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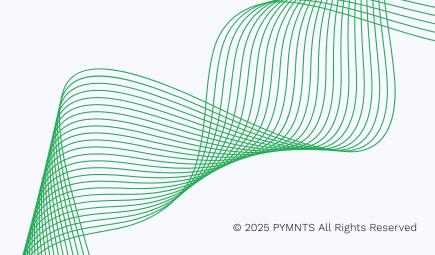
Information on PYMNTS Intelligence and Ingo Payments





Acknowledgment

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Introduction

Property managers are under pressure to move faster. Tenants want digital payments, quick refunds and flexible tools. Vendors want to be paid before showing up. Legacy processes—paper checks, manual refunds, payment delays—can't keep up.

That's why instant payments are gaining ground across the sector. Real-time rails solve for urgency, reduce churn and simplify operations. The shift is still early, but momentum is building fast. By 2028, most property management firms say they'll use instant for nearly all non-payroll disbursements. The question is no longer whether businesses need to modernize. It's how quickly they can make it happen.

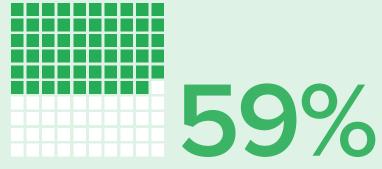
Adoption of instant payments isn't just about speed—it's about staying competitive. Real-time payouts help firms reduce friction, manage cash flow and meet rising expectations on both sides of the lease. As digital tools become the norm, instant payments will define which firms lead and which get left behind.



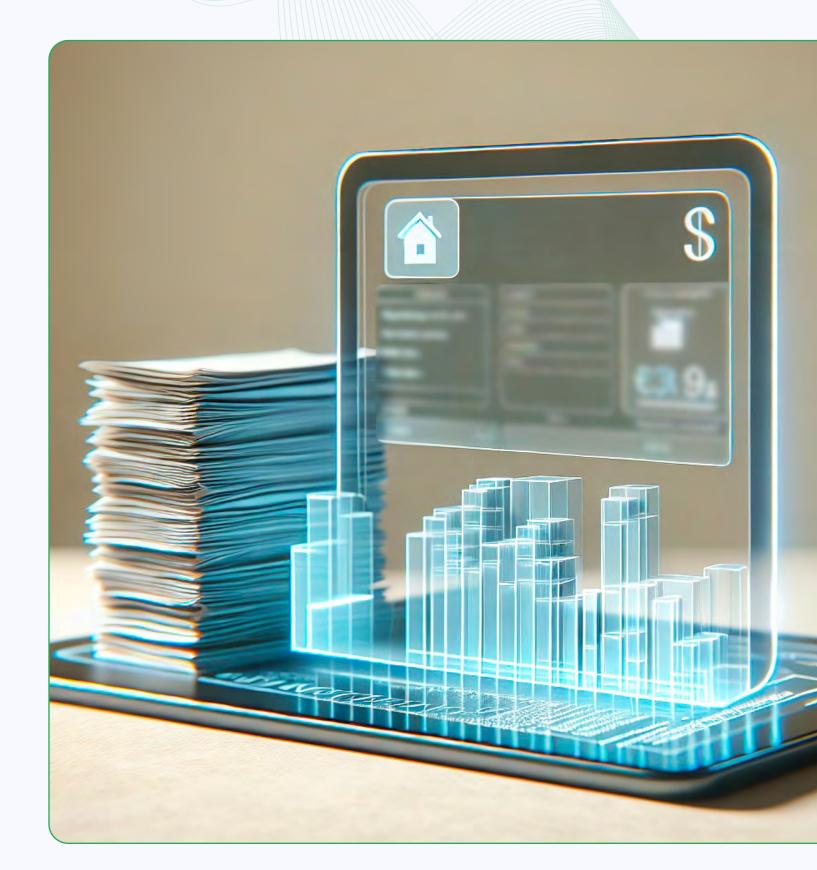
Instant Moves In

Instant Payments Gain Ground in Property Management

Property managers increasingly use instant payments to streamline refunds, repairs and distributions—but usage still lags other industries. Broader adoption is coming fast.



of property managers plan to use <u>instant methods</u> for nearly all non-payroll payments by 2028.



Instant Moves In

Adoption rises but still trails other sectors.

Instant payment usage rose from 34% in 2024 to 36% in 2025, with nearly half of property managers using <u>real-time rails</u> for refunds (48%), maintenance (46%) and owner payments (46%). However, only 11% of property management firms view instant payments as a must-have—well behind the gig economy (40%), gaming (28%) and transportation (18%) sectors. The gap points to missed opportunities in operational speed and service quality.



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Instant Moves In

Despite current gaps, property managers aim to lead by 2028.

