among other functions.

In keeping with the "bootstrap" approach to growing the company, Bateman and his employees work out of a converted garage located near railroad tracks. When they go to major industry trade shows, four or five people ride in the same vehicle and share a hotel room.

"We spare no expense on developing great software for the customers and the residents, and we are able to do that by keeping other types of costs low," said Bateman. He anticipates the UTFC funding will go toward further research and development of the software and also to beef up the company's sales force -- but still no salary for him.

"UTFC offered the perfect financing for a company of our size, close to breaking even with revenue increasing at a good clip," Bateman said. "I was really impressed with how thorough they were in analyzing our business. Steve went so far as to go to one of our trade shows and talk to our competitors and many different entities out there in the industry."

Bateman hopes the strategic alliance with industry giant AMSI means Property Solutions will be able to further increase its revenue from processing credit card and direct debit rent payments. The company keeps a small portion of each transaction it processes, a total that is growing 10 to 15 percent per month, Bateman said.

UTFC Financing Solutions, LLC is a small business investment company (SBIC) in Salt Lake City that fills a unique niche in the market, providing the needed capital to start and grow businesses. It specializes in funding new businesses with little operating history and provides up to \$500,000 in subordinated debt to startup companies in and around Utah. Read more at www.utfc.biz. Property Solutions International Inc. is a leading provider of automated payment, community Web site, and **resident portal** technology to the multifamily industry. Property Solutions' suite of property management software tools facilitate new efficiencies to multifamily managers and owners by easing rent collection, promoting occupancy, and improving communication to residents. For additional information, visit www.propertiesolutions.com.

For more information, contact Steve Grizzell, UTFC's CEO, at 801-741-4200 or sgrizzell@utfc.biz; and David Bateman, Property Solutions' CEO, at 801-375-5522 or dbateman@propertiesolutions.com.

CONTACT: UTFC Financing Solutions, LLC Steve Grizzell, 801-741-4200 sgrizzell@utfc.biz or Property Solutions International Inc. David Bateman, 801-375-5522 dbateman@propertiesolutions.com

KEYWORD: UTAH

INDUSTRY KEYWORD: REAL ESTATE BUILDING/CONSTRUCTION BANKING SOFTWARE INTERNET E-COMMERCE

SOURCE: UTFC Financing Solutions, LLC

--- Index References ---

News Subject: (Joint Ventures (1JO05); Corporate Groups & Ownership (1XO09))

Industry: (Internet Technology (1IN39); Portals (1PO34); Internet (1IN27); Internet Advanced Technology (1IN45))

Region: (USA (1US73); Americas (1AM92); Utah (1UT90); North America (1NO39))

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NewsRoom

EXHIBIT 11



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Why Choose ActiveBuilding?

ActiveBuilding isn't just another Resident Portal. In fact, we've adopted the term Community Portal to better describe what we do. The ActiveBuilding Community Portal is the must-have amenity for your multifamily property to give your property a competitive advantage. Beyond that, our team becomes a part of your community, providing support and enhancements every step of the way.

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2. Connecting residents with staff and each other.
3. Empowering residents and saving your onsite team time.

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Maintenance Requests

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Accept and manage reservations for amenities such as guest suites, lounges, freight elevators, bikes, and more.

Now you can electronically capture guest information - even their signatures - and keep it stored neatly within your portal.

Connect.

Increase staff & resident communications, increase resident satisfaction.



Mass Messaging

Save your onsite team's time going door to door with fliers by sending out mass messages electronically instead.



Announcements

Post important announcements to your portal and lobby display screen to capture your residents' attention.



Building Activity Stream

Open up communication between residents and staff members through conversations on the Building Activity Stream.



My Neighbors

Allow residents to post social profiles so they can connect based on interests and other common denominators.

Empower.

Put resources into residents' hands with the click of a button, put time back in your hands.



Submitting Requests

By submitting requests online for maintenance issues and amenity bookings, your staff will spend less time on the phone.



Local Discounts

Unique offers from local businesses are available for your residents on the community portal. Say goodbye to handing out paper coupons!



Authorized Guest Forms

Residents can now list their authorized guests (PTES) online, cutting down on the papers and binders in your office.



Uploading Documents

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Resident Portal

part of the Intuit Real Estate Solutions - MRI Residential Property Management product line, by Intuit, Inc.

Resident Portal technology enables you to deliver superior service to your residents via the Internet...24/7/365. Make it easy for them to:

Read about the entire Intuit Real Estate Solutions - MRI Residential Property Management product line

- Pay rent and other fees
- Check balances
- Request maintenance or other services
- Get utilities up and running

Other Applications Related Products Other Applications

The following applications are designed to work hand-in-hand with Resident Portal:

- Accounts Payable
- Affordable Housing
- Asset Management
- DHCR Compliance
- Enterprise Ledger
- Facility Management
- General Ledger
- Job Cost
- Purchase Order
- Report Design
- Resident Portal

"Resident Portal" is part of the Intuit Real Estate Solutions - MRI Residential Property Management line of products, developed by Intuit, Inc..

intuit.

System Requirements

Desktop

- Microsoft Windows
- IBM OS/2
- Web-based

Server

- Microsoft Windows Server
- AS/400
- Hosted as a service

Database

- Microsoft SQL Server

Industries

Intuit Real Estate Solutions - MRI Residential Property Management is made for businesses in the following industries:

- Real Estate & Property Management

Product Demo

If you want a product demo of Intuit Real Estate Solutions - MRI Residential Property Management, you need to speak with an authorized Intuit, Inc. provider. We can help with that. Fill out our Software Search form.

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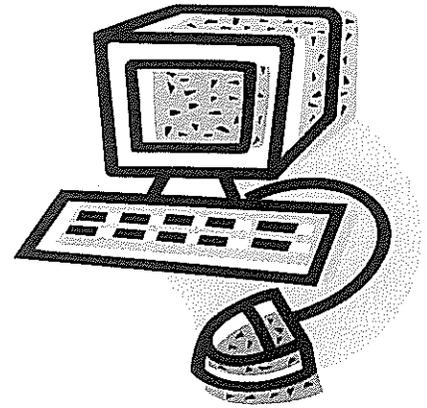
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The following printout is located at:

<http://www.southcampuscommons.com/uploads/file/Resident%20Portal%20Instructions.pdf>

New! Register NOW!

Resident Portal



What's the Resident Portal?

The resident portal is an online service built to assist you in managing your account with SCC. The online service is free to use. In order to use the portal, you must first register. The registration steps are below. The portal offers many services including, payment history, due dates, work orders, and the ability to pay your bills online. There is an approval process, in which you should plan to wait at least 2 business days before your account will be active (good tip if you want to pay your bill on time!) You can find the Resident Portal at www.southcampuscommons.com.

How to register:

Go online to www.southcampuscommons.com, select Residents, and then select "Resident Log In- Log In Now".

Go to register now and fill out form. Take note of the email address you use.
(Student@umd.edu does not equal student@mail.umd.edu)

You will receive an automatically generated temporary password soon after registering. Do NOT attempt to log in until 2 business days after you have registered. Your registration and account must be approved prior to use.

After 2 business days, log in using your temporary password and change your password.

REQUIRED REGISTRATION INFORMATION

1. Your Name
2. 10-11 SCC Unit & Bedroom Letter
3. Your email address
4. Your unit phone number

Services Offered:

- Pay your SCC bills online (2.5% credit/debit card fee or no-fee checking account payments accepted)
- Complete and submit room condition report (RCR) at move-in
- View payment history
- View rent due dates and late fee information
- Submit maintenance work orders and view current work order status updates
- Update contact information



POST'S RESIDENT PORTAL

Resident Portal

To access Post's Resident Portal, pay rent, or submit a non-emergency maintenance request, please select "continue" below. **If you have an emergency such as a fire, please dial 911 immediately!** If you are setting up your account for the first time, you will need to enter your personal information exactly as it is on file in your leasing/management office.

[Terms & Conditions](#)



Welcome to the
POST
Resident Portal


[Contact Us](#)



PRODUCTS

SOLUTIONS

COMPANY

CONTACT

Home > Products > Velocity > Velocity Home

Resident Billing
Utility Theft

Utility Invoice Processing

Monitor. Control. Conserve.

Protect the bottom line.
Protect the environment.
We can show you how.



Improve the resident experience with more accurate billing through

Convergent Billing

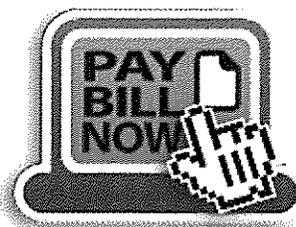
Drastically decrease late fees and reduce staff time with

Utility Invoice Processing

Recover utility theft and put money in your pocket with

Vacant Cost Recovery

Online Resident portal Means Easy Self Service



Offer residents a convenient eBill and electronic payment solution through the Resident Portal



Industry Experts to Help Steer you



Expertise in compliance contract negotiation he revenues and reduce



Tenant Background Check
Discover resident rental and eviction history, credit worthiness, and criminal background.

Rental Management Software
Online property management software for the multifamily industry.

Utility Billing Software

Online Utility Billing
Reduce cost, late fees and give your residents options with online billing options.

Utility Invoices
Shave a week off the hold time and reduce costs to handle the bill for each invoice

Facility Management Software

Vacant Cost Recovery
Resident utility theft prevention software for property managers.

Utility Cost Management
Increase collections and efficiency and payments.

Utility Billing Services

RELATED SEARCHES POPULAR SEARCHES

System Integration



Use our Velocity solutions with any major property management software provider. **Learn more!** ▶

Comprehensive utility management services for multifamily management professionals.

Resident Portal
Attract perspective residents to your community with an expertly-designed web site.

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What Our Clients Are Saying

“Velocity saves our managers 2-3 hours a week in processing our bills.”



Allyson Andrews
Carter Haston

Watch Video

Automate the time-consuming handling of service and make ready requests.

Tenant Screening
Comprehensive resident screening and insurance solutions for property managers.

We're here for you through every Step!



Powerful resident utility billing see your net operating income.

Property Management Software
Unmatched web-based management multifamily industry.

[Property Management Software](#) [Custom](#)



PRODUCTS SOLUTIONS COMPANY CONTACT

+1 (877) 325-7243

Home > Products > OneSite > OneSite Student Resident Portal

search...

Property Management Software Software Comparison HUD Compliance Software

Call us Today
1-877-325-7243

For More OneSite Product Information

First Name

Last Name

Email Address

Phone Number

Company

- Select State -

SUBMIT

Student Resident Portal

Reduce Paperwork, Boost Satisfaction.

The Resident Portal is always open, giving student residents a sense of community, and letting them report maintenance issues, renew their lease, and make payments - all on the web.

Make-Readies Made Simple

RealPage Student Living is fully integrated with RealPage's OneSite Facilities, so make-ready requests are triggered automatically when residents give notice, and maintenance personnel can promptly perform their inspections and make-readies. Less paperwork, more efficiency!

Advance Renewals

Through the Resident Portal, students can select upcoming semesters for renewal, before they've even moved in under their current semester's lease. Talk about pre-leasing!

Convenient Payment Options

Residents and their parents can set up and schedule their payments on the web. Eliminating trips to the leasing office and check processing for your staff.

Student Resident Portal

Customer Video

See what our customers say about OneSite Student Living.



Student Living
Place Properties

Streamline Purchasing

Save with the Industry's Largest Online Marketplace.

SEE HOW



The Turn

Lease-up at any time with Online Leasing

Solutions by Industry

Conventional

Affordable

Student Living

Student Online Leasing

Roommate Matching

[Student eSignature](#)

For more information on interacting with your community through a Resident Portal.

[Military Housing](#)

[Commercial](#)

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[Software Integration](#)

[Facilities](#)

[Document Management](#)

[Central Reporting](#)

[Accounting](#)

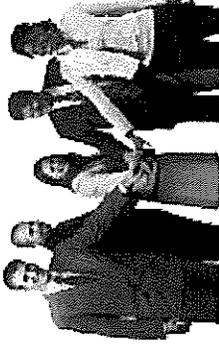
[Budgeting](#)

[About Us](#)

[Testimonials](#)

[Request More Information](#)

Interested in joining the RealPage User Group?



[Student Living Subcommittee MORE INFORMATION](#)

Make Profitable Leasing Decisions with **LeasingDesk Resident Screening**

LEARN MORE



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[Apartment Homes](#) [Furnished Apartments](#)

[Browse Communities by Location](#)

Resident Services

[Overview](#)

[Resident Portal](#)

[Overview](#)
[Help & FAQ](#)

[Windsor Connect](#)

[Service Request](#)

[Rate Your Service](#)

[Contact Management](#)

Quick Tip



To submit a service request or rate the service provided, use the Resident Portal.

More Information

Quick Link



Pay your rent online today!

[Log on to the Resident Portal](#)

Resident Portal

Connect with your community and save valuable time. With only a couple clicks, our Resident Portal allows you to quickly pay your rent or submit a Service Request. It is also a great resource for discovering what is available for you to enjoy in your community.

Sign up today and immediately start enjoying the following on-line benefits and services including*:

Pay rent with a checking account including one-time payments and recurring automatic payments.

Submit a Service Request.

Rate Your Service.

Discover all the latest news and events at your property.

Learn more about your neighborhood and access valuable coupons from area businesses.

Contact your management team.

Trouble logging in? Check out our [Help & FAQ](#) .

** Some services may not be available at all communities. Please contact your management office with any questions or for more information.*



Login

Register

Help

Welcome to the Resident Portal!

The Resident Portal is designed for use by both Residents and Customers who may become residents.

As a Resident, you have access to functions specific to your community:

- Submit Service Requests
- View community activities and notices Send messages to your community manager
- Find information on local businesses and events

As a Future Resident, you can:

- Streamline your online application process because we will already have your profile
- View specific property activities and notices

In order to access this site, you will need to create a new account below, or use your existing login.

If you are using a public computer, be careful to close your browser before leaving.

Login to your account

Username:

Password:



[Forgot your password?](#)
Not a problem, we can send it to you!

[New user?](#)
Register today, it's free!

[Just looking for a place to live?](#)
Search all of our communities nationwide!

[Terms of Site Usage](#)



Search

- HOME
- APARTMENTS
- RESIDENTS
- ABOUT US
- CAREERS
- INVESTORS
- PRESS ROOM
- CORPORATE CITIZENSHIP

RESIDENTS

RESIDENT PORTAL

Why Live with Aimco?

Resident Portal

Resident Testimonials

LOGIN TO YOUR RESIDENT PORTAL

To pay your rent online and submit service requests.

- Select State -

- Select Community -

GO

SIMPLIFY YOUR LIFE

We know your time is important, so we have made it more convenient than ever to pay rent, request services and connect with products and offers. Our Resident Portal is quick, simple, and is a great way to communicate with us.

1.

PAY RENT ONLINE

This is the no-hassle way to make sure your rent is paid on time. Set up automatic payments and you'll save time and avoid late payments.

3.

CONNECT SERVICES

The Aimco Home Connect program enables you to connect utilities and schedule moving and essential home services in one call. It's free for residents through a powerful online connection service.

2.

SUBMIT SERVICE REQUEST

Need something fixed? Let us know 24/7 by submitting your request here. Review the status of your request and your work order history too – no phone calls required.

4.

RETAIL DISCOUNTS

We have made special arrangements with our national partners so you get great savings on electronics, fitness gear, pet accessories, computers and much more. As a resident with Aimco you can receive exclusive deals, discounts and specials from great national brands.



resident login

Username*

Password*

[Forgot password?](#)

[Forgot username?](#)

[Click here to register.](#)

*Required field

WELCOME TO RESIDENT PORTAL



RESIDENT ACCOUNTS

Pay rent online, check the status of your payments, and review your payment history.



MAINTENANCE REQUESTS

Submit online maintenance requests.



Events

View the events calendar, yard sale listings, and important announcements.



Technical Support

Call us for Resident Portal technical support.

