

PROPERTY AUTOMATE - PROPGOTO SUITE - PRODUCT CATALOGUE

CommunityGOTO.

Every Resident. Every Community. One Platform.

Resident CRM - Tenancy - QR Gate - Amenities - Utility Sub-Metering - HOA Polls - 3 Live Apps.

4

Community Types

12

Native Modules

3

Field Apps

2-4

Weeks to Go-Live

What's inside this catalogue

Ten sections - from positioning to deployment to a guided start.

01

Positioning

Every resident. Every community. One platform.

02

Complete Community Platform

Twelve modules. One operating system.

03

10-Stage Resident Lifecycle

Enquiry to move-out, end-to-end.

04

Compliance & Three Apps

Global standards - regional connectors - resident, guard, inspector.

05

Use Cases

Built for every community model.

06

Plans

Core / Pro / Elite - capability-aligned.

07

Deployment Options

SaaS - Private Cloud - On-Premises.

08

Platform Architecture

One OS. Four layers.

09

Why CommunityGOTO

A community operating system, not just a portal.

10

Get Started

Book a tailored demo.

01

POSITIONING

Every Resident. Every Community. One Platform.

CommunityGOTO is the complete management platform for HOAs, gated communities, residential compounds, and campus living - resident onboarding to move-out, on a single unified data model.

CommunityGOTO - Community Management Platform

Most communities run on five tools and five truths.

CommunityGOTO closes the seams - one unified data model, audit-ready by default.

ONE DATA MODEL

Portal + Accounting + Gates

Residents, units, gate passes, amenity bookings, utilities, service requests - every process reads and writes the same record. Always.

LIVE IN 2-4 WEEKS

Production- deployed

~90% out-of-box fit. No 12-month implementation project. No custom build before the first resident is onboarded.

THREE FIELD APPS

Resident - Worker - Inspector

Resident self-serves, Guard validates at the gate, Inspector signs off move-ins - three apps, all live on iOS & Android.

02

PRODUCT

The Complete Community Platform.

Twelve modules. One community operating system. Every function in residential community management - resident onboarding, gates, amenities, utilities, HOA engagement.

CommunityGOTO - Community Management Platform

Twelve native modules

Resident onboarding to HOA engagement - covered in one platform.

RC Resident CRM

Enquiry capture, KYC review, onboarding workflow, application tracking - every resident logged.

TA Tenancy Agreements

Template-based tenancy contracts, e-signature, payment schedule, renewals, secure document vault.

QG QR Gate Management

Visitor pre-registration, QR pass, vehicle & parking registration, walk-ins, full gate audit trail.

AF Amenity & Facility

Pool, gym, courts, BBQ, halls, prayer rooms - self-service with capacity rules and chargeable options.

US Utility Sub-Metering

Per-unit electricity, water, gas. Auto-billed monthly with tariff configuration and ERP posting.

SM Service & Maintenance

Resident tickets with SLA tracking, vendor dispatch, preventive schedules, resolution rating.

BC Billing & Collections

HOA fees, service charges, utilities, fines & penalties - auto-invoiced with AR ageing and ERP sync.

MO Move-In & Move-Out

Digital inspection checklists, photo evidence, defect logging, key handover, deposit reconciliation.

HE HOA Engagement

Targeted announcements, HOA voting & polls, community events with RSVPs, engagement analytics.

3A Three Mobile Apps

Resident (bookings, payments), Guard (QR validation), Inspector (move-in/out) - all live on iOS & Android.

IF Finance & IFRS 15

Native revenue recognition for tenancy fees and service charges. IFRS 16 lease accounting available.

ER ERP & Accounting

D365 - NetSuite - Zoho - Odoo - SAP B1 - QuickBooks - PropGOTO Books. Bi-directional sync.

03

LIFECYCLE

The 10-Stage Resident Lifecycle.

From first enquiry to final move-out, end-to-end. Every stage of resident life mapped to native modules.

CommunityGOTO - Community Management Platform

Enquiry - KYC - Tenancy - Daily Life - Renewal

No spreadsheets. No paper logs. No disconnected tools.

