Co-op Coalition Survey: BuildingLink

Thanks to everyone who responded. It is apparent that BuildingLink is used primarily by complexes with many units.

Following is the e-mail containing the e-survey with result in the table, below.

Mike O'Dell, Director
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In a message dated 5/28/2015 2:48:07 P.M. Eastern Daylight Time, cooperativesdc@aol.com writes:

Dear Coalition Managers, Presidents, and Representatives,

A Coalition member wants to know which co-ops use BuildingLink and what has their experience been with it? Their co-op has 100 units and they are considering BuildingLink software. Does your co-op have BuildingLink? If so, please respond to the following questions by Friday, June 5:

1. How long have you used BuildingLink?
2. What are the positive aspects of BuildingLink?
3. What are the negative aspects of BuildingLink?
4. Would you recommend BuildingLink?

Thanks for helping another Coalition member!

Mike O'Dell, Director
DC Cooperative Housing Coalition
www.CoopsDC.org

< 140 units	[Our co-op] does not use BuildingLink.
< 140 units	We do not use
< 140 units	[Our co-op] does not use Building Link.
< 140 units	[Our co-op] does not use BuildingLink. Our Management Company recently started using Cinc.
< 140 units	[Our co-op] does not use Building Link.
< 140 units	We do not use BuildingLink so have nothing useful to contribute. Will look forward to reading the results of the survey
< 140 units	We don't utilize Buildinglink.com ... looks interesting, but we are only a 45 unit building. Thanks for sharing the site.
< 140 units	[Our co-op] does not use BuildingLink.
< 140 units	[Our co-op] does not use Building Link. However, we would be very interested in seeing the results of this survey.
< 140 units	[Our co-op] doesn't use this software
< 140 units	We do not use BuildingLink
140+ units	1. Since January, 2015. 2. Efficient, easy to use, provides lots of ways for residents to get information such as the library of documents, emergency broadcast. 3. Some shareholders think it is too expensive and some shareholders refuse to use it.

	4. YES!!!
140+ units	1. 3 years 2. a. Centralized location of information that is accessible to all or specific residents and departments; such as work tickets and the library where all building documents can be posted. b. Automated email notification of packages that are received at the front desk c. The ability to print reports based on the information in BuildingLink d. The ability to send emails to all or specific residents as well as print out the notice for any resident or apartment that does not have email therefore saving paper. e. The building calendar - we use it to show work that is being done, scheduled meetings and functions, days off for key staff and board members f. The reservations calendar of amenities in the building; such as the freight/service elevator and community rooms g. We print out invoices for in-unit maintenance repairs and daily parking. h. Updates that are sent to out from BuildingLink on new capabilities – it is a continuously evolving system. 3. The daily parking permit has limits that we are working with BuildingLink to resolve. 4. YES
140+ units	This is an easy one! 1. Since 2011 (since May 2012 for me personally) 2. Excellent for resident communication, packages and maintenance. 3. Ease of use with some modules (i.e. can't send a single email reminder for all outstanding maintenance invoices); cost is $8,400 annually for 350 units which is a little high. 4. Absolutely.
140+ units	1. Three years 2. Ease of communication 3. Some customization is necessary as while we are all cooperatives, our needs, our identifications, etc. are different 4. Absolutely
140+ units	1. Four years 2. Simplifies and speeds staff checking in packages (automatically notifies residents of their package via e-mail, also easier to locate packages with fewer mistakes), all files are accessible on-line, members can reserve rooms on-line, emergency announcements can be done via e-mail AND phone, residents can submit repair request on time 24/7 and can track its status from who is assigned to do the repair to the time the work is complete, management can run administrative and board reports using database that grows over time, additional functions can be added as you need them. Especially good for large complexes. Overall, a very powerful tool that is only limited by the user's knowledge and ability. 3. Expensive in the aggregate, but really is less than two dollars a month per unit—a small amount considering the savings in time and errors before installing the software. 4. Yes
140+ units	We do not use BuildingLink although I am personally very familiar with the product and used it at other communities. BuildingLink is a very professional, powerful and comprehensive program that is very well supported by its parent company. They are constantly tweaking with innovative updates. It is easy to use. It is very expensive. In my experience a 100-apartment cooperative will never use more than 60%-70% of the BuildLink program. We currently use another product that is a one-time purchase of a customized database software program from a local vendor and it performs virtually all functions of BuildingLink which is immensely helpful to our management office and 24/7 front desk. If you would like additional information you may contact me directly.