



# CondoControlCentral

The really smart way to run your condo.™



Online communication and management  
for condos, co-ops and HOAs

 [www.condocontrolcentral.com](http://www.condocontrolcentral.com)

 (888) 762-6636



Condo Control Central is the really smart way to manage condos. Since our beginning in 2008, Condo Control Central has been helping condo property managers, board members, security guards and residents with all aspects of running, and living in a condo. Our online platform features communications, record-keeping, and tools for security and concierge services to help your condo run smoothly.

When you're running a condo, there are many problems that you run into. Our software can help you get organized and better manage all aspects of your condo community.

To see the software in action watch the demo today! [www.condocontrolcentral.com](http://www.condocontrolcentral.com)



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# Communication

## Announcements

### What is it?

- Send notices to all owners and residents within your condo community via email, text, voice, mailroom display or push notification
- Update residents on a regular basis with less effort
- Control what group of people receive what message

### Key Benefits

- Improve communication within your condo community quickly and effortlessly
- Save money on printing by distributing your condo community announcements faster electronically
- Compose one message that can be sent out via multiple channels



## Voice & Text Notifications

### What is it?

- Property Managers can now send announcements directly to residents' home or cell phone via voice or text messaging
- Communicate to residents who do not have email
- Send text and voice notifications using monthly prepaid credits, much like a cell phone package

### Key Benefits

- Improves communication within your condo community
- Reach more of your residents faster, which is crucial in emergency situations
- Track delivery results with easy to use reports



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## File Library

### What is it?

- Keep your electronic files organized in a secure central location
- Upload your files either using your web browser or submit your files by email; whichever is most convenient for you
- Automatically track who has viewed which files, so it's easy to see which documents are most useful

### Key Benefits

- Send email notifications when you post a new file, so that everyone knows the file is there
- Spend less time searching for important files
- Set access levels on each folder, giving you control who sees each folder and who is allowed to make changes or modifications



## Service Requests

### What is it?

- Log service requests online, even attach images to assist with the resolution
- Track progress of all your service requests online
- Provide progress updates to the requestor by email

### Key Benefits

- Set follow up notifications for each service request, so you remain on top of ongoing requests
- A full history of each request is securely stored online and can be referred to in the future if required
- Reports on service requests can be generated with ease



# Communication

## Proxy Voting

### What is it?

- Our online proxy voting module allows you to easily gather proxy votes from your owners online, in advance of your AGM or special meeting
- We use email, voice & text message reminders to increase your owners participation in proxy voting
- Monitor your progress towards achieving quorum using our dashboard

### Key Benefits

- Achieve quorum for your meetings, guaranteed
- Comprehensive communication program to increase proxy voting or achieve quorum
- All responses are stored securely and electronically and can only be accessed by approved administrators



## Mailroom Display

### What is it?

- Display announcements digitally in common areas for all owners and residents to see
- Visually appealing display that captures attention
- Update announcements as often as you need; rotate multiple announcements on-screen so communication is non-static

### Key Benefits

- Easily communicate announcements to all owners and residents, even those without email
- Inform residents of package deliveries
- Compose, preview and schedule your message through our announcement feature
- Save time and money by eliminating printed announcements



## Mobile App

### What is it?

- The CCC Mobile App allows you to access our features directly from your smart phone
- Stay connected when you're out of the office or home
- Keep up to date with push notifications

### Key Benefits

- Instant access to the information you need, even when you're not at your desk
- Owners can submit a service request and even attach pictures
- Property managers will be within a fingers touch for anything security related\*

### How does it work?

- Download the app to your smart phone
- Log in with your current Condo Control Central username and password, or register for an account if you don't have one yet
- Once logged in you will have instant access to the Condo Control Central platform
- Owners can access many of our great features such as viewing announcements, booking an amenity, or registering visitor parking
- Property Managers can post announcements, respond to service requests, approve amenity bookings, view unit owner contact details, and more
- These features work just as they would on your desktop!