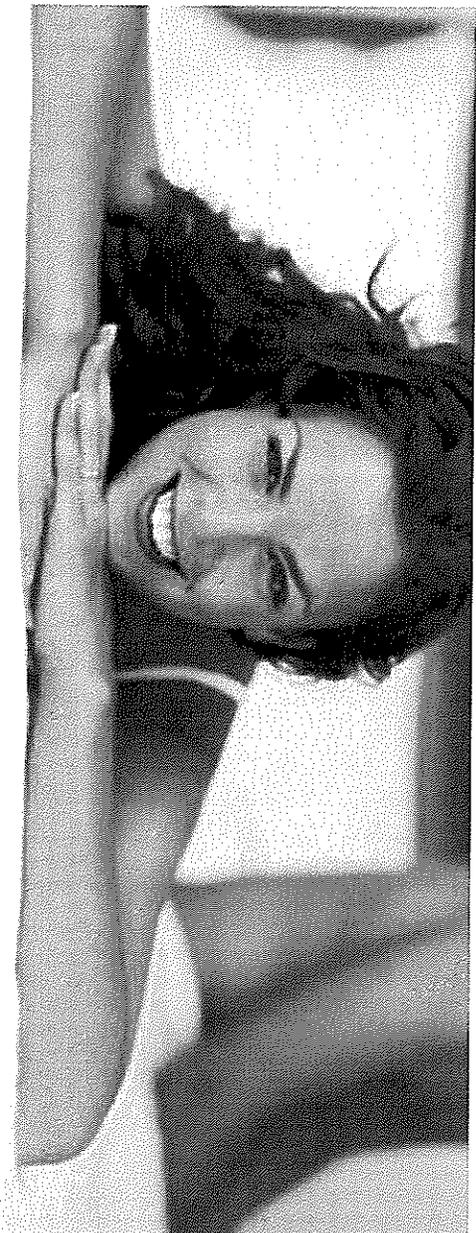




[WELCOME](#) [APARTMENTS](#) [AMENITIES](#) [COMMUNITY](#) [D&K LIVING](#) [LIVE HERE](#)

[Home > Resident Portal](#)

RESIDENT PORTAL



At 180 N Jefferson, we are pleased to provide our residents with a host of convenient online tools.

[PAY RENT](#)

[SUBMIT A SERVICE REQUEST](#)

[SUGGESTION BOX](#)

[NEWS & EVENTS](#)

Resident Services

[Pay Rent](#)

[Submit A Service Request](#)

[News & Events](#)

[Suggestion Box](#)

0

[Back](#)

Resident Portal

Increase tenant retention with online access. Residents can take charge of their rental experience with efficiency and ease. Clarus *PropertyManager*™ software saves time for tenants and landlords alike.

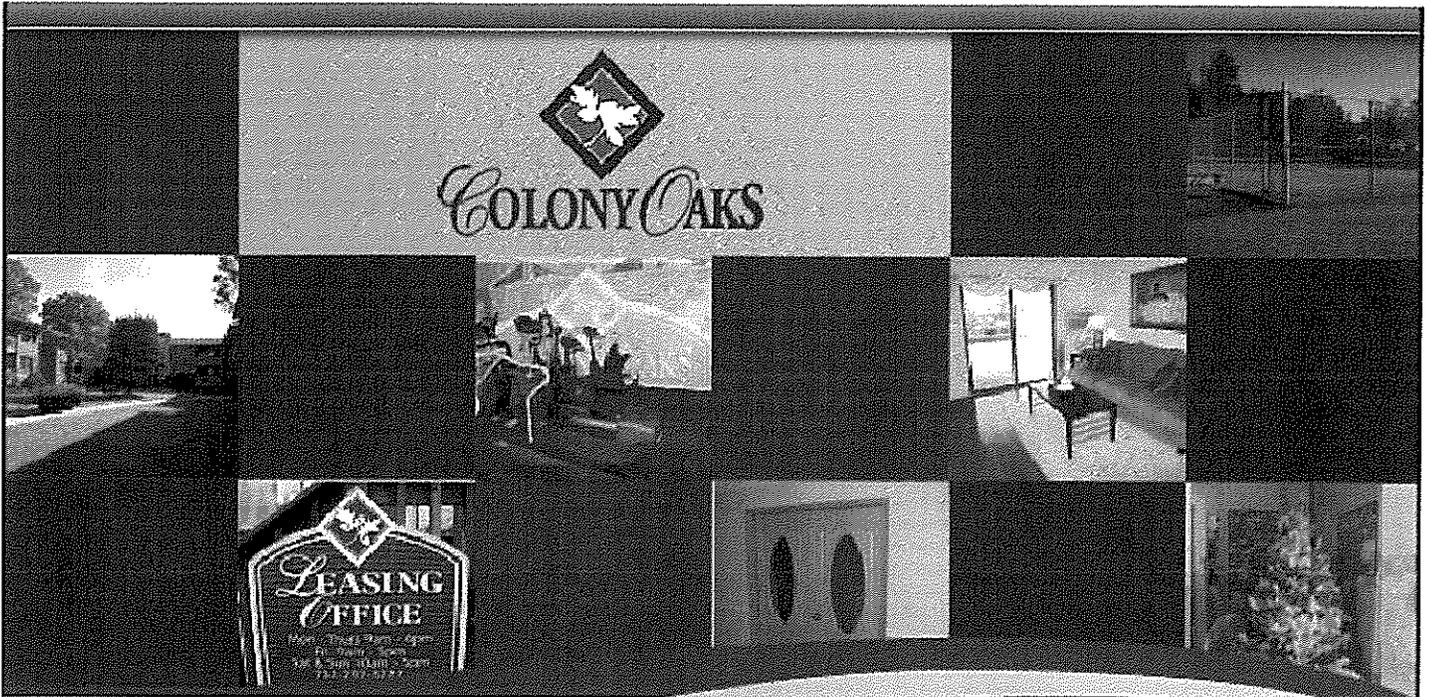
Residents can:

- Make online rent payments using credit card or ACH
- Set up automatic monthly rent payments to eliminate late payments
- Enter and review maintenance requests
- View their balance and payment history
- Renew their lease
- Review lease forms and other related rental documents

Resident Portal access is controlled with a user name and password and you decide which residents have rights.

- [Free 14 Day Trial](#) ➤
- [Register for an Account](#) ➤
- [Login](#) ➤
- [Software Features](#) ➤
- [Add On Products](#) ➤
- [Pricing](#) ➤
- [View Demo](#) ➤
- [About Us](#) ➤
- [Contact Us](#) ➤

[Property Overview](#) | [Resident Portal](#) | [Pay Rent](#) | [Apply Now](#) | [About Us](#) | [Contact Us](#) | [Site Map](#)



[Take an Online Tour](#)

Community Login

Email:

Password:

Resident Applicant

[Forgot Password?](#)

[Enroll Now!](#)

We put the style in lifestyle.

Location . . . Value . . . Dedication

Colony Oaks is a small, close knit community of neighbors that are proud of their apartment homes. The spacious floor plans offer plenty of living and storage space and the convenience of a washer and dryer in every home. We show our appreciation of our neighbors with on-site management and maintenance, move in gifts, resident bus trip events, pool parties, package acceptance and lease renewal gifts. .

With easy access to mass transit, shopping, dining and entertainment, Colony Oaks is ideally located. Colony Oaks has a park-like setting yet is close to major highways, convenient to New York City trains and buses. We are 6 miles north of Princeton University, 4.5 miles south of New Brunswick train station and Rutgers University and less than 1 hour drive to New York City..





Welcome to the ConAm Resident Portal

To access the ConAm Resident Portal please enter your Email address and account password. Please note, account passwords are case sensitive. For first time users without an account, please access the I need an account link below.

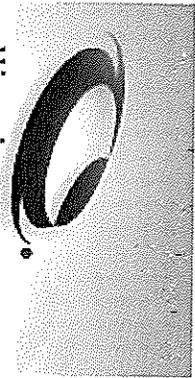
Log In

User Name/Email:

Password:

[I need an account.](#) [Forgot your password?](#)

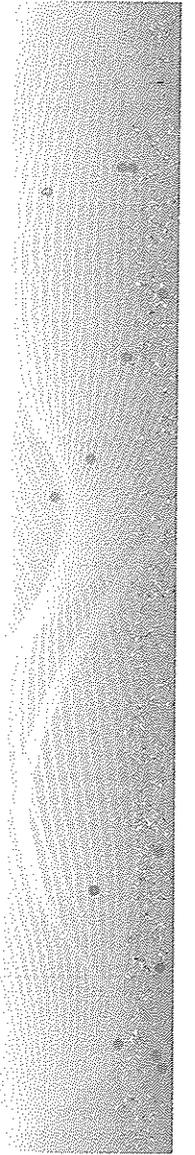
Powered by MRI Software, LLC.



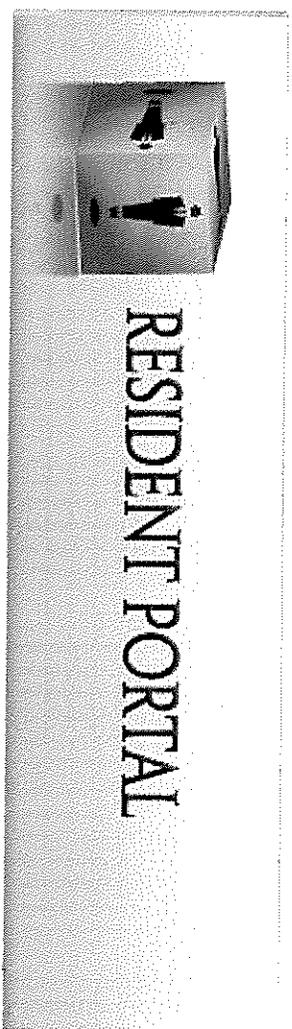
...more than just websitesSM

- ABOUT US
- PRODUCTS
- CONTACT US
- GET A QUOTE

PRODUCTS > Ellipse SYMPHONY > Resident Portal



LOGIN TO APARTMENT TOOLBOX[®] : RELATE 24/7SM : ELLIPSE HELP DESK : MUSIC LIBRARY



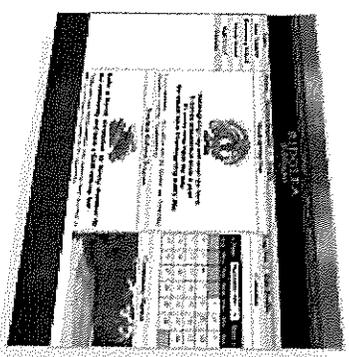
GATEWAY TO RESIDENT COMMUNICATIONS

Resident Portal is your gateway to great resident communications. Your personalized "home page" allows a resident to view their unique profile, pay rent, refer a friend, read community bulletins and access community amenities, all from their home computer. Leasing teams can keep in touch to inform residents of upcoming events, scheduled service advisories or accept a maintenance request. Today's renters demand programs that go beyond the ordinary to the extraordinary, and this service delivers. Ellipse's Resident Portal meets that need by providing residents with effective communications accessible electronically and always available outside of normal business hours.

This program, used as a stand-alone product module or in conjunction with a community marketing and leasing website, is designed to enhance a resident's total living and customer service experience. Resident Portal speaks the language of the new renter through sophisticated administrative controls, yet it's simple enough for easy site level management. The message that Resident Portal delivers to your community is that you care about your residents' well being and will continue to care, for now and for months to come.

Resident Portal features:

- Custom branded for management company
- Resident events/concierge services
- Community photo upload control
- Resident postings and communications
- Graphic "Refer a Friend" form
- Unique resident profiles
- Resident satisfaction survey form
- Community events calendar



- Discount coupons from local merchants



SEND TELL-A-FRIEND POSTCARD

 Twitter

 Facebook

 ELLIPSE TIPS

 JOIN OUR NEWSLETTER

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Creative design by ellipseinc.com 



Welcome to the Online Resident Portal!

This system will allow you to make online payments, view your account details, update your profile and view payment history.

Please login or register below.

Resident Login

Username *

Password *

[Forgot password?](#)
[Click here to register.](#)
* Required field



Resident Portal - Online Services

Please choose a community from the list below to visit one of our resident portals.

My Favorite Apartment Communities

Illinois

- [Canterbury House Apartments Dixon, IL](#)
- [Canterbury House and Canterbury Woods Morris, IL](#)
- [Turnberry Court Apartments Ottawa, IL](#)

Indiana

- [Canterbury House Apartments Batesville, IN](#)
- [Canterbury House Apartments Bloomington , IN](#)
- [Broadstone Pointe Apartments Brownsburg, IN](#)
- [Canterbury House Apartments Columbus, IN](#)
- [Conner Court Apartments Connersville, IN](#)
- [Water Tower Place Apartments Delphi, IN](#)
- [My Favorite Apartment Frankfort, IN](#)
- [Franklin Place Apartments Franklin, IN](#)
- [Copper Chase at Stones Crossing Greenwood, IN](#)
- [My Favorite Apartment Indianapolis, IN](#)
- [Summerset Apartments Kokomo, IN](#)
- [Maple Tree Apartments LaPorte, IN](#)
- [Chatham Square Apartments Lafayette, IN](#)
- [Canterbury House Apartments Lebanon , IN](#)
- [Canterbury House Apartments Logansport, IN](#)
- [Canterbury House Apartments Michigan City, IN](#)
- [Canterbury House Apartments Monticello, IN](#)
- [Cameron Court Apartments New Haven, IN](#)
- [Canterbury House Apartments Newburgh, IN](#)
- [Meadowood Apartments Rensselaer, IN](#)
- [Nine North Apartments Richmond, IN](#)
- [My Favorite Apartment South Bend, IN](#)
- [Canterbury House Apartments Tipton , IN](#)
- [Canterbury House Apartments Warsaw, IN](#)

Kentucky

- [Canterbury House Apartments Southgate , KY](#)

Louisiana

[Canterbury House Apartments Baton Rouge, LA](#)

[Canterbury House Apartments Slidell, LA](#)

Michigan

[Canterbury House Apartments Jackson, MI](#)

[Canterbury House Apartments Kalamazoo, MI](#)

Ohio

[Wingate at Belle Meadows Trotwood, OH](#)

[Cambridge Commons Apartments West Carrollton, OH](#)

- [Home](#)
- [Locations](#)
- [Moving Guide](#)
- [About Us](#)
- [Residential Portal](#)
- [Contact Us](#)
-

- [Site Map](#)
- [Our Associates](#)
- [My Favorite Apartment Privacy Policy](#)

Local Marketing Solutions

Cancel



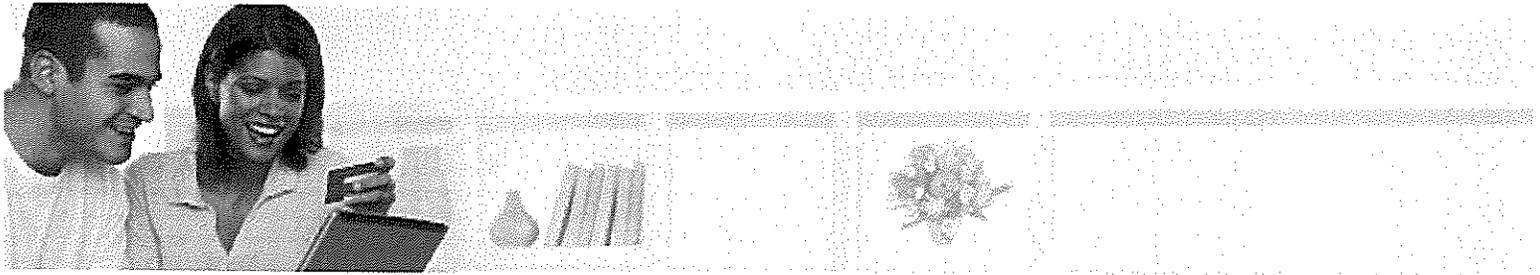
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[Find an Apartment](#)

[Resident Portal](#)

[Careers](#)

[At](#)



Resident Portal

[Resident Portal](#)

[Pay Rent](#)

[Submit Service Request](#)

[Service Commitment](#)

[Connect Utilities Online](#)

[Renters Insurance](#)

[Contact Us](#)

Resident Portal

You're a busy, hardworking professional and you want a management company that works as hard as you do. Live worry-free, knowing that we're committed to providing you with all the information and services you need to ensure your living experience exceeds your expectations 24 hours a day, 7 days a week. In the unlikely event that a concern does arise, rest assured that we will work diligently to get you the service you need in a timely fashion.

