



Welcome
The Art of Resident
Retention

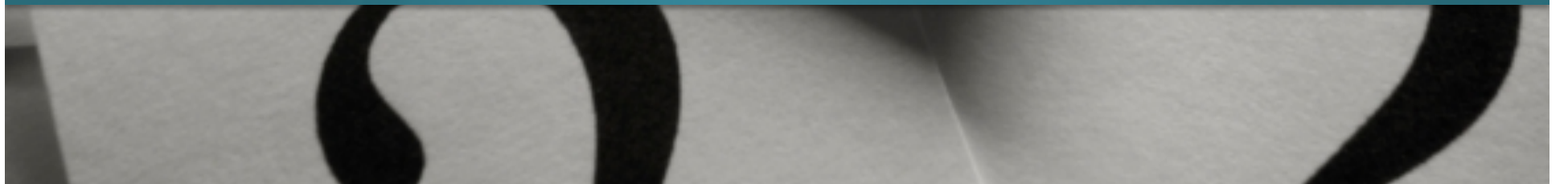


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Questions?



TOPICS

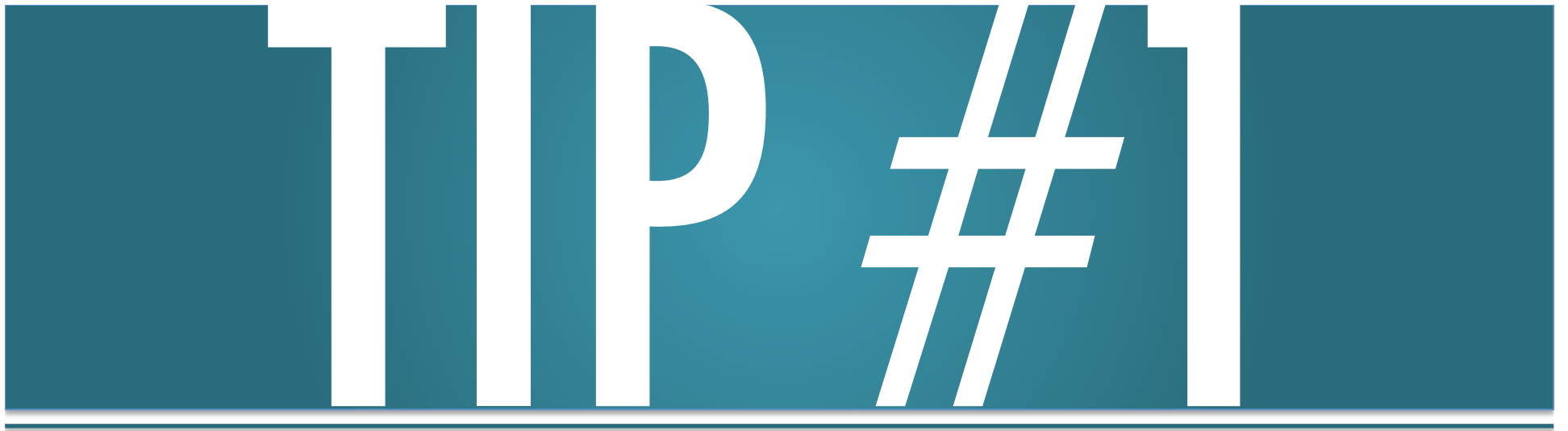
Retention Tips

The Power of Reciprocity

Play to the ego

GREAT **SERVICE**
RETAINS CUSTOMERS.

Thought #1
Retention Tips



Quality is more important than speed

WIP #2

Get to know each resident

WIP #3

Use their preferred
communication platform

5M1P #4

Discover the root cause after
you solve the immediate problem

WIP #5

Make it personal

HRIP #6

Retention is a company wide effort

Thought #2
Reciprocity

The **POWER** of
GIVE & TAKE





PRIORITY:

Consistently meet expectations

Thought #3
Make it all about them

Invoke the inner

EEGO



What do you stand for?



SOCIAL PROOF



TAKEAWAYS

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SERVICES OFFERED BY ELLIS PARTNERS & RENTER'S VOICE

- Ratings & Reviews
 - Resident Surveys
 - Apartment Mystery Shopping
 - Reputation Management Strategy
 - Training & Coaching
- 

Thank you! Want to learn more?

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rentersvoice.com
epmsonline.com

Register at epmsonline.com

Upcoming Webinar

Don't get dumped this holiday season!

*Thursday, Dec 1
1:00 PM – 1:30 PM CDT*

Register at epmsonline.com



Questions?

