

Tenant Communication Protocol - Occupied Showings

Email Notification: will be sent once property was activated for showings:

Hi {tenant_name},

As your property manager {listing_owner_name} may have let you know, showings for prospective tenants at your home can now be scheduled. These are the currently available showing windows:

- [day] – [time] to [time]
- [day] – [time] to [time]

We will send you text messages to and with two types of reminders:

- 24 hours before a showing window
- 2 hours before a showing window. In this reminder, we'll also let you know whether or not any showings are set to take place.

For any issues with showings, please call us at {Showdigs support number}. For any other issues with the property, you can get in touch with your property manager as usual (at {property manager contact number}).

We hope to minimize interference with your schedule and make this process as quick as possible.

Thank you for your cooperation,

The Showdigs team

Text Reminder: will be sent 24 hours before each showing window:

Hi {tenant_first_name}, just a heads up, there's a showing window with tours planned for {property_name} tomorrow, between {window_start_time} and {window_end_time}

We'll provide another update 2 hours ahead of that window with more specifics.

Text Reminder: will be sent 2 hours before a showing window begins:

Hi {tenant_first_name}, this is just a reminder - tours at {property_name} are taking place soon. Tours will take place at {tour_times}.

Text Notification: this message will be sent when a showing window approaches, but no tours were scheduled (also 2 hours before the showing window begins):

Hi {tenant_first_name}, FYI - no tours are planned today for the showing window between {window_start_time} and {window_end_time}