How All East Bay Properties Uses AI (and Where People Always Decide)

All East Bay Properties uses AI to respond to prospects and residents faster and to prepare clearer owner reports. AI never approves an applicant, sets your rent, signs off on your money, or sends a legal notice. An AEBP team member uses these tools and presents the information to you, the client, so you can make informed decisions. We suggest rents based on the market and our local knowledge, but the rent and which applicant to accept are ultimately your decisions as the owner.

> **Key Facts: AI at AEBP**
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> - **What AI does:** answers routine prospect and resident questions 24/7, offers showing times, reviews maintenance photos and walks residents through troubleshooting, and drafts messages and reports for our team.
> - **What AI never does:** approve or deny applicants, set or raise rent, change lease terms, approve owner payments, or handle fair housing and accommodation requests.
> - **Who decides:** you do. Our team recommends a rent and presents qualified applicants, and the final call on both is the owner’s.
> - **Your data:** resident and owner financial data stays in our property management system. It is never pasted into general AI tools.
> - **Disclosure:** our automated assistants identify themselves as automated, and a person is always available.
> - **Written policy:** AEBP follows a written AI Use Policy, reviewed every six months.
> - **Last updated:** November 2026

Why we’re telling you this

Most property management companies now use AI in some way, but few tell their owners how. In a 2026 NARPM and AppFolio survey, 64% of rental owners said they prefer a property manager that uses AI. Only 20% of managers said they’re fully open with owners about it. We think you should know exactly what’s automated and what isn’t.

What we’ve seen since adding AI at AEBP

Since we added AppFolio’s AI features, many trivial maintenance requests are resolved through troubleshooting before we ever need to open a work order. AppFolio’s AI has a large library of our documents and resources, plus direct access to residents’ ledgers, so it can answer many of the questions that come in through the portal or by text. When a question is sensitive, or the answer isn’t in its knowledge base, the conversation is routed to a person on our team to take over. That has improved resident satisfaction and response times while cutting down on repetitive conversations.

On the leasing side, LISA, our AI leasing assistant, answers many prospect questions 24/7 and offers showing times based on our agents’ availability, which keeps prospects moving from inquiry to showing.

Where we use AI, and who checks it

Task	What AI does	Who reviews it
Prospect inquiries	LISA answers questions about price, pets, parking and availability from your listing details, day or night	Leasing team monitors conversations and takes over complex questions

Task	What AI does	Who reviews it
Showing scheduling	LISA offers showing times based on agent availability, then confirms and sends reminders	Leasing team
Maintenance requests	Residents can submit photos of the issue. AppFolio’s AI analyzes the images, then triages the request or walks the resident through troubleshooting steps for that issue	Property manager assigns the vendor and approves the work when a work order is needed
Resident questions	Answers portal and text questions from our document library and the resident’s ledger	Sensitive or unanswered questions are routed to a team member
Resident and owner messages	Drafts routine messages and reminders	A team member reviews anything that isn’t a standard template
Marketing	Drafts listing descriptions and educational content	Reviewed for accuracy and fair housing compliance before publishing

Who decides what

You, the owner, decide:

- The rent. We recommend a figure based on the market and our knowledge of the area.
- Which applicant to accept. We present qualified applicants, screened against written criteria and fair housing law.
- Repairs above your approval threshold.

The AEBP team handles, with a person responsible for each:

- Screening applications and preparing recommendations for you
- Lease terms, deposits and fees, as set out in your management agreement
- Owner statements and disbursements
- Rent increase notices, 3-day notices and any other legal notice
- Complaints, disputes, habitability issues and security deposit disagreements
- Reasonable accommodation, disability and any other fair housing question

AI decides none of the above.

How we protect your data

- Resident and owner financial information stays in our property management software. AppFolio's built-in AI works with that data inside the same system.
- Social Security numbers, bank details, screening reports and pay stubs are never entered into general-purpose AI tools.
- Every account is secured with multi-factor authentication.
- We confirm any request to change payment or bank details by calling a phone number already on file, because AI-generated voices and emails are now used in fraud attempts.

How this keeps your property in line with California law

California has passed several rules on AI and automation that apply to rental housing. Here's how AEBP handles them:

- **Pricing:** our rent recommendations come from our team, local comps and your goals. We don't use shared pricing tools that pool competitors' data. This matters under California's new antitrust rules on "common pricing algorithms," which took effect January 1, 2026. We also check every increase against Oakland's and Berkeley's rent ordinances and the state cap.

- **Listing photos:** starting January 1, 2026, California requires disclosure when real estate listing photos are digitally altered. If we ever use a virtually staged or edited photo of your property, it will be labeled, and the original will be shown alongside it.
- **Automated assistants:** California law requires bots to disclose that they're automated. Ours always do.
- **Fair housing:** AI does not screen, rank or advertise based on any protected class, including source of income. Every applicant is evaluated by a person against the same written criteria.

What this means for you as an owner

- **Faster response to prospects.** Inquiries that arrive at 9 p.m. get answered right away instead of the next afternoon.
- **Fewer unnecessary service calls.** Simple maintenance issues are often solved with guided troubleshooting before a vendor is needed.
- **More of our team's time on your property.** Routine messages take less time, so we spend more on pricing, renewals and planning ahead.
- **Clearer information for your decisions.** Your reports explain what changed and what we recommend.
- **The same accountability.** If something goes wrong, you call a person at AEBP. You never call a chatbot.

Frequently asked questions

Will I be talking to a chatbot instead of my property manager?

No. Automated tools handle routine prospect and resident questions and scheduling. Your property manager is your point of contact for anything about your property, your money or your residents.

Does AI decide who rents my property?

No. AI may answer a prospect's questions and help collect application documents. A person on our team screens every application against written criteria and presents qualified applicants to you. The final choice is yours, within fair housing law.

Does AI set my rent?

No. Our team recommends a rent using local comparable rentals, current market conditions and your goals, within any rent-control limits that apply. You make the final decision. We don't use shared algorithmic pricing tools.

How does AI handle maintenance requests?

Residents can submit photos of the problem with their request. AppFolio's AI analyzes the images and either triages the request or walks the resident through troubleshooting steps for that issue. Many small problems are solved this way without a work order. Anything that needs a repair goes to your property manager.

Is my financial information shared with AI companies?

Your financial information stays in our property management system. Our team is prohibited from entering bank details, Social Security numbers or screening reports into general AI tools.

Can I opt out of AI being used for my property?

Ask your property manager. Some functions, such as after-hours inquiry response, are part of how we market every listing. We'll explain what's automated for your property and talk through any concerns.

Who do I contact with questions about AI at AEBP?

Contact Brian Barry at 510-450-3803 or ai@alleastbayproperties.com.

All East Bay Properties manages residential rentals in Oakland, Berkeley, Emeryville and surrounding East Bay communities. This page describes our practices and is not legal advice.

Source: https://dev.alleastbayproperties.com/how-aebp-uses-ai/