IMT's Resident Services offers more than just maintenance; it's a total commitment to customer support. In addition to being able to process online service requests, we offer a host of additional services including online rent payment, and easy access to information about your community and account to help you stay connected.

No matter what your question or concern is, we are here to help.

[Home](#) [Find an Apartment](#) [Resident Portal](#) [Careers](#) [About Us](#) [Contact Us](#) [Mobile Website](#)

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LINCOLN PROPERTY COMPANY

a company for people. a company about people.

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RESIDENT PORTAL LOGIN

[FORGOT YOUR PASSWORD?](#) [DON'T HAVE AN ACCOUNT?](#)

- home
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- about lincoln
- management services
- careers
- blog
- contact us

Find My Community

Click on one of the states you are interested in to view the communities or fill out one of the forms below to find more specific communities.

search for a community

<input type="text" value="COMMUNITY NAME"/>		price range	
<input type="text" value="CITY"/>		<input type="text" value="MINIMUM"/>	<input type="text" value="MAXIMUM"/>
<input type="text" value="STATE"/>	<input type="text" value="ZIP"/>	bedrooms	
		<input type="text" value="MINIMUM"/>	<input type="text" value="MAXIMUM"/>
		bathrooms	
		<input type="text" value="MINIMUM"/>	<input type="text" value="MAXIMUM"/>
		<input type="button" value="ADVANCED SEARCH"/>	
		<input type="button" value="SEARCH"/>	

Lincoln News:

- Flats 130 at Constitution Square in Washington, D.C. was recently named as the winning property for Delta Associates' 15th Annual Apartment and...**
- The 2011 Chicagoland Apartment Marketing and Management Excellence (CAMME) Awards ceremony was held Friday, October 28. Lincoln Property Company...**
- LPC is excited to announce its newest technological advancement, Lincoln Lease Online. This multi-phase project begins with the launch of an online...**

Featured Communities:

Lincoln Park at Trinity Bluff

Fort Worth, Texas



Watertower Apartments

The Goodwynn at Town

DeSoto Town Center Apartments

Featured Testimonials:

Melinda says,

"As a resident of Lincoln Meadows for just over 4 years, I can honestly say it's a great place to live. From inside the building to outside landscaping everything we have done we love. The maintenance staff is very professional and the storage. Also the clean and bright and the people. I've never had any problems. I've never had any problems. I've never had any problems."

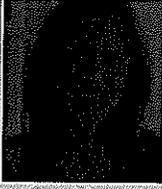
Dusty says,

Carl says,

Employee of the Month:

November 2011

Alecia Magill
Leasing Professional
Dallas, Texas



September 2011

February 2011

October 2010



RESIDENT SERVICES

Happy Resident says

Google Custom Search

Search

X

LINCOLN PROPERTY COMPANY

a company for people. a company about people.

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SITE DESIGN BY 

POWERED BY PROPERTY SOLUTIONS

communities

- company regions
- advanced search
- online leasing
- site search
- resident testimonials
- lincoln property connect
- furniture rental

about lincoln

- history
- our vision
- core values
- leadership
- offices
- lincoln charities
- go green
- recognition

management services

- lincoln advantage
- management team
- contact management

careers

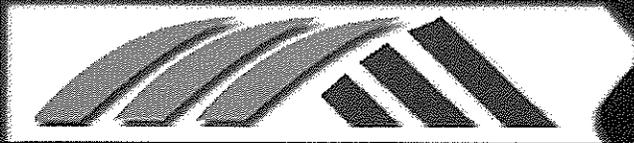
- culture
- benefits
- professional
- development

contact us

- offices
- property management
- services
- resident feedback
- frequently asked
- questions

[sitemap](#) |

[translate](#)



Maryland Management Company

Internet Resident Portal

Registered Users:

Username:

Password:

Remember Me:

Log In

First time user or new resident?

In order to start using our web services you will need to register. You should've received a letter with signup information. No worries if you didn't, just give your leasing office a call to receive a new copy. Otherwise grab that letter and click the Register now button to get started!

Register Now

Forgot your username or password?

We know that these things can happen. We have this link right here to help you. If it's your username that you cannot remember make sure you have your original signup letter. We'll need that to verify that it's really you. If you are still having problems contact your rental office.

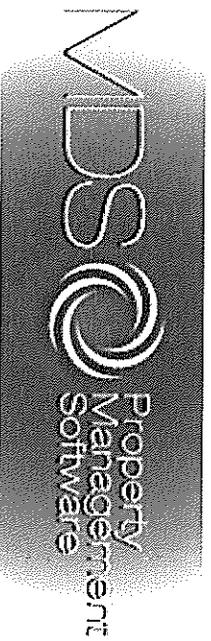


Maryland Management is a Property Management company located in Hanover, Maryland. We currently manage over 40 properties in the Maryland and Florida Areas! Interested in becoming a resident at one of our fine communities? Please visit our website to get more information.

[Home](#) | [Login](#) | [Signup](#)



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This website is best viewed at 1024x768 or greater. You must have javascript enabled.



SEARCH OUR SITE search...

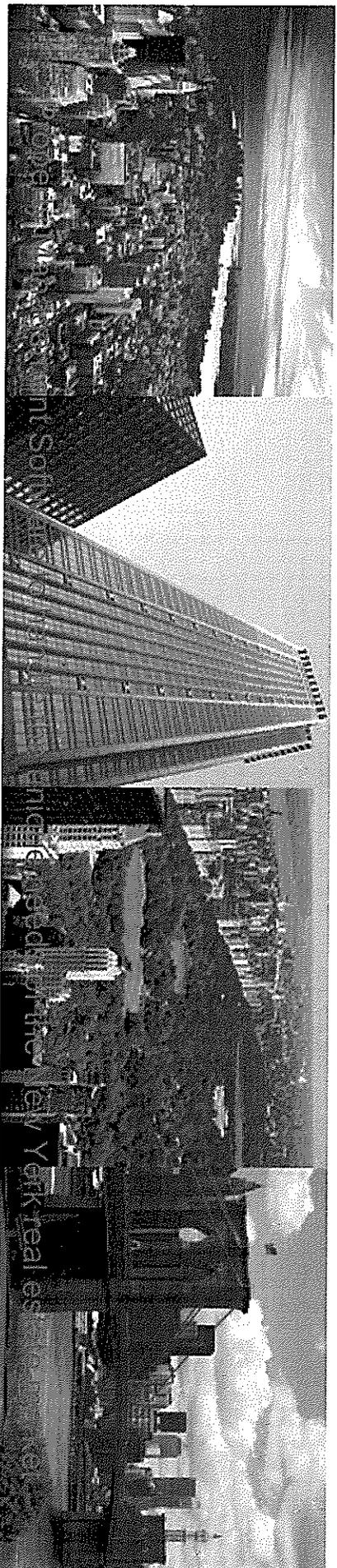
GO

CUSTOMER

SIGN IN

888-325-8307

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- SERVICES
- NEWS
- COMMUNITY
- ABOUT US
- CONTACT US



Resident Portal

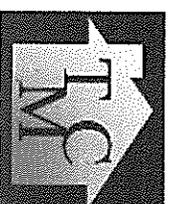
The MDS Tenant Portal allows your residents to access their account 24 hours a day. The MDS Tenant Portal allows you to advertise available units on your website to help reduce your vacancy rates. Prospective tenants can browse by neighborhood and review building and unit pictures. Since the entire website is maintained through the regular MDS Explorer interface, there is no need to keep a web developer on staff to keep your inventory of available apartments up to date.

Resident Portal Key Features

Download Our Resident Portal Brochure

- Tenants can securely access their accounts online
- Property Managers can review and approve work orders online to increase efficiency

What Our Customers Say



"MDS has been the backbone of my business for over 20 years. During this time they have proven to be like a key employee, or a trusted partner in helping TCM achieve tremendous growth and success. MDS's innovative programs and un-paralleled support are keys to our mutual success."

David Goldstein- Total Community Management Corp

[SEE ALL TESTIMONIALS](#)

News & Events

MDS Hosts Annual User Conference on September 15, 2011 ...

MDS Exhibits at Annual NYARM Expo on September 21, 2011 ...

MDS Hosts Networking & Website Launch Event on August 18, 2011 ...

[SEE ALL NEWS](#)

- Prospective residents can search your available listings online
- Tenants can check account balance and payment history online
- Tenants can make one time ACH payments and setup recurring payments
- Tenants can make Work Order Requests online
- Check the status of existing Work Order Requests



© 2011

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- DOWNLOADS AND DEMOS

- SUPPORT
- TESTIMONIALS
- ABOUT US
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FOLLOW US ON  TWITTER

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Resident Portal

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[Partners in Service](#)

[Apartment Safety](#)

[Employee Recognition](#)

[Color Me Home](#)

[Resident Referral](#)

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Each of Milestone's apartment communities feature well-maintained grounds and landscaping, a variety of floor plans to meet individual needs and tastes, with an obvious dedication to providing customer service and a high-quality living environment for our residents.

Our residents know they can rely on courtesy, professionalism, and responsive and timely maintenance from Milestone. In recognizing that everyone exercises a choice as to where they live, we hire the very best employees and we coach, mentor, train and financially reward them to provide our residents with exceptional value.

Important Information for Residents:

Rent Payment Options:

Milestone offers several convenient options for rental payments. These services offer peace of mind. Your payment will be shown on your monthly bank or credit card statement as a debit with date paid, reference number, amount and item description.



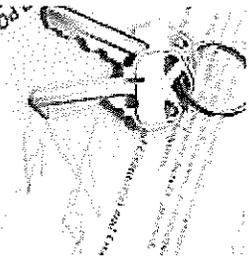
Payment options:

1. **Credit Card** payment, one time or recurring
2. **Debit Card** payment, one time or recurring
3. **Auto Debit** from checking or savings

Ask your local Milestone representative of their level of participation and for details!

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- [Milestone](#) : [Resident Portal](#)
- [Employee Portal](#) : [Careers](#) : [Investors](#) :
- [Owners](#) : [Find A Property](#) : [Privacy Policy](#).

Renters Insurance:



As an added service to our residents, Milestone is partnering with a leading insurance company to offer you pre-approved, low cost insurance protection. The eRenterPlan insurance program is automatically available to you as a resident of Milestone. This insurance will protect your personal property from accidental loss or damage as well as provide liability coverage to third parties for any accidental acts that occur in your apartment. This affordable coverage option is designed specifically for residents of Milestone Communities.

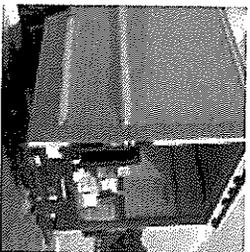
Three Easy Sign-Up Options...

1. Get an instant quote and enroll online at www.eRenterPlan.com
2. Call toll free 1-888-205-8118
3. Tell your local Milestone Representative you are interested in eRenterPlan

**Some communities require renter's insurance as a requirement of leasing. Please check with you community for requirements. For more information download the eRenterPlan brochure.*

National Relocation Program:

Relocating is no problem. Life's path sometimes includes detours, which is why we have developed the Milestone National Relocation Program. It's easy! Should you need to relocate, let your local Milestone representative know. We will act as your relocation assistant to transition you smoothly to any one of our communities.



Benefits to Resident:

- \$0 application fee
- \$100 concession at move in, in addition to any standing concession at the new community.
- Less stress, we will be their personal locator and help with the paperwork.
- Move in and move out date is more flexible.
- Milestone Management Company!

**Some restrictions apply. Ask your local Milestone representative for more details.*

Pet Policies:

Animal restrictions will vary at Milestone communities. You will need to inquire at your community to determine the local policies. The types of animals allowed may include housebroken dogs, cats and service animals, as well as caged animals.

Typical Policies:

- No more than two animals per unit are permitted at any property.
- No animal offspring are allowed at any property.
- Caged animals must remain in their cages.
- Any caged animals must meet city code and be licensed.

Breed restrictions will apply at all communities.

Below is a listing of dogs that are regarded as having aggressive tendencies. This list should not be considered all inclusive, only of sampling. Please remember some breeds have nicknames and most have variations of their breed.

- German Shepherd and Shepherd Mixes
- Anatolian Shepherd
- American Pit Bull Terrier
- Staffordshire Bull Terrier
- American Staffordshire Terrier
- Rottweiler and Rott mixes
- Akita
- Bullmastiff

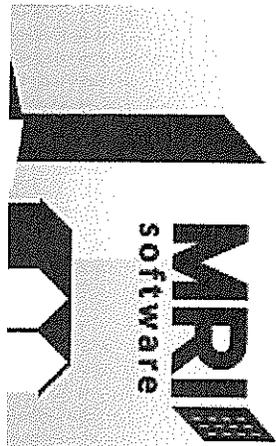


- Chow Chow and Chow Mix
- Wolf-dogs and wolf hybrid
- Doberman (full)

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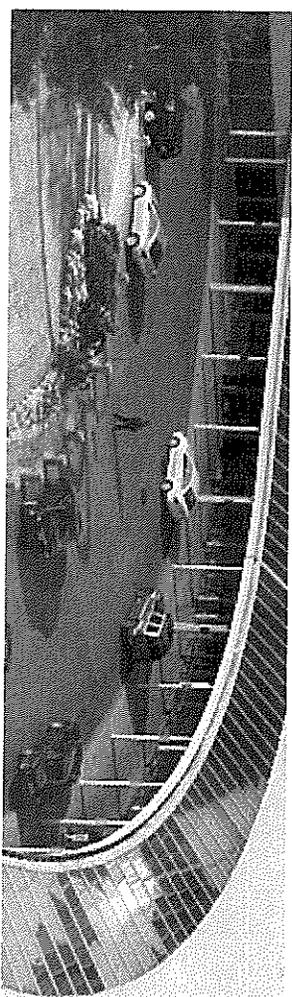


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MRI's Residential Management provides end to end functionality for the Multi-Family market. From Leasing and scheduling to renewals and statement of deposit, MRI will help you reach your potential in occupancy, staff efficiency and customer satisfaction. With powerful role based dashboards maintain high visibility of performance at any level.

Online Leasing

Give prospects the ability to view available units and amenities, fill out an application and complete the screening process and make a deposit.

Resident Portal

Accept recurring and one-time payments, online or at the property.

Request Info

.....

Property Type
First Name
Last Name
Company Name
Email Address
Phone

Submit Query

Role Pages

Give leasing agents, service managers, property manager and regional employees access to the data they need most. Put them one click away from diving into any of their day to day responsibilities.

Workspeed

Workspeed, now a part of MRI Software, brings process improvements to multifamily property owners and managers by combining the benefits of workflow automation, collaboration and wireless communication. These improvements result in increased revenues, decreased costs and reduced risk for the entire enterprise.

Leasing Process

MRI provides an intuitive navigational process to ensure consistent and successful results. From adding rentable items to selecting lease terms, all calculations are completed automatically.

Automated Renewals

Generate lease renewals and offers automatically and on time never missing the chance to keep a resident.

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Features

The Resident Portal offers many tools to help facilitate communication with residents as well as build a community and create a more engaging resident experience. We invite you to explore a few of these features below.

If you'd like to learn more please contact us or visit our demo site.



Marketplace

Residents can post items for sale, items wanted and include pictures of their items. Residents viewing those items can send a message to the owner of items posted.



Who's My Neighbor

Here you can get to know a bit more about your neighbors and share more information about yourself if you wish to. All the information, just like any part of a MyBuilding.org site is private and can only be accessed by your building's residents and management.



Exclusive Local & Online Discounts

In addition to a rich selection of online discounts for residents, the MyBuilding.org team negotiates exclusive discounts with neighborhood retailers on behalf of our clients. The exclusive discounts span from the neighborhood dry cleaner, to top limo services, gift shops, parking garages, flower shops, fitness clubs and much more. Residents are issued a unique resident card for identification to redeem neighborhood discounts.