<p>STAGE 01</p> <p>ENQUIRY</p> <p>Resident Enquiry</p> <p>Prospective resident captured - referral, walk-in, agent, web - one CRM funnel.</p>	<p>STAGE 02</p> <p>ONBOARDING</p> <p>KYC & Application</p> <p>Identity verification, document collection, in-house review and approval - compliant from day one.</p>	<p>STAGE 03</p> <p>ONBOARDING</p> <p>Tenancy Agreement</p> <p>Tenancy contract, payment schedule, e-signature - secure document vault.</p>	<p>STAGE 04</p> <p>ONBOARDING</p> <p>Move-In Inspection</p> <p>Digital checklist with photo evidence, defect logging, key handover, deposit captured.</p>	<p>STAGE 05</p> <p>ACTIVATION</p> <p>Resident App</p> <p>Account created, QR gate pass issued, amenity access activated, utility account opened.</p>
<p>STAGE 06</p> <p>DAILY LIFE</p> <p>Bookings & Self-Service</p> <p>Pool, gym, courts, BBQ - self-served from the Resident App. QR passes for visitors.</p>	<p>STAGE 07</p> <p>DAILY LIFE</p> <p>Service & Maintenance</p> <p>Tickets logged, SLA-tracked, vendor dispatched, sign-off via Inspector App.</p>	<p>STAGE 08</p> <p>BILLING</p> <p>HOA Fees & Utilities</p> <p>Auto-invoiced HOA fees, utility consumption, service charges. Pay from the Resident App.</p>	<p>STAGE 09</p> <p>ENGAGEMENT</p> <p>HOA Polls & Events</p> <p>Targeted notices, HOA voting, polls, community events with RSVPs, engagement analytics.</p>	<p>STAGE 10</p> <p>RENEWAL/EXIT</p> <p>Renewal or Move-Out</p> <p>Renewal calendar with auto-reminders OR move-out with deposit reconciliation.</p>

04

COMPLIANCE

Built on Global Standards.

IFRS 15 / 16 native - in-house KYC review - regional connectors pre-built (EJAR, Ejari options) - generic engine for every other market. Three live apps on iOS and Android.

CommunityGOTO - Community Management Platform

Built on global standards. Configured for local markets.

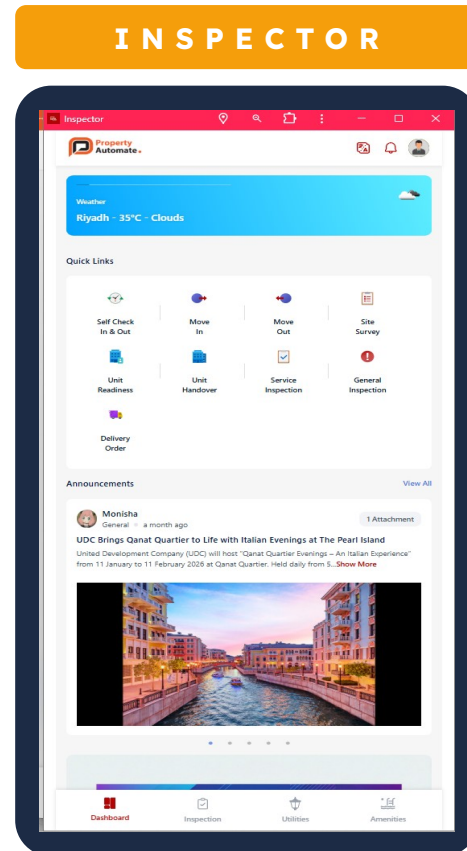
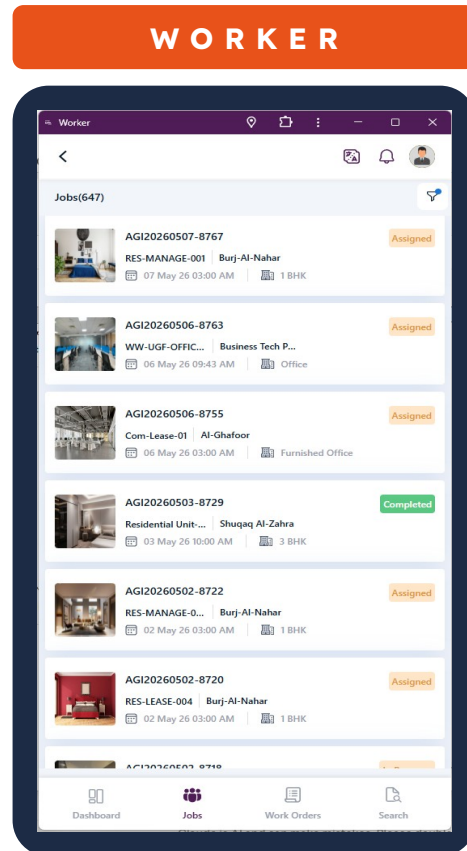
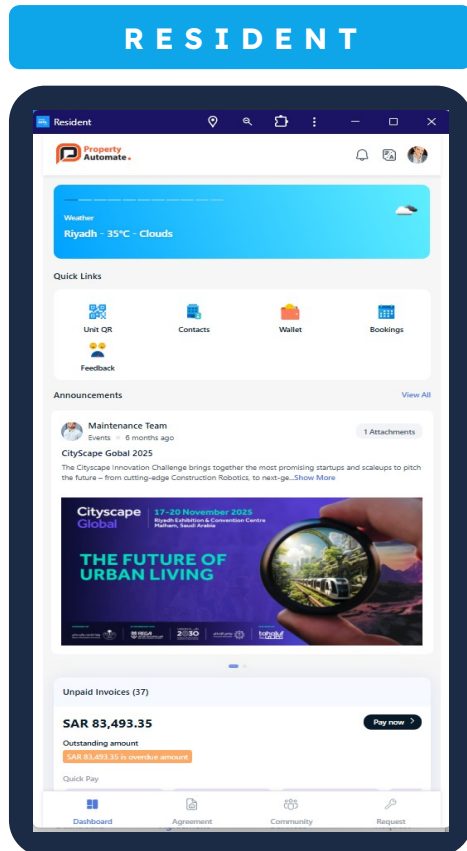
IFRS 15/16 native - in-house KYC review - GCC connectors & options - generic engine for every other jurisdiction.

