

# Propertyware to Buildium Migration FAQs

## Why is this migration to Buildium taking place?

We always want to make sure that our customers get the most out of our technology and services. Propertyware has evolved over the past several years to focus on customization along with specific workflow and integration needs.

Meanwhile, Buildium is best suited for businesses that require ease-of-use over heavy customization. Instead of relying on APIs for custom integrations, Buildium Marketplace gives you access to third-party integrations that are ready to go.

We've identified some Propertyware customers that aren't getting the most out of the platform's customization or API features, and we want to pair them with a solution that's a better fit for their business.

## Why was my account included in this migration?

We looked at an array of conditions to determine who was a good candidate, such as custom features and reports usage, transactional services, the size and growth of your business, and more — that could truly benefit from a switch to Buildium. We're confident this will allow us to better support your business, both now, and in the future.

## Is this migration to Buildium optional?

The transition is mandatory and we'll do everything to make the migration to Buildium as easy as possible—with clear communications and continued support.

You'll receive matched subscription pricing for at least a year, plus comprehensive onboarding and support, access to Propertyware until you go live in your Buildium account or December 31, 2024, whichever occurs first. You will retain historical access until September 30, 2025—all at no charge.

With a new Buildium account, you'll gain tools to help you better manage your day to day operations and generate additional revenue for the business.

## Is the Propertyware solution being phased out?

Not at all. Propertyware will still continue to serve customers requiring unique customized features and functionality that suit their operational needs. We will be better equipped to focus on and invest in developing functionality that aligns with customers' needs on both platforms, and further enhance their opportunity for success.

## When will the transition take place?

Our team of Transition Specialists will begin phone call outreach the week of September 3 to walk you through the steps to move your account to Buildium. Then, once you activate your new Buildium account, you will progress into our Onboarding Experience and will be assigned an Onboarding Specialist, which we will be offering completely complementary. You'll still have full access to your Propertyware account and be able to collect rent through Propertyware until you transition to your new Buildium account or December 31, 2024, whichever comes first. Starting January 1, 2025, you'll have free scaled-back, historical access to your Propertyware account for reference until September 30, 2025.

### What can I expect next for this migration?

To help you prepare for the switch to Buildium, we created a visual timeline of upcoming dates, milestones and deadlines.

#### SEPTEMBER 3

In-depth Onboarding email explaining next steps

#### SEPTEMBER 3 - OCTOBER 1

Phone outreach from our Transition Team to walk you through the process, answer questions, and get you signed up for your new Buildium account

#### SEPTEMBER - DECEMBER

Migrating your data and settings

Complementary one-on-one Onboarding Training Calls will be scheduled to address opening balances, security deposits, add-on setup, accounting, ePay, and "Go-Live"

"Go Live" = all financials are migrated, Resident Center is live, and you begin using Buildium moving forward

#### DECEMBER 31

Last day of FULL access to your current Propertyware account (unless you "Go Live" in your Buildium account before then, whichever comes first)

#### JANUARY 1, 2025

Your account is transitioned to "Historical Access" for read-only reference (this is complementary for transitioned accounts)

#### SEPTEMBER 30, 2025

Last day of complimentary Historical Access to your Propertyware account

### What about my Propertyware contract? Will my pricing be impacted?

You will continue to be billed for Propertyware until you transition to your new Buildium account. If you transition mid-month, we will pro-rate and refund back any unused Propertyware fee. Billing for your new Buildium account will begin on the day you sign up with your Transition Specialist and create your new account. Your pricing will remain at parity with your current

pricing as you transition to Buildium, and will not increase for at least one full year. Your Buildium account will bring exciting functional updates to further improve the efficiency of your day to day operations and provide new revenue generation opportunities.

### What additional services does Buildium offer to help me manage and grow my business?

Buildium offers several value-added services to make managing and growing your business easier than ever before. These include services such as:

- ePay allows for easy online resident payments
- All Property Management delivers new leads right to your dashboard
- Buildium Property Insurance and Renters Insurance protect your assets
- Maintenance Contact Center makes managing maintenance simpler, freeing up your staff
- HomewiseDocs simplifies and expedites resale disclosures for HOAs
- Buildium Marketplace connects you with property management apps you can add in a snap
- Buildium Rewards lets you earn invoice credit just by using some of our valuable services
- 1099 e-filing to help you stay organized during tax season
- Rent Reporting helps your residents build and improve their credit
- For a more comprehensive view of all our services and features, please visit us at [www.buildium.com](http://www.buildium.com)

### Will I still be able to use Propertyware after I migrate to Buildium?

Once you activate your new Buildium account with your Transition Specialist, you will be able to access the Buildium platform. You'll still have full, complimentary access to your Propertyware account and be able to collect rent through Propertyware until you "Go Live" in your new Buildium account, or the end of December 2024, whichever occurs first.

"Go Live" in Buildium represents the date when all financials are migrated, Resident Center is live, and you begin using Buildium as your system moving forward.

Starting January 1, 2025, all transitioned customers will have free scaled-back, historical access to your Propertyware account for reference until September 30, 2025.

### Can tenants still pay through Propertyware? For how long?

You can still accept payments through your Propertyware account until you "Go Live" in your new Buildium account, or December 31, 2024, whichever occurs first. Then, your account will be transitioned to "Historical Access Only." Propertyware accounts in historical access mode will not have active portals to make payments. You can only have payments enabled in one account at a time.

### How can I provide feedback about the migration process?

Simply reply to the email you received announcing the migration and a transition specialist will reach out to you regarding any information needed or concerns you may have.

### Have other questions?

We will be sending more information soon and reaching out to you directly regarding migration.

Should you still have other questions, our Propertyware Support Team can assist you further by contacting us at [800-704-0154](tel:800-704-0154), and when prompted, say "Propertyware," or feel free to reach out to us at [support@propertyware.com](mailto:support@propertyware.com).

