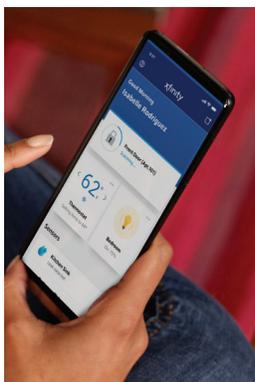




The Wyatt FOCO Case Study

Creating 'Smart' Communities

The Wyatt FOCO offers a unique set of amenities, with a smart home platform that simplifies the lives of residents and property managers.



Challenge

[The Wyatt FOCO](#) is a 12-building community offering 368 luxury units to individuals and families in the Fort Collins, Colo., area. The multifamily residences are located close to restaurants, shopping, activity centers, local schools and several large employers. The Wyatt FOCO offers many amenities, including stainless steel appliances, quartz countertops, and washers and dryers in each unit, as well as an on-site car wash, bike repair shop, pool, fitness center and cyber lounge. Yet, even with all these extras, the owners and developers of The Wyatt FOCO wanted the property to stand out from others and decided

to do that with a technology amenity package that includes the Xfinity Smart Community platform.

"We wanted to offer our residents a unique experience that would also improve their lives."

- Estefania Amaya of WestCorp

"We wanted to offer our residents a unique experience that would also improve their lives," said Estefania Amaya of WestCorp, the property management company for The Wyatt FOCO. "In our research and discussions with our design firm, Terra Development Group, we opted to add in smart technology features to enhance residents' living experience and offer added convenience. It allows us to stand out from other communities in the area."

The Wyatt FOCO selected Xfinity Communities as their technology provider for high-performance Internet and WiFi plus smart automation and control.

Solution for Residents

To enhance the resident experience, The Wyatt FOCO implemented a [comprehensive package](#) from Xfinity Communities, including its Advanced Communities Network, which provides high-performance Internet, streaming content and entertainment services. Additionally, The Wyatt FOCO installed the Xfinity Smart Community platform, giving residents a smart home solution with lights, locks and thermostats that can easily be remotely activated and controlled via an app.

“Our community stands out in the Fort Collins area due to the advanced technology offerings that have simplified our lives and those of our residents.”

- Estefania Amaya of WestCorp

“Our residents enjoy these features and see them as a great addition in their homes,” said Amaya. “We have received amazing customer service about any concern. Our community has a dedicated customer service team, and any questions about the Internet or Smart Community features have been quickly addressed.”



Solution for Property Managers

For property managers, the Xfinity Smart Community platform offers a portal where property staff can easily manage the vacant units and common areas. Managers also have the added ability to monitor for water leaks through leak detection devices that will alert them of any issues to help prevent substantial damage.

“In addition to lights, locks and thermostat controls, we found that leak detection is one of the most sought-after smart home monitoring solutions¹,” said Adrian Adriano, VP of Residential Sales and Marketing at Xfinity Communities. “It helps to simplify the life of the property manager and the resident by catching a problem before it can cause disruption and frustration to residents.”

While The Wyatt FOCO has not had any leaks to date, it provides peace of mind to the property management staff, according to Amaya. “It will alert us via message if there is any water,” she said. “We installed them by heaters, washers and dryers, dishwashers, sinks and other main areas. In our tests, they worked perfectly, letting us know when they got wet. We can rest easy knowing that we can catch any leaks in the beginning stages and avoid a lot of hassle and costs.”

“Our residents enjoy these features and see them as a great addition in their homes.”

- Estefania Amaya of WestCorp

A more hidden expense and time-consuming task for the property management team was handling lockouts and rekeying. Smart locks eliminate these costs. “It is much easier now when a key needs to be made, as we program temporary key fobs for vendors that deactivate after a certain time limit. We have far fewer calls – especially the emergency calls in the middle of the night – when a resident has been locked out,” said Amaya.

“Additionally, the Xfinity Communities portal saves us time in checking the individual vacant units. From our office computer, we can monitor the thermostats and lights. We can do this remotely in just a few seconds rather than spending hours visiting each one individually,” said Amaya.

“Our residents benefit from an enhanced living style based on the technology solutions from Xfinity Communities. Our community stands out in the Fort Collins area due to the advanced technology offerings that have simplified our lives and those of our residents,” said Amaya.

¹ The State of Smart Technology in the Multifamily Housing Industry Report, Xfinity Communities, 2019.