

appfolio Property Manager

Community Association Managers



Helping you deliver better board and homeowner experiences

AppFolio Property Manager was founded in 2006 out of a desire to provide property and association management professionals with the most practical software and services to help them grow and compete. Every aspect of our software and user experience is designed with our customers' needs in mind.

AppFolio's intuitive and user-friendly experience gives you and your team the tools to provide excellent service to your board members and homeowners.

So what makes us different from the others?



Work on a single platform

Instead of needing countless, costly modules and add-ons, AppFolio enables you to work in just one solution. Our software is designed to work simply the way it should, with everything you need to take care of your associations.



Get a true partner

Experience a fresh approach to a long-term partnership, with customer-driven innovations delivered constantly, making software upgrade projects a thing of the past. We back it up with the best support in the industry, bar none, delivered by a vibrant team.



Put an end to friction

AppFolio's intuitive design and advanced AI automate repetitive tasks so work moves faster and is done just right. Meanwhile, you and your team have more time to delight residents.



Succeed from anywhere

100% paperless. 100% mobile. With AppFolio you can do anything from anywhere in a fully digital environment. That means you always have a finger on the pulse of your business performance, so you never miss a beat in reaching your goals.

Designed to meet your future needs, today

Communication & Service

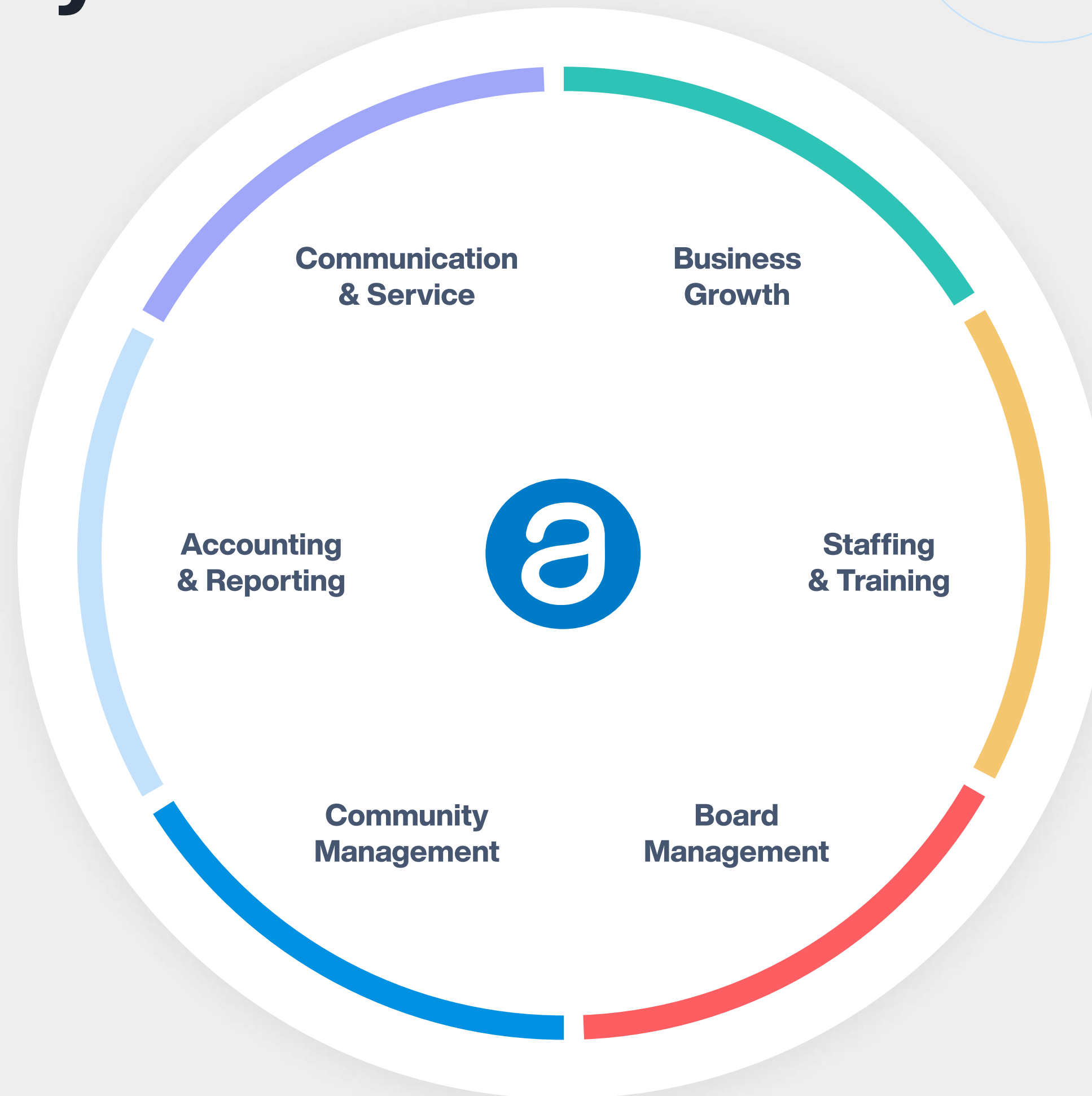
Online portals, modern communication tools, and Association Calendar keep your association informed and ensure your community is always connected.

