

EJF TECHNOLOGY & YOU



How we are embracing
emerging technology to better
serve your Association



HOMEOWNER PORTAL

Our portal is your one stop shop for all your needs.

- Check your balance
- Check out the document library
- Put in a service request
- See scheduled events for your community
- Update your contact information



Dashboard

Homeowner FAQ

My Contact Info

Billing

My Items 1

Calendar & Events

Directory

Documents

Dashboard

Ellen Arthur

EJF Real Estate Services is pleased to provide this portal for your owner's association. The portal has been designed to help keep you informed about your neighborhood so that you can feel at home and in touch with your community. The portal has a range of features which will help you communicate not only with your neighbors but with the association and management company as well.

Portal Services

These are just some of the features we currently offer on the portal:

- Safely pay your assessments online via eCheck or credit card.
- Create, modify and view recurring assessment payments.
- Access to your account transaction history in real-time.
- Create, modify and view up to date Work Orders in real-time.
- Access a directory listing for board members, homeowners, clubs, committees, etc.
- View your neighborhood's upcoming events in the calendar section.
- Send emails directly to EJF through your personal message center.

Contact Us

If you have questions or comments about the portal please click on the "Contact Us" link and fill out the form Be sure to be specific in your inquiry so that we may better assist you

Location

Our office is located at 1428 U Street, NW Second Floor, Washington, DC 20009.

Phone number

202-537-1801

Hours of business

We are available for inquiry by phone Monday through Friday 8 AM to 6 PM EST. Our office is open Monday through Thursday 9 AM to 5 PM and Friday from 9 AM to 2 PM.

Payments

ACCOUNT BALANCE

\$12,254.46

[Make A Payment](#)

