Notify

an AI tool for the future landlord

Pronounced NotifyAll

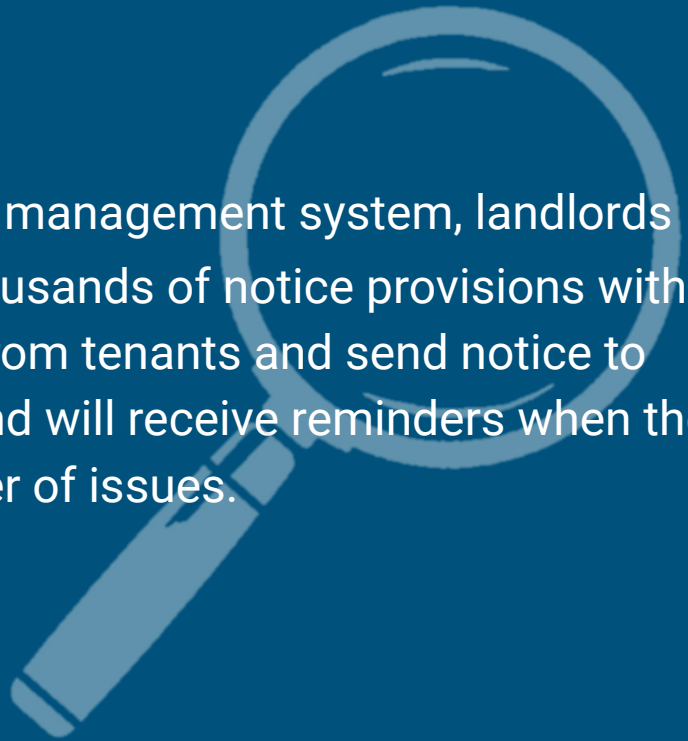
Problems with Landlord-Tenant Notice

As of 2022, around 35% of the four million households in North Carolina currently rent their homes. Each landlord-tenant relationship is governed by a lease contract that contains various provisions setting out the notice obligations for both parties.

On the tenant side, individuals are often unaware of their obligations to provide notice and cannot quickly determine their responsibilities due to the convoluted legalese contained in standard lease agreements. For landlords, on the other hand, it can be difficult to provide effective notice in a timely fashion, especially in an emergency when many landlords have large numbers of tenants under their management.

An Overview

With the advent of Notify ∀, a smart contract management system, landlords will more easily manage the hundreds and thousands of notice provisions within leases. Landlords can quickly receive notice from tenants and send notice to tenants. Tenants will be able to send notice and will receive reminders when they may be obligated to give notice for any number of issues.



Take the guesswork out of managing contracts

Notify ∀ can streamline everyday tenant management through:

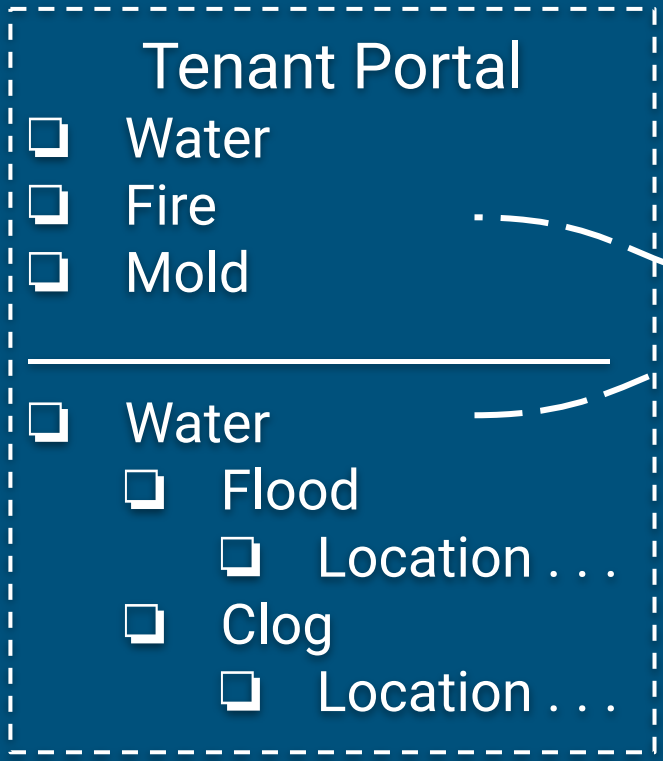
- Contract Management System (CMS) that tracks key dates and terms
- Notice Retrieval System that streamlines communication between tenants and landlords
- Automation for
  - Damage mitigation based on the notice received
  - Neighbor notifications to determine spread of issues
  - Contacting contractors to fix emergency repairs
  - Track email bounce-backs and phone number disconnections

