



How Yardi Helped Newomij Achieve a 20% Efficiency Gain to Focus on Residents

Discover how Yardi's unified asset management solution helped Newomij deliver its strategy of building long-term relationships with its residents, maintain a high retention rate with turnover at less than 5% and gain a single platform to manage its residential portfolios.

Over 80% of residents self-serve with a branded app

Over 20% of time saved to focus on residents and quality of services

Less than 5% turnover rate in residential portfolio

"Implementing Yardi was a strategic decision as it would allow us to automate time-consuming processes so we could focus on our residents. We want to create a better experience within our communities, providing A-class buildings, A-class locations and A-class services. Yardi helps us do this and much more."

Robert Jan van Hamersveld
Chairman of the Board of Directors, Newomij



THE COMPANY

“Our mission is to make a meaningful contribution to the development, management and maintenance of Dutch real estate. We want to responsibly expand our independent, strong position in the market by striving – from our own real estate and services – for an optimal return in the long term.”

Robert Jan van Hamersveld

Chairman of the Board of Directors, Newomij

Newomij is a traditional Dutch family business and since 1958, it has been committed to high-quality and sustainable Dutch real estate to live, work and shop in.

Newomij is independent and strong in the real estate market and strives for long-term cooperation relationships with its partners, tenants and customers.

It is building a real estate portfolio with high-quality Dutch real estate that offers management and consultancy for HOAs and real estate financing for investors. Newomij's total real estate portfolio of approximately 840 million has a significant residential portfolio with 3,500 units and a commercial portfolio, including retail, industrial and office with 130,000 m².



THE CHALLENGE

Newomij was using multiple systems to manage its mixed portfolio, this included a range of disparate on-premises systems. The company was having to manage and track deals manually through spreadsheets. As the real estate industry requires fast response times, this became challenging as the business developed as they couldn't react in a timely manner.

Newomij puts its residents first and needed a solution that would help save time so they could create a better customer experience.

Furthermore, Newomij wanted a solution that was able to manage its mixed portfolio as it was essential for the company to have a platform that would scale with them as they grew.

"Yardi's end-to-end solution has helped us standardise procedures. When we chose Yardi, it wasn't about implementing another tool, it was a strategic business decision as the technology will allow us to achieve our goal of delivering the best possible resident services to our tenants."

Robert Jan van Hamersveld
Chairman of the Board of Directors, Newomij



THE SOLUTION

Newomij implemented [Yardi's end-to-end solution](#), including the [Yardi Elevate Suite](#) with Yardi Deal Manager, Yardi Facility Manager, Yardi Construction Manager, Yardi Forecast Manager, as well as CommercialCafe, Yardi Investment Accounting and Yardi Document Management for SharePoint. For its residential side, the company implemented [RentCafe](#), including the fully brandable MyCafe Resident App.

These solutions will streamline operations, enhance resident and owner experiences and optimise financial processes.

Residents can communicate easily and submit and track maintenance requests in real time. In addition, residents will eventually be able to self-manage payments through the online portal and app.

Furthermore, Newomij will be able to automate invoice processing, investor reporting and budgeting and forecasting. With Yardi's technology, Newomij can enhance engagement with both prospects, owners and residents, thus improving community engagement.

"The implementation of Yardi's facility management solution alongside the launch of our resident portal and resident app has helped double efficiency and reduced stress levels with the team with faster response times. Thanks to Yardi, we were able to manage almost double the number of requests with the same number of staff."

Crispijn Stulp
[Head of Asset Management, Newomij](#)



THE RESULTS

Yardi's asset management solution provided Newomij with [one source of truth](#) and has helped standardise procedures with a holistic view of its entire mixed portfolio. This has allowed the company to consolidate data and gain greater efficiency with its processes.

Newomij has utilised the end-to-end asset management solution to help drive better decision making. Leads now flow automatically through to Deal Manager where they are managed through to lease negotiation and into a lease from the same platform. Previously, this process was managed manually in Excel – now Newomij can make a decision immediately without leaving the platform.

With Yardi, Newomij has [gained over 20% of its time back](#), allowing the team to reduce the time spent on manual activities so they can focus on providing a better quality of service to its residents. The company can spend more time nurturing relationships with residents, be more attentive and personable, enabling a more human experience.

Yardi's technology helps Newomij efficiently manage the lifecycle of the resident relationship. RentCafe allows Newomij to provide a better experience to residents, and in time, prospects as well. Through the resident portal and app, the business has significantly improved communication and a better service, resulting in higher resident satisfaction. Furthermore, Facility Manager has helped streamline the service request procedure, allowing Newomij to improve the overall resident experience.

Yardi's fully brandable resident app, MyCafe, has streamlined resident services and helped remove barriers – [over 80% of residents are now connected through the portal and app](#), where they can self-serve, submit service requests, access documents and deliver third-party maintenance requests. Newomij can respond faster to service requests, communicate more often with residents and provide a premium service.

Newomij has also been able to deliver its strategy of building long-term relationships with its customers, resulting in maintaining a high retention rate with [turnover at less than 5%](#), leading to consistent revenue.

"The platform is built for the future so we can scale with Yardi and continue to deliver an exceptional service to our clients and residents. With the Yardi first policy, we have a centrally managed database and single solution for efficient data sharing and the ability to always innovate with the functionalities of Yardi."

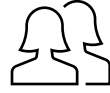
Crispijn Stulp

Head of Asset Management, Newomij



HOLISTIC VIEW OF PORTFOLIO

With the use of Yardi's end-to-end solution, Newomij can manage its mixed portfolio through one platform and has gained a frictionless solution for property management and accounting. With access to a holistic view from one dashboard, the company can centrally manage operations, benefit from real-time data for better business insights and enhanced reporting.



ENHANCED RESIDENT SERVICES

Yardi's RentCafe has helped Newomij improve the resident experience through a single solution and resident app. Residents can self-serve, request maintenance services and access documents through the online portal and resident app at any time. Newomij's branded app, Mijn Newomij, has helped lower response times, improve communication and increased resident satisfaction.



SIMPLIFIED PROCESSES

Yardi's cloud based asset management platform provides enhanced automation to simplify complexities, move away from time-consuming manual data entry and gain improved data insights. With Deal Manager, Newomij has simplified the deal management process and is now 100% automated, allowing the company to focus on providing high-quality services and developing long-term relationships with its partners, residents and customers.




SINGLE PLATFORM

Newomij manage 100% of it's portfolio from a single platform. It has allowed the company to move away from multiple systems and collaborate on one dashboard. With Yardi, the company saves time by managing everything from property management and accounting through to resident services and reporting in one web based platform. This has helped to streamline asset management and unify Newomij's data so the business can focus on its residents, portfolio and growth.

Yardi's award-winning solutions are specifically designed for real estate management to help you be Energised for Tomorrow. See how we can help by getting in touch below.

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