Accounting & Reporting

Real-time data, expansive bank integrations, and automated tools give you the edge you need to keep your boards informed about the financial health of their association.

Community Management

Quickly prioritize, track, and resolve maintenance requests, architectural reviews, and violations while automatically keeping the homeowner informed of the status.



Business Growth

Grow your business without ever missing a beat. AppFolio is the reliable, comprehensive tech foundation you need to help you scale your business and achieve your goals.

Staffing & Training

Get new hires up to speed faster and reduce the need to hire additional staff thanks to our intuitive user interface and step-by-step workflows.

Board Management

Board members can quickly and easily approve and communicate board business directly from their portal, accessible on any device.

Additional services are available.

Real-time access to all the tools you need

Mobile functionality is one of the top priorities for community managers, homeowners, and board members.

AppFolio's robust mobile capabilities mean you and your residents have on-demand access to financial statements, monthly summaries, year-end tax statements, and important documents from anywhere at any time.

“AppFolio enables community managers to use the mobile app directly from their phone, out in the field, or even at home.”

Shinobu Young

Community Association Accountant, Vista Property Management, 40+ Associations



Key features

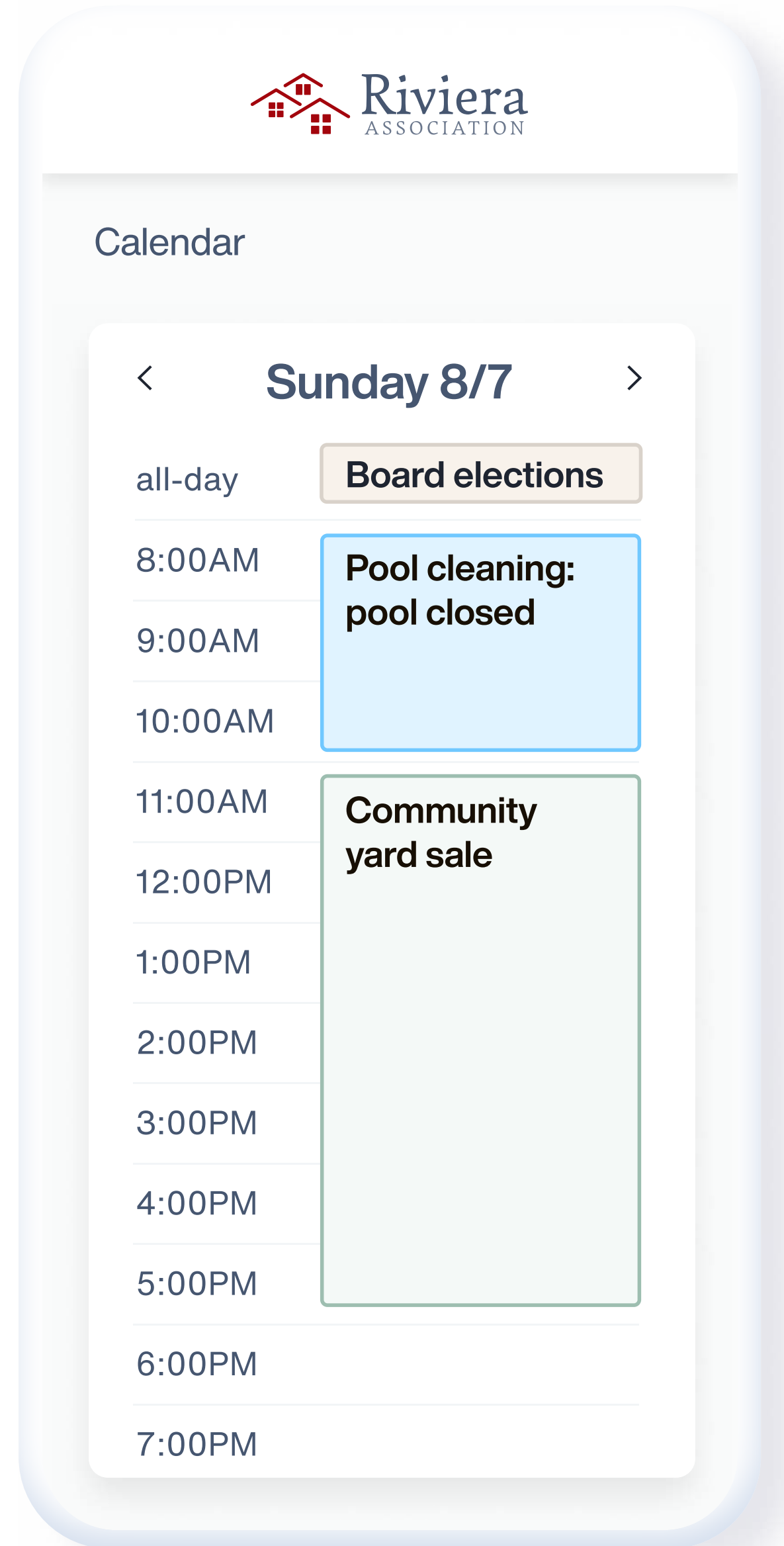
Mobile apps

AppFolio's Online Portal maximizes convenience with a mobile app, so your team can work from the field or at home, while your residents and vendors can access their tools and important information from anywhere.

Association calendar

Show your communities everything you help manage like, board meetings, planned maintenance, community events, and more, with the following functionalities:

- ✓ Track essential dates for various types of events
- ✓ Schedule one-time or recurring events
- ✓ Easily manage activities with the ability to filter by association and event type
