

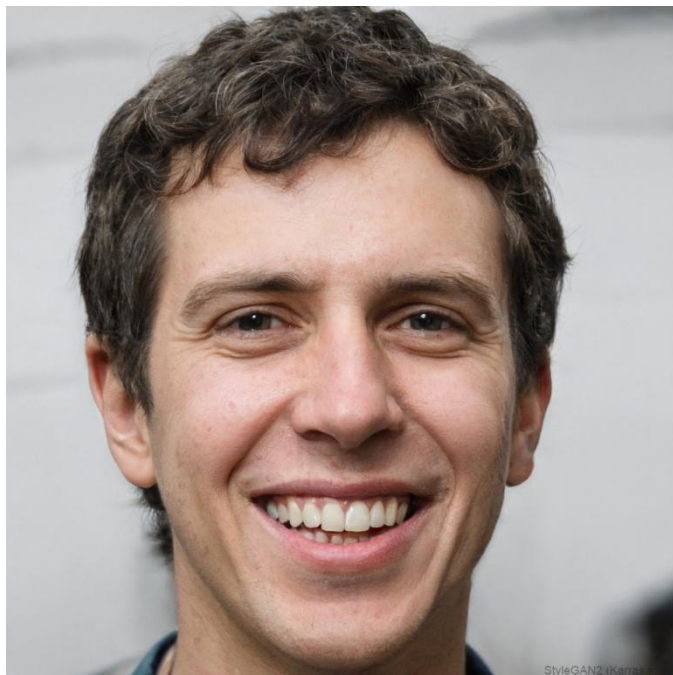
# Kevin

*"I coordinate all the building maintenance work, and I need to see what's coming up so I can get quotes and schedule contractors before deadlines hit."*

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## Profile:

- 45 years old, lives in North Vancouver, BC
- Building maintenance coordinator at a mid-size property management company
- Oversees maintenance schedules for 18 strata properties
- Works primarily during business hours, with occasional evening check-ins
- Uses the platform on desktop at the office and tablet during site visits
- Prefers visual timelines and calendar views over text-heavy reports



Kevin joined the property management industry eight years ago after working in commercial facilities management. He's responsible for coordinating preventive maintenance, emergency repairs, and capital projects across his portfolio of buildings. The depreciation report process adds another layer to his already complex scheduling requirements.

His biggest pain point is visibility into upcoming major repairs. Depreciation reports often identify work that needs to happen in the next 1-3 years, but that information gets buried in long PDF documents. He needs to extract the actionable items and slot them into his maintenance calendar alongside routine work.

Contractor coordination is another challenge. When a depreciation report recommends roof repairs for three buildings in the same year, Kevin wants to bundle those projects to negotiate better rates. He needs a way to see cross-property patterns and group similar work items together.

## Engagement Level

Daily power user during business hours. Kevin checks the platform multiple times per day, with longest sessions on Monday mornings for weekly planning. Uses mobile/tablet access frequently during site visits. Engagement spikes in Q1 when annual maintenance plans are finalized and in Q3 when next year's budgets are prepared.

## App Value Proposition

- Cross-property view of upcoming capital work
- Visual timeline showing when work is due
- Ability to group similar items for contractor bundling

- Photo attachment for site visit documentation
- Export functionality for contractor quote requests

## **Needs & Goals**

- See all upcoming capital work across his portfolio in one view
- Identify bundling opportunities to reduce contractor costs
- Track which depreciation items are on schedule vs. delayed
- Document site conditions with photos and notes
- Generate reports for operations meetings quickly
- Coordinate with property managers without endless email chains

## **App Usage Scenarios:**

<b>Monday Planning Session</b>	<b>Site Visit Preparation</b>	<b>Quarterly Budget Review</b>
<ul style="list-style-type: none"> <li>• Open the Portfolio Overview dashboard first thing Monday morning</li> <li>• Filter by "Work Required: Next 12 Months" to see upcoming capital projects</li> <li>• Group similar work items across properties to identify bundling opportunities</li> <li>• Export a consolidated list to send to preferred contractors for quotes</li> </ul>	<ul style="list-style-type: none"> <li>• Pull up a specific building's depreciation summary on tablet before site visit</li> <li>• Review the condition assessment notes for components flagged as "poor"</li> <li>• Take photos during inspection and attach them to relevant line items</li> <li>• Update the estimated timeline if conditions have changed since the report</li> </ul>	<ul style="list-style-type: none"> <li>• Generate a cross-portfolio capital projects forecast for the next 5 years</li> <li>• Identify which buildings have the most urgent funding gaps</li> <li>• Prepare a summary presentation for the monthly operations meeting</li> <li>• Flag buildings where depreciation work is falling behind schedule</li> </ul>