Contract Management System (CMS)

The CMS will allow landlords to streamline and automate their approach to managing existing contracts and creating new ones. The system:

- Provides a single platform for contract initiation, negotiation, editing, and approval, with an emphasis on standardization.
- Allows for simple post-execution management, making it easier for landlords to track and monitor contract changes, renewal dates, and other key information.
- Connects to a landlord's existing tenant portal to enable integration with the notice retrieval system and allow for automation based on situational inputs.

Notice Receival System



Building off systems that already are in use, the CMS relies on a tenant portal, where tenants can submit work orders. Tenants will select their issue from a variety of problems which will then have a secondary tab with additional specificity.

- Portal can receive notices from each tenant
- Landlord can send notices to tenants through portal

Automation Based on Situational Inputs

Use AI to determine if similar wording may mean the same thing

Determine which other apartments need to be made aware of a potential problem

Prioritize which apartments require immediate assistance

flood vs. gushing water vs. puddle

Send reminder of lease notice obligations for specific problem

Anticipated Questions & Answers

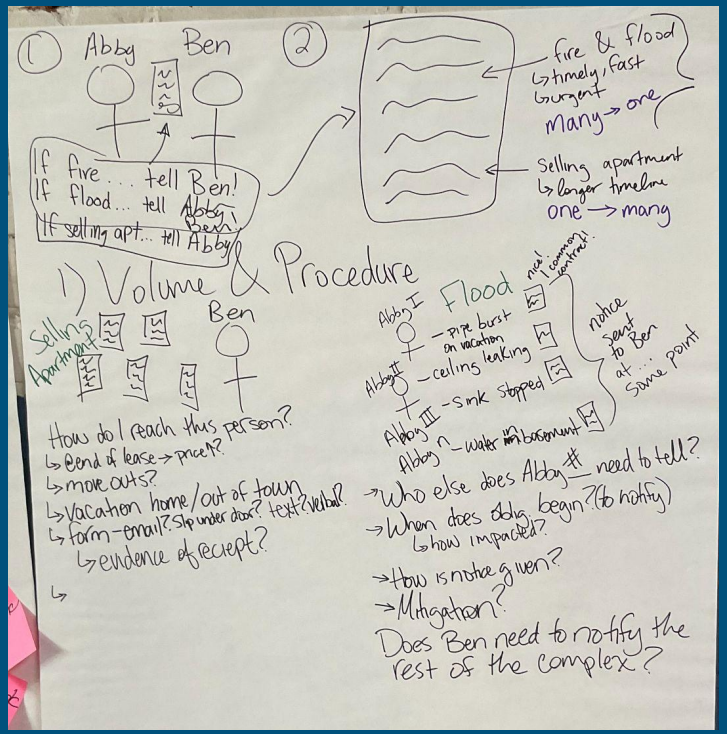
Q1: Could this product and technology be used in other industries or situations outside of the landlord-tenant relationship?