IFRS 15	IFRS 16	KYC	GCC	WORLD
Built-in	Add-on	In-House	Regional	Any Market
Revenue Recognition	Lease Accounting	Review - Approve - Store	Connectors & Options	Generic Engine
Global standard - native engine for tenancy fees, service charges, HOA dues. Performance obligations, deferred revenue, contract modifications.	Global standard - lessor side for institutional operators: right-of-use, lease liability, interest, depreciation.	PA team manually reviews submitted KYC documents, approves or requests corrections, stores in audit-trailed vault.	Saudi Arabia (EJAR) - live integration. UAE (Ejari) - integration available on request. Other GCC - configurable.	Configurable for every other jurisdiction - your local tenancy rules, your local utility tariffs, your local authority connectors.

Three Apps. Resident, Worker, Inspector.

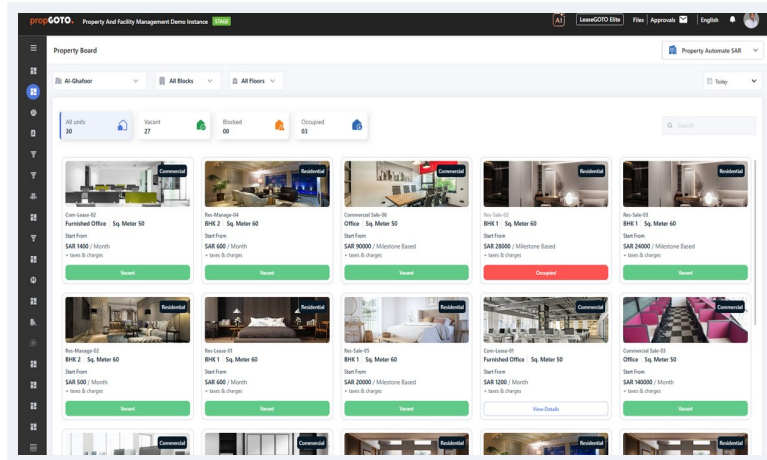
Real product screenshots - live on iOS and Android, white-labelled to your community brand.

RESIDENT - bookings, gate passes, utilities, service, polls **WORKER** - jobs, work orders, dispatch, photos **INSPECTOR** - move-in/out, defects, sign-off



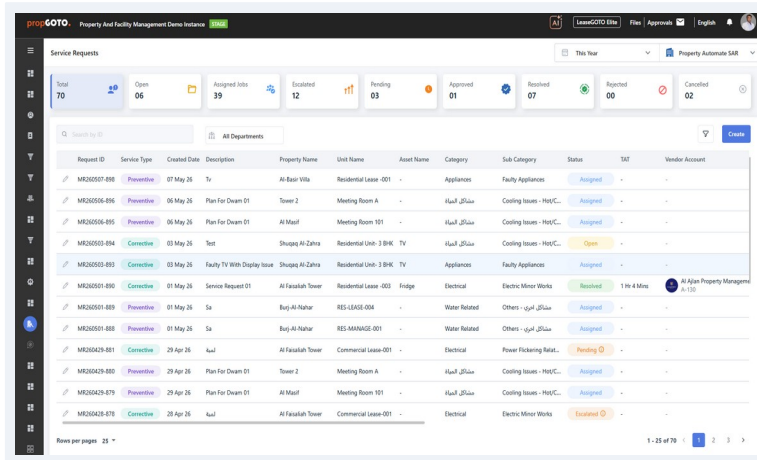
Web Backoffice. Community Operations View.

Real screenshots from the propGOTO web backoffice - what your community team uses every day.