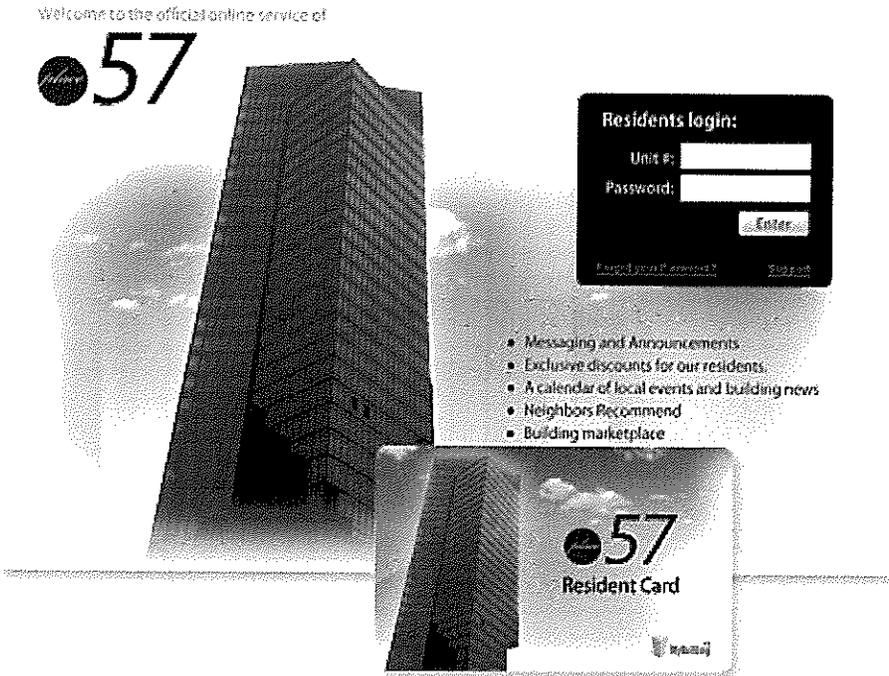
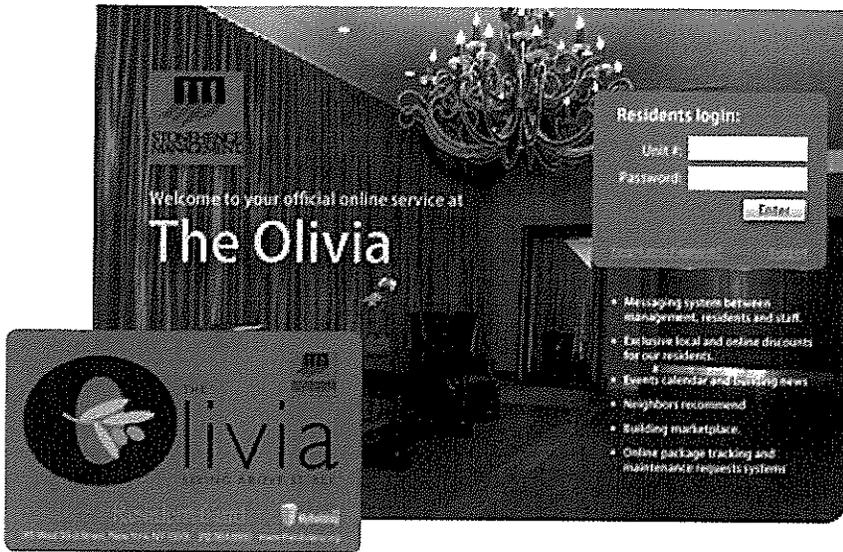
Community Calendar

Maintained by management, the community calendar features daily events at the property such as board and committee meetings as well as other recreational and community events.

Customizations

MyBuilding.org distinguishes itself by giving its clients the ability to customize features, request special additions and design their site to support their brand.

Every one of our clients gets a customized login page and resident discount card, both of which are designed to support your brand.





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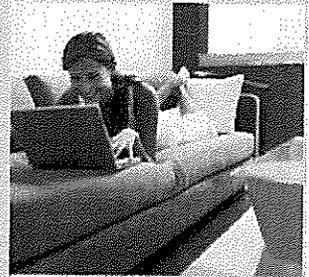
To access the Simpson Housing please enter your Email address and account password. Please note, account passwords are case sensitive. For first time users without an account, please access the [I need an account](#) link below.

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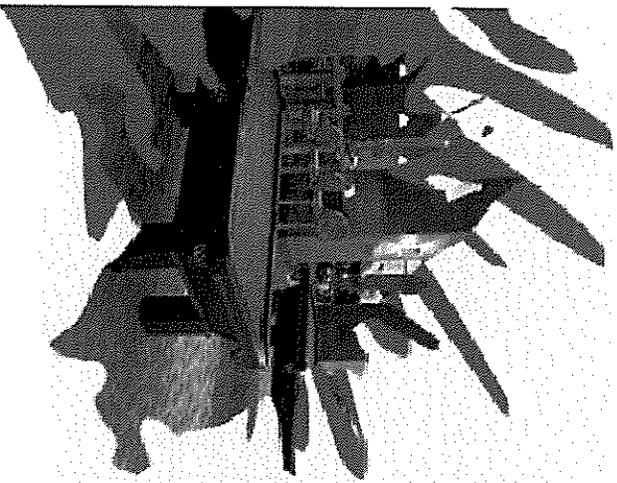


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Resident Portal
Forms
Contact Us
FAQ's

Resident Portal

Our Resident Portal is available to students and/or members to be able to log in and view their account and request a work order among many other things.

Click to enter the Resident Portal



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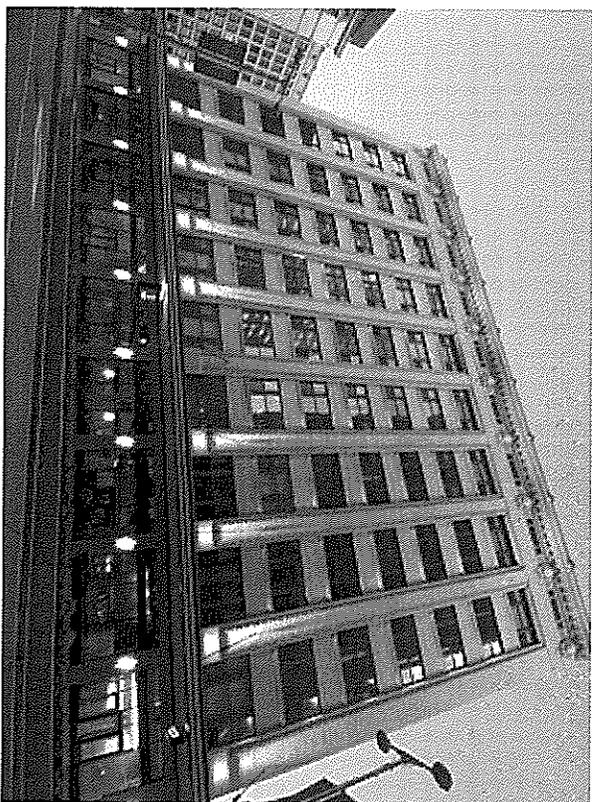
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Welcome to The Residences at 668.

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Please enter your login name and password to sign on.

If you have forgotten your password, click here to have us send it to you.
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 If you came to this page by mistake, click here to go home.



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 Office Hours | Mon-Fri: 9:00am - 5:00pm | Sat: 10:00am - 2:00pm | Sunday: Closed



EXHIBIT 12



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The Next Big Thing: Resident Portals

Keat Foong, Executive Editor
Multi-Housing News
June 1 2007

Rockville, Md. -- Resident portals may very well be the "next big step" in tech view of Jeff Goldshine, senior vice president and director of management op

Goldshine, who frequently speaks about technology at industry conferences was call centers. "And last year, I was a panelist talking about Vaultware and rental information instantly available to prospects on the Internet. Today, we believe will be the next leap for an owner in meeting the needs of [today's] r

Indeed, Goldshine's company itself, which is based here and owns and man of selecting a resident-portal system.

For the uninitiated, a resident portal is a community Web site that allows resi functions -- paying rent, signing up for and paying utilities, placing work orde reserving a party room and even meeting their neighbors -- at any time they directly with site staff.

The sites can also offer local news and sports information and special deals also give owners the chance to promote some of their ancillary-income progr

Those companies that have already started offering portals -- a list that inclu - report that the response from residents has been hugely enthusiastic.

Archstone-Smith, the Englewood, Colo.-based REIT, began rolling out comn portfolio last summer. "We went into it thinking to offer something that makes Heather Campbell, head of corporate communications at Archstone-Smith. " the concept], but we have been all a little shocked, frankly, at how quickly re

Sawyer Realty Holdings, based in Needham, Mass., which launched its first better-than-expected response. Mike Flynn, chief technology officer at the cc achieved an 18 to 20 percent usage rate among its residents.

"We're very happy with the penetration because we have not had an ad or p the most part, those who use the portals do it every month to pay rent. About orders."

Indeed, adoption of community Web sites had been slow until residents were a recurring basis, observed Michael Munoz, vice president of product at Cro: based RealPage. Rent payments and utility sign-ups are the two key functio community Web sites, Munoz noted. A resident-portal vendor, CrossFire's c Residential Properties Trust.

All the same, while many large companies have portals up and running, only about 10% of the industry as a whole is using them today, estimated Greg Starr, vice president of development at Resite Information Technology, based in Bloomington, Ind.

Echo-Boom Essential

Obviously, what makes resident portals so pertinent and important today is the fact that the Echo Boomer generation, which is becoming increasingly essential to any property's success, is spending more of their free time there.

"The younger, more computer savvy residents do everything on the computer -- theater, shopping, and more transactions online -- and spending more of their free time there," said Capreit's Goldshine. "The new resident lives, breathes and communicates on the computer."

"That's how we all shop today -- for homes, for cars -- we look on the Internet," agreed Goldshine. Inc., a Salt Lake City, Utah-based third-party property management company which recently implemented the portal system offered by Property Solutions International in Provo, Utah.

So communities that frustrate a resident's desire to do business online run a serious risk.

Dennis Smillie, an industry technology consultant and president of Multifamily Solutions, says that management firms today understand the importance of marketing their properties online.

But too many, he said, fail to take the next logical step, after a lease is signed, of creating a 24/7 environment to which they are now accustomed. Management firms that don't do this find it difficult to keep residents happy -- and keep them renewing.

Added David Cardwell, vice president of capital markets and technology at the National Apartment Association, "The growing acceptance of resident portals "is simply a reflection of demographics and the fact that if your residents are online, you have to be, too."

Resident-Portal ROI

The flip side of resident portals making life easier for residents, of course, is that they are easier for landlords -- for example, cutting down on the work and time needed to process rent collection orders.

"Many [tasks] that used to require residents to go to the office, they can now do on their own," said Resite IT's Starr.

But both property companies and vendors observed that the return on investment of these portals is not necessarily in lower labor costs, but in better service as site managers are freed up to do more than administrative chores.

"It allows your people to spend more time leasing and managing the community, rather than doing accounting," said Sawyer's Flynn. "It keeps the managers in front of the residents which is a big plus."

In implementing resident portals, Cardwell noted that companies should be prepared to invest in the systems they subscribe to -- in terms of making sure they have the systems and resources to update the Web sites or respond to online requests.

In implementing resident portals, Goldshine opines that apartment owners should bring the PMS provider on board early in the process. This is because the PMS holds the key to success. Eventually, the PMS company's cooperation would be needed in linking the resident portal to the PMS. In selecting vendors, as a general rule, apartment companies should look at the vendor's commitment, he advised.

Goldshine pointed out that apartment companies also should ensure the PMS and the portal effectively work together to ensure the existence of firewalls, which are needed to protect sensitive data now that new users, namely residents, are being brought into the system.

Property Managers: Portal Appreciation

Needham, Mass. -- For Mike Flynn, chief technology officer of Sawyer Realty Holdings, the value of a resident portal is very low "for what we get out of it."

What Flynn said he values most about resident portals is their online rent-payment feature. The Web site are integrated on the back end to the company's accounting systems.

Furthermore, residents pay directly from their bank accounts -- compared to dropping cash at the site office has to key in the information, make a deposit slip and make a trip to the bank.

Sawyer, which owns and manages some 68 properties along the East Coast from New Resite IT's ResidentPortal, as well as its ResidentPay and ResidentWorks modules.

"We felt Resite IT gave us the biggest bang for the buck," said Flynn. "The site stays for part." Flynn also cited the syndicated content -- news, weather, etc. -- that the Web ser

What is valuable about resident portals to another recent convert is the must-have Inter presence they offer.

"The Internet is a very viable part of marketing apartment communities in this day and of Rema Inc., a Salt Lake City, Utah-based third-party apartment manager that oversees units locally. "Even for smaller properties, it is very important to be on the Internet. You not."

For Cazier, one of the most important considerations in selecting a vendor is the level c said Property Solutions International Inc. was able to bend its program to fit the compa the number of pages on the Web sites of some of the smaller properties in order to red

"A Web site that costs \$1,000 to design is overkill for a smaller property," she explained rent to design a Web site?"

Rema is subscribing to Property Solutions' ResidentPortal program to allow residents t and submit work orders online, said Cazier. Prospects also have the convenience of be online.



resident portal	SEO & SEM	support	01.27.12
resident pay	ILS portal	careers	01.26.12
prospect portal	craigslist posting	about us	01.20.12
site tablet	apartments for rent	contact us	01.13.12

Property Solutions provides web-based property management software tools for the multifamily industry. The company maintains a reputation for industry-changir software with cutting edge tools in marketing, leasing, and online payment processing. Our scalable solutions make Property Solutions the leading provider of lan systems that allow residents to pay rent online. Seamless integration with a variety of industry-leading property management systems makes Property Solutions' s Implementing property management software from Property Solutions allows property managers to streamline processes and simplify transactions. Property Solu easy to launch and effortless to maintain while our payment processing and online leasing tools post online transactions directly to your property management sof

EXHIBIT 13

Resident Portals Open Doorway for Rental Properties

By Matthew Marin, Associate Editor

As shopping, travel arrangements and financial management become more popular via the Internet, resident portals have continued to grow, providing valuable resources and communication while also attracting and retaining renters. In the ever-evolving World Wide Web, resident portals are becoming essential to a generation accustomed to online communication tools.

Resident portals or apartment community intranets allow residents to complete various functions, such as paying rent or

utilities, reading bulletins, placing maintenance requests, reserving space at a common area and utilizing concierge services. The use of resident portals has increased 25 percent within the past few years, according to Laura Trussell, director of sales for ResidentSource, a Web portal developer in Norfolk, Va.

"We saw a limited functionality of resident portals, used only as an online tool to pay your rent," says Trussell. "Now, we're seeing resident portals becoming an on-line, 24/7 community intranet." ResidentSource is offering the Community Cork Board, an online, two-way

conversation between residents and property managers for sharing information on building maintenance and neighborhood services.

engines and online marketing strategies, offers a custom-built, local Internet search solution dedicated exclusively to helping property managers attract new

“Resident portals have now become the preferred way to do business.”

The flexibility and convenience of resident portals are fast becoming an integral marketing resource for apartment properties, as the rental market is outpacing the condominium market nationwide. Opening Web-based systems to prospective tenants has boosted lease application traffic by 76 percent, according to Jake Harrington, business development manager for On-Site.com, a Web-based technology company in Mountain View, Calif. serving the multifamily industry.

"Resident portals have now become the preferred way to do business," Harrington observes. "People want a Web site in which they can do business. There is not only a level of comfort associated with resident portals, but also a level of expectation that the Web site creates an impression in the minds of renters before they even see the [property]."

While not as noticeable to mainstream renters as swimming pools or fitness facili-

ties and retain existing residents.

Designed for resident portals, the local search engine generates more relevant search results for Web site visitors—both current and prospective residents—as well as local businesses, such as supermarkets, restaurants, dry cleaners, museums, nightclubs, etc. This allows management firms to further build their brands, acquire and retain more residents, and generate ancillary revenue, notes Robert Remus, president of Property Centric.

"More than 75 percent of Internet users go online to find a new home, and at least 70 percent of U.S. households go online to find local businesses, which underscores the demand for 24/7 access to relevant and local information that helps people run their lives," Remus says.

Property Centric's local search engine offers a number of benefits to the property management industry. By providing on-demand, relevant local information, prop-



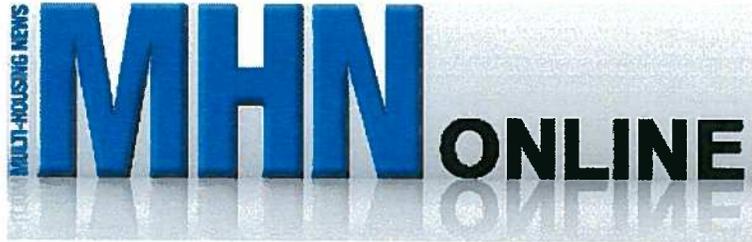
Financing as unique as the communities you develop.

