



CASE STUDY 2026

HOW DANA BECAME CALGARY'S BEST PROPERTY MANAGER WITH URBI

In 2025, Dana was named **Best Property Manager** in Calgary, recognized for service excellence and unwavering client trust. Behind that award is a sizable operational engine for her property management company, *Key Condo*.

But just a few years earlier, her operations were stretched to the breaking point. This is the story of how she moved from "surviving" to "scaling" with:

- **17 Properties**
- **2,000+ Residents**
- **4 Dedicated Managers**
- **100+ Daily Touchpoints**
- **\$500k Annual Revenue**

"It always felt scattered and fragile... I spent a lot of time wading through past messages trying to find details I knew I had somewhere."

— Dana

THE PROBLEM

Before the accolades, Dana faced a common industry hurdle: *her management operations lived inside a fragile web of stitched-together email threads, spreadsheets, and mental checklists*. As her portfolio grew, the cracks became impossible to ignore...

She knew this wasn't scalable.

HER PAIN: GROWTH OUTPACING INFRASTRUCTURE

INFORMATION SILOS

Critical property knowledge lived in scattered individual inboxes and notes rather than a shared system.

ZERO VISIBILITY

Boards lacked real-time updates, leading to constant "chasing" for status reports and a trust gap between *Key Condo* and property Boards.

OPERATIONAL RISK

Taking a vacation felt impossible; if a manager was away, the context for their properties vanished with them.



THE SHIFT & SOLUTION

Dana realized she didn't just need better email organization—she needed an infrastructure for her business. **She found URBI.**

URBI became the **"Single Source of Truth"** for *Key Condo*. It replaced personal inboxes with a centralized hub where every ticket, task, and unit history is visible and searchable. These were her key shifts:

01

Communication

Info in fragmented threads → Info logged directly to unit records

02

Transparency

Manual follow ups with Boards → Boards see progress in real time

03

Continuity

Context lost when staff is away → Anyone can step in with full history

04

Workflow

Constant "firefighting" and time wasted searching for information → Proactive, searchable task tracking

"I don't even know what we would do if we didn't have URBI. All service tickets, owner notes, communications—they live there. That clarity gives me breathing room."

— Dana

3 OPERATIONAL IMPACTS



"[HERO] saves an incredible amount of time, and because HERO is contained inside the platform, there's no data privacy concern."

— Dana



Radical Transparency & Communication

Every interaction is logged to a specific unit or amenity. When an issue escalates, Dana can reconstruct a timeline in **seconds rather than hours**. This level of accountability restores Board confidence instantly. For residents, they can configure automatic notifications for an **informed** and **frictionless** living experience.



Reduced Mental Load

With 100+ daily touchpoints, URBI surfaces what matters most, when it matters. Instead of reacting to a cluttered inbox, the team can focus on high-impact work: budget planning, preventative maintenance, and root-cause analysis.



Institutional Memory & AI Native Search

By moving data out of "individual boxes" and into a shared system, Key Condo created a scalable documentation library. The business's value no longer sits in one person's head—it sits in the software. URBI's native **HERO AI** can search this documentation library and find any details on any property, **instantly**, just by asking it questions in natural language.

THE BOTTOM LINE RESULTS

By moving from a fragmented email-based workflow to **URBI's centralized operating system**, Dana transformed her business from a "fragile" manual process into a scalable, professional powerhouse with:

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ZERO INFORMATION LOSS

Eliminated "search fatigue" by replacing scattered email threads with a **single source of truth**.

INSTANT CONTEXT RETRIEVAL

Leveraging the **URBI HERO Assistant**, Dana reduced the time spent reconstructing project timelines and drafting resident notices from **hours to minutes**.

100% TRANSPARENCY

Closed the "trust gap" with Condo Boards by providing **real-time visibility** into task progress and service ticket logs.



Standardized workflows drove **enhanced team continuity** by enabling seamless coverage and freeing property history from individual inboxes — giving Dana the ability to actually take a vacation without tasks or information falling through the cracks.

The team lifted **resident satisfaction** through automated package notifications, streamlined amenity bookings, and integrated pet and parking registries.

Most tellingly, the platform fueled **strategic growth** — supporting a portfolio expansion to 17 condominiums and roughly 2,000 residents without adding internal friction or overhead.

Dana didn't just win an award. She built a business that supports **sustainable growth, team confidence, and personal freedom**. URBI gave her the scalable foundation to become the best in her city (and take a vacation when she wants to).

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"URBI didn't just organize my work; it gave me the freedom to actually manage my properties —and the peace of mind to finally take a vacation."

— Dana



**Ready to see what URBI can
do for your property?**

**Click here to schedule
your demo**



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