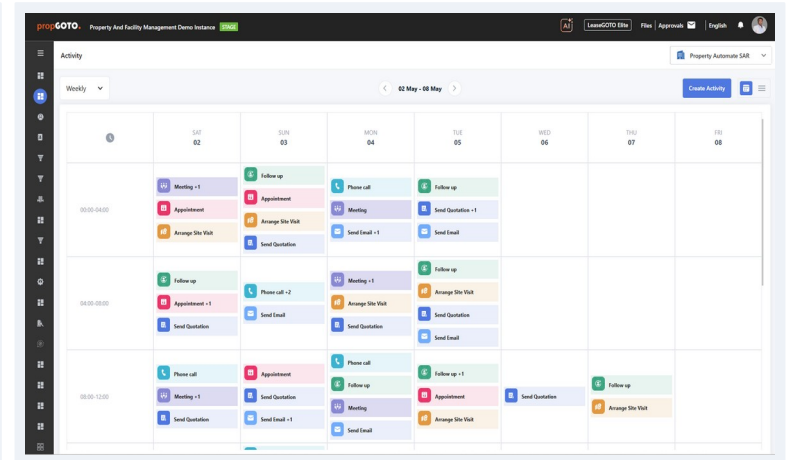
Property Board

Vacant / booked / occupied at a glance



Service Management **FREE**

Tickets, SLA, vendor dispatch



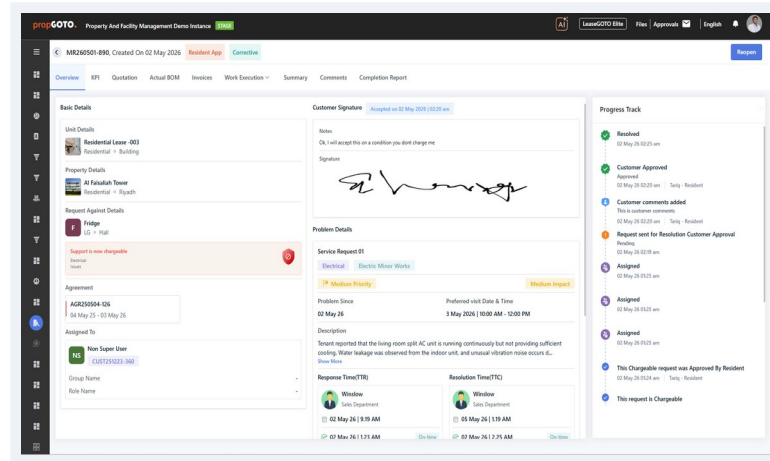
Activity Calendar

Community events, polls, announcements

SERVICE MANAGEMENT IS FREE IN EVERY PLAN - NO LICENCE - NO ADD-ON - PROPGOTO STANDARD

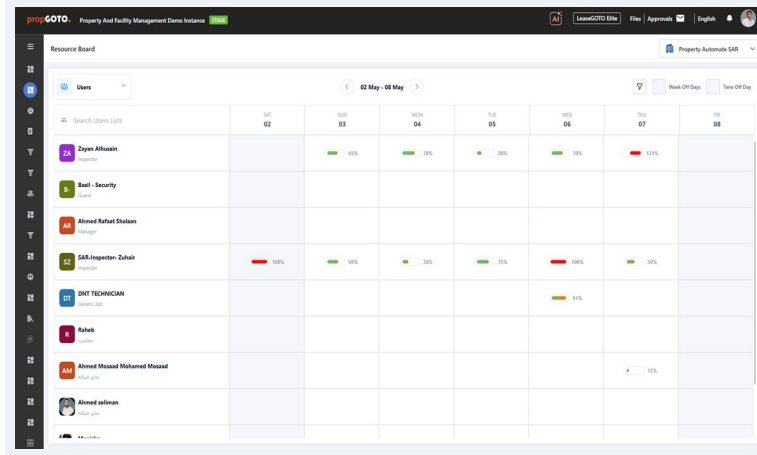
More Backoffice. Maintenance and Billing.

Maintenance pipeline, resource calendar, and posted invoices - all live.