EXHIBIT 15

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Guest Column: Which New Technologies Provide Quick ROI for Multifamily?

Jul 27, 2010



By Mike Mullin, vice president of sales and marketing, Integrated Business Systems (IBS)



Mike Mullin

Fairfield, N.J.—Advancements in real estate-related technology continue to hit the market for multifamily owners and operators. Some of these new property management and accounting ‘bells and whistles’ come in the form of packaging that simply makes things look and feel better; others serve to enhance functionality and increase efficiency.

Within this rapidly changing landscape, which new capabilities can be incorporated into a multifamily enterprise technology system to truly add value and provide a quick return on investment? Four areas are well worth noting and considering.

Utility billing: Sub-metering apartments or implementing ratio utility billings (RUBS), as allowed by local regulations, enables multifamily property owners to eliminate water and electric costs by making residents responsible for their actual use of these utilities. Utility billing software, which enables seamless integration with utility billing companies that manage this type of resident invoicing, is growing in popularity.

On a monthly basis, the system automatically provides the selected billing company with a list of residents and their sub-metered or RUBS activity; the billing company produces and sends out the invoices. While the billing company may charge \$3 or so per month to generate each invoice, that fee can be added right to the residents' bills.

Resident portals: Many multifamily owners/operators today are choosing to deploy portals that provide residents with the ability to log in to see news about their apartment complex, enter work orders, and, most importantly, pay their bills online via an ACH withdrawal or credit card. When that online portal interfaces with a company's property management accounting system it can result in significant cost savings.

A work order submitted online can be routed directly into the property management system and assigned to maintenance. When a bill is paid online, accounts receivable automatically updates as well. This immediately eliminates the need – and costs involved – for someone to enter work orders and payments manually. On the payment side, electronic transactions hit faster than paper checks. While there is a transaction fee associated with ACH withdrawals, it is minimal. Credit card payments can be billed back to the resident as a service charge.

Check conversion: The implementation of check conversion software improves cash management and streamlines the workflow for payments dramatically; time of entry can go down 50 percent or more for a 250- to 300-unit property. A scanner on the payment processor's desk associates a check's coded line to a particular resident, and the amount of check is converted to an electronic ACH transaction. The first time around, the resident information must be entered manually, but thereafter the software automatically recognizes the bank routing and account numbers.

As mentioned previously, electronic payments hit faster than paper transactions. Property owners/operators also are notified faster in the case of insufficient funds. Electronic transactions also take precedent over paper at banks. And, with paper checks, banks only allow one repeat check submission; electronic payments with insufficient funds can be resubmitted twice.

AP scanning and workflow: Traditionally, vendors mail invoices for individual apartment complexes directly to the properties. The property manager reviews them, enters them into the system, signs off and then bundles them to be sent to a regional manager. The regional manager checks the forwarded invoices and then overnights them to the home office. From there, they are processed into the AP system and, ultimately, paid. AP workflow changes the process significantly.

All vendors mail invoices to a centralized P. O. Box. One point of contact scans them into the software, which enters much of the critical data right into the system. The invoices then are sorted into electronic approval routes. If the property manager needs to approve an invoice, it is sent to that property manager electronically, and then to the regional manager and to the AP system. Once payment is made, the information flows back into the system – including check number, amount, and processing and payment dates. This eliminates time and money spent on data entry and shipping in the traditional distribution model, not to mention issues with lost invoices.

In all four cases – utility billing, resident portals, check conversion, and AP scanning and workflow – the capabilities require integration between a company’s enterprise property management and accounting system, and third-party software products. Where to turn? Real estate technology companies that have multiple partners in these areas and that can work with other vendors upon request are best positioned to help.

Investment in each of these four areas makes sense. While implementing new software does cost money, these particular enhancements provide rapid ROI. Most importantly, they allow multifamily owners/operators to boost the bottom line by streamlining operations and reallocating resources to focus on finding and retaining residents.

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EXHIBIT 16



Resident-Focused Websites Help Build Community

Dec 14, 2010



By Jeffrey Steele, Contributing Editor

Bob Lamb recalls the days after the resident portal was first implemented at Gables Residential. “A resident signed online, and paid his rent through the portal at six o’clock at night,” remembers Lamb, vice president of information technology at the Atlanta-based property management company.

“The next morning he went on to his online banking account, and the money was already drafted and gone. He was accustomed to having a three-day float. He was amazed at the sheer efficiency of the new system.”

Actually, he adds with laugh, “He was more upset than amazed.”

This same experience has surely been repeated nationwide in the past several years, as resident portals have been embraced by property management firms and—the above anecdote notwithstanding—time-pressed residents.

A resident portal refers to a central online location where residents can address renting-related needs, says Lisa Williams, vice president of management systems, Bozzuto Management Company.

“It’s an online web address where they can log in, pay their rent, enter a service request, reserve our club room or a guest suite, find out about community events, and view and obtain lease documents,” Williams adds.

Others offer a somewhat different definition. “I view it as a gateway for our residents into our communities, as well as a means of interacting with the communities on a day-to-day basis,” says Lamb.

Gables’ three-year-old portal was implemented to allow residents to pay rent through electronic fund transfers, request service, view status of work orders and send emails to members of the staff, he adds.

A resident portal is different from a community’s website, in that it is resident- rather than prospect-focused, says Mike Manfred, manager of interactive marketing for AvalonBay, which owns and operates 170 communities, and has had a resident portal for several years.

But there is some crossover, such as information on the closest banks, eateries and other amenities. “Having a map that is centric around the property is important, and should be on both the portal and the Website,” he adds.

Property management companies often see resident portals as a means to achieving specified objectives. At Bozzuto, which is testing, as of press time, new portals at its Mariner Bay Apartments in Annapolis, Md. and Concord Residences in Arlington, Va., the goals range from boosting rental payment through credit card or ETF and making it more convenient for renters to enter and track service requests, to attainment of greater overall resident satisfaction, Williams says. Bozzuto feels a sense of community will result from newsletters and community event listings being posted on the portal, Williams says.

At Gables Residential, the portal is to be redesigned in 2011 as part of an overall refresh of Gables’ Website. “It’s a goal to create more of a landing page into the portal that’s very dynamic, with things like calendars of events at the property and surrounding community,” says spokeswoman Lynette Hegeman.

It will also spotlight company partners like computer equipment suppliers, restaurants and clothing shops, and identity theft protection services, making residents aware of specials or promotions offered by those partners, she says. In addition, links to Facebook and Twitter will be included. “Social networking is a great tool to improve resident engagement in communities,” Hegeman says.

While the portal is currently “a bit of a static system,” an objective is to give it more flexibility, so it can be changed and updated almost weekly, Lamb says. Parts of the system are very difficult to change because of security and protection of confidential information. But other parts of the system, such as the community calendar, should be changed daily, he believes.

Ultimately, the prime function of the portal is to communicate with residents, Lamb says. “One of the biggest interactions is the payment of your rent, which is posted immediately on our accounting system as paid. The benefit from an internal standpoint is that once that payment is made, it’s done. There’s nobody in the office posting it to the ledger; it’s all done automatically. There’s a huge performance gain [resulting from] getting people to use this service.”

At Bozzuto, the goal is to have a portal for all of its approximately 105 properties. “If the test goes well and as expected, I would imagine it would have pretty good migration during the next 12 months,” Williams says. Features are to be added over the next year that will streamline the concierge service, including package delivery, drying cleaning and other services, she adds.

Right now, residents primarily access portals through their computers, Manfred says.

“Acknowledging that a high percentage of new cell phones are Smartphones, the next thing for resident portals is to allow residents to be mobile as they make rent payments or submit service requests,” he says.

Williams observes there’s really nothing about portals that falls under the heading of bells and whistles. Instead, what truly stands out is “the convenience we can offer through the portal,” she says.

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- [RentSentinel Launches New Website](#)
- [Top Tech Development Takeaways of 2011](#)
- [Aon Launches New Tenant Rent Default Insurance in U.S.](#)
- [MRI Software Announces Acquisition of VaultWare](#)

EXHIBIT 17

NewsRoom

10/1/08 Units 22
2008 WLNR 25805530

Units
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October 1, 2008

Volume 32; Issue 10

Republican talking points: 4 lessons for effective leasing.

[ILLUSTRATION OMITTED]

UNLESS YOU'VE BEEN OUT OF THE COUNTRY--and by that I mean way out of the country--you know that Sen. John McCain selected Alaska Governor Sarah Palin to be his running mate. This choice was newsworthy for many reasons. Look even more closely, and there are several marketing and leasing lessons that apply to the apartment industry.

1. Appearance counts. From her shoes (boots) to her eyeglasses (designer) to her hair (supposedly an up-do to look more "frumpy"--her word, not mine), Palin's appearance at her Sept. 3 introduction was heavily scrutinized. It's all about curb appeal, folks, from the community to the staff. The better they both look, the better chance of selling the product. This is nothing new, but it is a lesson that often is forgotten. Do you think Palin would have been chosen if she wore visible tattoos and had a pierced lip? Probably not.
2. Always be honest. Though Palin wasn't asked about her 17-year-old, unmarried, pregnant daughter when she was first being trotted out for the media, this news did take a lot of folks by surprise. Much like the leasing professional who fudges on his or her answers about policies and conveniences, the truth is going to come out sooner or later. It is better to disclose earlier rather than later.
3. Don't oversell yourself. Palin supporters rallying around her "considerable foreign policy experience" are trying to sell her minimal experience with Canada as a strong indication she can deal abroad. Don't let your marketing materials oversell your property. Brochures that display "hotel-style" pictures for C properties (I've seen these brochures up close and personal) simply hurt sales and marketing efforts. Make sure your community is well presented, but not over presented.
4. No matter how great you are, someone will find fault with you. Though it appears Palin has performed solidly as governor of Alaska, people are trying to find fault with the job she's done. The same goes for you and your building/community/staff. There always will be prospective residents who don't lease, residents who break their leases and people who think you've messed up. But it's part of life, and if you dwell on the negatives, you'll find yourself on the losing end every time. Discover your strengths and work to them.

Source: Lisa Trosien, www.apartmeramarketingblog.com

Failure to Close: Top 5 Reasons

THE MOST COMMON reasons why a leasing agent is unable to close the deal with a prospective renter, according to a national survey of 249 apartment executives by J Turner Research in August, are:

1. Insufficient response to prospects 24%
2. Pricing 23%
3. Leasing agents lack training 21%
4. Tough local competition 16%
5. Poor onsite customer service 11%
6. Other 4%

11 Intriguing Selling Points

FOR APARTMENT SEEKERS and residents, here are 11 intriguing selling points, according to Los Angeles-based CEL & Associates Inc., a real estate strategies, benchmarking and performance solutions firm.

- * Class-A Lite--packaging top-flight amenities at a moderate price
- * WiFi-Ready--technology hook-up becoming the norm at lower cost
- * **Resident Portals**---offer anything from e-payments to communications
- * Home-Style Amenities state-of-the-art, full-size kitchens and amenities
- * Children's Play Area--more prevalent in mid-market communities
- * The iPad--400 square feet of workforce housing for young workers
- * Mixed-Use Suburbs--Gen Y residents won't sign for 30- to 60-minute commutes
- * Amenities of Place--combines renter lifestyle with commoditized product
- * Walk-Able Village--popular option for aging Boomers and hip Gen Ys
- * Inhabit Units--Seattle-based Unico's prefab apartment attracting young urban professionals
- * Anything sustainable--Always an attention grabber for prospective residents

Source: CEL & Associates

---- Index References ----

Company: UNICO; CEL 1; BOSNA I HERCEGOVINA; UNICO INC

Region: (Alaska (1AL32); North America (1NO39); Americas (1AM92); USA (1US73))

Language: EN

Other Indexing: (ANYTHING; CEL ASSOCIATES; CEL ASSOCIATES INC; ILLUSTRATION; INHABIT UNITS; SEEKERS; TURNER RESEARCH; UNICO) (Discover; Failure; Gen Ys; John McCain; Make; Palin; Resident Portals; Sarah Palin; WiFi-Ready)

Keywords: (Business); (Real estate industry)

Word Count: 756

End of Document

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NewsRoom

EXHIBIT 18

8th Annual
MHN 2012
TECHNOLOGY
CHOICE AWARDS

RECOGNIZING THE TOP TECHNOLOGY PRODUCT & SERVICE PROVIDERS

CALL FOR ENTRIES

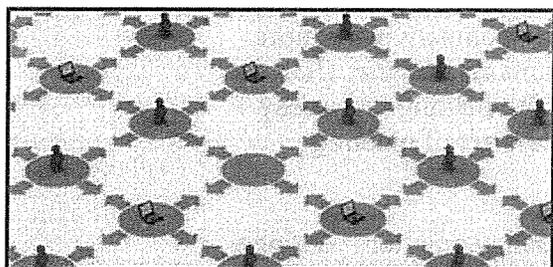
MHN ONLINE

A New Generation of Portals Helps Residents Connect

May 26, 2011

Share / Save    

By Jeffrey Steele, Contributing Editor



Some have said the growing use of resident portals at rental communities is ushering in a new, more impersonal era. Gone are the days, they lament, when residents and the management team got to know each other face-to-face.

Not so, argue property managers who have embraced, and are now enhancing, resident portals. The portals are freeing on-site managers to better serve residents, and at the same time actually helping bring neighbors together around shared hobbies and interests, strengthening their ties to the community.

One thing's for sure: Portals are important to apartment residents, says David S. Smith, chief operating officer at Kingsley Associates, a San Francisco-based real estate research and consulting firm.

Over the past few years, the company's research indicates substantial growth in residents reporting they have used a portal system. In 2008, roughly 59 percent of residents reported using a portal. This number increased to 68 percent in 2009 and 71 percent in 2010. Further, Kingsley Associates found, of those residents who utilize their portal systems, about 60 percent report accessing it on at least a monthly basis.

As for the features residents most valued, electronic rent payment and maintenance request submittals were numbers one and two in popularity, according to Kingsley Associates. Among residents using a portal, the percentage using it for rent payment grew from 75 percent to 80 percent from 2009 to 2010, and those using it for maintenance requests grew from about 40 percent to 50 percent in the same period.

Asked what priority they placed on being able to accomplish different tasks over a portal, renters again named electronic rent payments and requests for maintenance as numbers one and two,

Kingsley Associates found. These were followed by accessing community events/neighborhood information and directly contacting or obtaining contact information for the management office.

At Arlington, Va.-based AvalonBay Communities, a developer and manager of 170 apartment communities nationwide, Vice President of Marketing Kevin Thompson confirms that residents value being able to make rent payments and service requests through a portal. But, for residents, just gaining these services isn't enough.

"They're looking for more transparency," Thompson says. "In the old days, you might send in your maintenance request and get an automatic email response. They're asking for more. They want to see when we received the request, and what its status is. They want transparency, and that's not always easy to deliver, given the volume of requests that come [in]."

Kingsley Associates found that after rent payment and service requests, residents most want portals to help enhance their social lives. Residents are seeking more chances to socialize both within and outside of the community.

"Social pages provide opportunity to push information out, to engage with residents on their questions or comments, and to have residents engage with one another," Thompson says. "They might have items like furniture for sale and use these pages for a kind of classified ad within the community. They might also use them to meet like-minded people in the community."

The same trend has been observed at UDR, the Highlands Ranch, Colo.-based company with more than 59,000 apartments. Vice President of Property Operations Elaine Williams reports that UDR is moving into its next generation of resident portals. Earlier iterations were about making tasks easy and convenient for residents, she says. With the latest generation portal, it's the act of meeting neighbors and making friends that will grow simpler.

Through the portal, residents can learn of—and make plans to join like-minded people for—outings such as Thursday night classic movie screenings, regularly scheduled wine tastings and running club meetings, Williams says.

"The customers are the ones who choose what to participate in," she adds. "They make new friends based on what they like. They're creating these social connections themselves. That's very powerful, because they're forging friendships that make it difficult for them to leave the community."

