

Case Study

"Property Management will continue to get stricter with more rules and legalities. Technology needs to keep up to date with the changes"

Sue Yiannoutsis
Managing Director of Full House Management



Background

Established in 2002 by Sue Yiannoutsos, Full House Management is a Wellington based Property Management company. Prior to forming Full House Management, Sue had 12 years property management experience managing the properties of friends and associates. With this extensive background it is fair to say Sue knows the Wellington market well. Her reputation as being meticulous preceded her which led to her being approached by real estate agents to set up a property management division within their company. Rather than being under their umbrella Sue took the opportunity to work WITH them rather than FOR them. Now Full House Management is made up of a team of dedicated Property Asset Managers who are passionate about property, being property investors themselves. This first hand experience gives them the competitive edge in knowing what landlords want and expect.

The Business Challenge

Full House have been using Realbase software since their inception, but upgraded to Palace when it became available. The choice was simple. As Sue explains "Property Management will continue to get stricter with more rules and legalities. Technology needs to keep up to date with the changes". While Palace has been designed using the latest development technologies, it was also the continual effort Realbase put into upgrading and improving the system that made Palace their first choice. "The Realbase team is always keen to hear our input with regards to enhancements and quick at putting

The Customer

Full House Management

Location

Wellington

Associations

Member of the IPMA

Software Used

Palace Property Management
SMS Module





those changes into place.”

The Benefits

With a dedicated team of professionals and Palace at the core of their IT strategy, Full House have seen explosive growth from 20 to 500 properties over the last 2 years. The Palace Information Centre, a dedicated website allowing landlords and tenants to view transactions online while protecting critical financial data offline, allows Full House to provide information 24/7 to their clients.

Commenting on the importance of IT in today’s competitive environment, Sue says “the Palace software is an integral part of our company. It enables us to keep our fingers on the pulse by providing clear and concise information.”

The Future

As far as the future is concerned, Full House Management agree that it is the quick and efficient customer support that Realbase provides, coupled with their ability to deliver product enhancements that sets them apart as a company. They also believe that not only does Realbase understand New Zealand Property Management requirements, but that they are fully committed to the industry. This is demonstrated by their sponsorship of annual Australian and New Zealand industry conferences and other corporate events.

What to look for

When investing in a Property Management solution, Full House believe a company must look for a system that can deliver growth, is scalable, easy-to-use, and is continually improved. The software vendor must also have the ability to provide training and on demand support, both onsite and online.

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