

CASE STUDY

How Fortuna Management streamlined their business with the right property management software

An interview with

Kenia Puertas
CEO Fortuna Management

Kenia Puertas has a busy work schedule. As the head of Fortuna Management, she manages 120 properties across South Florida, while also offering property association management services. In addition, she handles residential and commercial sales as part of Property Quest Realty.

**WESTON**

Florida

**120**

Properties managed

**5 months**

PayProp client

www.payprop.com/customers

With so many different tasks to juggle, Kenia turned to technology to help her manage her payment administration. But it turned out to be surprisingly difficult to find the right solution – after trying out three different property management software platforms, she found that none of them really seemed to reduce her workload.

“It used to take me two to three weeks to get to the final deposit, which is what the client really focuses on,” says Kenia. Most of her month was taken up with processing payments – leaving her little time to focus on delivering great service, especially with her realty business to focus on as well.

Finding a way forward

In early 2020, Kenia discovered PayProp, and immediately realised the time savings that bank integration and payment automation could deliver.

“What caught my attention most about PayProp was the automated system for receiving, processing and paying out rent – as well as the level of customer service they have,” she says.

Unlike many legacy property management software platforms, PayProp is highly specialised and streamlined. The platform is focused entirely on making rental payment processing quick, easy and error-free. Collecting rent from tenants, deducting commission and paying out to property owners and contractors is fully automated – and since Fortuna’s property management trust account is bank-integrated, full reconciliation takes as little as three clicks. The platform automatically generates reports in real time using live bank data, giving Fortuna a complete and accurate overview of their financial position at all times.

And the benefits go beyond speed and accuracy. Because Fortuna can trust that repetitive payment processing is being taken care of by PayProp, its staff can focus on the parts of the job that require a human touch – signing up new landlords, handling tenant issues and delivering great service.

Trying a new approach

Kenia signed up as a PayProp customer in November 2019 and saw a difference in her workload from day one.

“Now PayProp helps me with the reconciliation of payments every day,” she says.

“The work that took me two to three weeks, PayProp has helped me finish within the first 10 days of the month.”

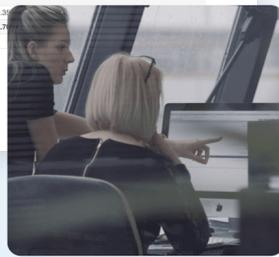
“Reports are generated automatically and with one click you have already deposited the rent to your client. That is what helps me most in my day-to-day, and it gives me time to focus on my work as a broker associate.”

Kenia also has some words of advice for other property managers. “Having the experience that I’ve had with PayProp, I advise them to stop looking for a property management system.”

“There is no other system that can help you like PayProp does. It guarantees support, speed and productivity in your business”.



The dashboard screenshot displays a 'Transaction history' table with columns for Property, Recsn Date, Type, and Tot. It lists transactions for properties like 'Cockley Hill Crl 76, Toronto' and 'Cudworth Place 3, Waterloo'. Summary cards show 'Outgoing payments' with 5 payments to approve for \$2,979.00 and 8 payees with a balance for \$1,753.08. An 'Incoming payments' card shows 5 pending payments for \$299.50. A red lock icon is also visible.



Your trust account balances are live and 100% accurate.

Want to find out more?

Since 2004, PayProp has provided peace of mind to thousands of property management firms. Join us today to start receiving, reconciling and making rental payments automatically, at the click or tap of a button.

[Book a demo](#)



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