While resident portals may reduce the personal, face-to-face interactions that once marked resident-manager relationships, they paradoxically may actually be generating more old-fashioned human contact with neighbors, Williams says. "What we're trying to do is build a better sense of community and help residents feel more connected to their neighbors," she remarks.

"At the same time, our team is able to give residents better service, and services they value, like concierge services. Through technology, we're able to meet those customers' needs more effectively, because we have the time to focus on them. We're not focusing on paperwork; we're focusing on selling to our customers and giving them features and benefits they desire."

As for Thompson, he stresses that the opportunity for human interaction hasn't evaporated. "If they need a face-to-face transaction, it's just a click or call away," he says. "And with us, it's just a door away. We're still staffing a leasing office, and they're welcome to come in at any time."

To comment on this story, e-mail Erika Schnitzer at eschnitzer@multi-housingnews.com

Related Posts:

- [RentSentinel Launches New Website](#)
- [Determining Rental Leniency in the Wake of a Foreclosure Boom](#)
- [The Necessity of Technology-Based Security](#)
- [ForRent.com Unveils Partnership with Oodle](#)
- [RealPage, Inc. Announces Public Offering of Its Common Stock](#)

EXHIBIT 19

NewsRoom

3/1/10 Units S30
2010 WLNR 7435915

Units
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March 1, 2010

Volume 34; Issue 3

MRI software.

MRI Software

20800 Harvard Road Cleveland, OH 44122 800/321-8770 x56662 216/4645488Fax

www.mrisoftware.com

Product Categories

Property management software

Online lease

Resident portals

Portfolio and asset management

Key Contact

Shane Trigg, Vice President of Sales & Marketing

[ILLUSTRATION OMITTED]

Market Leader in Accounting and Portfolio Management Real Estate Solutions

What is your company's mission?

MRI Software is solely focused on serving real estate companies in the global market to manage their operations and increase their asset value through an innovative, reliable and comprehensive suite of software products and services. We deliver technology and software that efficiently optimize business decisions and maximize profitability.

What products and services do you offer?

MRI offers business management solutions to the global property management and corporate real estate industries. MRI Residential, our multifamily solution, is designed specifically for property owners and managers to better manage their operations. Access 24/7[TM] is our **resident portal** and online lease solution, giving residents access to the leasing office 24/7.

How do your products and services benefit apartment professionals?

MRI continues to follow its clear plan for future product development, generated in cooperation with client advisory groups. MRI's solutions advance our clients' capability to make quick, informed operational and investment decisions, faster than their competitors. Our clients benefit from solutions that are developed specifically based on their needs.

How does your product or service set you apart from the competition?

With more than 38 years of experience developing software solutions for the real estate industry, MRI leverages its extensive knowledge to deliver products that set the standard for real estate management support. Insight from clients, innovating solutions and delivering software that helps our clients maximize their business performance is what sets MRI apart from other providers.

--- **Index References** ---

Company: MRI; MEXICAN RESTAURANTS INC

News Subject: (Purchasing Management (1PU93); Sales & Marketing (1MA51); Sales (1SA20); Business Management (1BU42); Finance Management (1FI66))

Industry: (Portals (1PO34); Internet (1IN27); I.T. Consulting & Services (1IT92); Electronics (1EL16); Medical Electronics (1ME73); Custom Application Software Development (1CU31); Diagnostic Imaging (1DI42); I.T. (1IT96); Real Estate (1RE57); Medical Imaging Equipment (1ME13); Personal & Institutional Investing (1PE62); Medical Devices (1ME31))

Language: EN

Other Indexing: (ILLUSTRATION; MRI; MRI RESIDENTIAL; PORTFOLIO MANAGEMENT REAL ESTATE; SALES MARKETING) (Insight; Key Contact; Portfolio; Shane Trigg)

Keywords: (Business); (Real estate industry); (Magnetic resonance imaging); (Suites (Software)); (Integrated software)

Product: Prepackaged Software

Sic: 7372

Word Count: 283

End of Document

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NewsRoom

EXHIBIT 20

Prevent Revenue Leakage

Are you leveraging property management systems for optimum results?

By Christopher Hosford, Contributing Editor

The economic downturn is impacting property managers at all levels. It's having an effect on occupancy, as some residents lose jobs, combine domiciles or move back with families. It's also affecting new resident leasing rates for many of the same reasons.

In today's dicey economic environment, it's essential to leverage property management technology to support resident retention and lead management, and, in the process, to find every scrap possible of incremental revenue.

"Because of the slowdown in development and investment, more of the revenue burden falls upon property operations," notes Brad Setser, vice president of marketing for property management solutions company Yardi Systems, in Goleta, Calif. "Property managers must work harder to keep business at a time when property owners are trying to find ways to cut operating costs."

Technology is a key part of this. For example,

occupancy can be supported with online resident portals, to provide Web-based rent payments or service requests. Here, technology not only increases resident satisfaction, but relieves staffing pressures, since many transactions can be done by residents themselves.

"Yes, as unemployment goes up so do vacancies," says Daniel Roehl, sales leader-residential strategic accounts at Intuit Real Estate Solutions, in Cleveland. "But this also creates a situation where people need roommates. That's why you need not only to maintain resident satisfaction, but also ease the capturing of leads."

Solutions for prospects that easily show apartment availability and real-time pricing help them make decisions quickly, Roehl says. He adds that the anonymity of online applications also helps lessen the embarrassment felt by prospects over low credit scores and eases the application process.

Real opportunities

The salient point is that properties rarely lose big chunks of money all at once; rather, inefficiencies tend to cause revenue "leakage," whether from defecting residents, unconverted prospects or misplaced sources of revenue.

Roehl observes that tracking solutions—particularly if they're built into the upfront leasing process—can ensure any and all appropriate fees are accounted for, including fees for garage units, parking spaces, pet deposits, storage units and the like. This can be particularly important in senior housing, where cleaning, meals and many other ancillary services are offered to and chosen by residents.

And consider receivables, where automation can make sure late fees and bounced-check charges are accounted for accurately and fairly. When combined with an online resident portal,

Multi-housing experts reveal what the economic changes mean for your business.

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MHN TV

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Click the MHNtv button to view
exclusive interviews

MHNtv brings you candid, exclusive interviews with prominent multi-housing figures, who provide keen insights about the immediate and long-term consequences of recent government actions and how they impact the many sectors of our business.

Together, we can help your property stand apart.

As a leader in communications, Comcast can help you get your property noticed.

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For more information, visit www.multi-housingnews.com/productinfo

communications can be seamless, and misunderstandings lessened.

While automation can help garner every shred of money that's due a property, care must be taken with legal compliance.

"I can't tell you how many times in an economic downturn managers or owners take actions to change the way they bill residents for utilities, so they can get more money," says Ashley Chaffin Glover, president of the Velocity division of Real-Page, based in Carrollton, Texas. "But you have to look at compliance regulations; some of the steps that are required to make these changes could take months."

Glover also cautions managers about charging back to residents the fees associated with credit card payments, a step that may be prohibited by law or the credit card companies themselves.

Continued challenges

Challenges remain for property managers to gain fuller cost-saving efficiencies from technology. Ben Zimmer, president of Property Solutions in Provo, Utah, notes that the industry is still strongly connected to the old ways of being paid by checks and money orders. Here, managers can benefit from check scanners.

Zimmer says one Property Solutions customer, KMS Properties, previously had spent four-and-a-half hours a day during rent week just on collecting checks, making receipts, entering numbers into software, and taking everything to the bank. With the implementation of check scanning machines and the appropriate software that deposits funds automatically, this daily task was brought down to just 20 minutes.

And if the hard economic times can prompt property managers to squeeze every penny from their operations, it will hold them in good stead when the economy returns to health.

"There is an opportunity now to re-forecast IT budgets in a direction that leads to such efficiencies," Setser says. "Companies that do this will be in a better operating position in the current climate, but more importantly, they will be well poised to be ahead of the game when the upturn takes place." 

To comment, e-mail diana.mosher@nielsen.com.

"Join the discussion" at the MHN blog, visit www.multi-housingnews.com/blog.



EXHIBIT 21

ESTTA Tracking number: **ESTTA126813**

Filing date: **02/26/2007**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Notice of Opposition

Notice is hereby given that the following party opposes registration of the indicated application.

Opposer Information

Name	Archstone-Smith Operating Trust
Granted to Date of previous extension	03/21/2007
Address	9200 East Panorama Circle Englewood, CO 80112 UNITED STATES

Attorney information	Joan L. Long Mayer, Brown, Rowe & Maw LLP P.O. Box 2828 Chicago, IL 60690-2828 UNITED STATES jlong@mayerbrownrowe.com Phone:312-701-8607
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Applicant Information

Application No	78497423	Publication date	11/21/2006
Opposition Filing Date	02/26/2007	Opposition Period Ends	03/21/2007
Applicant	Property Solutions International, Inc. 522 South 100 West Provo, UT 84601 UNITED STATES		

Goods/Services Affected by Opposition

Class 042. First Use: 2004/04/01 First Use In Commerce: 2004/04/01 All goods and services in the class are opposed, namely: Providing online non-downloadable computer software for managing real estate websites
--

Attachments	Notice of Opposition.pdf (28 pages)(1043016 bytes)
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Signature	/Joan L. Long/
Name	Joan L. Long
Date	02/26/2007

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

In the matter of trademark application Serial No. 78/497,423
Filed: October 9, 2004
For the mark: RESIDENT PORTAL
Published in the Official Gazette on: **November 21, 2006**

Archstone-Smith Operating Trust,)	
)	
Opposer,)	
)	
v.)	Opposition No. _____
)	
Property Solutions International, Inc.,)	
)	
Applicant.)	

NOTICE OF OPPOSITION

Opposer Archstone-Smith Operating Trust (“Archstone”) believes that it will be damaged by registration of the mark RESIDENT PORTAL as shown in the above-identified application, and hereby opposes the same pursuant to Section 13(a) of the Trademark Act of 1946, as amended (the “Lanham Act”), 15 U.S.C. § 1063 (a)

The grounds for opposition are as follows:

1. Opposer Archstone is a real estate investment trust organized under the laws of the Maryland, with its principal place of business located at 9200 East Panorama Circle, Suite 400, Englewood, Colorado 80112.

2. Upon information and belief, applicant Property Solutions International, Inc. is a Delaware corporation , with its principal place of business located at 522 South 100 West, Provo, Utah 84601.

3. Archstone is a recognized leader in apartment investment and operations, and through its two brands, Archstone and Charles E. Smith, offers apartments nationwide along with great service to its residents, including online resident services.

4. Archstone advertises its residential services, including the following online services: (a) leasing online; (b) paying rent online; (c) submitting and tracking service requests online; (d) posting classified ads; and (e) online satisfaction survey participation.

5. "Portal" is defined in Merriam-Webster as "a site serving as a guide or point of entry to the World Wide Web and usually including a search engine or a collection of links to other sites arranged by topic. A web portal is defined by Wikipedia as "sites on the world wide web that typically provide personalized capabilities to their visitors".

6. Resident Portal, therefore, describes a point of entry of residents to access information online (world wide web).

7. Beginning at least as early as 2001, Archstone began using the term "Resident Portal" within its business to describe the online services offered to residents of Archstone properties.

8. A Google search of the term Resident Portal reveals over 12 listings for online real estate services or related software products. A printout of the first three pages of results from the Google search is attached hereto as Exhibit A.

9. The February 2007 issue of "Multi-Housing News" contained a lead story entitled: "The Next Big Thing: Resident Portals". A copy of the article is attached hereto as Exhibit B.

10. Additional examples of use of Resident Portal are attached hereto as Exhibits C and D. Exhibit C is used by a realty company and Exhibit D is a property management software product described by “Resident Portal”.

11. As evidenced by its widespread use by Opposer and third parties, Resident Portal is consistently used to describe online services and/or software for use with apartment residents.

12. The subject application seeks to register the descriptive terms “Resident Portal” and obtain for the Applicant exclusive rights in a mark that merely describes the services offered by Applicant and others.

13. Applicant’s filing describes its services, “providing online non-downloadable computer software for managing real estate websites”, which is described by the term, Resident Portal.

14. Opposer and similarly situated businesses will be harmed if Applicant’s mark is granted a federal trademark registration as it will interfere with its ability to describe its online resident services.

WHEREFORE, Opposer believes and alleges that it will be damaged by the registration of Applicant’s mark in that it is merely descriptive, as set forth above. Opposer requests that:

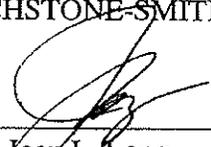
1. Judgment in the present opposition be entered in favor of the Opposer and against Applicant, with prejudice;

2. The present opposition be sustained; and

3. Registration on the application of Applicant for the trademark "RESIDENT PORTAL", Serial No. 78/497,423 be rejected and refused.

Respectfully submitted,

ARCHSTONE-SMITH OPERATING TRUST

By: 

Joan L. Long
MAYER, BROWN, ROWE & MAW LLP
P.O. Box 2828
Chicago, IL 60690-2828
(312) 701-8607

Attorney for Opposer

CERTIFICATE OF MAILING

I hereby certify that a copy of this Notice of Opposition is being sent via UPS Overnight to Applicant, addressed to: Benjamin Zimmer, Property Solutions International, Inc., 522 South 100 West, Provo, UT 84601, this 26th day of February, 2007.

By: _____

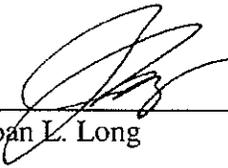

Joan L. Long

EXHIBIT A

[Google](#)

[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

resident portal

[Advanced Search](#)
[Preferences](#)

Web

Results 1 - 10 of about **1,610,000** for **resident portal**. (0.13 seconds)

[Boost Resident Retention](#)

[www.AptConnect.com](#) Close the infamous "Back Door" with this program for Residents! Sponsored Link

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[Attract More Renters Now](#)

Accept rent & maintenance requests online. Free **resident portal** demo. [www.ResiteIT.com](#)

[Web Site System Overview](#)

Resident Pay™ · Resident Portal™ · Online Rent Payment™ · Online Maintenance · Utility Connections · Prospect Portal™ ...

[www.propertyolutions.com/Home/Resident_Window](#) - 7k - [Cached](#) - [Similar pages](#)

[Property Management Software](#)

Resident Portal. With ResidentPortal™, collect rent, receive applications, process work orders--all through your community web site. ...

[www.propertyolutions.com/](#) - 10k - [Cached](#) - [Similar pages](#)

[We are Apartment Websites](#)

Leading Website, Intranet, **Portal** developer in US - Over 850 sites. [www.ellipseinc.com](#)

[Resident Portal](#)

Each **resident** is given web access to their own unique **resident portal**. From their **portal** they are able to view property information, submit maintenance ...

[www.domin-8.com/content.php?id=166](#) - 7k - [Cached](#) - [Similar pages](#)

[The Next Big Thing: Resident Portals](#)

For the uninitiated, a **resident portal** is a community Web site that allows ... A **resident-portal** vendor, CrossFire's clients include Lane Cos. and Equity ...

[www.multihousingnews.com/multihousing/reports_analysis/feature_display.jsp?vnu_content_id=1000930766](#) - 36k - [Cached](#) - [Similar pages](#)

[Aimco.Com - Login to the Resident Portal.](#)

The **Resident Portal** is designed for use by both Residents and Customers who may become residents. As a **Resident**, you have access to functions specific to ...

[www.aimco.com/ResidentPortal/](#) - 9k - [Cached](#) - [Similar pages](#)

[Resident Portal Solutions from Intuit Real Estate Solutions](#)

Resident Portal technology enables you to deliver superior service to your ... **Resident Portal** also helps your onsite staff become more productive by: ...

[www.realestate.intuit.com/products/addons/resident%20portal.asp](#) - 20k - [Cached](#) - [Similar pages](#)

[ResidentPortal](#)

Education links, **Resident Education** · General/Vascular Team (via NI) · Pediatric Anesthesia · Obstetric Anesthesia ...

[anes.anesthes.sunysb.edu/ResidentPortal/ResidentPortal.html](#) - 14k - [Cached](#) - [Similar pages](#)

[Resident Portal | Monroe County, NY](#)

New **resident** information to help make your move complete; About Rochester, ... Link to new **resident** information for those moving within or to Monroe County. ...

