



Connectivity. Engagement. Convenience.

Introducing MyAffinity, a service that enhances the resident experience, helping residents engage with their Affinity community on a new level! MyAffinity combines a mobile app for residents and their family members with a web portal for Affinity staff into a platform that provides many features to bring residents a stronger feeling of community, vibrant social engagement, wellness, entertainment, and convenience.

Key Features

- Community Events Calendar
- Messaging with Residents and Staff
- Community Discussions
- Rideshare
- Fitness and Wellness
- Community Announcements
- Maintenance Requests
- Grocery and Meal Delivery
- Streaming Entertainment and Games
- Tech Concierge

Using MyAffinity to Engage Residents

Residents want to feel like Affinity is more than just their home. They want to be part of a **community**. Here are just a few ways to help keep them engaged, involved, and entangled with Affinity.

- Explain the benefits of this unique amenity when meeting with prospective residents.
- Help new residents schedule an appointment with the Tech Concierge when they sign their lease. They'll start their Affinity experience connected and ready to go.



- Use MyAffinity Announcements to welcome new residents to the community.
- Supplement physical flyers or mailers with MyAffinity Announcements and Calendar Events - paper gets thrown away. Their phone will always be there.
- Follow-up on in-person conversations with residents by sending a quick message to them in the app. They'll be reminded of how helpful you were.

Tech Concierge

MyAffinity is supported by our Tech Concierge, a dedicated team of superstar customer service and help agents. More than just “tech support,” the Tech Concierge will always go above and beyond to make sure residents, family members, and staff have all the help they need to enjoy MyAffinity.

- Available by pressing the **Support** button in the app, or by calling (888) 808-0791, Monday - Friday: 8am - 5pm PST.
- No need to call and wait on hold! Residents can schedule appointments with the Tech Concierge at myaffinity.app/support.
- In addition to what you would usually expect from your Support team, the Tech Concierge will be happy to assist residents with downloading, installing, and getting started with the app, from start to finish. They'll even help residents set up their first order in the great hand-picked rideshare, delivery, and streaming entertainment services.