- ✓ Create detailed, rich text descriptions and add event attachments for added clarity



Document sharing

Quickly share important documents with board members and homeowners directly through their Online Portal. In a few clicks, you can upload documents like CC&Rs, meeting minutes, and community directories for residents to access whenever they need them. In addition, documents can be easily organized and unshared as needed.

Online payments

Homeowners can easily make online payments directly from the Online Portal and set up autopay to ensure timely payments. Payments can be made via credit card, debit, or eCheck, and best of all, the eCheck option is free to both the management company and homeowners.

Association financials

Accounting is the backbone of your company, and that's why it's at the heart of AppFolio's comprehensive association management software. Real-time data and automated tools give you the edge you need to keep your boards informed and happy. Leverage our expansive bank integrations with Alliance Association Bank, Union Bank, CIT Bank, Pacific Premier Bank, and CheckAlt.

Enhanced communication between homeowners and the management company

It's important for community association managers to be able to connect with their homeowners and board members efficiently. AppFolio's built-in messaging, emailing, and mailing tools make communication and keeping your customers informed more convenient than ever.

“AppFolio has increased our efficiencies allowing our association managers more time to focus on improving their communities. Consolidating all of our management business activities in AppFolio has allowed us to access all critical and background data quickly and via a wide range of devices. We've increased homeowner and board satisfaction while increasing the amount of data that is easy to view for all.”

Ari Shore

Chief Operating Officer, CAP Management, 50 Associations

Hi Homeowners! Just letting you all know that the clubhouse is going to undergo some monthly maintenance starting next week.

Thanks for the heads up!