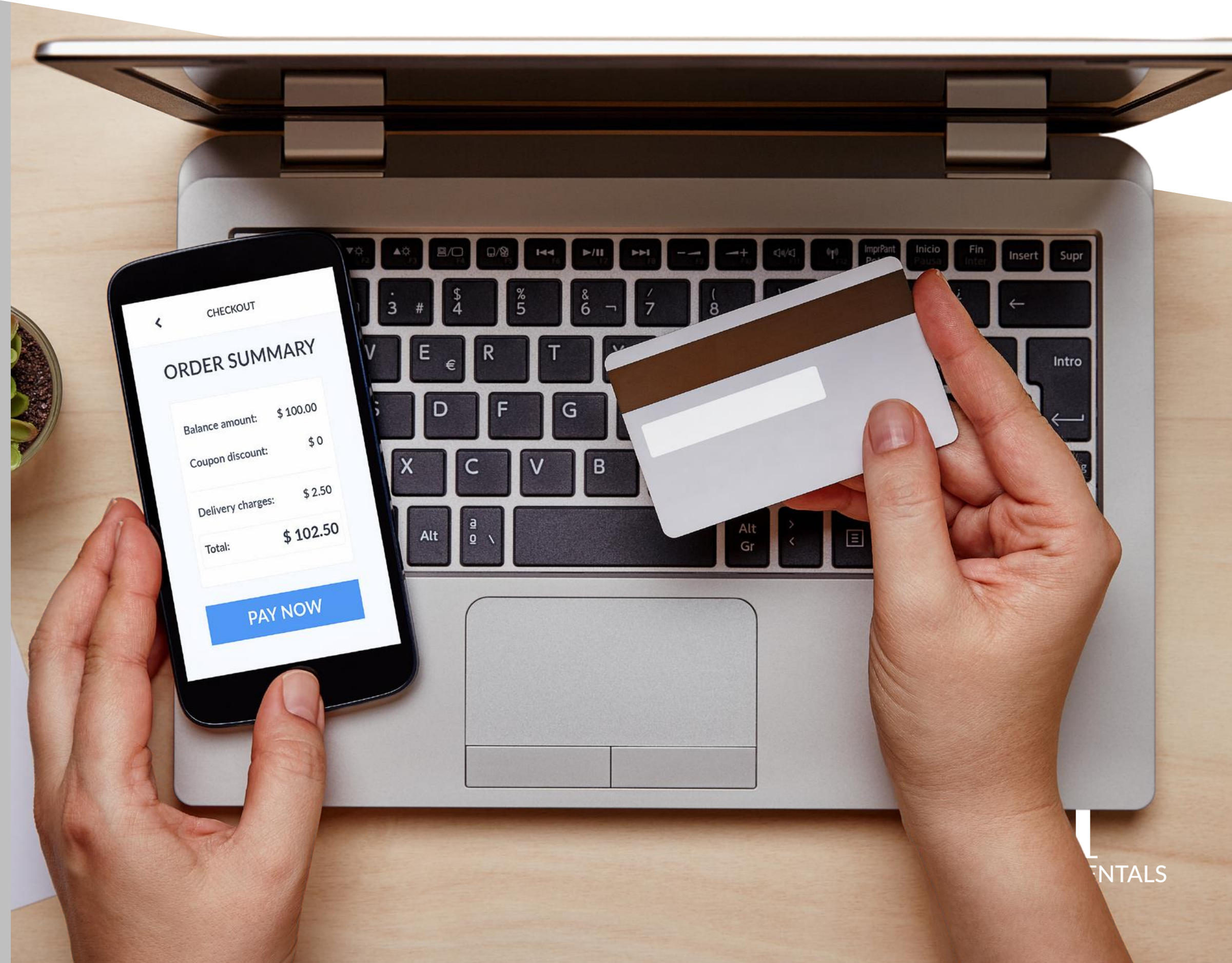
UPCOMING ASSESSMENTS

Assessment of \$558.82 is due on 09/01/2023 for

PAYMENTS IN THE PORTAL

Save time and postage by making your payments directly through our portal.

- EJF ACH
- Online bill pay





SERVICE REQUEST

Notice an issue in your unit, or in the common areas? You can put in a service request in the portal.

- Your service request will go directly to your Community Manager's queue
- You can track progress on your request there without having to ask Client Services

Remember, emergencies should always be called in to our office, 202-537-1801. Emails and portal submissions should not be used in case of emergencies.



VANTACA INTEGRATIONS

Now that we've gone over the owner's portal, here are some integrations that might not be on your radar.

Banking:

Through EJF's mutual relationship with Vantaca and NCB, all Association banking transactions are integrated daily which helps provide more accurate information to the Board in a more timely manner. No more waiting until the bank statements are received in the mail at the end of the month to get reconciled bank statements!

Mailings:

Vantaca integrates with several third-party mailing providers which allows us to streamline the physical mailing process, including coupon production at year-end. The direct integration with Vantaca means mailings are sent to the address(es) that can be entered directly by the owner in the portal.



SMART PROPERTY

Sustainable asset management, purpose built for Community Associations

ejf REAL ESTATE
SERVICES

The SmartProperty

Report

SmartProperty Demo
(Integration) Report as of:

8/10/2023

The SmartProperty Report® helps you understand your community's true financial position by comparing projections to actuals. Use it to identify areas where you have budgeting mismatches and shortfalls, see where your money is going, and confirm that your community is on track with your capital reserve plan.