Current shortfalls notwithstanding, among all industries surveyed, property management firms are the most likely to be pursuing near-universal instant payment adoption by 2028. Fifty-nine percent say they plan to send almost all non-payroll disbursements instantly, followed by the gig economy, at 50%, and gaming companies, at 48%. That growth signals a shift from experimentation to expectation as firms seek to close gaps in speed and control.

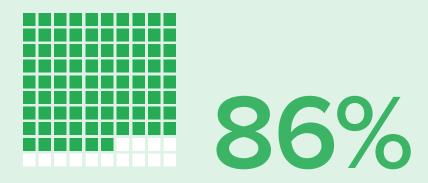
Meanwhile, legacy tools still slow critical disbursements.

Despite rising adoption of instant payments, many property management firms still rely on paper checks or delayed automated clearing house (ACH) transfers for time-sensitive ad hoc (or one-off) payouts. Just 2.6% of property managers currently send more than 30% of their ad hoc payments instantly—even though 66% say maintenance and repair payouts require urgency. Addressing this disconnect will be key to meeting rising demands from tenants and vendors alike.

Renters Want Real-Time

Tenants Set the Pace for Faster, Smarter Payments

Renters expect fast, digital tools to manage rent and refunds. Meeting those expectations improves loyalty, on-time payments and retention.



of renters say having the ability to make online rent payments is important—but just 77% can currently do so.



Renters Want Real-Time

Tech-enabled service delivery boosts renter satisfaction.

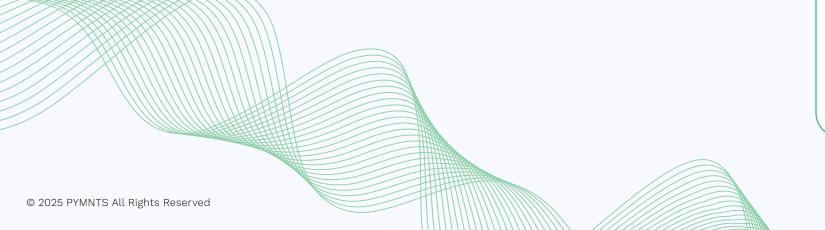
Modern property managers do more than fix problems—they deliver ongoing digital experiences. New platforms support tenant portals that offer financial services, mobile communications, communitybuilding features and online reviews. These systems enhance convenience for renters while helping managers track service quality and sentiment. Renters who are satisfied with communication are 146% more likely to recommend their property managers.

Satisfaction isn't just a soft metric, either: It's a revenue driver. Satisfied renters are 71% more likely to renew their leases.

Online rent payments matter more than ever.

Tenants now expect seamless financial interactions. While 77% of renters can already pay rent online, 86% say this feature is important when choosing a property—especially among Gen Z and millennial consumers. This disconnect is most visible among younger renters, who drive demand for digital services. Moreover, digital demand works both ways, applying to rent refunds as well. While 15% of renters receive refunds in check form, 53% would prefer to receive the funds the same day—indicating promise for instant payments in this area.

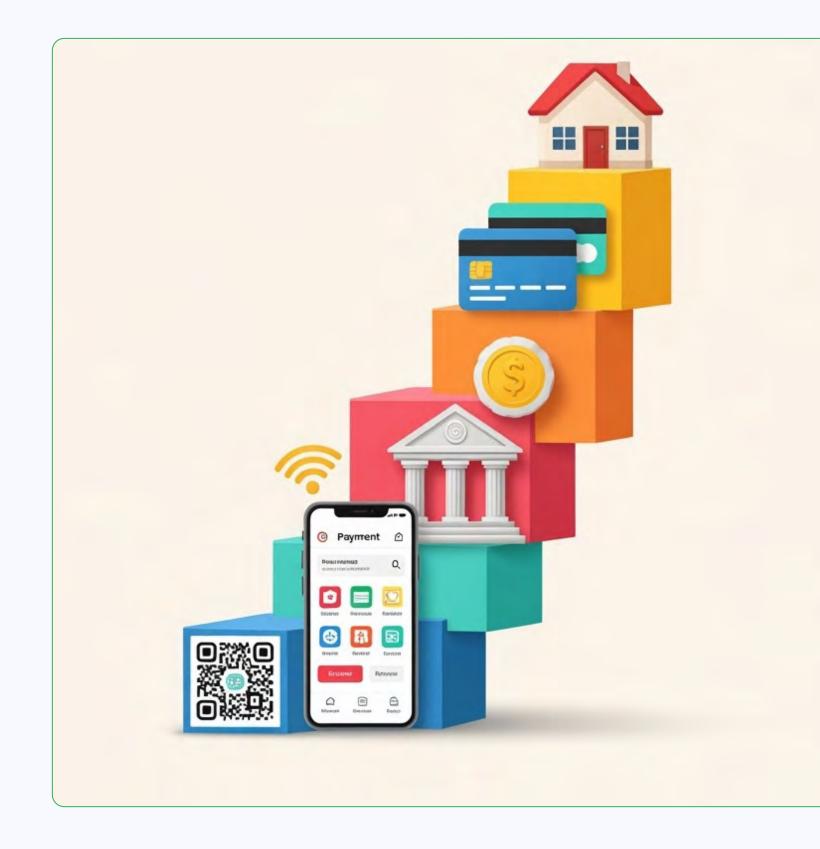
Bridging the gap can boost loyalty: Streamlined financial services enhance renter engagement, with residents who are satisfied with these services being 56% more likely to feel satisfied with their property managers and 97% more inclined to recommend them to other potential renters.