[www.monroecounty.gov/resident-index.php](#) - 38k - [Cached](#) - [Similar pages](#)

[Resident Portal](#)

Welcome to our Residential **Portal** Page. Here you will find all of the contact information you need as well as several tailored for your convenience ...

[www.invernessapartments.com/INAPtsResPorMain.html](#) - 2k - [Cached](#) - [Similar pages](#)

[Resident Resources](#)

Welcome to the Community Pediatrics **Resident Portal**. Here you will find information and links to initiatives relevant to residents with an interest in ...

Google

[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

resident portal

[Advanced Search](#)
[Preferences](#)**Web**Results 11 - 20 of about 1,610,000 for **resident portal**. (0.04 seconds)**Singh Management Pushes IRES Resident Portal Solution to Limit**

"As we have found with many new technologies, **Resident Portal** is still evolving. Singh Management, however, is excited to be the first IRES client to push ...
www.realestate.intuit.com/news/pressdet.asp?NewsID=109 - 16k -
[Cached](#) - [Similar pages](#)

Resident Portal

Resident Portal EFT Forms · Add this site to your bookmarks! ... **Resident** Information & Requests. bullet. Electronic Funds Transfer Form ...
www.macorrealty.com/resident_portal.htm - 44k - [Cached](#) - [Similar pages](#)

Resident Portal | Monroe County, NY

New **resident** information to help make your move complete; About Rochester, ... Court and Land Records · Real Property **Portal** · Permits and Applications ...
www.monroecounty.gov/resident.php - 38k - [Cached](#) - [Similar pages](#)

Resident Portal - Plastic Surgery - Stanford University School of ...

Plastic Surgery **Resident Portal** for Stanford University Medical Center Plastic Surgery.
recon.stanford.edu/ - 20k - [Cached](#) - [Similar pages](#)

Resident Portal Page

Klickitat County Government.Economic Development Blue Sky Ahead page. Klickitat County Washington in the United States of America.
www.klickitatcounty.org/Resident.asp - 7k - [Cached](#) - [Similar pages](#)

Resident portal

Hammersmith & Fulham's **resident portal**. residents_portal Our residents' page aims to help you get quickly to the information you are most interested in. ...
www.lbhf.gov.uk/Portals/Resident_portal.asp - 16k - [Cached](#) - [Similar pages](#)

CrossFire

A **resident portal** is a secured site on the Internet that contains features and functionality to improve the line of communication between residents and the ...
www.realpage.com/crossfire/portal/residentportal.asp - 19k - [Cached](#) - [Similar pages](#)

Resident Portal - Registration

Please be sure to complete the following information carefully so that you can fully utilize the **Resident Portal** services. * - Required Fields ...
<https://www2.gmhweb.com/cpresportal/register.asp> - 20k - [Cached](#) - [Similar pages](#)

Find Accounting Software :: Resident Portal

Resident Portal technology enables you to deliver superior service to your residents via the Internet...24/7/365. Make it easy for them to: ...
www.findaccountingsoftware.com/software/application/12431 - 19k -
[Cached](#) - [Similar pages](#)

pedialink resident portal

www.pedialink.org/portal_resident.cfm - [Similar pages](#)

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Close the infamous "Back Door" with this program for Residents!
www.AptConnect.com

Attract More Renters Now

Online Property Management. Accept rent & requests online. Free demo.
www.ResiteIT.com

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resident portal

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College Park **Resident Portal** ... We are very excited that you have chosen to use the College Park Communities **Resident Portal!** To begin using this site, ...
<https://www2.gmhweb.com/cpresportal/default.asp?Page=Logout> - 16k - [Cached](#) - [Similar pages](#)

Royal Oaks Lifecare Community - Sun City, Arizona

Our Community · **Resident Portal** · [Careers](#) · [Employee](#) · [Home](#) ... Please use the links to the left, "quick links" to navigate through the **resident portal**. ...
www.royaloakslife.com/residentportal.htm - 11k - [Cached](#) - [Similar pages](#)

McNamara Real Estate: Manage, buy, rent, or lease a house ...

Resident Portal. Welcome to the newest addition of the McNamara Realty Website. We are pleased to announce that you can may now check your rental payment ...
www.slorealty.com/ResidentPortal.html - 18k - [Cached](#) - [Similar pages](#)

Textpage Am-I-On Rotation & Call Schedule Am-I-On Anesthesia Call ...

IU Surgery **Resident Portal**. ... iusurgery.net: **resident portal** ...
www.iusurgery.net/ - 11k - [Cached](#) - [Similar pages](#)

PropertyBridge Resident Portal

PropertyBridge Logo. Section Image, Task Image. Biscayne Bay · Broadstone 2929 · Broadstone Ancala · Broadstone at Dunwoody ...
<https://www.propertybridge.com/ResidentA/AllianceProperties.htm> - t0k - [Cached](#) - [Similar pages](#)

IFrentals.com - Resident Portal

Properties for rent and property management services in Idaho Falls, Idaho.
www.ifrentals.com/residents/Tenant%20Login.php - 6k - [Cached](#) - [Similar pages](#)

Community Pediatrics Training Resources

The **resident portal** includes policy statements and power point presentations related to community pediatrics as well as information on **resident**-related ...
www.aap.org/commpeds/CPTI/resources.htm - 27k - [Cached](#) - [Similar pages](#)

[PDF] 16577-4page Insert Bro

File Format: PDF/Adobe Acrobat - [View as HTML](#)

Resident Portal. A powerful **resident** communications capability for both the. property managers and the residents. Each **resident** is given web ...
www.domin-8.com/cms/upload/documents/149.pdf - [Similar pages](#)

[FLASH] Select a product to learn more! Manage. Account. Decide. Connect ...

File Format: Shockwave Flash

RESIDENT PORTAL Click here to request a demo of STUDENT and its integration with the AMSI Suite of Products. Lorem ipsum dolor sit amet, ...
www.amsi.com/Common/flash/noform_propmanage_v02.swf - [Similar pages](#)

Search Greenville: 2821 Washington St. Greenville, TX 75401 (903 ...

Greenville **Resident Portal**. This page contains links to information which may be interesting to present and future residents of the City of Greenville. ...
www.ci.greenville.tx.us/greenville_online/portals/resident/ - 22k - [Cached](#) - [Similar pages](#)

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EXHIBIT B

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The Next Big Thing: Resident Portals

By Keat Foong, Executive Editor

JUNE 01, 2005 -- Rockville, Md. -- Resident portals may very well be the "next big step" in technology for apartment companies, in the view of Jeff Goldshine, senior vice president and director of management operations at Capreit Inc.

Goldshine, who frequently speaks about technology at industry conferences, noted that two years ago, the hot topic was call centers. "And last year, I was a panelist talking about Vaultware and the advantages of making your real-time rental information instantly available to prospects on the

Reports and Analysis

In-Depth Features

WEB FEATURE: State-of-the-Art Fitness Facilities

FEBRUARY 05, 2007 -- Savvy condominium and apartment developers offer their own state-of-the-art fitness facilities, which have become a major selling and marketing feature in their packages of amenities.

Making First Impressions Last

FEBRUARY 05, 2007 -- You never get a second chance to make a first impression so in these days of slowing sales, the design and operation of building lobbies takes on even more importance. Furthermore, industry observers agree that multifamily tenants and buyers have become more sophisticated, creating a demand for higher quality finishes and design in spaces that work more efficiently.

Virtual Tools Revolutionize Marketing of Multifamily Developments

FEBRUARY 05, 2007 -- Months before construction began this February on Uptown Keller Town Center, a live/work/play complex in Dallas, the developer, Insight Real Estate Strategies, utilized the services of DevelopmentPromo.com to market the property online. This marketing solutions company created a Web site (www.uptownkeller.com) featuring an audio commentary and slide show with renderings of units, amenities and location. Within only six months, all 101 condos at the center were sold out.

Market Report

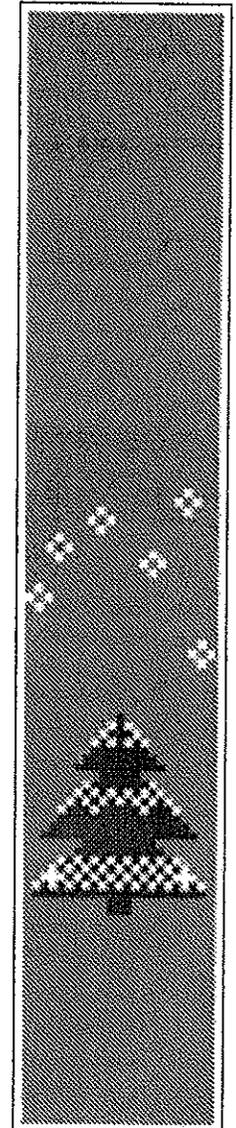
Southern California Markets

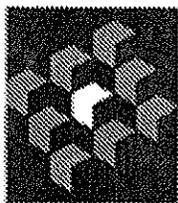
Cool on Condos

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Internet. Today, we're discussing resident portals, which I believe will be the next leap for an owner in meeting the needs of [today's] renter," he said.

Indeed, Goldshine's company itself, which is based here and owns and manages some 15,000 units, is in the process of selecting a resident-portal system.

For the uninitiated, a resident portal is a community Web site that allows residents to accomplish a whole host of functions—paying rent, signing up for and paying utilities, placing work orders, reading the community newsletter, reserving a party room and even meeting their neighbors—at any time they choose and without the need to interact directly with site staff.

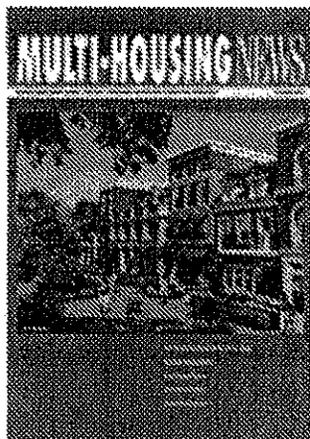
The sites can also offer local news and sports information and special deals for residents from area stores. They can also give owners the chance to promote some of their ancillary-income programs.

Those companies that have already started offering portals—a list that includes most of the industry's largest players—report that the response from

California's multifamily housing market is in the midst of a slowdown -- and that, analysts say, is good news. An over-exuberant conversion craze during the past few years weakened the market, but analysts and developers remain bullish on Southern California. In particular, the apartment market is expected to reap the benefits as the condo and single-family markets continue their corrections.



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residents has been hugely enthusiastic.

Archstone-Smith, the Englewood, Colo.-based REIT, began rolling out community-based Web sites for most of its portfolio last summer. "We went into it thinking to offer something that makes life a little easier for our customers," said Heather Campbell, head of corporate communications at Archstone-Smith. "We knew that people were excited [about the concept], but we have been all a little shocked, frankly, at how quickly residents are embracing the technology."

Sawyer Realty Holdings, based in Needham, Mass., which launched its first resident portals in February, also had a better-than-expected response. Mike Flynn, chief technology officer at the company, said Sawyer Realty has already achieved an 18 to 20 percent usage rate among its residents.

"We're very happy with the penetration because we have not had an ad or pushed the product a lot," said Flynn. "For the most part, those who use the portals do it every month to pay rent. About 20 percent of users are sending in work orders."

Indeed, adoption of community Web

sites had been slow until residents were given a reason to return to the portals on a recurring basis, observed Michael Munoz, vice president of product at CrossFire, a division of the Carrollton, Texas-based RealPage. Rent payments and utility sign-ups are the two key functions that have recently speeded up use of community Web sites, Munoz noted. A resident-portal vendor, CrossFire's clients include Lane Cos. and Equity Residential Properties Trust.

All the same, while many large companies have portals up and running, only about 10 to 15 percent of the apartment industry as a whole is using them today, estimated Greg Starr, vice president of development at a resident-portal vendor, Resite Information Technology, based in Bloomington, Ind.

Echo-Boom Essential

Obviously, what makes resident portals so pertinent and important today is the fact that more people—especially the Echo Boomer generation, which is becoming increasingly essential to any property's success—are conducting more and more

transactions online—and spending more of their free time there.

"The younger, more computer savvy residents do everything on the computer—theater tickets, airline bookings," said Capreit's Goldshine. "The new resident lives, breathes and communicates on the computer."

"That's how we all shop today—for homes, for cars—we look on the Internet," agreed Sue Cazier, president of Rema Inc., a Salt Lake City, Utah-based third-party property management company which recently started using a resident-portal system offered by Property Solutions International in Provo, Utah.

So communities that frustrate a resident's desire to do business online run a serious risk of alienating their customers.

Dennis Smillie, an industry technology consultant and president of Multifamily Solutions Inc., pointed out that most management firms today understand the importance of marketing their properties online to prospective renters.

But too many, he

said, fail to take the next logical step, after a lease is signed, of continuing to serve residents in the 24/7 environment to which they are now accustomed. Management firms that don't do so will find it increasingly difficult to keep residents happy—and keep them renewing.

Added David Cardwell, vice president of capital markets and technology at the National Multi Housing Council, the growing acceptance of resident portals "is simply a reflection of demographics and the nation's use of the Internet. If your residents are online, you have to be, too."

Resident-Portal ROI

The flip side of resident portals making life easier for residents, of course, is that they also provide a great convenience to landlords—for example, cutting down on the work and time needed to process rent collections or maintenance work orders.

"Many [tasks] that used to require residents to go to the office, they can now do on their own, 24 hours a day," pointed out Resite IT's Starr.

But both property companies and

vendors observed that the return on investment of this time savings is not necessarily in lower labor costs, but in better service as site managers are freed up to attend to customer needs, rather than administrative chores.

"It allows your people to spend more time leasing and managing the community, rather than attending to the accounting," said Sawyer's Flynn. "It keeps the managers in front of the residents which is where you want them."

In implementing resident portals, Cardwell noted that companies should be prepared to support any resident portal systems they subscribe to—in terms of making sure they have the systems and resources in place to, for example, update the Web sites or respond to online requests.

In implementing resident portals, Goldshine opines that apartment owners should bring their property management software (PMS) provider on board early in the process. This is because the PMS holds the resident data, and eventually, the PMS company's cooperation would be needed in linking the resident portal

to the resident information. In selecting vendors, as a general rule, apartment companies should look at the vendor's financial backing and R&D commitment, he advised.

Goldshine pointed out that apartment companies also should ensure the PMS and the resident-portal vendors effectively work together to ensure the existence of firewalls, which are needed to protect the company's most intimate data now that new users, namely residents, are being brought into the system.

Property Managers: Portal Appreciation

Needham, Mass.—For Mike Flynn, chief technology officer of Sawyer Realty Holdings here, the cost of a resident portal is very low "for what we get out of it."

What Flynn said he values most about resident portals is their online rent-payment feature. Rental

payments on the Web site are integrated on the back end to the company's accounting systems.

Furthermore, residents pay directly from their bank accounts—compared to dropping off a check at the office, which means the site office has to key in the information, make a deposit slip and make a trip to deposit the checks at the bank.

Sawyer, which owns and manages some 68 properties along the East Coast from New Jersey to Florida, subscribed to Resite IT's ResidentHub module.

"We felt Resite IT gave us the biggest bang for the buck," said Flynn. "The site stays fresh, without much work on our part."

Flynn also cited the syndicated content—news, weather, etc.—that the Web service brings to the portal.

What is valuable about resident portals to another recent convert is the must-have Internet marketing opportunity and presence they offer.

"The Internet is a very viable part of marketing apartment communities in this day and age," said Sue Cazier, president of Rema Inc., a Salt Lake City, Utah-based third-party apartment manager that oversees about 2,000 multi-housing units locally. "Even for smaller properties, it is very important to be on the Internet. You will miss market share if you're not."

For Cazier, one of the most important considerations in selecting a vendor is the level of service from its staff. Cazier said Property Solutions International Inc. was able to bend its program to fit the company's needs—such as reducing the number of pages on the Web sites of some of the smaller properties in order to reduce the costs.

"A Web site that costs \$1,000 to design is overkill for a smaller property," she explained. "Why spend [two] months' rent to design a Web site?"

Rema is subscribing to Property Solutions' ResidentPortal program to allow residents to apply for

apartments,
pay rent and
submit work
orders online,
said Cazier.
Prospects also
have the
convenience
of being able
to pay their
deposits
online.