Key features

Text and Email

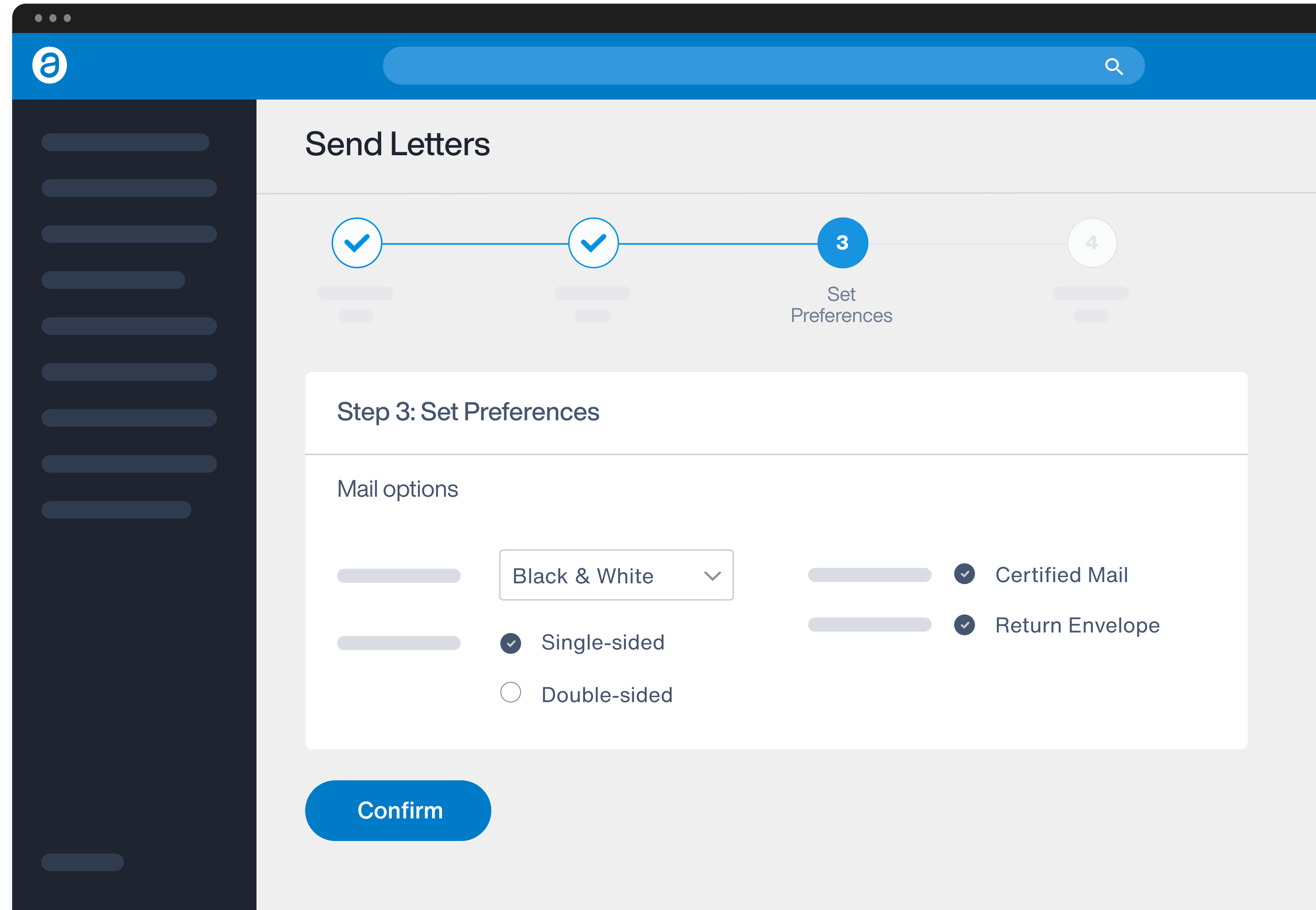
Quickly and easily send texts and emails to your homeowners, board members, and vendors right from their contact record in AppFolio, and be immediately notified of replies. Additionally, you can send texts and emails in bulk to entire associations, so you can effortlessly share important documents and association information. All communications are also stored in a single system of record for easy retrieval.

Mailing Service

Take advantage of our fully integrated, end-to-end AppFolio Mailing Service to help keep your residents informed. For association managers who handle documents required to be sent via postal mail, AppFolio offers peace of mind that you're compliant without adding to your team's workload.

Here are some of the benefits:

- ✓ Stay informed of the whereabouts of your mail with statuses like in production, mailed, and processed for delivery
- ✓ Reduce returned mail by selecting USPS verified addresses
- ✓ Achieve operational efficiencies by avoiding manual mail work or multiple software solutions



Keeping your communities in top condition

Resolve inconvenient and potentially costly maintenance issues fast and effectively with AppFolio's maintenance management features. Whether you are resolving a request to fix a pothole in the road or are reviewing a homeowner's architectural review to repaint their door, you can ensure your association is always in its best condition.

"Using AppFolio has increased our response time and efficiency, and allowed us to work faster in an already fast-paced industry."