Renters Want Real-Time

Flexible payment options reduce late rent.

<u>Tenant portals</u> that include scheduling, auto-reminders and multiple payment options can help property managers increase on-time rent payments, with one study finding that multi-channel payment options alone <u>boost timeliness</u> by 25%. These tools also cut admin time, simplify communication and reduce errors. Meanwhile, tenants now associate digital convenience with professionalism. In short, they expect landlords to offer the same sorts of digital tools they use elsewhere.

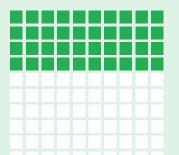


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Prospering With PropTech

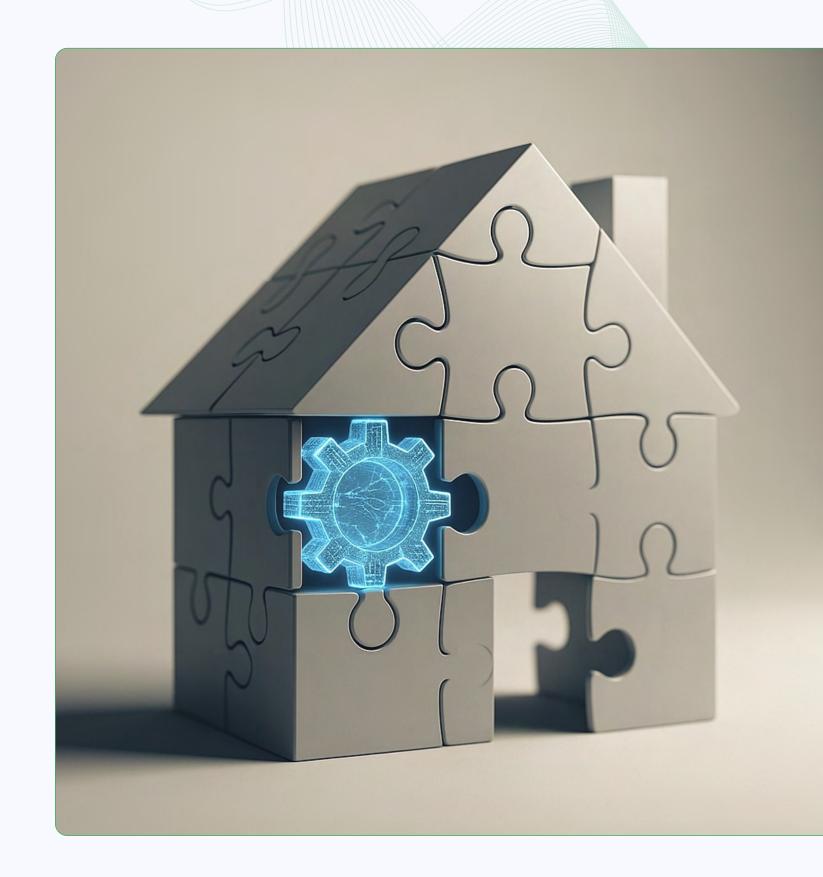
Technology Advancements Deliver Efficiency and Retention

Property managers now rely on PropTech: property management software including automation and artificial intelligence (AI) to streamline tasks, trim costs and retain tenants. These tools can also reduce friction for renters.



