VONWILLINGH ONLINE · EERSTE RIVER, CAPE TOWN

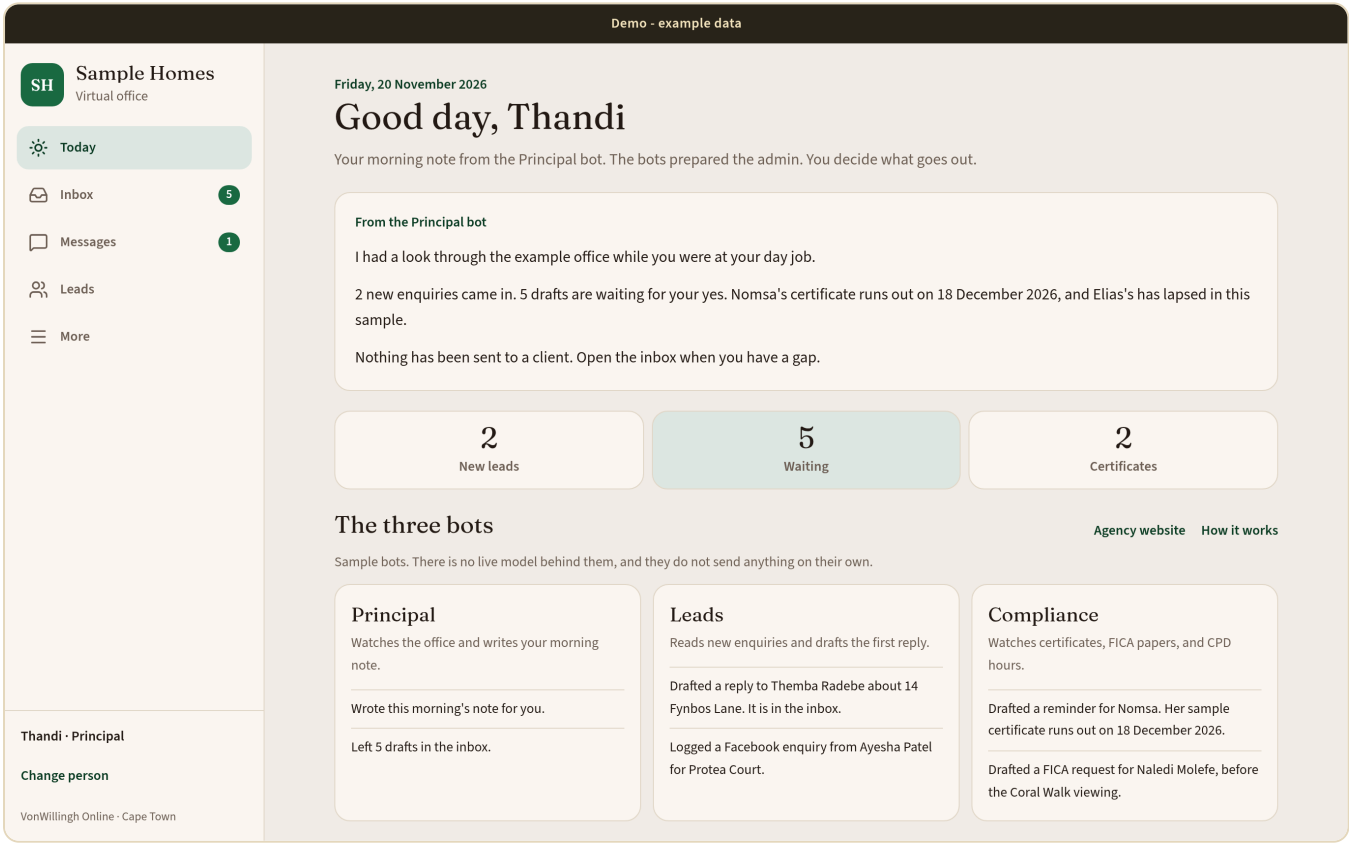
Estate Agency Virtual Office

Your whole estate agency, on your phone, tablet or computer. The bots do the admin, you make the calls.

Estate Agency Virtual Office is a web app made in your agency's name and colours, with a team of helper bots that handle the day-to-day admin. They draft the messages, keep track of every listing, lead, deal and certificate, and chase what is running late. Nothing goes out until a registered person says yes.

It works in the browser on your phone, tablet and computer, with nothing to install. It is made for owners who can't be in the office every day. You and your agents can see what's happening, sign things off and keep every deal on track from wherever you are.

Bots draft and chase. People approve. Nothing goes to a client, no money moves, and nothing official, like a PPRA submission, a signed offer or a mandate, is sent without a registered person saying yes.



Example screen with sample data: the owner's Today screen.

The problem it solves

- Enquiries come in on email, WhatsApp and the portals, and some slip through the cracks.
- Fidelity fund certificates, FICA papers and CPD hours are easy to lose track of until it is too late.
- Mandates quietly run out and nobody notices in time.