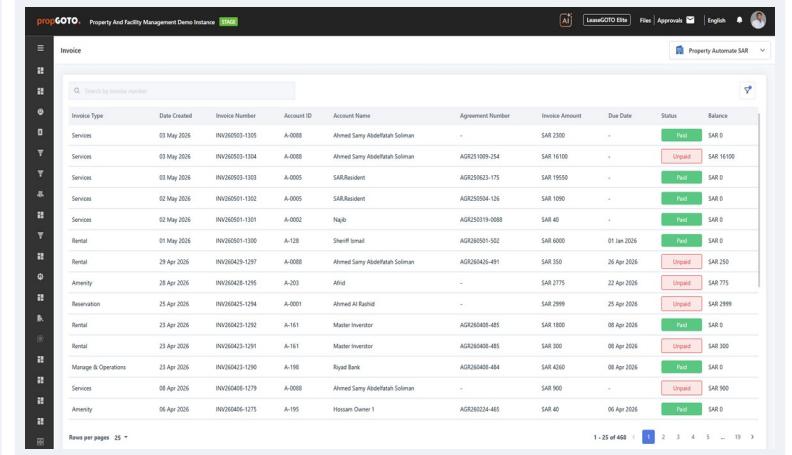
Maintenance Requests

Preventive + corrective workflow



Resource Calendar

Amenities, halls, BBQ, courts



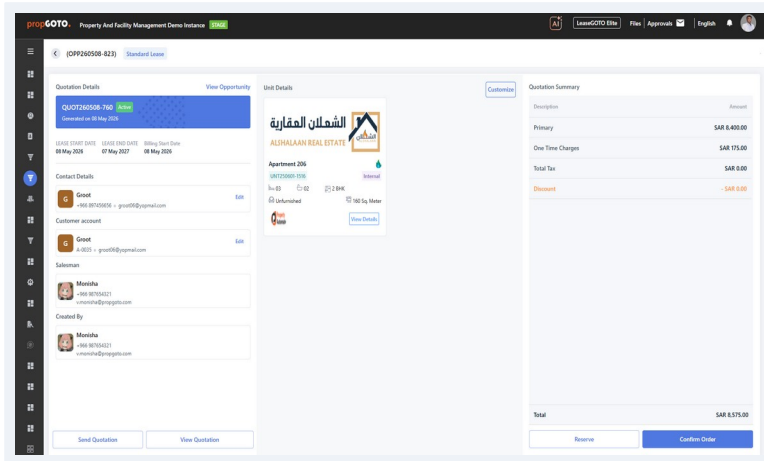
Posted Invoices

HOA fees, AR ageing, ERP posting

SERVICE MANAGEMENT IS FREE IN EVERY PLAN - NO LICENCE - NO ADD-ON - PROPGOTO STANDARD

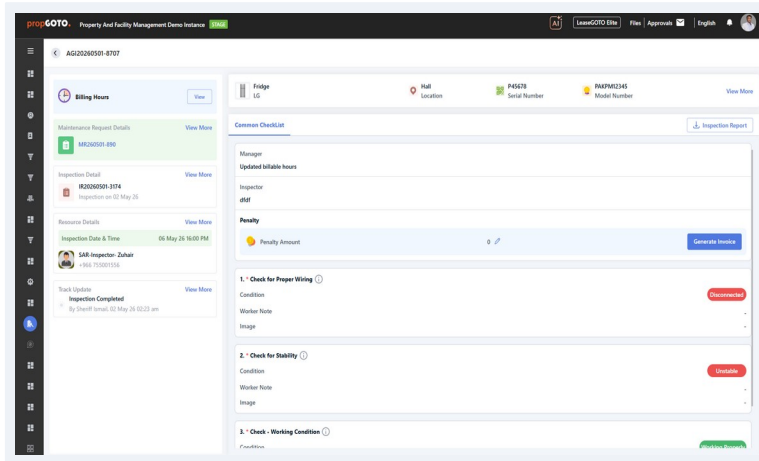
Even More Backoffice. Quotation and Calendar.

Quotation, work order, and contract manager - the operations layer.