40%

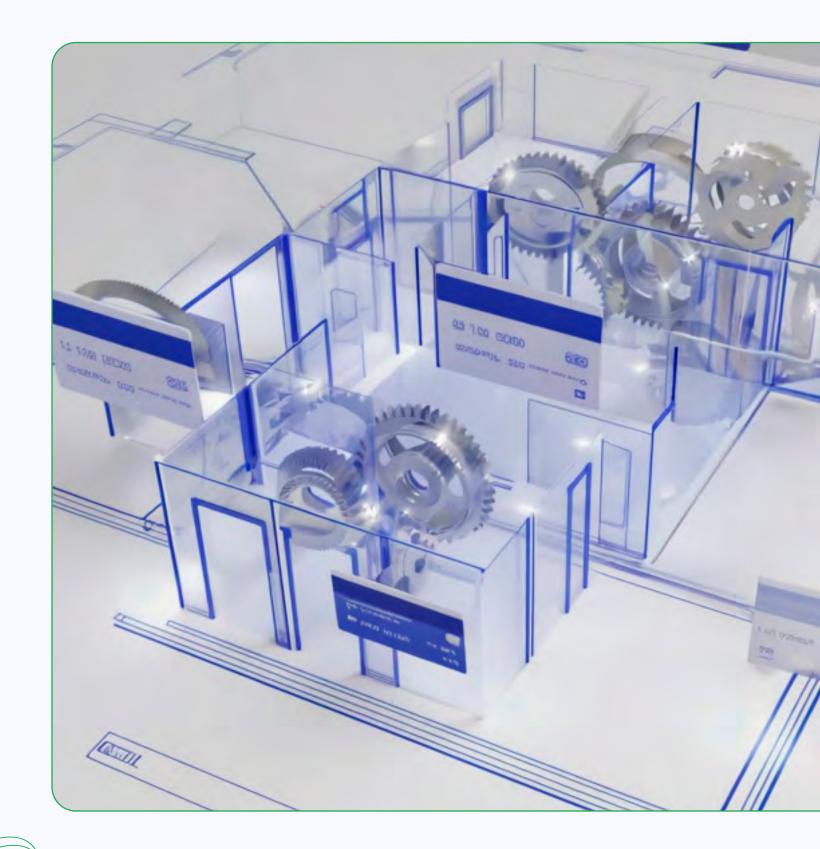
of firms use <u>virtual assistants</u> or remote workers for maintenance coordination.



Prospering With PropTech

Property managers turn to automation for scale.

A growing share of firms now rely on <u>automation</u> to handle key operations. Forty percent use virtual or remote assistants to coordinate maintenance, while 73% employ them in administrative work. These tools improve efficiency without expanding teams. At adoption is also rising: 20% of property management companies now use At for day-to-day functions, performing tasks such as generating property listings and handling customer messaging. As labor costs rise, automation offers an attractive way to expand service without adding head count.



Prospering With PropTech

Integrated platforms bring speed and visibility.

Automated systems are now standard in leading property management platforms for rent collection, security deposit tracking and <u>real-time reporting</u>. These tools reduce administrative burdens, improve cash flow and give tenants more visibility into their accounts. Many platforms also support instant disbursements and reconciliation, enabling property managers to pay maintenance vendors promptly—among other uses—and keep repairs on schedule. That speed matters: <u>Maintenance</u> is the most important determinant of renters' plans to renew their leases.

Tech investment aligns with business growth.

Thirty-six percent of third-party property managers plan to grow revenue in the next two years by using technology to <u>improve efficiency</u>, including automating key processes. Automation reduces costs while increasing tenant satisfaction and retention—making it a critical growth lever. Renters value tools that save them time, while operators see tech as essential for scale.



Call to Action

Digitize Disbursements, Modernize Experiences

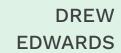
Property managers face rising pressure to modernize as tenants expect speed and vendors demand payout certainty. Instant disbursements offer a direct path to meeting these expectations—while boosting internal control, reducing administrative friction and improving retention. Still, only 11% of property managers consider real-time rails essential.

To modernize disbursements and maximize returns, firms should:

• Expand use of instant payment rails to meet urgent demands for refunds, repairs and vendor payouts.



Instant payments aren't just about speed—they're the foundation for better service, retention and operational control. Firms that move early will set the new standard for the property management experience.





- Automate key workflows—from rent collection to maintenance coordination—to boost efficiency while reducing costs and errors.
- Upgrade tenant-facing digital tools with mobile portals, scheduling features and self-service options to increase satisfaction and retention.
- Centralize financial operations with platforms that streamline reporting, security deposit management and real-time reconciliation.

Real-time payments, automation and tenant tech aren't standalone upgrades—they form a connected system. The firms that move first on instant will set the new baseline for property management performance.

About

PYMNTS INTELLIGENCE

PYMNTS Intelligence is a leading global data and analytics platform that uses proprietary data and methods to provide actionable insights on what's now and what's next in payments, commerce and the digital economy. Its team of data scientists include leading economists, econometricians, survey experts, financial analysts and marketing scientists with deep experience in the application of data to the issues that define the future of the digital transformation of the global economy. This multilingual team has conducted original data collection and analysis in more than three dozen global markets for some of the world's leading publicly traded and privately held firms.

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