

# Implementation Questionnaire with ResidentPay™



Congratulations! We are excited to help you set up your new property website. Please fill out the following questionnaire for your property. Type your responses directly into this form and save it. Email the completed form to Michelle Moriello at [mmoriello@winncos.com](mailto:mmoriello@winncos.com). Any digital files (including pictures, logos, floor plan images, etc.) can be emailed to Michelle Moriello or saved to a CD or flash drive and mailed to WinnResidential, 6 Faneuil Hall Marketplace, attn: Michelle Moriello, Boston, MA 02109.

Be sure to complete every section of the questionnaire. If a section does not apply, write "N/A".

Please save a copy of this document on your computer. Use it to submit all information, edits, and changes to your website.

## Property Management Company

Management Company	Winn Residential
Contact Name	Michelle Moriello
Phone	617-532-2122
Email	<a href="mailto:mmoriello@winncos.com">mmoriello@winncos.com</a>
Fax	617-595-4506

## Property information

Manager's Name	
Manager's Email	
Property Name	
Property Email	
Property Phone	
Property Fax	
Property Address	
Unit Count	

**\*\*Note to Property Solutions:** **Property Email** address should be used for all contacts. Please add [cashmanagement@winncos.com](mailto:cashmanagement@winncos.com) as an **additional** notification email address for Payment Returns, and as the **only** notification email address for Failed Distributions ~~and Distributions~~.

## Notification Email Addresses (this will be your site email address)

	@winncos.com
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1. **Office Hours:** List the office hours for the community.

Monday thru Friday	
Saturday	
Sunday	

2. **Caption:** "Welcome Home..." is Winn's default caption. This will be placed on the main homepage of your website. If you'd like to use a custom caption, please enter it below.

Caption	
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3. **Homepage Statement:** Please submit a slogan, sentence, or paragraph describing your business. This will be placed on the main homepage of your website.

Homepage Statement	
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4. **Short Description:** Please submit a short slogan or sentence about your property. This message is limited to 240 characters and *will appear at the top of your Property Overview page.*

Short Description	
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5. **Property Description:** Please submit a short paragraph about your property. We advise using different language than the Short Description above, as both of these messages *appear on the Property Overview page of your website.*

Property Description	
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6. **Community Amenities & Features:** Please check each amenity that applies to your property and add additional amenities not listed below. You may also change the description of a listed amenity if needed.

- ☐ Swimming Pool
- ☐ Swimming Pool with Sun Deck
- ☐ Wi-Fi Lounge
- ☐ Wi-Fi Hot Spots
  
- ☐ Wireless Café
- ☐ Clubhouse
- ☐ Gaming Room
- ☐ KidsFirst Recreation Room
- ☐ Community Room
- ☐ Business Center
- ☐ Media Center
- ☐ Shuttle Bus
- ☐ Bicycle Tune-up Station
- ☐ Reflection Pool
- ☐ Community Roof Deck
- ☐ Expansive Green Space
- ☐ Grilling Area
- ☐ On-Site Recycling Program
- ☐ LEED Certified Community
- ☐ Tot Lot
- ☐ 24-Hour Emergency Maintenance

- ☐ Dog Friendly Bark Park
- ☐ Public Transportation Accessible
- ☐ Downtown Location
- ☐ Adjacent to Public Transportation :Stop\_\_\_\_\_
- ☐ Additional Storage Available
- ☐ On-Site Car Wash
- ☐ Nearby Parks and Recreation
- ☐ Concierge Services
- ☐ Dry-Cleaning Drop Off
- ☐ Bicycle Storage
- ☐ Dog Washing Station
- ☐ Playground
- ☐ Covered Parking
- ☐ Garage Parking
- ☐ Controlled-access Entry
- ☐ Sport Courts
- ☐ Fitness Center
- ☐ Yoga Studio
- ☐ Indoor Basketball Court
- ☐ Theater



Other (Enter Below):

☐  
☐  
☐☐  
☐  
☐

### Pet Policy

- ☐ We Accept Dogs
- ☐ We Accept Cats
- ☐ Service Animals Only
- ☐ One-Time Fee: \_\_\_\_\_
- ☐ Deposit: \_\_\_\_\_
- ☐ Monthly Charge: \_\_\_\_\_
- ☐ Restrictions (i.e. size, breed, etc.): \_\_\_\_\_
- ☐ Other: \_\_\_\_\_

7. **Unit Amenities & Features:** Please check each apartment amenity that applies to your property and add additional amenities not listed below. You may also change the description of a listed amenity if needed.

