

BuildingLink Q&A

What's the point of BuildingLink and what does it do for me and the community?

BuildingLink is an online program that tracks AKW's maintenance.

How do I access BuildingLink?

If you do not have your logon information, send your request to the Building Manager at office@akwcondo.com. Just ask to have your logon information sent to you. Once you have that, just go to <http://alexandriaknollsresidents.com> and follow the prompts there.

There is also a BuildingLink iPhone and Android app. From the app you can receive full service.

How do I get my logon for BuildingLink?

If you didn't receive your logon information, reach out to the Building Manager at office@akwcondo.com.

Is there only one logon for each unit?

Each resident will have their own logon ID. If there is an off-site owner, that owner will also receive a logon. Each person with a logon ID will have access only to his/her information.

I am a renter here at AKW: can I submit a maintenance ticket?

No. An owner is responsible for the maintenance and upkeep of his/her own unit, so a unit's owner must submit requests for issues related directly to the unit. Of course, if there is an emergency—like a leak—be sure to contact the office immediately.

I heard that the BL system keeps track of the office's emergency keys to units: is that true?

BuildingLink has a companion product called KeyLink. KeyLink tracks keys and when any keys are removed from the AKW inventory. We are still in the testing phase of this feature and plan to have it in place by Spring. After this feature is active, you will receive emails when your key is pulled and when it is returned. You may also view an audit of your key's history (true?); if you do not have a logon you can request an audit of your key's history from the Building Manager.

I don't have a computer: what changes for me now that AKW has BuildingLink?

If BuildingLink isn't for you, nothing will change. If you don't have a computer or just do not want to participate in the BuildingLink program, nothing changes for you. You can continue to request service from the office via telephone, email, or in person.

I am already familiar with BuildingLink and I know it does a lot more stuff than this. Why isn't AKW using the other features of BL?

BuildingLink is very feature rich and it offers a lot of services. AKW is a small operation and we have decided to activate system features slowly. We want to get the rollout right, don't want to attempt more than we can initially, and ensure that any issues are resolved before we invite building-wide usage.

So, what can we look for BuildingLink to do in the months ahead?

Remember Craig's List? Or, are you of a certain age that you remember the old Swap Shop? BuildingLink has an online bulletin board that will allow residents to advertise items for sale, like a sofa or balcony furniture; or, maybe you have some concert tickets you don't want and can offer them to a neighbor. This is the spot.

There is also a feature that can notify you that you've received a package or delivery. There is also the option for a lobby display. The system is very robust and there's a lot that we'll be teeing up in the months ahead.

How does BuildingLink fit in with AKW's website?

BuildingLink is a complement to our current website. To use BuildingLink you will always need to login, but our plan is to integrate BuildingLink into the AKWcondo.com site and you will be able to access the site with your logon credentials if you wish. There is no logging on at AKWcondo.com. So, you can share it with your friends (the visitor page is great!), prospective owners can learn about us there, and a lot of our public documents are there. BuildingLink offers an amazing depth of services; AKWCondo.com offers an important overview of community information.