

## RESIDENT RETENTION *Online!*



The SWIFT *e*Library is a complete solution for the Multifamily and Property Facility Industry developed in collaboration with leading industry experts.

- Robust Learning Management system with extensive reporting by regional VP, trainer by region, course, learner and/or custom reports.
- Full Access to a library of industry specific courses and corresponding competency tests.
- We customize and brand courses to meet your companies' specific requirements.
- Will integrate with internal systems for single sign-on.
- Supports third party training courses.
- Learner view based on job title with associated curriculum by role or individual.
- Develop up to three new courses per year.

Companies and property managers spend a lot of money advertising to try and draw in new residents because there is such a high turnover rate for apartment residents. When you improve resident retention, you will increase the profitability of your community.

### **On completion of this course you will be able to:**

- Identify the benefits of resident retention,
- Describe ways to retain residents starting when a resident moves in,
- List techniques you can use to keep residents content and increase the possibility of retention,
- Define ways to approach the renewal of leases, and
- Identify additional techniques to help retain residents.

SWIFT assessments are also available for all SWIFT courses ideal for learners that wish to challenge the course for recertification purposes.