\*Contact us for more information

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# Record Keeping

## Amenity Booking

### What is it?

- Set up all your amenities for owners and residents to book easily online
- Amenities requiring payments can be paid for securely by credit card
- Complete calendar view of all booked amenities colour coded for easy viewing

### Key Benefits

- Extreme flexibility; set up your amenities to match your existing process
- Customizable approval process
- Automatic prevention of double bookings



## Task Tracking

### What is it?

- Track all board meeting tasks online
- Each task is given a unique ID number to avoid confusion and make it easier to refer back to a particular task
- Reminders and updates can be set up for invested parties to assist in task progression

### Key Benefits

- Track an unlimited number of tasks in Condo Control Central
- Attach documentation (PDFs, Word files, Excel files, etc) to a task
- Individual board members can “follow” all updates for a particular task (all followers receive all email updates)



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## Online Store

### What is it?

- Owners and residents can purchase keys, fobs, garage remotes etc. through Condo Control Central
- Purchases are made securely and effortlessly by credit card, powered by Stripe. ([www.stripe.com](http://www.stripe.com))
- Orders are confirmed and tracked digitally for full visibility of the order process
- All orders are stored centrally for easy access

### Key Benefits

- Products are completely customized to your condo needs
- Property management retains control over the order process
- Orders can be placed anytime
- Both owners and residents can access the store



## Purchase Orders

### What is it?

- Property Managers can track the purchase of products and services from external suppliers within Condo Control Central
- Managers can generate purchase orders and track the entire approval and fulfillment process online
- Store all your suppliers' contact details securely online

### Key Benefits

- Removes manual paperwork, everything is completed and stored securely online
- Approval process is streamlined and paperless
- All related communication between property management, the board, and the supplier is documented electronically



# Security & Concierge

## Visitor Parking

### What is it?

- The ultimate parking protection with records of who is coming or going
- Manage visitor parking so residents do not exploit current rules and regulations
- Monitors length and frequency of visitor parking usage

### Key Benefits

- Fully supports your existing rules, regulations and parameters
- Confidential as you control who has permission to view records and when
- Makes visitor parking a smooth and fair process for all
- More efficient than manual visitor parking processes



## Package Tracking

### What is it?

- Log all new packages online as they are received
- Alert recipients when packages are ready to be picked up
- Release packages with an electronic signature

### Key Benefits

- Track both incoming deliveries and outgoing packages
- Guards can easily search for packages based on delivery date, recipient, or unit number
- If packages are not picked up, a reminder email can be sent to the recipient with just one click



## Incident Reports

### What is it?

- Record incident details securely online
- Track all details of an incident, from which units were involved, to whether police were called, to which officer responded to the scene
- Attach all relevant documents and images to reports so they are all kept in a central location

### Key Benefits

- Search for incident reports by keyword, name, date, or unit number
- Establish an unlimited number of incident categories for reporting purposes
- Email notifications are automatically generated when a new incident report is entered



## Key Tracking

### What is it?

- Create full and accurate records of your key tracking securely online
- Keep track of the company and name of the individual borrowing the key
- Record the exact date and time when a key was loaned and returned

### Key Benefits

- Track an unlimited number of keys
- Make notes or comments about the reason for loaning the key
- Run reports showing all activity, either by key, or by date range



# Hardware

Our range of hardware compliment our features...

## Signature Pad



Our Topaz signature pad is a simple and effective tool that allows security guards to capture signatures on a wide range of records, from packages and keys to service requests.

## Parking Permit Printer



Our Epson permit printer uses thermal paper so there is no need to buy toner or ink. Your parking permits will be clear and easy to read, no more messy handwriting.



## Barcode Scanner



Our barcode scanner can be easily connected to the computer, no special software required. Your security team can use the scanner to quickly and accurately enter package tracking numbers.

## Mail Room Display



Installation of a Samsung display in your lobby or mailroom allows owners and residents to see what's happening, even if they don't use email. The display shows announcements, events and packages.\*

\*Contact us regarding pricing and installation.





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# Learn More About Condo Control Central.

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or visit us online at

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