Nicolas Marin
President, Navigate Property Management, 97 Associations



Key features

Maintenance requests

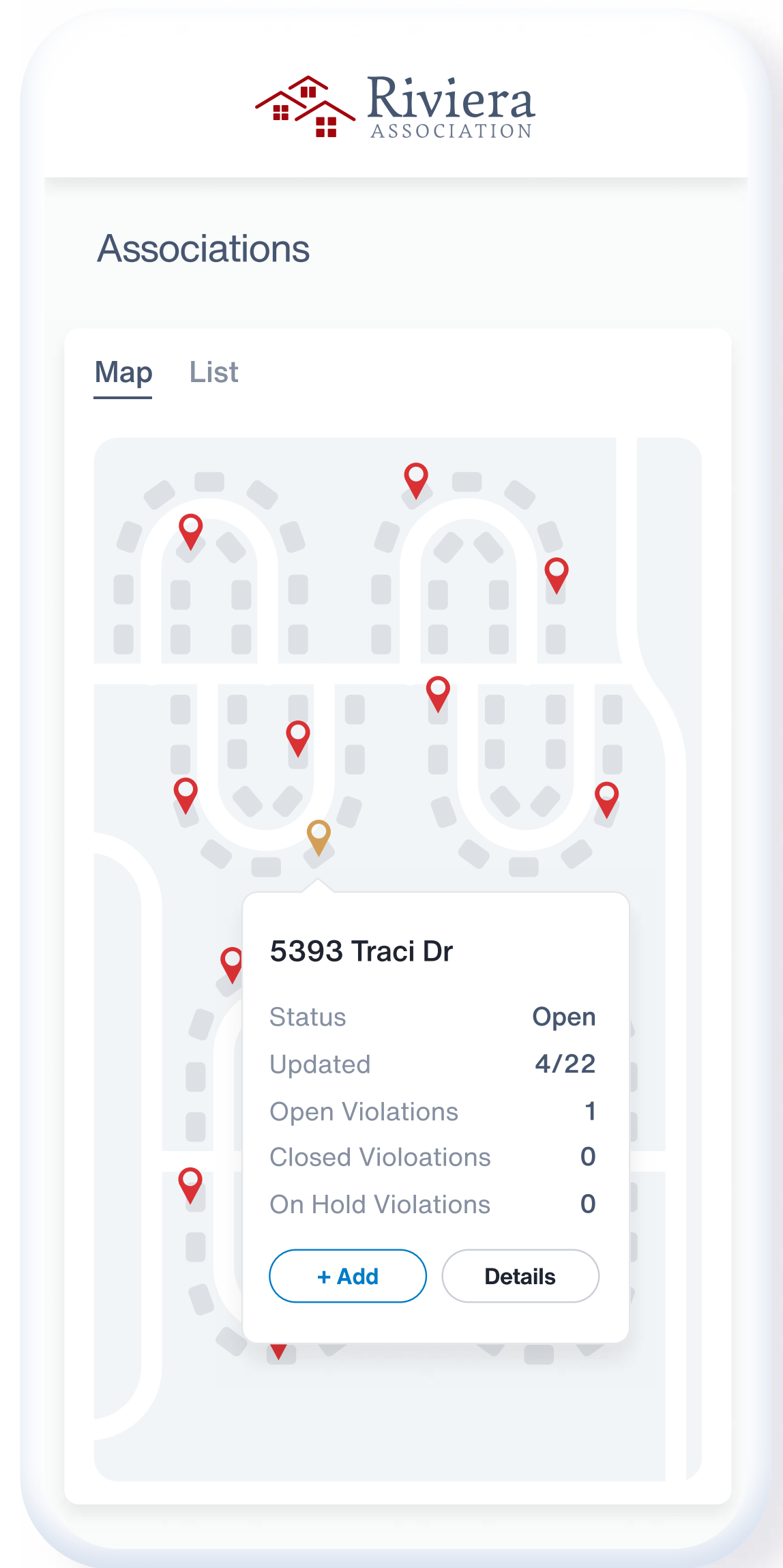
Residents can easily submit common area maintenance requests within the Online Portal, from anywhere. Community managers can quickly track and resolve requests, triage to assign vendors if needed, and automatically keep the homeowner informed.

Architectural Reviews

Give your homeowners the best customer experience from the minute they submit an architectural request to when they complete the update to their home.

This feature includes the following capabilities:

- ✓ Homeowners can submit their request along with supporting attachments
- ✓ The request is electronically routed to the architectural review committee for approval
- ✓ In-app communication keeps all records of the request in one place



Mobile Violations & Tracking

Mobile violations are easy and convenient to make sure your community's property values are preserved. Move seamlessly from the field to the office, and enjoy end-to-end violation processing within AppFolio.

Below are some of the functionalities:

- ✓ Create violations and add photos from your mobile device
- ✓ Follow up with, escalate, and close out violations from the field
- ✓ Navigate community maps with real-time GPS tracking

Vendor Management

Give vendors access to view work order details, upload invoices, add notes and photos, and mark their work as complete all within the fully mobile Vendor Portal in AppFolio. All actions a vendor makes in their portal are saved and recorded for easy reference.

