

Digital Transformation of Communal Services

Managing Field Staff Without Chaos

How the ActiveMap system reduces tenant complaints, protects against regulatory fines, and optimizes operations for Property Management Companies and Housing Associations.



From Messenger Chaos to Transparent Control



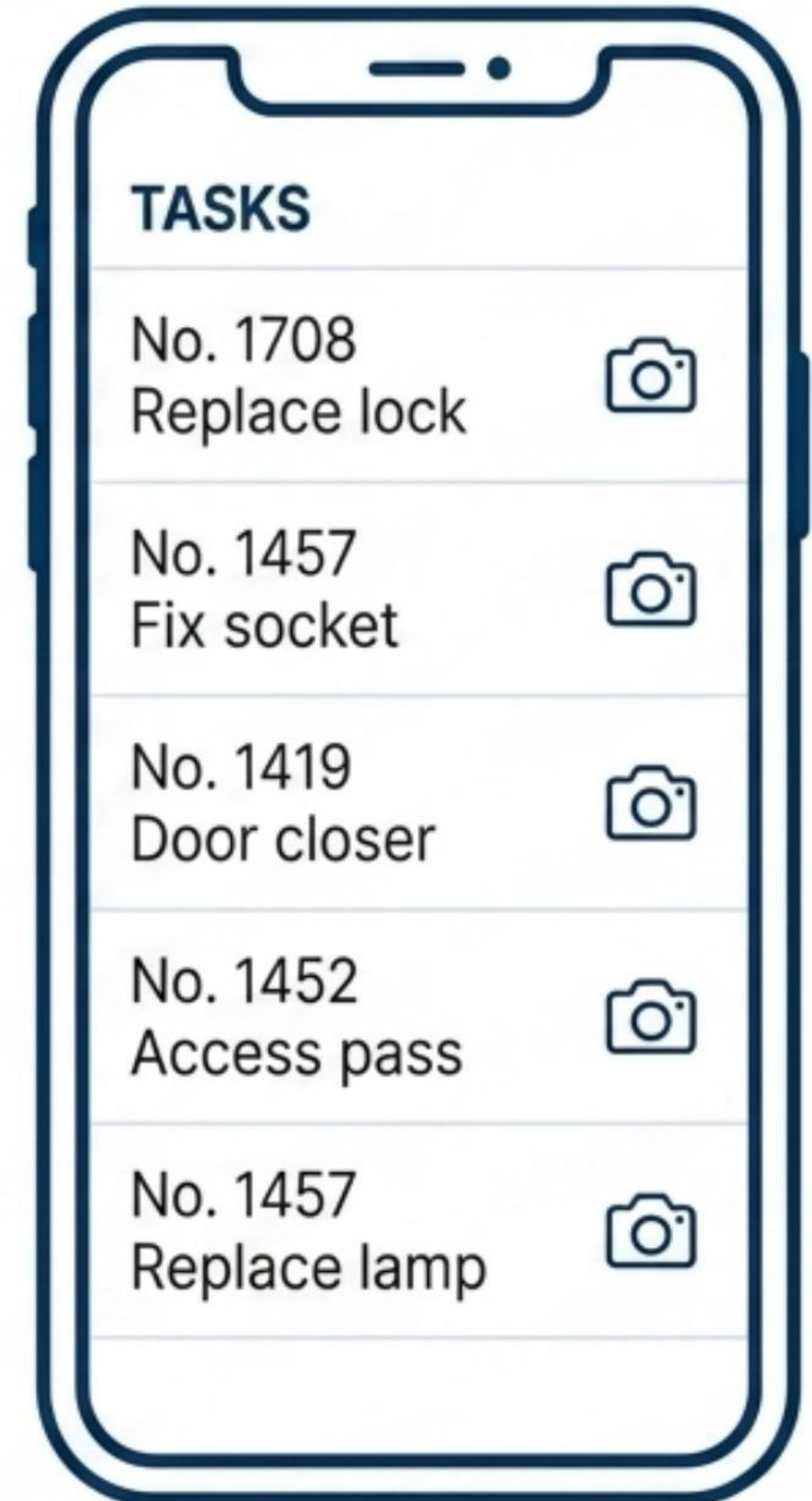
Direct Smartphone Tasks: Send jobs to plumbers, electricians, and cleaners directly via the app. Replace lost messenger reports with a structured, photo-verified database.



Offline Mode for Dead Zones: Critical for communal services. Staff complete tasks and capture data in basements and attics without a signal. Data auto-syncs when back online.



Strategic Dispatcher Assistant: Real-time ticket distribution and routing for emergency response and maintenance crews.



6 Key Tools for Property Management



Digital Tasks

Photo-verification of inspections (electrical panels, meters) and repairs in a strict before/after format.



Incident Control

Auto-assigned tickets (leaks, blockages, outages) with transparent statuses for tenants.



Scheduling

Automation of regular, daily recurring tasks (e.g., routine stairwell cleaning).



Geocontrol

Real-time location monitoring of field staff across properties and automated time-on-site logging.



Materials Accounting

Track usage of spare parts, bulbs, and cleaning supplies directly within the specific task ticket.



Regulatory Transparency

Automated reports with photo-proof for State Housing Inspectorate compliance and maintenance regulations.

Expected Business Impact from Implementation

2X



Reduction in tenant complaints and increase in the speed of task completion.

2X



Increase in work quality through **continuous digital** oversight and improved staff discipline.

50%



Reduction in dispatcher time spent on assigning, processing, and controlling completed tasks.

Proven in Practice. Ready for Your Operations.

Successfully applied across Russian communal services—from daily yard sweeping to complex network emergencies.



Megalopolis Scale:

Central Administrative Okrug, Moscow.
Processing 4,500+ tasks daily.
Successful monitoring of roof and pedestrian zone maintenance.



District Coverage:

Vakhitovsky District, Kazan.
Complete mobile control over the cleaning of stairwells and adjacent territories via the app.

Take your field service to a new level.