\$493,300

Total Reserve Balance

\$54,088

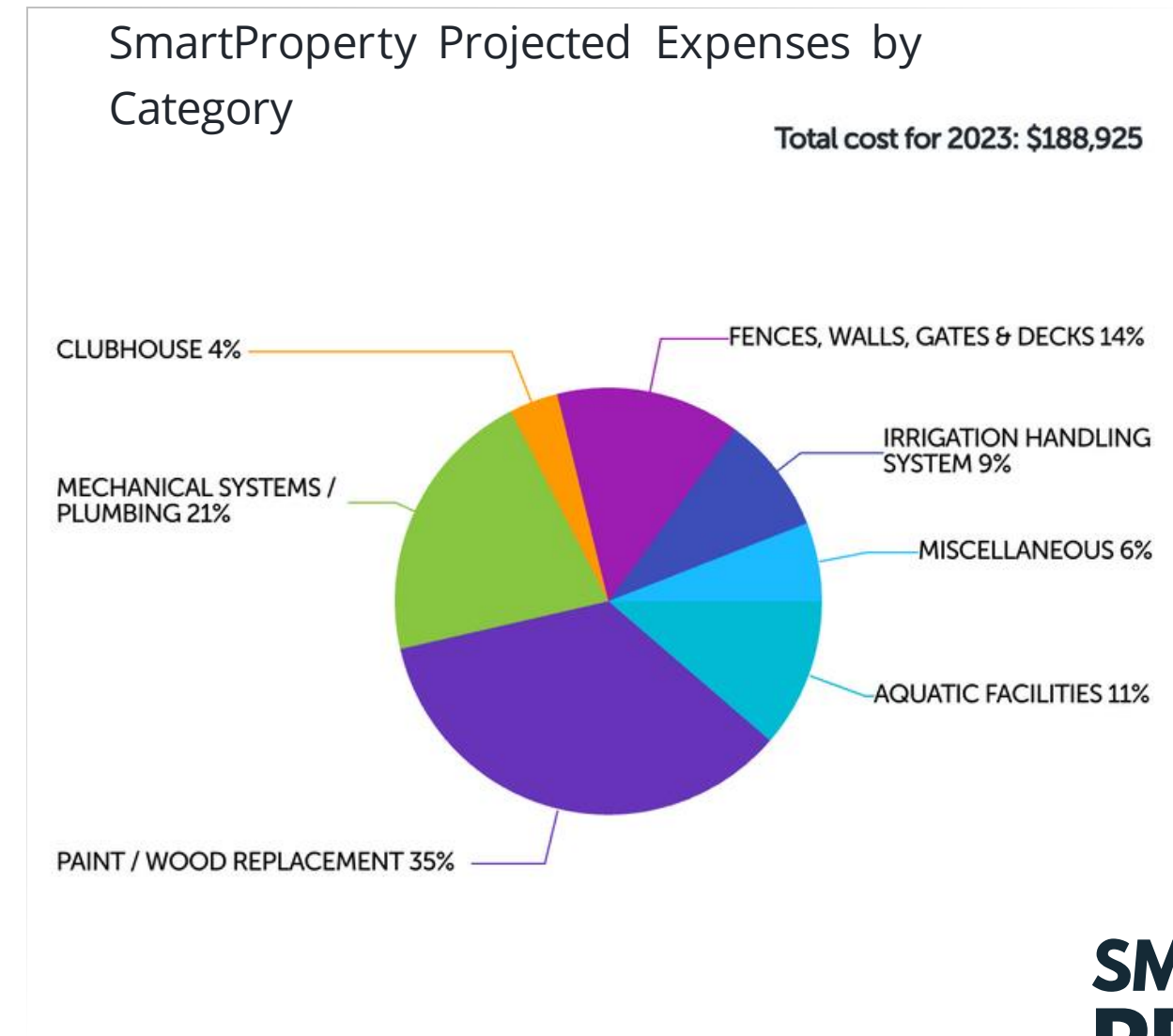