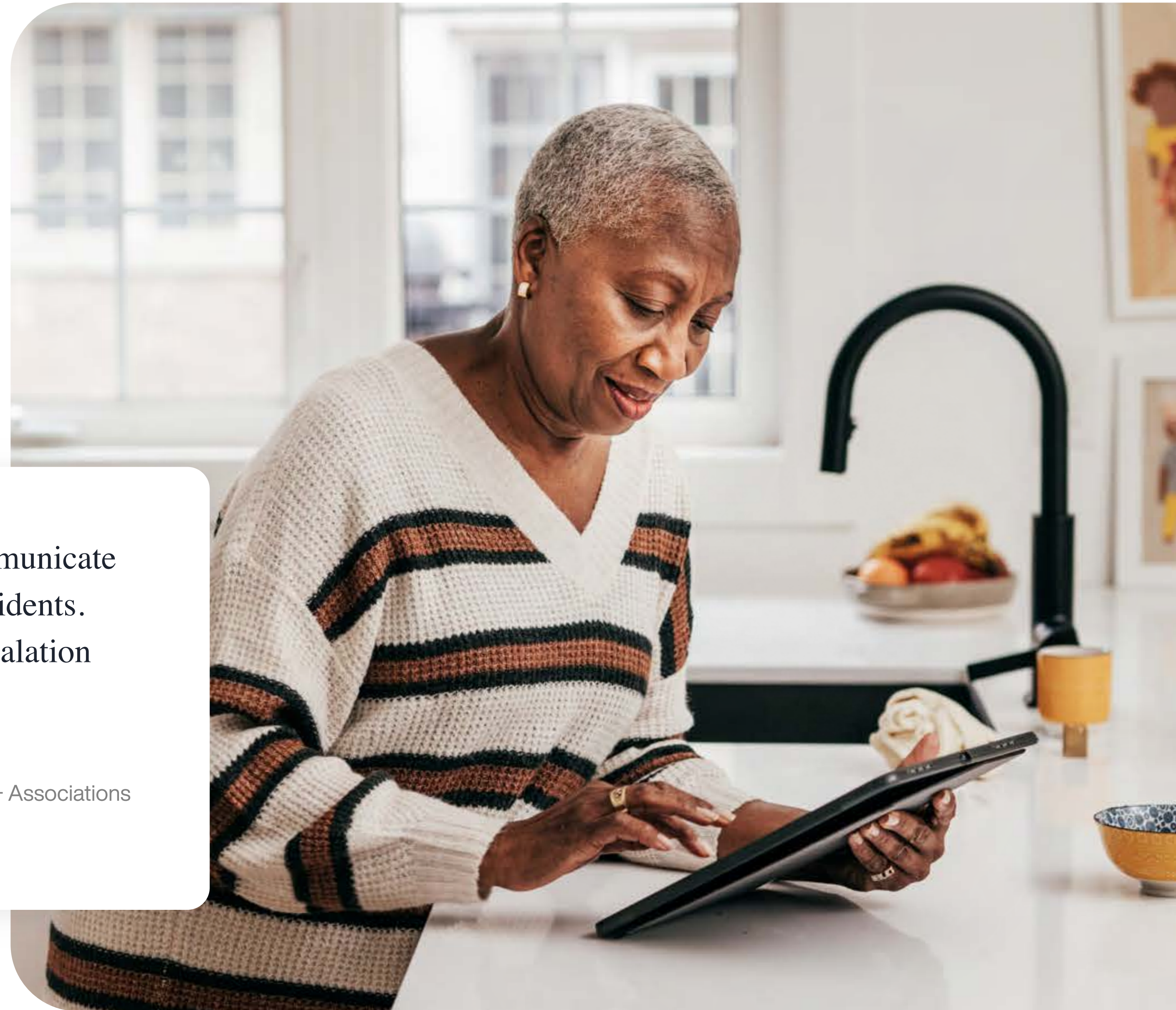
All-in-one board management features

AppFolio Property Manager helps you stay organized and connected all year long, built with the unique needs of board members in mind.

“AppFolio gives us greater ability to communicate with board members, committees, and residents. It has streamlined communication and escalation of violation tracking.”