- Sellers want to know what is happening with their property, and agents don't always find time to tell them.
- Deals sit at the bond or the attorneys for weeks without anyone following up.
- The owner has to be in the office, or on the phone all day, just to know what is going on.

Most small agencies don't need another complicated system. They need someone to keep the paperwork moving. That is what the bots are for.

How it works

1. We set it up in your name. Your logo, your colours, your agents, and connected to your email and website.
2. The bots read what comes in. Agency email, WhatsApp Business (through Meta), what your team enters in the app, and your internal notes.
3. They draft and chase. Follow-ups, reminders, seller updates, renewal notes and compliance nudges, all prepared for you.
4. You check and say yes. Everything waits in your approvals inbox. Approve it, change it or decline it.
5. You see the whole office at a glance. A morning note every day and a Monday summary of the week ahead.

Your bot team

Principal

Watches the office and writes the owner's morning note.

Listings

Tidies new listings for approval, so they can go onto your website.

Leads

Reads new enquiries and drafts the first reply.

Transactions

Follows each deal from offer to transfer and flags one that has sat still.

Finance

Prepares the commission figures. You do the paying.

Compliance

Watches FFCs, FICA and CPD, and drafts reminders before things lapse. The same register can hold the RMCP and the POPIA record.

Also on the team: Marketing and Bond liaison, plus an optional Rentals bot. Each agency gets its own bots, working only on that agency's information. Emails and attachments are filed into the client's private folder. Notes marked private stay private.

What's inside

For the owner

- An owner dashboard with the whole office on one screen.
- An approvals inbox for everything the bots have drafted.
- A Monday summary with the week ahead.
- An offer-to-transfer tracker for every deal. Each step shows a date: when it was done, how long it has been at the current step, and when the next is expected.
- Commission worked out from each signed Offer to Purchase, confirmed by the principal.
- Mandate alerts before any mandate expires: sole, open, dual or joint.
- Add new agents with a name, cell number and email.
- A new-agent onboarding checklist, a monthly report and a say in what the bots may do on their own.