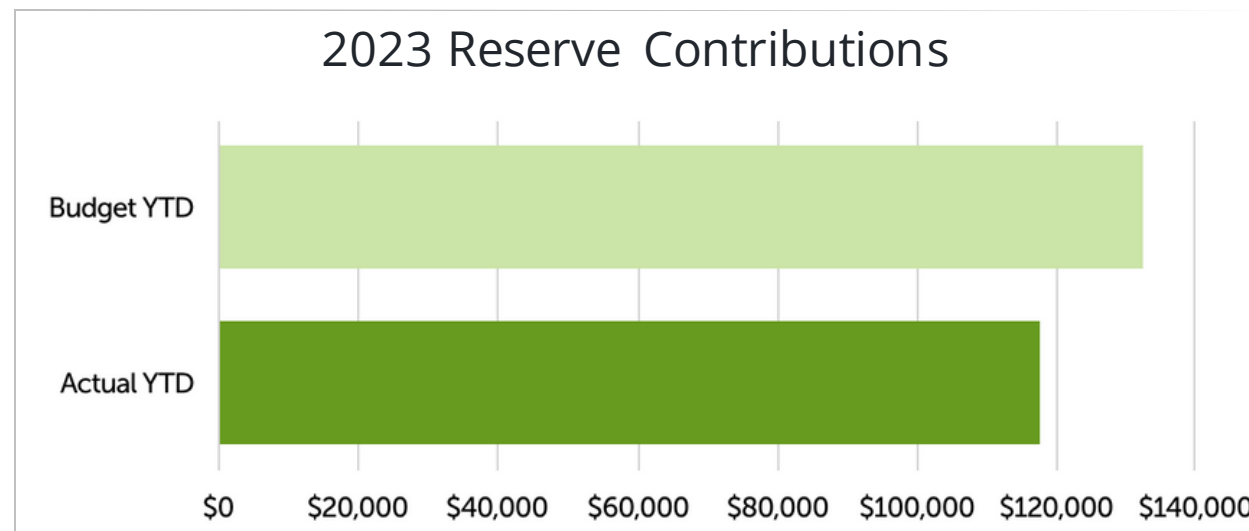
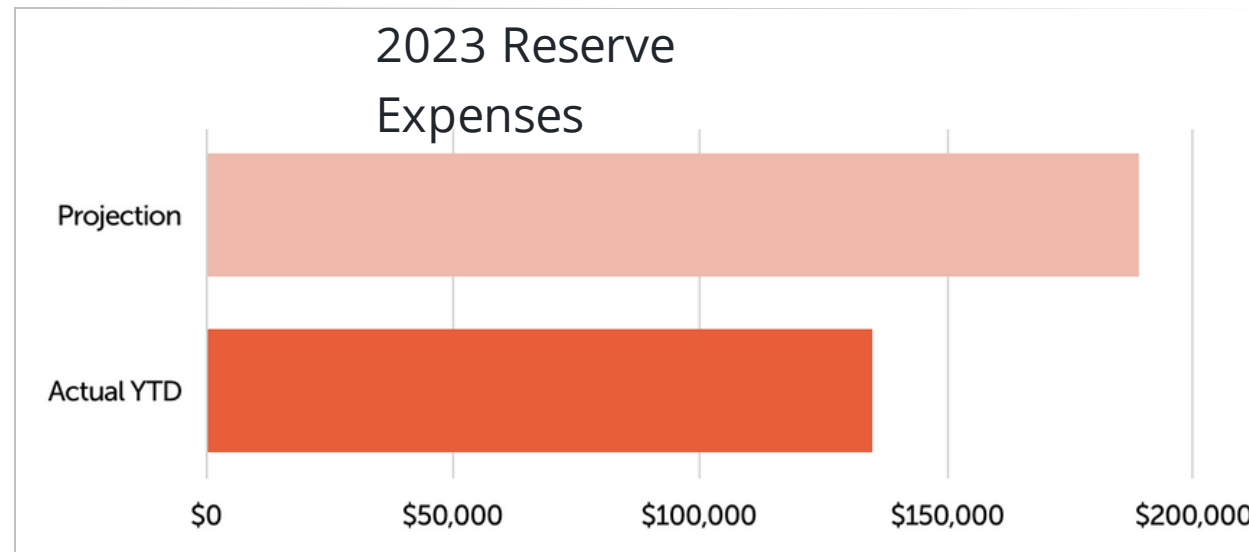
Total Operating Balance