Juan Rodriguez

HOA Division Manager, Vista Community Management, 40+ Associations



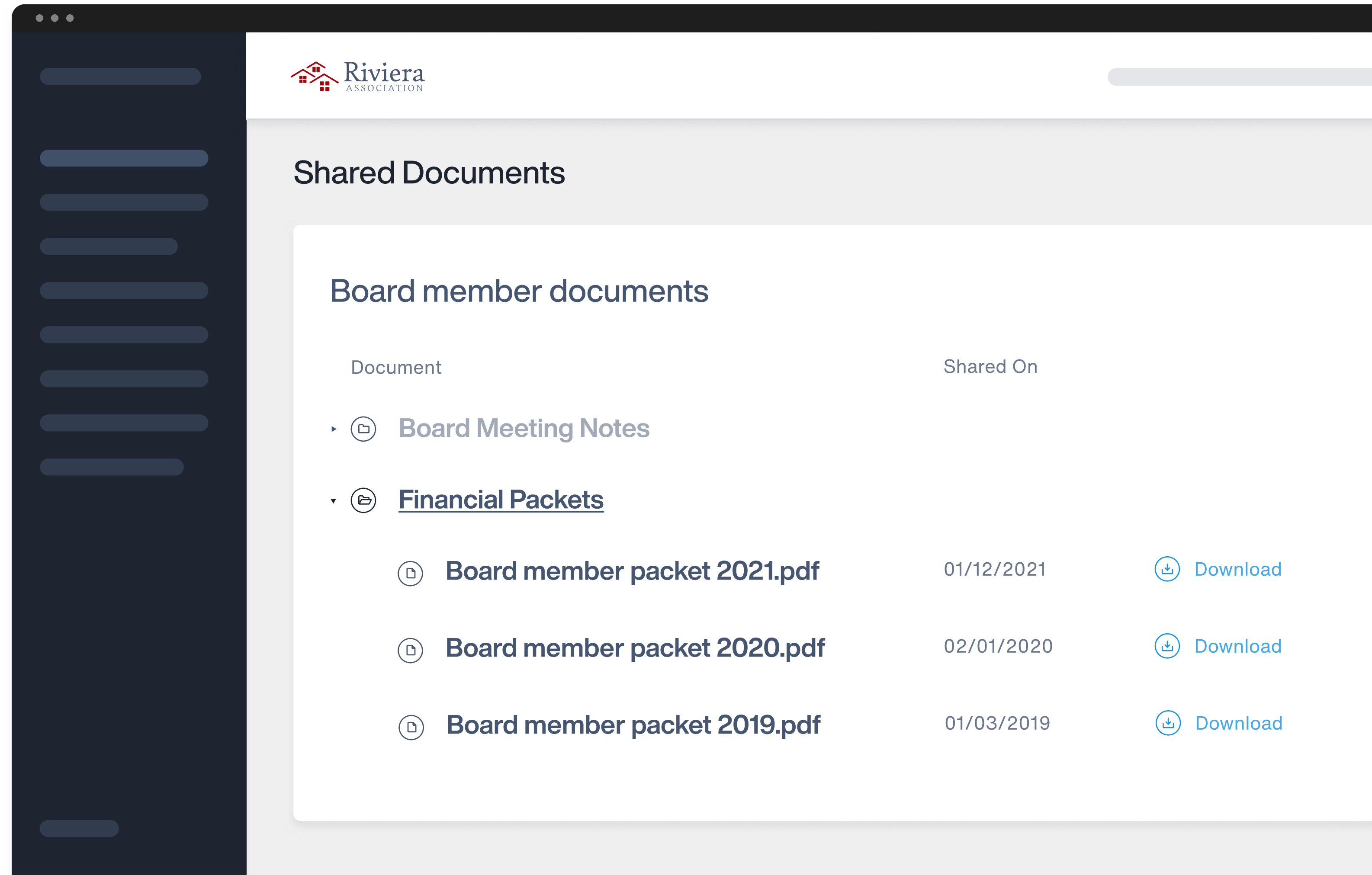
Key features

The Online Portal: Built for Boards

Elevate the service you deliver to your clients with the robust Online Portal. Provide boards with a one-stop-shop to complete tasks from anywhere, such as reviewing board member documents and approving important documents.