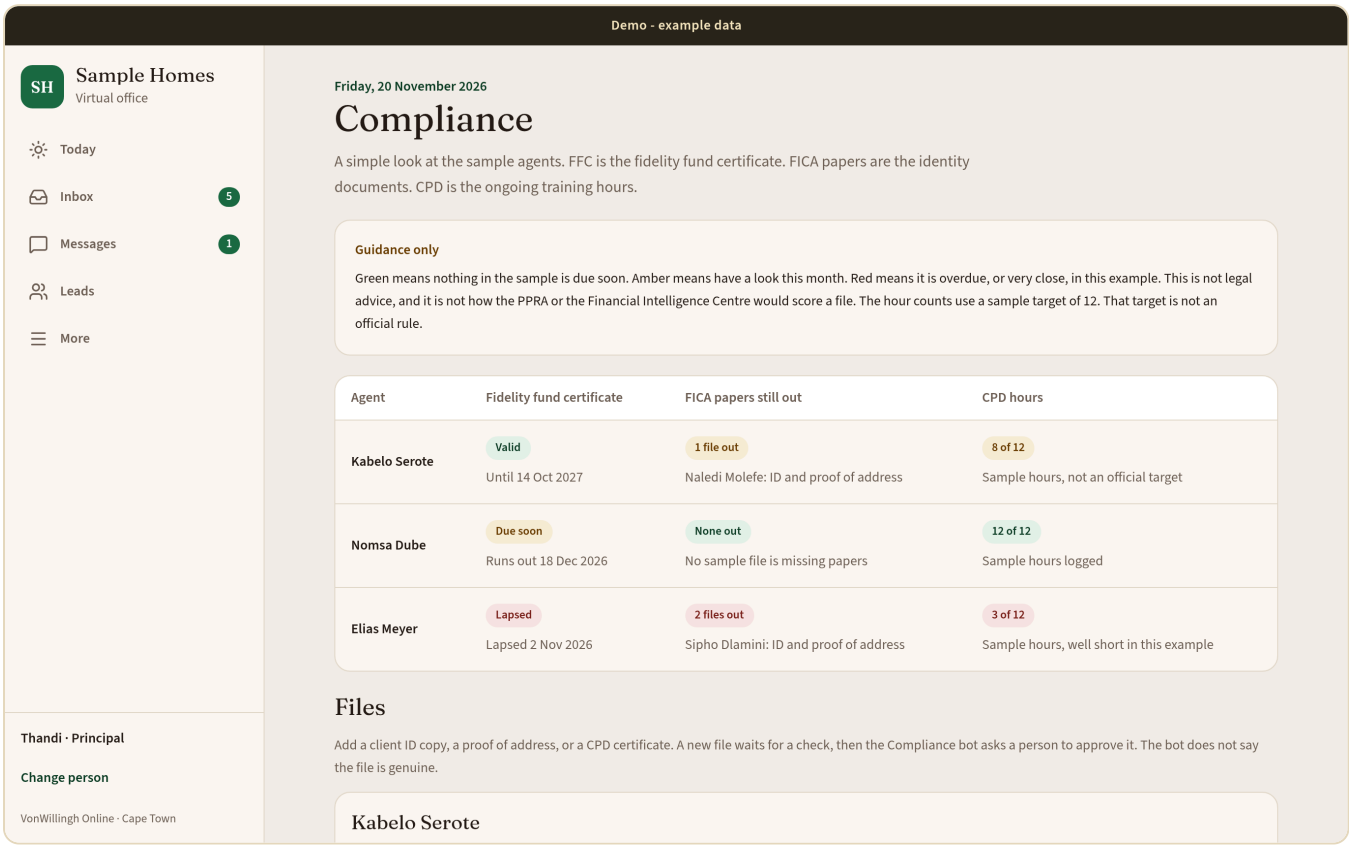
For your agents

- An agent dashboard with their own leads, tasks and missing papers.
- All their leads in one place, from the portals, Facebook or a referral.
- Add a listing once. After approval it shows on the agency website, and marking it sold updates the site.
- A viewings calendar with reminders.

- Weekly seller updates drafted for the agent to check and send.
- Notes with file attachments and private notes, document uploads and a messages area.

For compliance

Tracking for each agent's fidelity fund certificate (FFC), FICA papers and CPD hours, with document uploads on the agent's record. Reminders before a certificate runs out. Nothing is submitted to the PPRA without a registered person's yes.



Compliance at a glance. Example screen with sample data. A helper, not legal advice.

Commission, checked from the Offer to Purchase

Upload the signed Offer to Purchase on the deal. The bot reads the commission percentage and the commission clause, then works out the commission and the agent's share. If it can't find a clear clause, it asks instead of guessing. Only the principal can confirm the figures, with Approve or Correct. Until then the deal shows that it is waiting for the principal to confirm.

Monthly report

For the principal only. How quickly new leads get a first reply. Leads compared with viewings booked. Drafts approved as written, changed or declined. What slipped during the month. Suggestions for next month.

What the bots may do on their own

For the principal only. Five low-risk jobs start switched off. Switch one on as your trust grows, and off again any time:

- Viewing reminders to buyers the day before.

- A thank-you after a viewing.
- A reply to a new enquiry saying an agent will be in touch.
- Reminding agents of expiring certificates and mandates.
- The weekly seller update, once the agent has approved the first one.

Always needs a person, and locked: offers, mandates, money and commission, PPRA and FICA, and price changes.

You stay in control

Every draft lands in the approvals inbox. You can approve it, change it first, or decline it. Agents approve their own seller updates, and the owner sees the lot.

Where the bots get their information

- Agency email
- WhatsApp Business, connected through Meta
- What you enter in the app
- Internal notes (notes marked private stay private)

POPIA and privacy

- Client information stays private to your agency.
- Each agency's bots only work with that agency's information.
- People decide what gets sent, to whom and when.

PPRA, FICA and POPIA

The office is a register and a reminder, not a substitute for the principal or for legal advice.

Property Practitioners Act 22 of 2019. The firm and each person who practises answer to the Property Practitioners Regulatory Authority. The office tracks fidelity fund certificates and CPD hours. Nothing is submitted to the PPRA unless a registered person says yes.

FICA. Property practitioners are accountable institutions under the Financial Intelligence Centre Act. The office tracks FICA packs and can hold the firm's RMCP. Customer checks, reporting, and approval of the RMCP stay with the people the Act makes responsible.

POPIA Act 4 of 2013, and the PAIA manual. The office can keep a POPIA register and file the agency's own PAIA manual. It does not write the law.

> **Plain language.** This brochure is general information from VonWillingh Online. It is not legal advice, and it is not an official publication of the PPRA, the Financial Intelligence Centre, or the Information Regulator. The compliance screen shows what is on file in your own records. It is not how the PPRA or the FIC would score a file. Laws and notices change. Before you act on a specific matter, use the current official text or ask a legal practitioner.
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> Sources: Property Practitioners Act 22 of 2019 (gov.za); the PPRA (theppra.org.za); the Financial Intelligence Centre (fic.gov.za); Protection of Personal Information Act 4 of 2013; Promotion of Access to Information Act (the PAIA manual).

What setup includes

- Branding: your agency's name, logo and colours, on your domain.
- Connecting to your agency website and email.
- Your agents added and the bots set up for your office.
- Training for you and your agents.

Pricing

R6,000	**R2,000**	**R200**
once-off setup	a month office fee	per agent a month

AGENTS	MONTHLY TOTAL
1 agent	R2,200
3 agents	R2,600
5 agents	R3,000
10 agents	R4,000

Property portal fees, such as Property24 and Private Property, are separate and paid to the portals.

Let's chat

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Mon to Fri 09h00 to 17h00 · Sat 09h00 to 14h00 · Sunday by appointment only

We would rather show you in a live demo, using your own way of working.
