



WE LIVE *(+love)* THIS STUFF



Make an Impact With Multifamily Technology Solutions

Improve Performance. Reduce Risk. Retain Talent.

The real estate market changes quickly, so you need a trusted partner to help you adapt and reach your goals. Our solutions are designed specifically for multifamily and commercial real estate, so you can rest assured that our technology and industry expertise will lead to improved property performance and increased asset value.



Empower Your Teams

Best-in-class policy manuals and training that enhance skills and reduce risk.



Assess Your Performance

Surveys, mystery shopping, and online reputation management turn insights into action.



Leverage Superior Content

Industry-specific content that is proven to increase overall property performance.



“We have been partners with Grace Hill for over 15 years. They help us tie together our policies, training, and mystery shopping to support the performance of our employees and properties.”

Pattie Woods VP, Training & Development, Fogelman Properties



Training

Complete multifamily training content developed by industry experts

- 600+ short training courses designed specifically for this industry
- Learning paths and topics ideal for new employees and ongoing development
- Developed using learning science to increase comprehension and retention
- Streamline processes and save time on administrative tasks with our intuitive interface



Credentials & CECs

Attract and retain top talent with credentials and ongoing education

- More than 60+ continuing education courses and webinars in leasing, community management, maintenance, and more
- Access to the largest library of industry-leading educational courseware approved by NAAEI for CECs
- Personalized career center helps employees track achievements and easily access transcripts



Policies

Comprehensive policy management for operational excellence

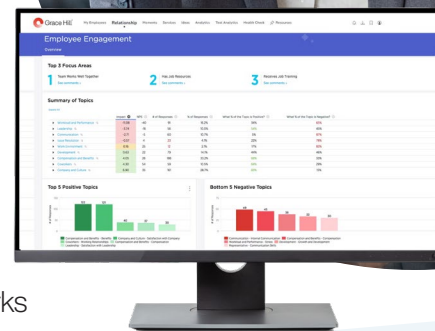
- Streamline policy administration with procedures tailored to your specific needs
- Access 750+ detailed and customizable policies across many subject areas
- Mitigate risk as legislation changes by leveraging our ongoing legal monitoring
- Policies cover a wide range of business needs, including conventional, affordable, HR, operations, and more



Surveys

Gain actionable insights with comprehensive survey tools and trusted benchmarks

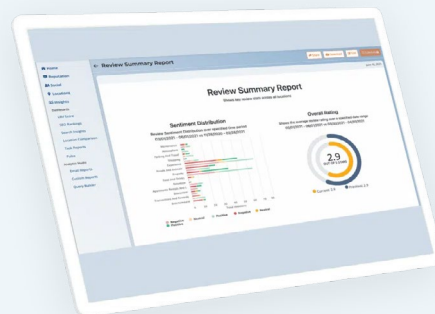
- Easily measure resident, employee, and client satisfaction
- Understand resident perceptions and prioritize property investments
- Evaluate leasing, maintenance, and management service levels
- Compare your portfolio performance against Kingsley Index™ industry benchmarks



Reputation Management

Seamlessly manage your online reputation and drive prospects to your communities

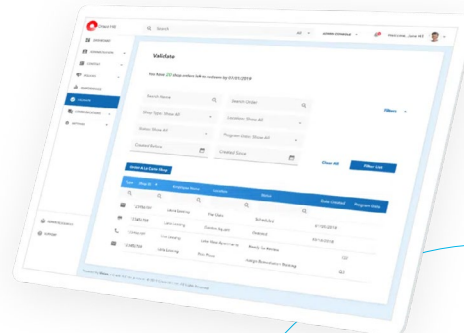
- Save valuable time monitoring comments, posts, or questions on social media
- Quickly respond to reviews and ensure accurate listings across directories to improve search rankings
- Benchmark comparative insights with our Local Brand Visibility (LBV) score



Mystery Shopping

Get unbiased evaluations with programs that fit your needs

- Highly trained multifamily mystery shoppers with nationwide coverage
- Reports and recordings offer meaningful insights and areas to improve
- Short training courses address identified skill gaps and drive performance



Find out how Grace Hill can improve your overall performance!