



Technology That Drives Performance

The real estate market changes quickly, so you need a trusted partner to help you adapt and reach your goals. Grace Hill drives people and property performance with technology designed specifically for the multifamily industry. Check out our suite of solutions that redefine how you develop teams, optimize performance, and promote your properties.



DEVELOP PEOPLE

Set your team up for success and reduce risk.

- Training
- Policies
- Credentials & CECs
- SkillCat Mobile Maintenance Training



OPTIMIZE PERFORMANCE

Uncover opportunities and increase NOI.

- Mystery Shopping
- KingsleySurveys
- Intelligence+
- HelloData



PROMOTE PROPERTIES

Showcase your property, build trust, and boost leads.

- Reputation Management
- Realync Virtual Leasing and Video Tools

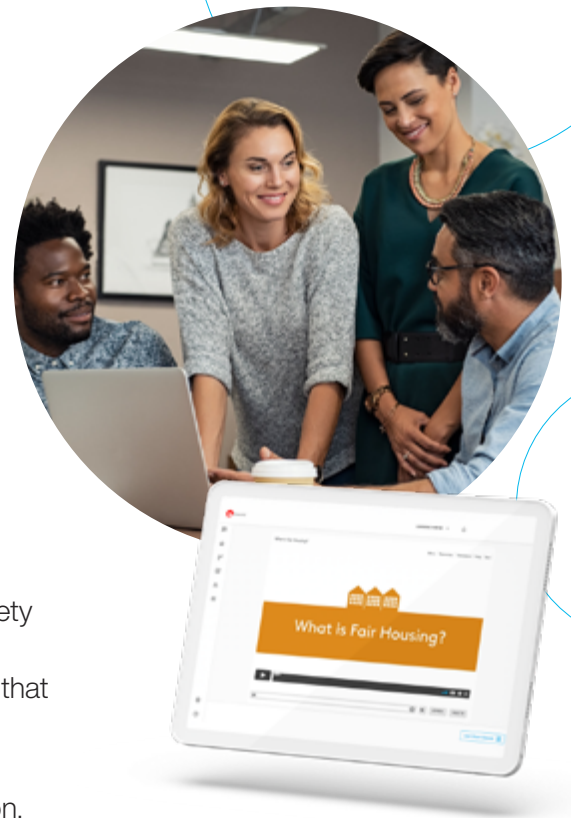


Elevating Performance. Empowering People.

Training

Complete multifamily training content that enables and empowers.

- Engage employees with 600+ industry-specific training courses in a variety of formats.
- Boost retention and quickly onboard new employees with short courses that fit into busy workdays.
- Support a diverse team with Spanish courses and translation tools.
- Save valuable admin time with automated assignments based on position, location, or custom groups.



SkillCat: Mobile Maintenance Training

- Mobile maintenance training available on any device.
- Access HVAC, Electrical, Plumbing, Appliance Repair & Maintenance courses created by trade professionals.
- Training available in Spanish for an inclusive development program.
- Help techs achieve and maintain the required EPA training and certifications.

Policies

Comprehensive policies and procedures that reduce risk.

- 800+ pre-built, customizable policies designed to jump-start compliance.
- Rest assured, policies comply with changing laws and regulations.
- Show proof of policy receipt with secure electronic signatures.
- See policy compliance in real time with our graphical compliance dashboard.



“I chose Grace Hill not only because of their industry-specific platform but also because they have an amazing support department dedicated to assisting in answering questions quickly. It has been exciting to have a partner who understands our business.”

Christie Upp, Director of Training, Apartment Management Professionals, LLC

Realync

Virtual leasing and video tools that connect with residents and close leases faster.

- Offer prospective renters personalized live, self-guided, or pre-recorded video tours.
- Capture, connect, and convert leads virtually with engaging video content that drives traffic.
- Simplify move-ins with informative video tutorials that help set residents up for success.



“Using Realync tours in our paid ads strategy has helped increase conversions by 145%.”

Angie Lombardi, Franklin Group

Reputation Management

Seamlessly manage your online reputation and drive prospects to your communities.

- Streamline publishing and review management across platforms to boost efficiency.
- Ensure accurate listings across directories to improve search rankings and drive traffic.
- Leverage AI to monitor sentiment, flag risky feedback, and respond quickly.
- Benchmark comparative insights with our Local Brand Visibility (LBV) score.



“We chose Grace Hill’s Reputation Management solution because it provided a comprehensive and actionable approach to resident feedback that aligned with our customer experience strategy. We needed a platform that could centralize data, provide deeper insights, and drive real improvements at our communities rather than just aggregating reviews.”

Sara Woods, Director of Brand, Marketing, and Customer Experience at HILLS Properties



KingsleySurveys

Gain actionable insights with comprehensive survey tools and trusted industry benchmarks.

- Gain an unbiased assessment of resident and employee satisfaction.
- Evaluate leasing, maintenance, and management service levels with engaging surveys.
- Translate survey results into action plans that improve performance.
- Compare performance against KingsleyIndex™ industry benchmarks and compete for prestigious awards and recognition.



Mystery Shopping

Get unbiased performance assessments that drive results.

- See your property and team through the eyes of your prospects and residents.
- Gain access to a network of nationwide shoppers that simulate real-life scenarios.
- Review comprehensive reports and recordings that pinpoint strengths and opportunities.
- Access short training courses designed to address specific skill gaps identified during the shop.



“KingsleySurveys adds a direct line of communication with our residents, applicants, and prospects and opens conversations we may never have had without them receiving the survey. This helps improve resident retention and brings additional value to our customer service strategy.”

Dominic Raffinello,
Corporate Operations Manager,
Latitude Property Management
and Real Estate Services

HelloData Automated Market Analysis

HelloData AI automates multifamily market analyses to provide leading insights into rents, concessions, and amenities, drawing on publicly sourced data from over 35 million units across 5 million properties nationwide.

Find out how Grace Hill solutions in PerformanceHQ can improve your overall performance and profitability!