- |  |   |
|--|---|
| <input type="checkbox"/> Historic Renovation               | <input type="checkbox"/> Tile Bathroom Flooring       |
| <input type="checkbox"/> New Construction                  | <input type="checkbox"/> Berber Carpeting             |
| <input type="checkbox"/> Window Coverings                  | <input type="checkbox"/> Hardwood Floors              |
| <input type="checkbox"/> Custom Accent Wall Program        | <input type="checkbox"/> Polished Concrete Floors     |
| <input type="checkbox"/> Two-tone Paint                    | <input type="checkbox"/> Eco-Friendly Wood Flooring   |
| <input type="checkbox"/> High Rise                         | <input type="checkbox"/> Original Hardwood            |
| <input type="checkbox"/> Mid-Rise                          | <input type="checkbox"/> Architectural Details        |
| <input type="checkbox"/> Townhouse Style Floor Plans       | <input type="checkbox"/> Exposed Brick                |
| <input type="checkbox"/> Loft Style                        | <input type="checkbox"/> Exposed Wood Beam Ceilings   |
| <input type="checkbox"/> Vaulted Ceilings                  | <input type="checkbox"/> Walk-In Closets              |
| <input type="checkbox"/> Ceiling Fans                      | <input type="checkbox"/> Linen Closets                |
| <input type="checkbox"/> Skylights                         | <input type="checkbox"/> Kitchen pantry               |
| <input type="checkbox"/> Bi-Level Floor Plans              | <input type="checkbox"/> Recessed Lighting            |
| <input type="checkbox"/> Bonus Room/Den                    | <input type="checkbox"/> Track Lighting               |
| <input type="checkbox"/> Open Concept Layouts              | <input type="checkbox"/> Pendant Dining Room Lighting |
| <input type="checkbox"/> Energy Star Appliances            | <input type="checkbox"/> Glass-Surround Showers       |
| <input type="checkbox"/> Chef-Quality Kitchens             | <input type="checkbox"/> Soaking Tubs                 |
| <input type="checkbox"/> Stacked Washer/Dryer              | <input type="checkbox"/> Marble Bathroom Vanity       |
| <input type="checkbox"/> Full Sized Washer/Dryer           | <input type="checkbox"/> Designer Bathrooms           |
| <input type="checkbox"/> Washer/Dryer Connections          | <input type="checkbox"/> Private Patios               |
| <input type="checkbox"/> On-Site Laundry                   | <input type="checkbox"/> Gas Fireplace                |
| <input type="checkbox"/> Granite Countertops               | <input type="checkbox"/> Wood-Burning Fireplace       |
| <input type="checkbox"/> Breakfast Bar                     | <input type="checkbox"/> Juliet Balcony               |
| <input type="checkbox"/> Utilities Included                | <input type="checkbox"/> Some Paid Utilities          |
| <input type="checkbox"/> Views, be specific if applicable: | <input type="checkbox"/> Air Conditioning             |
| <input type="checkbox"/> Other: _____                      | <input type="checkbox"/> Other: _____                 |
| <input type="checkbox"/> Other: _____                      | <input type="checkbox"/> Other: _____                 |



8. **Floor Plans:** Please run the Unit Directory report in Yardi and review to make sure that all of your unit types are current and accurate as they will be exported from your database and displayed on your community website. Also provide a list of the following information for each floor plan:

Name of Floor Plan	Beds / Baths	Square Feet	Price Range	Name of unit(s) in database

9. **Template:** Do you have an established brand identity and color scheme for your property?

