Yardi Concierge

Provide the highest level of customer service and convenience to your residents and owners. Enhance the resident and owner experience with expanded online services through Yardi Concierge. Manage everything from one easy dashboard.

Fully integrated with Yardi Voyager, RENT*Café* and CONDO*Café*, Concierge allows residents and owners to authorize guests, set notification preferences, reserve amenities, track deliveries and more.

Key features:

- Parcel tracking and delivery, including electronic signatures

- Amenity reservations that support optional online payments

- Guest authorization and key tracking with email alerts

- Parking pass processing for residents and owners

- Incident logging to document, report and flag violations

Key benefits:

- Manages the concierge functions of front-desk staff

- Allows residents to prompt, track and pay for services online

- Increases retention by providing expanded services

- Works for many types of housing including condo, co-op, HOA, student housing and multifamily properties

- Integrates with Yardi Voyager, RENT*Café* and CONDO*Café* for real-time property data

Expanded resident & owner services

Combine Concierge with RENT*Café* and CONDO*Café* to increase retention by providing expanded services that residents and owners value and appreciate. Users can access important information and electronically submit requests, payments and signatures—for maximum convenience.

Parcel tracking & delivery

Manage parcel delivery or drop-off requests on behalf of residents. View all parcel-related tasks on one convenient dashboard and notify recipients of delivery or pickup by email. Signature capture and LCD marquee notifications are also supported.

Amenity reservations

Track and maintain reservations for common areas and other amenities like conference rooms, party rooms and guest suites. Users can see availability and submit reservation requests online.

Authorized guests

Control access to units for authorized guests. Guest authorization includes levels of access and privileges set by the resident or owner (e.g., entry can be authorized by time of day, week or month).

Key tracking

Track spare keys checked out by guests using a dynamic inventory that is updated in real time. One-touch email alerts inform users when a key to their unit is checked out or returned.

Away instructions

Allow users to submit online requests and instructions for tasks to be performed by concierge staff during extended periods away from home. These may include mail pickup, entry authorizations, parcel delivery and other options.

Parking pass processing

Process and track resident and owner parking pass requests, distributions and returns.

Incident logging

Document any incident that occurs on the premises, down to the unit level, in the system. Automatically notify multiple property management employees, distribute reports for review and flag incidents for possible issuance of formal violations.