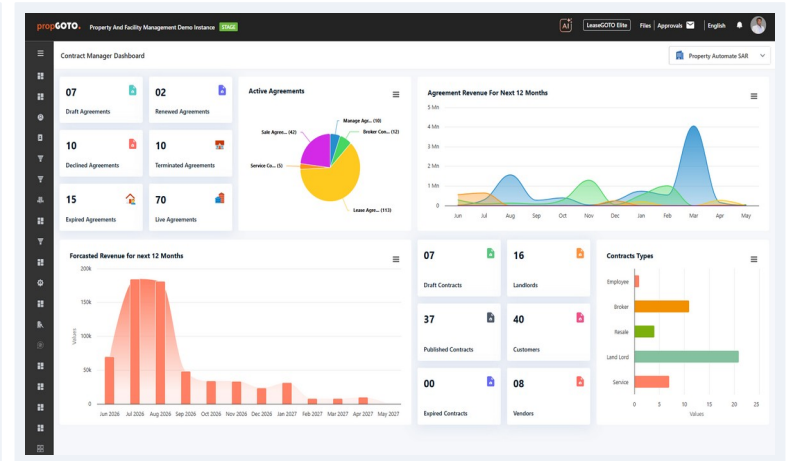
Quotation

HOA fee quotes, charge schedules



Work Order Job

Vendor job - parts, time, sign-off

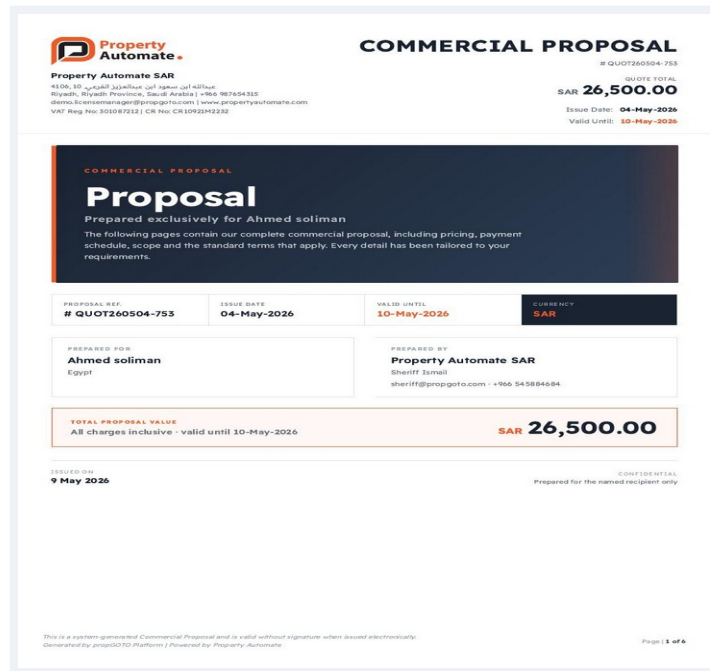


Contract Manager

Tenancy / member contracts, e-sign

Documents you send to customers.

Every proposal, quote, and contract - branded, audit-trailed, and signature-ready. System-generated. Bundled in every plan.



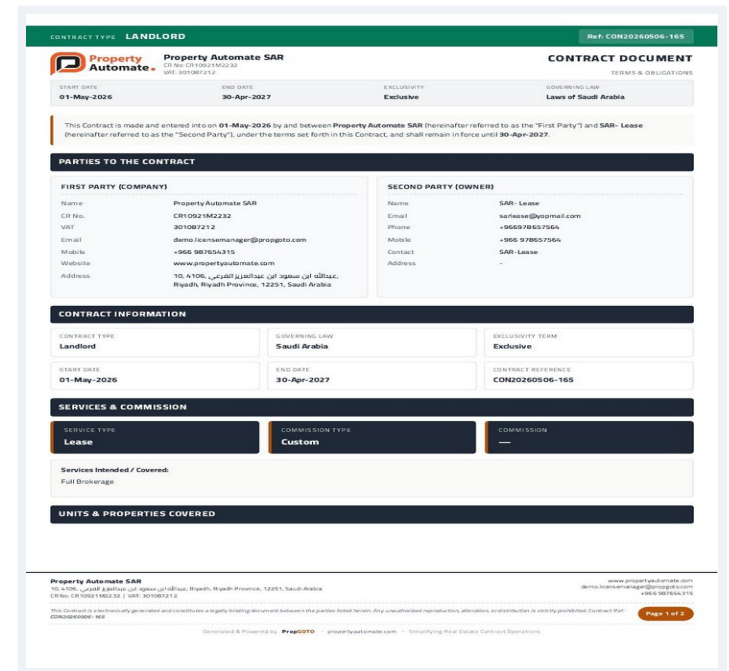
Commercial Proposal

Buyer / tenant proposals - branded, signature-ready, audit-trailed



Off-Plan Proposal

WAFI compliant off-plan proposals with milestone schedules



Landlord / Service Contract

Landlord-broker exclusivity contracts with full audit trail

Real-estate-native accounting. Bundled in every plan.

Built for Lease, Manage and Sale - the three accounting realities of property. Not generic accounting software adapted - real-estate-native from the ground up.

LEASE

Real Estate Income

IFRS 16 right-of-use assets, straight-lined rental income, service charge reconciliations, rent arrears ageing - all audit-trailed, no spreadsheet chaos.

MANAGE

Portfolio Costs

Capex vs opex coding by investment property, recoverable vs non-recoverable per lease, vendor invoices, multi-entity service charges - close in days, not weeks.

SALE

Off-Plan Revenue

IFRS 15 milestone-based recognition for off-plan sales, SPA instalments, construction-phase revenue, deferred income, performance obligations - audit-defensible.

Seven capabilities. Three lenses. One engine.

Every transaction in this product flows into the right capability automatically. No manual journal intervention. No reconciliation queues.

<p>AP Accounts Payable</p> <p>Capex/opex coding, recoverable per lease, multi-level approval, accruals, prepayments, withholding tax.</p>	<p>AR Accounts Receivable</p> <p>Tenant/buyer/owner invoicing across deal types, receipts, refunds, customer statements, ageing dashboard.</p>	<p>I16 IFRS 16 Lease Acctg</p> <p>Right-of-use assets, lease liabilities, straight-line rental income, depreciation, modifications - lessor & lessee.</p>	<p>I15 IFRS 15 Revenue</p> <p>Off-plan & SPA milestone recognition, performance obligations, deferred revenue, contract modifications - audit-defensible.</p>
<p>CO Collections</p> <p>Customer ageing, dunning workflows, payment runs, write-offs, recoveries, AR collections analytics.</p>	<p>TX Tax Management</p> <p>VAT / GST tax codes, tax invoices, withholding tax, tax reports - configurable per market and jurisdiction.</p>	<p>SI Scheduled Invoicing</p> <p>Recurring rent invoicing, subscription billing, deferred revenue scheduling, period-end cut-off automation.</p>	<p>3L Three Lenses</p> <p>Lease / Manage / Sale - every transaction tagged to its real-estate context. Spreadsheets can't do this. Generic accounting can't either.</p>

**BUNDLED FREE - STANDALONE OR ERP-INTEGRATED - MULTI-ENTITY READY -
AUDIT-TRAILED - REAL-ESTATE NATIVE**

More enterprise. Bundled. Not add-ons.

