From:	Dave Bush <akhetequus@earthlink.net>
Sent:	Thursday, July 29, 2021 1:38 PM
To:	HecMar8363@yahoo.com; Peter Ferrell; ceberwein4@comcast.net; buchananward4@gmail.com; Jeff Lisanick; robinbwoods@comcast.net; PFX@ourivycottage.com; Dave Bush; Peggy Clancy; Mark Miller; Dana Cross
Cc:	Bob
Subject:	Fwd: Buildium Evaluation

Please place on the agenda for the August meeting, under discussion, possible review of Buildium. Please use this as at least one of the backups. Many thanks.

-------- Forwarded Message --------
Subject: Buildium Evaluation
   Date: Thu, 29 Jul 2021 12:58:16 -0400 (EDT)
  From:bob2@comcast.net
    To:akhetequus@earthlink.net <akhetequus@earthlink.net>

Hello Dave,

Has the Board considered conducting a cost/benefit analysis of Buildium?

When first introduced, I was optimistic that we had a work order tracking system that would set target completion dates and flag outstanding or lagging actions.   I was also expecting that I could update the status of an existing request and someone would take note of the update.

All of that has proven untrue.   Requests in Buildium seem to generate an auto-response, but there is no follow-up without the resident directly contacting the Office. I don't know how much we're paying for Buildium, but I doubt we're getting an appropriate return on investment. The problem may not be with the application itself, but rather the need for staff training. In any case, I've lost faith in the system.

Thanks.

Bob Gronenberg