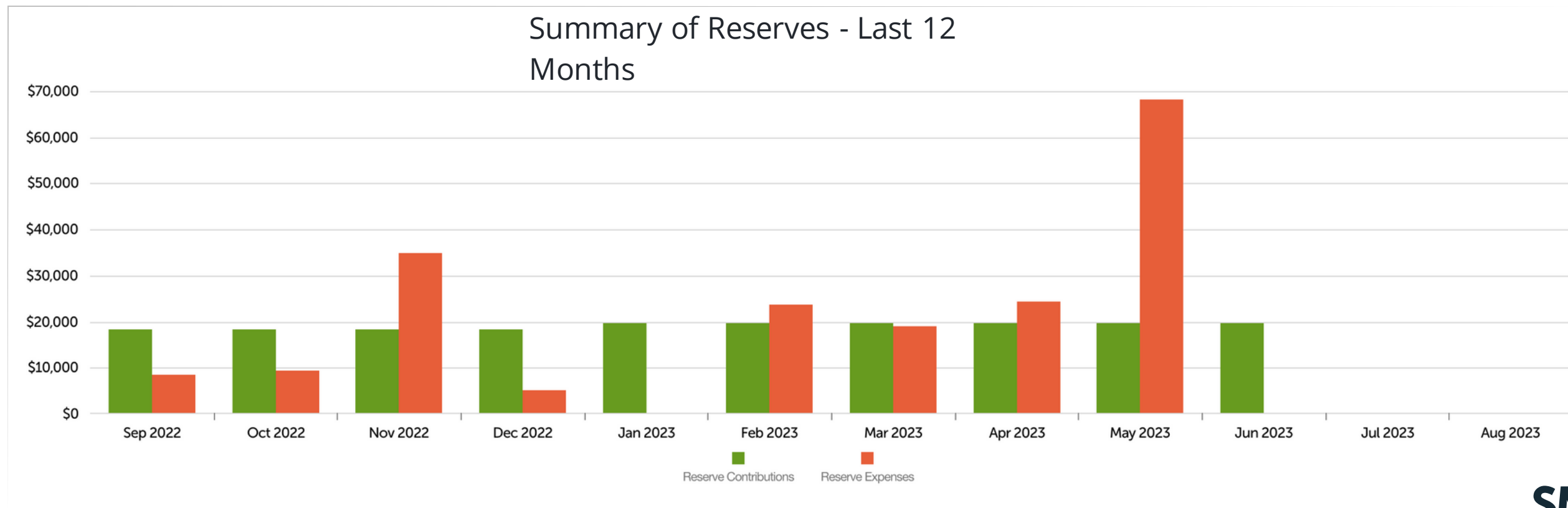
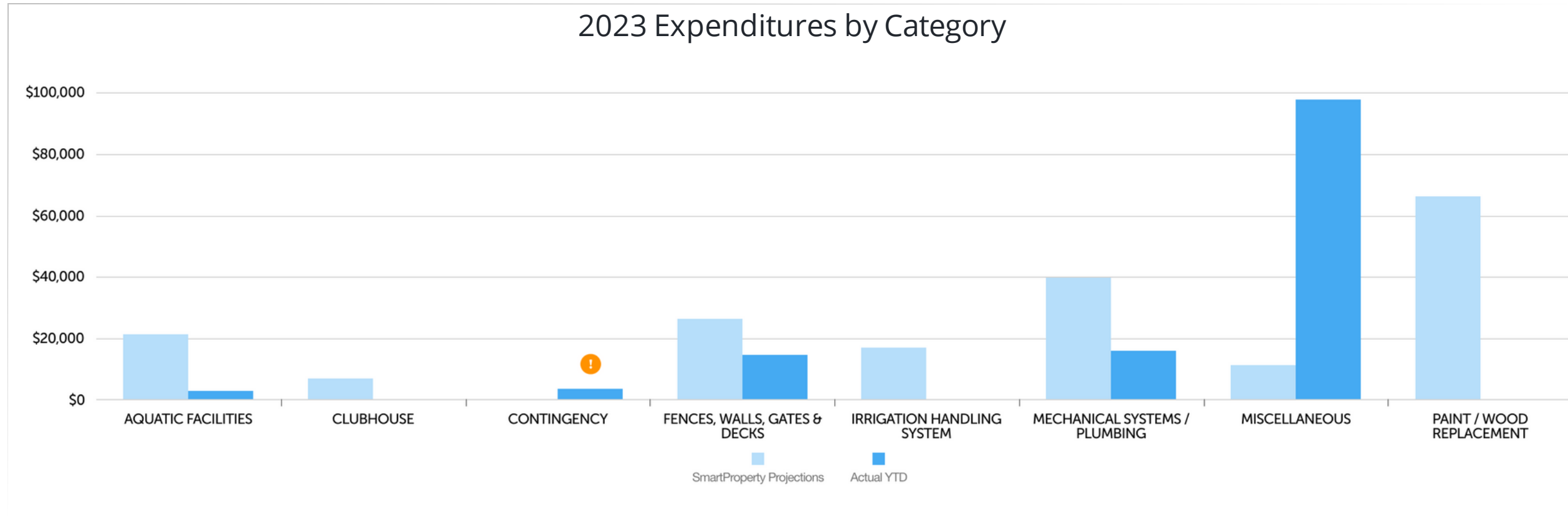
\$349