Where residential apps stop, propGOTO ships these as standard. Every plan. No separate licence. No add-on tax.

DASHBOARDS, INSIGHTS & REPORTS

Role-based, real-time

Property / Facility / Resource Manager dashboards. Lead Pipeline Ops, Performance dashboards, drill-through. Many pre-built reports - agreement, maintenance, vendor, lease, financial - and custom report builder.

CALENDAR & PLANNING

One unified calendar

Property Planning, Activity Planning, Announcements, Resource Allocation, Work Orders, Leave & Time Off, Duty Roster - all on one calendar.

SERVICE - FACILITY - ASSET

Enterprise SFAM

Service tickets with SLA, vendor management, work orders, preventive maintenance, asset register with QR tagging, lifecycle tracking - bundled, not licensed separately.

05

AUDIENCE

Use Cases.

Built for every community model - self-managed HOAs, security-managed gated communities, master-planned compounds, and campus living.

CommunityGOTO - Community Management Platform

Configured for your community model.

Not adapted from someone else's.

01

Self-Managed HOAs

Homeowner associations with elected boards - fee collection, polls, transparent finances, community events.

02

Gated Communities

Security-managed villas / apartments / townhouses - QR gate, professional staff, full operations.

03

Master-Planned

Multi-building communities with shared utilities, district services, and multi-block HOA governance.

04

Campus & Co-Living

Corporate, education, government staff/student housing - central allocation, period-based tenancies.

06

PLANS

Three Plans. One Platform.

Core for a single HOA. Pro for QR gate, amenity bookings, utility sub-metering, and IFRS 15. Elite for multi-community portfolios, advanced HOA analytics, and the full enterprise stack.

CommunityGOTO - Community Management Platform

Capability comparison - Core / Pro / Elite

Add capabilities as your community grows. Same platform, configurable per plan.

Capability	Core	Pro	Elite
FOUNDATION			
Resident CRM & Onboarding - enquiry, in-house KYC review, application	Yes	Yes	Yes
Tenancy Agreements - templates, e-signature, document vault	Yes	Yes	Yes
Service & Maintenance - tickets, SLA, vendor dispatch	Yes	Yes	Yes
Move-In & Move-Out Inspections - Inspector App, photo evidence	Yes	Yes	Yes
Resident Mobile App - iOS & Android	Yes	Yes	Yes
Billing & Collections - HOA fees, AR ageing, ERP sync	Yes	Yes	Yes
PropGOTO Books integration (or standalone accounting)	Yes	Yes	Yes
PRO			
QR Gate Management & Guard App - visitor pre-reg, vehicle, parking	-	Yes	Yes
Amenity & Facility Bookings - pool, gym, courts, halls	-	Yes	Yes
Utility Sub-Metering & Auto-Billing - electricity, water, gas	-	Yes	Yes
HOA Engagement - announcements, polls, events, RSVPs	-	Yes	Yes
IFRS 15 Revenue Recognition Engine - built-in	-	Yes	Yes
ERP Integration - D365, NetSuite, Zoho, Odoo, SAP B1, QuickBooks	-	Yes	Yes
ELITE			
Multi-Community Portfolio Management	-	-	Yes
IFRS 16 Lease Accounting (lessor side) - Add-on	-	-	Yes
Advanced HOA Analytics & Custom Polls	-	-	Yes
Custom authority connector (any new jurisdiction)	-	-	Yes
Custom Reporting & API access	-	-	Yes

07

DEPLOYMENT

Three Ways to Deploy. One Platform.

Choose the deployment that fits your IT policy, data sovereignty and timeline. All three options run the identical CommunityGOTO platform.

CommunityGOTO - Community Management Platform

SaaS - Private Cloud - On-Premises

Same platform - different infrastructure profile.

propGOTO.Start

Shared SaaS

Fully managed cloud - fastest path to go-live. Automatic updates, regional data centres, lowest operational overhead.

Live in 2-4 weeks

MOST POPULAR

propGOTO.Exclusive

Private Cloud

Dedicated private cloud, isolated infrastructure, custom domain, full data sovereignty, dedicated security perimeter.

Live in 6-8 weeks

propGOTO.OnPremises

On-Premises

Full deployment on your own servers - maximum data control, custom security policies, complete infrastructure ownership.

