

# AI Readiness Self-Assessment

Five questions that determine whether your PMC is ready for AI — or whether foundational work needs to come first.

Answer each question honestly. The goal is not to pass a test — it's to identify where to invest first.

## 1. Are your SOPs and policies documented and current?

Not "we have a handbook from 2019." Current, accessible, structured for how your team actually looks things up.

- Yes — documented, current, accessible, searchable
- Partially — exists but outdated, scattered, or hard to find
- No — most knowledge lives in people's heads

*If no: Start here. Documentation is the foundation everything else depends on.*

## 2. Are your core workflows standardized across properties?

Does every property handle move-ins, move-outs, maintenance requests, and lease violations the same way?

- Yes — standardized processes followed consistently
- Partially — some consistency, but varies by property or manager
- No — each property does things their own way

*If no: Standardize first. AI can't automate a workflow that doesn't exist in a consistent, documented form.*

## 3. Is your data clean and consistent?

Are fields in your property management software used the same way at every property? If someone pulls a report, do they trust the numbers?

- Yes — consistent data entry, reliable reports
- Partially — some inconsistencies, workaround reports exist
- No — data is messy, reports aren't trusted

*If no: AI analysis on messy data produces meaningless results. Clean the data first.*

## 4. Does your team have communication templates?

Standard language for common resident interactions — applications, violations, accommodations, move-outs — reviewed by legal?

- Yes — approved templates for common communications

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Partially — some templates, but not comprehensive or reviewed

No — staff write everything from scratch

*If no: AI communication tools amplify whatever patterns your team already has. Make sure those patterns are defensible.*

## 5. Does your team trust the tools they already have?

If your staff doesn't use the property management software effectively, they won't use AI tools effectively either.

Yes — team uses the platform as intended

Partially — some adoption, significant workarounds exist

No — the system is mostly for data entry, real work happens elsewhere

*If no: Fix trust in existing tools before adding new ones.*

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## Scoring

**Mostly "Yes":** You're ready. Start with the use case that addresses your team's biggest daily time sink — usually knowledge retrieval or communication drafting.

**Mix of "Yes" and "Partially":** Targeted readiness. Some AI applications will work now; others need foundational work first. An AI readiness assessment will identify exactly where to start.

**Mostly "Partially" or "No":** Foundation first. The work needed to get AI-ready — documentation, standardization, data cleanup — is valuable in its own right and makes future AI dramatically more effective.

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