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EXHIBIT C



- ◆ Sales & Rental Information
- ◆ Active Listings (Updated 02/10/2007)
- ◆ Property Management
- ◆ Homeowner Association Management
- ◆ Student Housing
- ◆ Suites Available At CountrySide At UFI
- ◆ Site Map
- ◆ Contact Us

Site Map

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- Student Housing
- Tips & Advice
- Site Map
- Resident Portal
- EFT Forms



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Resident Portals

MaCor Managed Properties

All residents are encouraged to attend homeowners association meetings to discuss important issues affecting their communities. Regardless of whether you're renting or buying, you have a voice. Meetings will give you an opportunity to find out what's happening or changing in your community, voice your opinion and ideas, and meet your neighbors.



Bartram Woods

- Association Meeting Schedules & Venues
- Property Information, Rules & Regulations
- Resident Information
- Electronic Funds Transfer (EFT) Form



Bristol Harbour on Lake SantaFe

- Association Meeting Schedules & Venues
- Property Information, Rules & Regulations
- Resident Information & Requests
- Electronic Funds Transfer Form
- Construction Application



Casablanca East

- Association Meeting Schedules & Venues

Casablanca East Meetings 4th Wednesday of each month at 6:30 PM in Clubhouse. Call 331-7161 for more information. Residents are encouraged to attend to discuss important issues affecting your community.

- Property Information, Rules & Regulations
- Resident Information
- Electronic Funds Transfer (EFT) Form
- Construction Application



Countryside

- Association Meeting Schedules & Venues
- Property Information, Rules & Regulations
- Resident Information
- Electronic Funds Transfer (EFT) Form
- Construction Application

EXHIBIT D

DOMIN-8 ENTERPRISE SOLUTIONS FOR THE MULTIFAMILY HOUSING INDUSTRY



STRENGTHENING PERFORMANCE FOR PROPERTY MANAGERS

DOMIN-8® Enterprise Solutions is one of the leading providers of advance property management software and services for the multi-family housing industry. DOMIN-8 develops and markets Paradigm Residential Property Management (RPM), a powerful and tightly integrated solution, which enables control of every aspect of the lease and property management process.

Designed to support the unique business needs of property owners and managers, Paradigm RPM delivers a new set of intelligent tools and capabilities that help companies reach the full potential of their property investment. These unique features include:

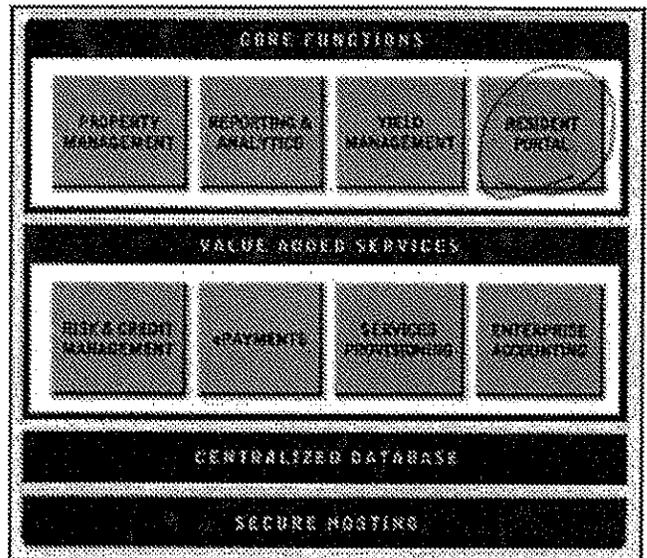
- **A single point of command and control** for all property and resident management functions including risk and credit management, service provisioning, and enterprise accounting.
- **An electronic paperless leasing process** which allows enforcement of business rules and policies.
- **Powerful business analysis tools** that provide real-time management information to key decision makers.

PARADIGM RESIDENTIAL PROPERTY MANAGEMENT (RPM)

Paradigm RPM is an enterprise-wide, full life-cycle, web-based property management solution, which delivers flexible and robust capabilities through its core functions and a compliment of value added services. Its common user interface and secure hosting provide ease of use coupled with enterprise control and protection.

Our goal is to automate and optimize the entire property and resident management process. Partnering with our customers, we have been able to reduce operational costs, increase business efficiency, and provide a competitive advantage.

PARADIGM RPM



CORE FUNCTIONS

Enterprise-wide Residential Property Management
Comprehensive sales and electronic leasing support; complete resident management; full maintenance and on-site purchasing capabilities. Paradigm RPM is a truly paperless system that electronically controls source documents and captures signatures biometrically, giving you guaranteed enforcement of business rules and policies.

Real-Time Reporting and Business Analytics

Executive decision support and business intelligence tools to present real-time information that drives important business decisions. Executives and management are given unlimited point and click access to all property information when they need it. All information that is stored in the system electronically is available to be evaluated and used to optimize business operations.

Yield Management

Dynamic market demand pricing and controlled lease term duration based on supply and demand and competitive conditions. Through the creation and application of powerful algorithms, units are optimally priced based on market conditions. Companies are given better control of pricing, the length of leases, and their expiration dates.

Resident Portal

A powerful resident communications capability for both the property managers and the residents. Each resident is given web access to their own unique resident portal. From the portal they are able to view property information, submit maintenance requests, view their lease documents and resident ledger, and make electronic payments.

VALUE ADDED SERVICES

Everything about Paradigm RPM is designed to provide unmatched value to property managers. This is most evident in the system's unique ability to combine its core functions with a suite of other value-rich services, all uniquely integrated into a single system and centrally controlled.

Integrated Risk and Credit Management

Investig-8 is a fully integrated applicant screening service which supplies real-time background checking for credit, criminal and eviction histories with automatic enforcement of screening results. Through DOMIN-8's business partnerships with *Equifax*, *Rapsheets* and *LexisNexis*, Investig-8 evaluates current public and private information and applies a property's unique risk profile to each applicant. Results are returned in seconds, giving the leasing agent the necessary information to either close the sale immediately or end the application process. Investig-8 is tightly integrated with Paradigm RPM providing automatic compliance to corporate policies and lease terms based on a property's specific business rules.

ePayment

DOMIN-8 is a certified user of the *Wells Fargo Global Payment Gateway*® which provides a powerful electronic payments platform that meets all electronic payment needs. Paradigm RPM ePayment helps companies cut costs, reduce risks, and minimize transaction and reconciliation complexity. Through ePayment, residents have the ability to schedule recurring payments, and property management has access to robust reconciliation reports.

Integrated Services Provisioning

Activ-8 is an integrated services provisioning capability of Paradigm RPM. Activ-8 provides seamless communications with our provider of renter's insurance and your preferred suppliers of phone, Internet, cable TV and utilities. Services can be activated for future residents at lease signing. The results include happier residents and additional ancillary revenues for your business.

Enterprise Accounting

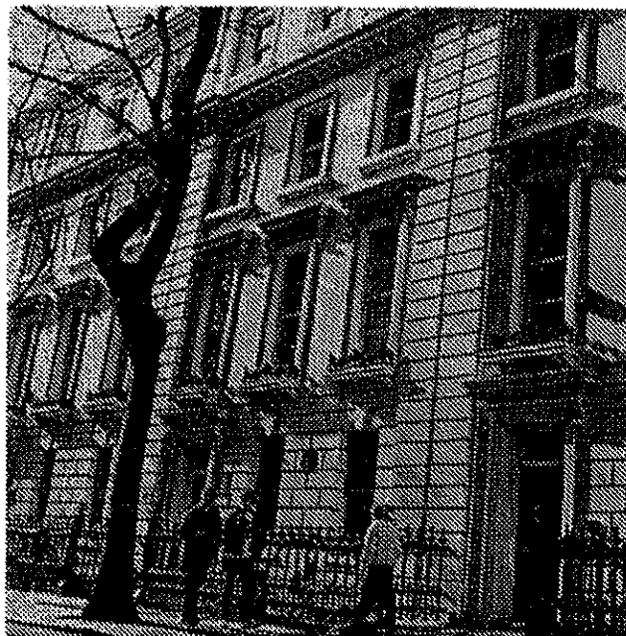
Paradigm RPM is flexible and scaleable to meet a company's financial requirements, providing consistent and accurate resident receivables and final account reconciliation. Our solution integrates with existing industry-standard financial packages. As a Certified Business Solutions Partner, DOMIN-8 provides *Microsoft's Great Plains – General Ledger, Payables Management and FRx Reporting* to those customers that are seeking a total solution. Through its professional services organization, Domin-8 will configure, implement and test Great Plains and train users on the system.

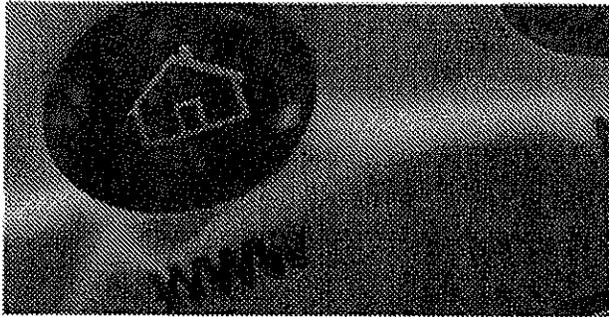
CENTRALIZED DATABASE

Paradigm RPM is a single entry system that uses one database for all properties within an enterprise. This means you can quickly and easily access all business data and management functions through a common web-based user interface, from anywhere across your enterprise.

SECURE HOSTING

Offsite professionally managed facility featuring end-to-end redundancy of equipment, power, data and security. With multiple Internet connections, and sophisticated disaster recovery systems, hosting has never been more secure.





PROFESSIONAL SERVICES AND SUPPORT

DOMIN-8 provides a complete portfolio of professional services that are available as needed to fit each customer's unique requirements. Our Acceler-8 implementation approach consists of a structured methodology and a set of tools to support the following phases:

Planning

- Scoping and validation

Implementation

- Design, configuration and data conversion
- Rollout and project management
- Change management and quality assurance

Training

- Comprehensive and customized
- Train-the-trainers, on-site and web-based options

DOMIN-8's customer and technical support teams provide help to property personnel via phone, email or website helpdesk systems.

STRATEGIC BUSINESS PARTNERSHIPS

To provide the highest level of performance for our customers, DOMIN-8 partners with industry-leading providers of highly specialized services. The Paradigm RPM solution includes *Microsoft® Business Solutions – Great Plains* (Enterprise Accounting) and *Cincinnati Bell Technology Solutions* (Secure Hosting). *Equifax*, *RapSheets* and *LexisNexis* (Risk and Credit Management), *Balboa Insurance Company* (Renter's Insurance), and *Wells Fargo Global Merchant Solutions* (ePayments).

KEY DIFFERENTIATORS

A Single Point Of Command and Control

- A complete, integrated solution with rich core capabilities and additional value-added services.
- Enterprise-wide management from a single system with centralized data to allow total portfolio management not just property management.

Compliance To Your Business Rules

- A truly paperless, electronic leasing system ensures that your rules are followed. Leases can only be completed if the criteria you establish are precisely met, so the corporate policies you build into the system are strictly enforced.

Real-Time Information

- Executive decisions are made using powerful business analysis and reporting tools and are based on accurate and timely information.

Web-Based Information Access

- A common user interface throughout the system utilizing an easy-to-use dashboard that gives each user their day-at-a-glance view. Because it's web-based, Paradigm RPM is available anytime, anyplace, anywhere.

VALUE AND BENEFITS

People with years of practical experience in the industry developed this unique, enterprise-wide, integrated, web-based property management solution. Paradigm RPM delivers solutions to help property owners and managers:

- **Reduce Operational Costs** – Eliminating IT hardware and software expenses with centralized hosting; Avoiding document and leasing forms expenses with an electronic paperless office.
- **Increase Business Efficiency** – Improving management effectiveness and employee productivity; Reducing costly errors and enforcing corporate policies with an automated leasing process and integrated risk and credit management.
- **Provide A Competitive Advantage** – Making better and quicker decisions, thanks to sophisticated business analysis and reporting tools and yield management capabilities; Generating additional ancillary revenues when setting up renters insurance, utilities, cable TV, Internet and other service at lease signing.



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EXHIBIT 14

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July 9, 2008

Volume 54; Issue 45

Portals offer a window to new efficiencies.

Malpica, Richard

Achieving competitiveness, convenience, and green objectives requires that real estate business owners, clients, tenants, and service providers perform their complex interactions as efficiently as possible. That's why portals--secure, seamless conduits between a website and operating databases--have emerged as commercial and multifamily real estate participants' method of choice for gaining selective real-time, point-to-point access to crucial business information and transactions.

Today, top real estate software providers offer an integrated portal solution for website content management, design, and an expandable Web presence as part of their suite of real estate products. This solution delivers numerous marketing and customer functions while simultaneously capturing data directly into a property management system.

Used to their full advantage, portals can drive efficiency into every transaction, delivering a significant competitive advantage.

Portals are highly useful to commercial property managers in several ways, including:

Building calendars Tenants can post upcoming cultural and entertainment events on building calendars, creating a sense of community. They can also contain key information such as construction updates and fire drills.

Concierge services

This marketing-oriented feature lets property managers increase revenue by advertising additional services ranging from package pickup to securing tickets to sporting events.

Emergency portal Activating an "emergency portal" is critically important in fires, floods, and other catastrophes. They provide evacuation plans, shelter data and other important information, along with a message board.

Green orientation Portals support green initiatives by letting you eliminate the costly storage and distribution of property management documents. Lease-specific documents can be uploaded securely for access by authorized users. Tens of thousands of investors can receive financial reports online. If you're generating a hundred-page report, how much time and money could you, the property owner, save by avoiding production and mailing costs or enlisting third-party help in compiling such a document?

Retail sales data recording If you have retail tenants, portals eliminate the hassle of collecting sales data by giving tenants the "Input Sales Data" form. Tenants can enter their information online in seconds. This information is entered directly into the

property management software system, streamlining the billing process by automating the percentage rent calculations and reconciliations.

Security Commercial property managers seeking to streamline entry procedures for visitors can activate the security pass application feature, which notifies the security desk and the guest of the date/time of visit and the type of identification required to enter the building.

Space availability Portals let owners and operators expose available space to the public or to selected brokers. Top-of-the-line real estate software packages transparently handle such back-end tasks as options and encumbrances, ensuring that availability status remains updated. In addition, requests for space can be added to tracking applications that let managers assess their deal pipeline.

Tenant ledger Tenants, with proper authorization, can review their base rent, common area maintenance obligations, and ledger information for the current month or any prior period.

Integrated solutions for multifamily properties

And just what can portals do for multifamily managers? By uniting all participants--prospects, residents, employees, investors and service providers--in a common site, they promote efficiency through:

Automation All communications and transactions, including AP and AR, can be done automatically, cutting time needed for manual input.

Fruitful collaboration Each participant--vendors, owners, residents--can have a dedicated **portal**. A **resident portal**, for example, accommodates rent and bill payments, message posting, personal information updates, maintenance requests, and other functions ordinarily performed by accounting, personnel and other departments. Gaining residents as collaborators this way promotes pride of ownership, which is as important in multifamily as it is in commercial

Marketing Driving your business's critical mass--residents, vendors, investors, employees, service providers, etc.--to portals offers an opportunity to deploy effective messaging for sales, services, and other actions. Illustrating buildings and space/unit availability, giving prospects virtual tours, booking appointments, and generating prospect records directly to a production database, in real time, are other examples, of portals' utility as a marketing tool

Reporting made easy Investors receiving financial reports can number in the tens of thousands. If you generate a hundred-page report, for example, how much time and money could you, the property owner, save by avoiding production and mailing costs or enlisting third-party help in compiling such a document?

Resident empowerment Portals give **residents** the power to pay rent, view ledgers, load work orders, access forms, manage documents, lodge service requests, and perform a myriad of other functions quickly, at any time, with minimal paperwork.

Service made easy Service providers can go online to load invoices, bid on prospective jobs, and check maintenance requests.

Forward-thinking real estate interests are quickly grasping portals' significance in streamlining operations and unifying stakeholders.

Competitive advantage, efficiency, customer service, environmental sustainability, return on investment--portals can be a significant factor in helping residential and commercial real estate owners and managers attain all of these business goals.

BY RICHARD MALPICA, VICE PRESIDENT, EASTERN REGION, YARDI SYSTEMS

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