Monthly Assessment
(Avg per unit)

\$12

Monthly Reserve Contribution
(Avg per unit)





SmartProperty Demo Account 0
 info@smartproperty.com | 877-864-8955 | www.smartproperty.com 1



**SMART
PROPERTY
CONTENT**

BEGINNING SEPTEMBER 1ST EJF IS EXCITED TO ANNOUNCE OUR PARTNERSHIP WITH STAN AI

STAN is the first AI-powered chatbot designed specifically for Community Associations.

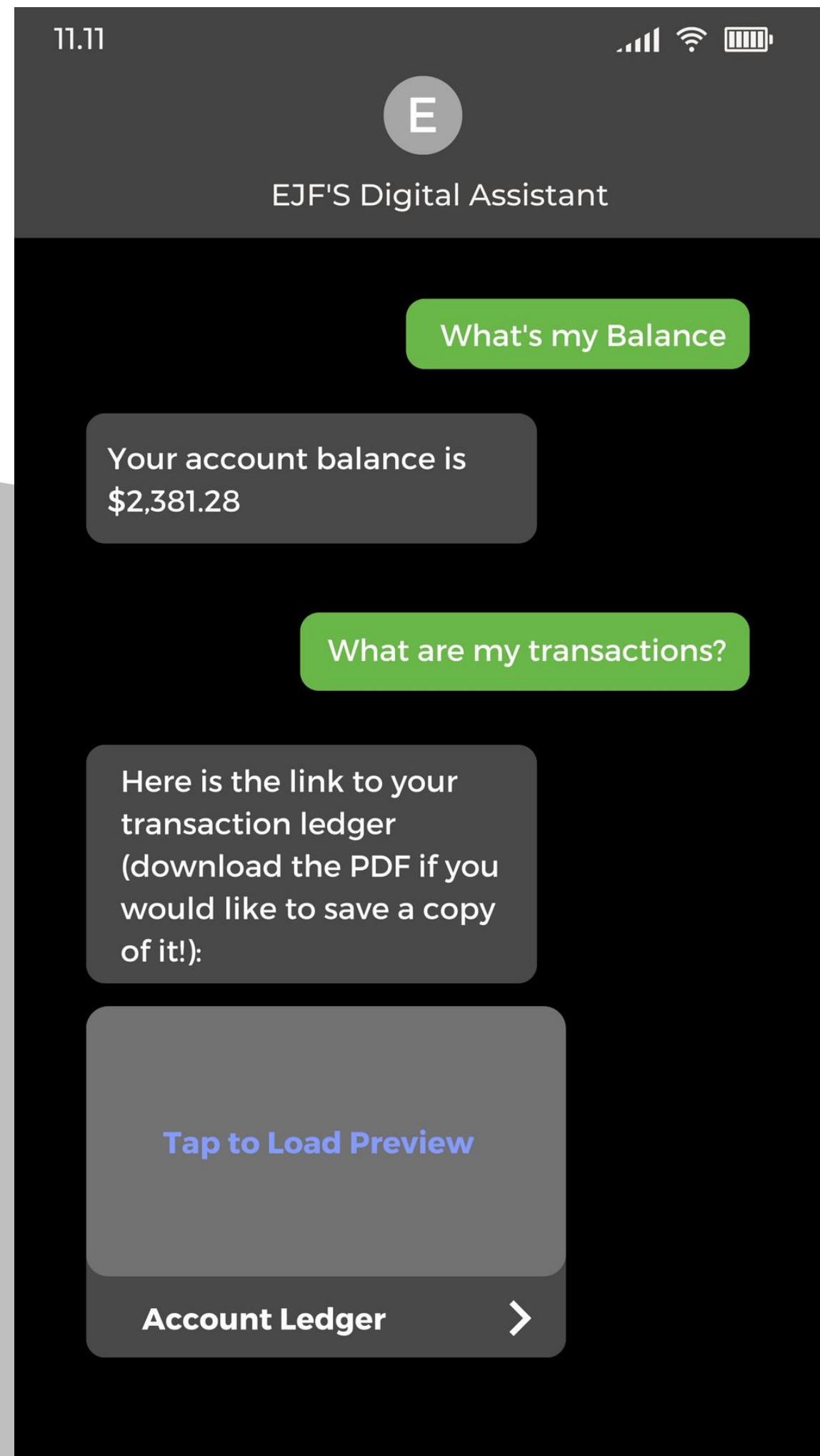
By integrating with our software, STAN AI will be able to recognize you as an owner at your specific Association and provide you with answers to most frequently asked questions.

This service will be available to you 24/7.



STAN AI

Your new friend to help you with all questions pertaining to your account.





HOW DOES THIS WORK?

STAN AI goes into our database to look for you based on the number from which you are texting. As long as your number is registered with STAN, they will respond to your questions, many of them directly integrated with our software: Live account balances, status on work orders, policy questions, you name it.

Not sure if your phone number is in the system? Goto portal.ejfrealestate.com, click My Contact Info and verify you're registered.

Q&A