



# service amenity comparison

“Amenity services are an essential community addition for community managers. From a property management perspective, tech-enabled amenity services increase profits and staff efficiency, and most importantly, make residents happy. From a resident perspective, these solutions help avoid a trip to the front desk or leasing office.”

2020 Kingsley Resident Preferences Report

Benefits	Direct-to-Door Package Delivery	Doorstep Trash Removal	Dry Cleaning Lockers	Dog Walking Services
Service can be used by all residents	✓	✓	✓	
Residents control offerings through mobile app	✓			✓
Top 5 service amenities for new build and redeveloped communities in 2021 <sup>2</sup>	✓			
Improves community curb appeal	✓			
Offers contactless service for residents	✓	✓		
Improves on-site team productivity through time savings	✓			
Offers 24/7 resident support	✓	✓		

**87%**  
of current multifamily renters say amenities significantly influence their renting decisions<sup>1</sup>

<sup>1</sup>A Property Manager’s Guide to Apartment Amenities (2021)

<sup>2</sup>MULTIFAMILY DESIGN+CONSTRUCTION: MULTIFAMILY AMENITIES 2021 REPORT

<sup>3</sup>What People Want From Multifamily Buildings Post-Pandemic