	If not, please choose a color scheme (number 1-12) from the attached "WinnStyle Colors" document and associated web links.
Color Scheme Number:	

10. **Property Logo:** Your property logo will be used throughout your website. If available, please provide a digital file with your property logo (.eps, .psd, .jpg, .tif) via email to [mmoriello@winnco.com](mailto:mmoriello@winnco.com). If you do not have a property logo, or are unable to provide a usable file, please go to step #10.

☐ File has been submitted via email. Date: \_\_\_\_\_

11. **Floor Plan Images:** We prefer that all floor plans be Adobe Illustrator files, but we will also work with high resolution Adobe Photoshop files or .jpeg files. We can also scan them from a brochure, although this may result in significantly lower quality than a digital image. Please email all floor plans to [mmoriello@winnco.com](mailto:mmoriello@winnco.com) or mail to WinnResidential, 6 Faneuil Hall Marketplace, Attn: Michelle Moriello, Boston, MA 02109

**Please indicate one of the following:**

- ☐ Floor plan images have been submitted via email. Date: \_\_\_\_\_
- ☐ Brochures with floor plan images have been mailed for scanning.  
Date: \_\_\_\_\_
- ☐ No floor plan images available

**Attention:** When submitting floor plan images, be sure to use the same names on the image files as you used for the floor plans listed in step 5.

12. **Property Photos:** Photos should be in .jpeg form and need to be **at least 800 x 600 pixels** emailed to [mmoriello@winnco.com](mailto:mmoriello@winnco.com) or mail to WinnResidential, 6 Faneuil Hall Marketplace, Attn: Michelle Moriello, Boston, MA 02109



Please indicate one of the following:

- ☐ Property photos have been submitted via email Date: \_\_\_\_\_
- ☐ Property images have been saved to a disk and mailed Date: \_\_\_\_\_
- ☐ No property photographs available  
If no photographs available, would you like to arrange a Circle Pix photo shoot at an approximate cost of \$200? ☐ Yes ☐ No

13. **Current Website Address:** If you currently have a website domain name for this property, please list the address. If you do not have one, one will be provided for you.

Current Website Address	
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**\*\*Note to Property Solutions:** Do not add custom domain until receiving management approval.

14. **Application Form:** List all of the fees you want charged at the time of application below. (e.g. application fee, security deposit, etc.) **FOR FUTURE USE**

Fee Type	Amount

- ☐ This property requires operating and security funds to go to separate accounts.
- ☐ Security deposits may go to the same account as operating funds.

15. **Application Convenience Fees:** - **FOR FUTURE USE**

- ☐ Charge a convenience fee to the applicant to cover online payment transaction costs.
- ☐ Do not charge a convenience fee. We will absorb transaction costs for applications only.

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16. **Application Payment Types:** Please indicate all payment types you wish to accept for on-line application fees and security deposits.

- ☒ E-Check

17. **Payment Settings:** The following non-default settings are available. Please select which, if any, payment settings that you would like to apply to your property.

- ☐ Residents will **not** be able to access their account or make payments online after they have moved out.
- ☐ Show resident balances. Allow residents to view their outstanding balance in real time.
- ☐ Block Credit Card payments for residents with cash equivalent
- ☐ Block payment incentive program
- ☐ Max payment limit – number of months \_\_\_\_\_
- ☐ Max pre-payment limit – number of months \_\_\_\_\_
- ☒ Past resident login tolerance days set as 60 days



18. **Payment Block Days:** Please select which, if any, restrictions your property would like to make on Payment Days.

☒ Allow all online payment types on every day of the month.

19. **Recurring Payment Settings:** Please select which, if any, recurring payment settings you would like to apply to your property.

☒ Restrict recurring payments to specific days of the month. If applicable, which days of the month should recurring payments be allowed : 1, 2, 3, 4, 5