Live in 8-12 weeks

08

ARCHITECTURE

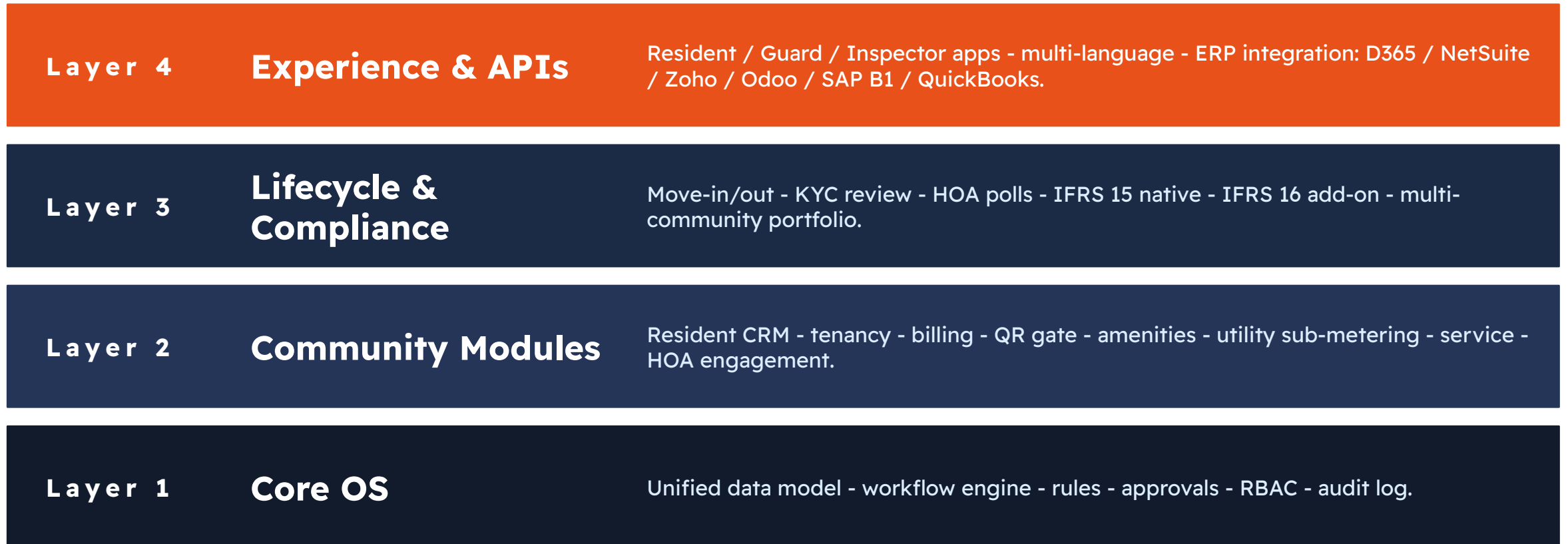
One Operating System. Four Layers.

CommunityGOTO runs on the propGOTO OS - the same platform powering the full propGOTO product suite.

CommunityGOTO - Community Management Platform

Layered architecture - ~90% out-of-box fit

From the unified data model up to the experience layer and integrations.



09

DIFFERENTIATION

Why CommunityGOTO.

Most community software is a resident portal plus spreadsheets. CommunityGOTO is the full operating system for resident communities - portal, gates, amenities, utilities, accounting, three field apps - all on one OS.

CommunityGOTO - Community Management Platform

Typical community software vs CommunityGOTO

Eight differences that decide the deal.

Typical community software	CommunityGOTO - One Platform
X Resident portal with announcements only	Yes Full lifecycle - enquiry, KYC, lease, daily life, exit
X Paper sign-in book at the gate	Yes QR gate management - visitor pre-reg, Guard App, vehicles
X Excel for HOA fees, separate utility bill	Yes Auto-billed HOA fees + utility sub-metering + Resident App
X WhatsApp groups for amenity bookings	Yes Self-service bookings (pool, gym, courts, BBQ) on Resident App
X Service / Facility / Asset Mgmt sold as separate modules	Yes Enterprise SFAM bundled in every plan, no extra licence
X Email notices for HOA polls	Yes HOA polls + targeted notices + RSVP events + analytics
X Move-in inspections on paper	Yes Inspector App - dedicated 3rd app for digital inspections
X No global accounting standard support	Yes IFRS 15 revenue recognition + IFRS 16 lease accounting
X 6-18 month implementation projects	Yes 2-4 week SaaS go-live, ~90% out-of-box fit

10

GET STARTED

Book a CommunityGOTO Demo.

See the full community platform - resident CRM, tenancy, gates, amenities, utility, service, HOA polls, three field apps - running on a real configuration tailored to your community.

CommunityGOTO - Community Management Platform

Let's get you live in 2-4 weeks.

We'll tailor the demo to your community type, scale, and ERP environment.

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Sales - Demo - Partnership

WEB

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