



## Transforming Operations: Janoura Realty Aligns Technology With Growth

### THE CHALLENGE: SUPPORTING OPERATIONAL GROWTH & COMPLEXITY

Focused on transforming neighborhood shopping centers in the Fort Lauderdale area, Janoura Realty manages almost 600,000 SF of retail space. Their market expansion introduced operational changes requiring a new, more cohesive technology solution for supporting staff, partners and tenants across their real estate portfolio. The Janoura team needed an updated property management system to meet their complex demands for owning, developing and managing a regional portfolio, including:

- Centralized, secure electronic storage for tenant data, readily accessible to local and remote employees
- Customization of financial and leasing reports
- Capability to tailor Commercial Recovery Calculations on a per-tenant basis, avoiding individual reconciliation outside of the accounting suite
- Elimination of tenant convenience fees for electronic payments
- Maintaining historical transaction audits with transition of A/P and A/R to a paperless office

### JANOURA REALTY & MANAGEMENT

#### ABOUT JANOURA REALTY & MANAGEMENT, INC.

- **COMPANY:** Janoura Realty & Management, Inc. (Fort Lauderdale, FL area)
- **MARKETS:** Commercial real estate—acquiring and redeveloping unanchored neighborhood shopping centers
- **REALPAGE SOLUTION(S):** RealPage Commercial Property Management Suite, including Commercial Portfolio Management, Commercial Tenant Portal, Exponential Reporting
- **FEATURED PROPERTY(IES):** 590,671 SF retail centers, 23,061 SF office buildings

## THE SOLUTION: CENTRALIZATION AND FLEXIBILITY WITH REALPAGE® COMMERCIAL PROPERTY MANAGEMENT

The RealPage® Commercial Property Management Suite delivers an integrated platform allowing Janoura Realty to select the best options for their specific needs—now and as they continue to grow. Flexible, cloud-based document storage ensures secure access for employees from any location, as well as configurable user roles to limit interaction with or access to specific areas of data to minimize accidental or intentional modifications.

For effective site management, RealPage Commercial Property Management provides a robust record for each tenant lease, including:

- Visual listing of the lease lifecycle
- Customizable fields to track special clauses within individual leases
- Critical date reminders available for tracking of insurance renewals, renewal clauses, etc.
- Unlimited, customizable contact fields per tenant

The Commercial Tenant Portal allows tenants real-time access to their current account balances, payment histories and historical statements, with the option to schedule payments—without a convenience fee charge to the tenant—from their preferred bank on a one-time or recurring automatic basis.

## THE HIGHLIGHTS

- Automates commonly used functions and simplifies the workspace to enable staff to work easily anywhere without losing functionality
- Free technical support conveniently accessible during workday hours with a professional, resourceful and knowledgeable team seeking the best solutions
- Responsive, collaborative service to find solutions to meet specific needs, including program enhancements resulting from our suggestions

RealPage Professional Services also helped Janoura Realty improve portfolio management by establishing recovery pools, cap methods and expense groups in addition to setting up and testing recoveries on individual leases. The included Financial Report Writer and the Exponential Reporting add-on enabled customized reports generated on demand or automatically run at scheduled intervals.

In 2021, Janoura Realty anticipates growing the partnership by adding on RealPage Vendor Payments to improve on-time remittance with secure ACH transactions and remote signer authorization of check runs.

“With RealPage, we have found a system that satisfies the requirements of each department within the company while providing data that is easily accessible from a central location, allowing us to quickly obtain the information we need to meet our tenants’ needs, whether in the office or in the field.”

– Michael Janoura, Owner





## THE RESULTS: INCREASING ACCESS AND EFFICIENCY FOR GROWING RETURNS

After a seamless switch to RealPage Commercial Property Management Suite, Janoura Realty staff, tenants and stakeholders are satisfied with their experience—and the results.

The user-friendly setup puts critical tenant, property and portfolio information at the staff's fingertips—from contact information to guarantors to repair clauses—easily accessed from one central location. The streamlined, integrated A/P process with improved file organization is speeding invoice approvals and simplifying recovery calculations, not to mention reducing monthly data entry time.

Janoura has found that having 24-hour access allows them to respond to tenants within minutes, not hours, creating a better tenant experience and increasing tenant retention. Also, with automated payments through the Commercial Tenant Portal, they're seeing an increase in on-time payments as well as increased cash flow.

Lastly, with Financial Report Writer and Exponential Reporting, Janoura can report and present data on schedule and in the formats required by lenders and stakeholders for more efficient, accurate quarterly financials.

**For more information on leveraging RealPage Commercial solutions for your specific needs, contact us at 1-877-325-7243 or visit [realpage.com/commercial](https://realpage.com/commercial).**