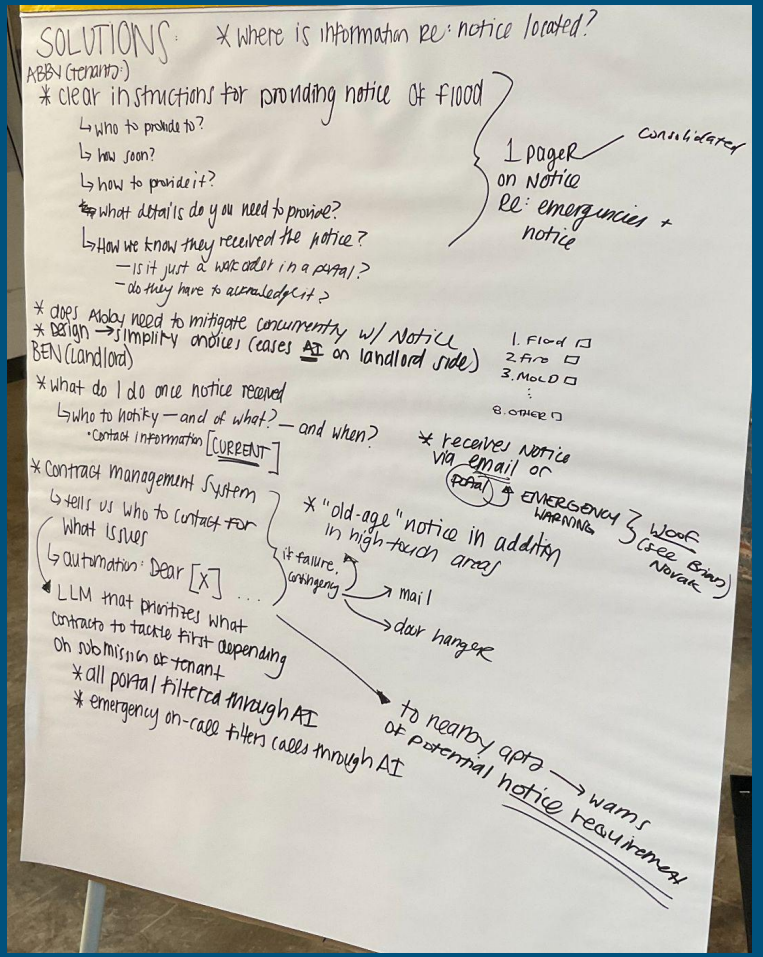
A: Yes. An AI-based CMS that could manage all contracts within the system, understand the relationship between contracts, and then send out notice to Contract X given the input from Contract Y, is more universal.

Q2: Would this technology in the landlord-tenant relationship open the landlord up to liability or inefficiencies? For example, if Apt A reported mold so the CMS sent a reminder to other tenants that they must notify landlord if mold.

A: System could be designed so managers still have control to decide whether notification is sent out. However, likely would not be liability on behalf of the landlord.

Artifact


1) Volume & Procedure
Abby
Ben
If fire... tell Ben!
If flood... tell Abby
If selling apt... tell Abby
Selling Apartment
How do I reach this person?
↳ end of lease → price?
↳ move outs?
↳ Vacation home / out of town
↳ form - email? Slip under door? text? Verbal?
↳ evidence of receipt?
fire & flood
↳ timely / fast
↳ urgent
many → one
Selling apartment
↳ longer timeline
one → many
Flood
Abby I
- pipe burst on vacation
Abby II
- ceiling leaking
- smk stopped
Abby III
- water in basement
notice sent to Ben at ... some point
Who else does Abby need to tell?
When does Abby begin? (to notify)
↳ how impacted?
How is notice given?
Mitigation?
Does Ben need to notify the rest of the complex?


SOLUTIONS
* where is information re: notice located?
ABBY (Tenant)
* clear instructions for providing notice of flood
↳ who to provide to?
↳ how soon?
↳ how to provide it?
↳ what details do you need to provide?
↳ How we know they received the notice?
– is it just a work order in a portal?
– do they have to acknowledge it?
1 pager on Notice re: emergencies + notice
consolidated
* does Abby need to mitigate concurrently w/ Notice
* Design → simplify choices (eases AI on landlord side)
BEN (Landlord)
1. Flood
2. Fire
3. Mold
8. Other
* what do I do once notice received
↳ who to notify – and of what? – and when?
• Contact information [CURRENT]
* receives notice via email or portal
EMERGENCY WARNING
Woof (See Bird Nerds)
* Contract management system
↳ tells us who to contract for
What is/was
↳ automation: Dear [X] ...
LLM that prioritizes what contracts to tackle first depending on submission of tenant
* all portal filtered through AI
* emergency on-call filters calls through AI
* "old-age" notice in addition in high-touch areas
if failure, contingency
mail
door hanger
to nearby apts → warns of potential notice requirement