Here are some of the benefits of the Online Portal:

- ✓ Helps boards stay in the loop on decisions and carry out reviews and approvals for invoices, contracting bids, general items, and even sign checks, all from within their Online Portal
- ✓ Empowers your clients with instant access to board-specific news with the Association Calendar
- ✓ Provides convenient access to documents, like board member packets to stay informed on important association business



Your association management team, supercharged

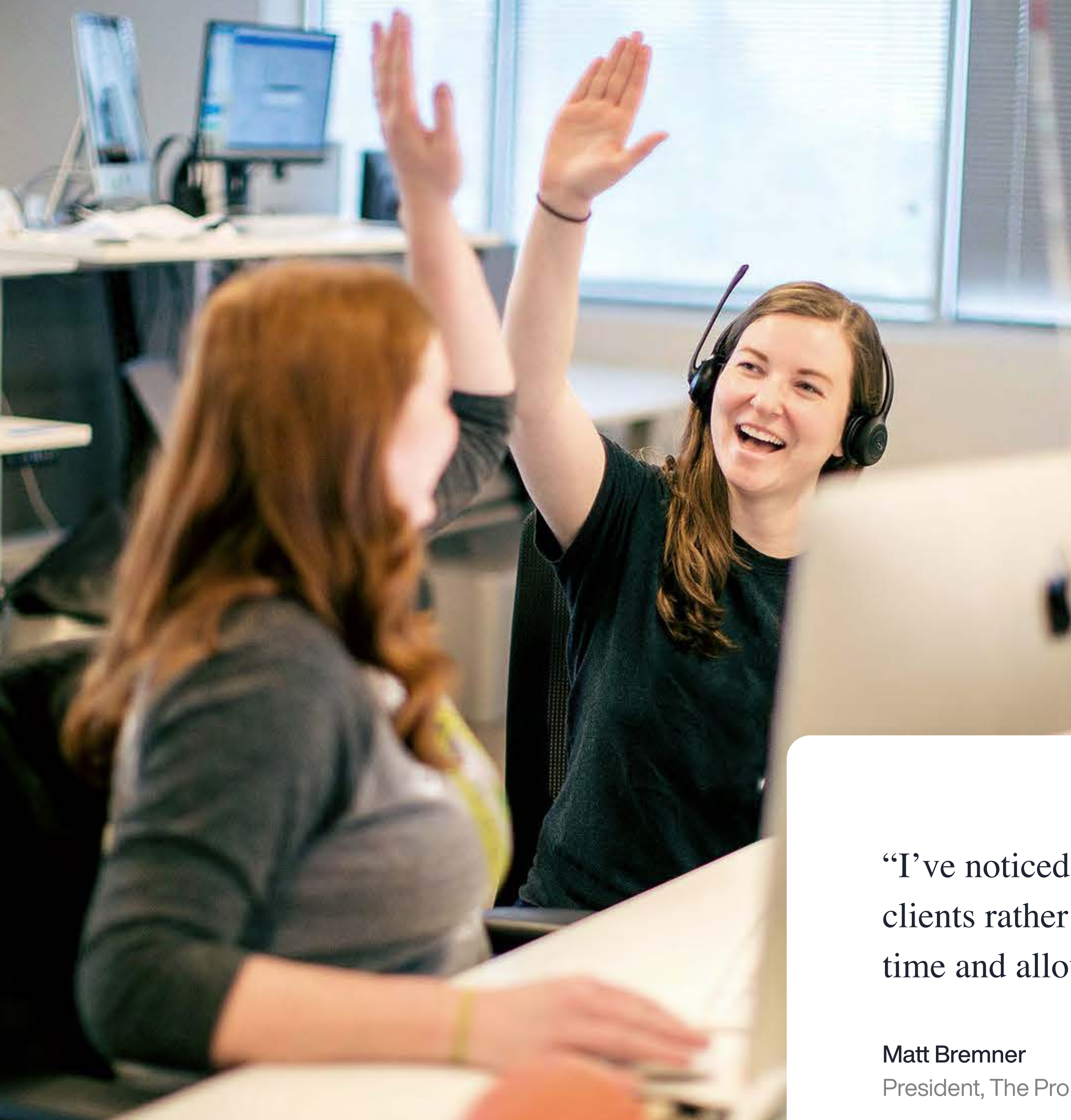
With a truly modern solution that helps new hires get up to speed faster, your team can operate at the top of their game. AppFolio's easy-to-use interface, intuitive workflows, and smart automation provide a solid foundation for your team to perform at peak efficiency.

“AppFolio is an amazing tool. It provides us with the competitive edge that we wouldn't have with any other product that I've seen out there to date.”

Jordan Levine

Co-Founder, Pelican Property Management, 55+ Associations





Future-proof your business with a true technology partner

Streamline your processes and eliminate inefficiencies so your association management team can have more time to focus on what matters. With AppFolio, you and your team will never miss a beat in reaching your goals.

“I’ve noticed that our website and ability to focus on our clients rather than our workflow has freed up a lot of our time and allowed us to grow our business.”

Matt Bremner

President, The Property Management Group, 75 Associations



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