

MALVERN PROPERTY MANAGEMENT WORKING WITH DESIGNER TO CREATE CONDO WEBSITES

ANOTHER PLAYER in the development of condominium websites is **D-Tech Consulting** in Toronto. This 10-year-old website design company is working with a condominium management company to develop community websites for their clients.

D-Tech offers a stand-alone computer terminal for condominiums that can be used by owners who do not have their own computers to access the community website. It is called a kiosk and is designed for public spaces. The software provided is said to make it easy-to-use. All areas of the application interface can be customized to suit specific needs.

Bill Thompson, president of **Malvern Condominium Property Management**, was originally contacted by D-Tech Consulting in the summer of 2003 with regard to building a website for Malvern. Since the completion of the website, D-Tech has gone on to supply Malvern with a completely new network, including servers, computers and tablet PCs.

Part of the network updates included migrating the in-house accounting/management software. As it stood, Bill was not satisfied with his current product and with a solid business relationship already building, approached D-Tech about providing a "full package" solution to improve their client services.

In the meantime, D-Tech was quickly developing a concept of condominium community websites named "**Nexus**". Malvern saw the value of such a product and both companies concluded that Nexus and the accounting/management software should be closely linked and built to exchange information. At that time, D-Tech's unofficial product named "CondoManager" was created.

Nexus has an abundance of features that combine all the competitions' features into one product. In the near future, Nexus and CondoManager will provide services currently not available in any condo software or business process. Malvern claims it will be the first to offer these state-of-the-art features.

Malvern will soon make it possible for condominium owners to pay their maintenance fees online. The owners will still keep control of the frequency, the amount and duration of payments. Owners can dictate the withdrawal amount to come out on a particular day each month or one-time only. Logging-on to the Malvern-provided community website is all that is needed. Malvern can then process the payment for their clients as an electronic funds transfer. The result provides online banking power for the owners, Malvern receives payments immediately and electronically, and saves a significant amount of administrative and wait time.

The ability to update and edit unit and owner information will also be integrated into the two systems. By logging onto their community website, owners will be able to update and edit their personal information, such as mailing address, contact numbers, unit information and renter information. This is then processed by the CondoManager software that updates the corporation's records. The current process of updating information can be slow and out-of-date. Owners must phone or mail in the changes, making the information time consuming to process. The end result is a reduction in administrative time, with efficient mailings and communication.

Malvern's goals of increasing its property management business and market presence should shortly be achieved as a result of offering these services. There are still plans to develop other ideas into tangible products.

Bill Thompson told *Quarterly Report* that there are still some legal ramifications to opening a condominium website.

"A new condominium bylaw is required," he said, "to post regulated materials on the website – such as notices required by the *Condominium Act* and other legislated information. We are researching these aspects extensively before going ahead with client websites."

Darryl Deen, president of D-Tech Consulting, is the author of part of this article.



The kiosk, a standalone computer terminal for condominium community websites, can be available for use by owners who don't have an online computer.

ACMO SOCIAL EVENTS

Kajama Party Summer Cruise,
Thursday, July 7

**World International Property
Managers Golf Day XIII,**
Thursday, August 18, at the
Cardinal Golf Club in Kettleby.

Annual General Meeting of ACMO
RCMs, Friday, May 13, at the
Richmond Hill Country Club

Luncheons
Friday, April 15,
Richmond Hill Country Club

Friday, June 17,
Richmond Hill Country Club

Friday, September 16,
Richmond Hill Country Club

Friday, October 21,
Richmond Hill Country Club

With the exception of the cruise, above dates and locations are subject to change. Please check the ACMO website, www.acmo.org, for updates or changes.