

## INDUSTRY REAL ESTATE

# AI for real estate

Your team no longer manages properties. It answers the phone. Between the phone, the tenant inbox, the management software and the contractors, the day is gone before the actual management starts.

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**This industry on invikon.de →**

[invikon.de/en/industries/real-estate](https://invikon.de/en/industries/real-estate)

## Where the industry stands today.

What associations and studies say about AI in the industry. Every figure with its source.

# 70 %

### Management companies work at the limit.

Seven in ten property management companies report that their staff are overloaded, a third of them severely. 14 percent no longer accept any new mandates.

**Source: VDIV Deutschland, Branchenbarometer 2025**

<https://vdiv.de/presse/details/vdiv-deutschland-veroeffentlicht-branchenbarometer-2025-immobilienverwaltungen-zwischen-wachstum-transformation-und-fachkraeftemangel>

# 82 %

### Tenants pick up the phone.

More than eight in ten tenants in Germany reach their property manager by phone. Only one percent use apps or portals. The phone stays the main channel, especially for anything urgent.

**Source: Bitkom, press release of 23 January 2026**

<https://www.bitkom.org/Presse/Presseinformation/Anruf-statt-App-Kontakt-Hausverwaltung-analog>

# 1.1 m

### Water pipe claims a year.

That is how many escaped water claims on residential buildings German insurers settled in 2024, at a cost of around 4.9 billion euros. Each one starts with a report that has to be taken and followed up.

**Source: GDV, claims development in residential building insurance**

<https://www.gdv.de/gdv/statistik/statistiken-zur-deutschen-versicherungswirtschaft-uebersicht/schaden-und-unfallversicherung/einzelgefahren-verbundenen-wohngebaeudeversicherung-schadenentwicklung-151986>

# 20 %

### Only one in five uses AI so far.

Around a fifth of management companies already use AI tools, another third are preparing to start. The gap opens now.

**Source: VDIV Deutschland, Branchenbarometer 2025**

<https://vdiv.de/presse/details/vdiv-deutschland-veroeffentlicht-branchenbarometer-2025-immobilienverwaltungen-zwischen-wachstum-transformation-und-fachkraeftemangel>

# What changes at your desks.

## Tenant service

### Answer tenant calls

#### Today

- Lines are busy, tenants try three times.
- Notes end up on paper or in someone's head.
- After hours there is only the recorded message.

#### With AI

- ✓ The phone assistant answers every call and asks for property and request.
- ✓ Emergencies go straight to the on-call service.
- ✓ Everything else becomes a case in the management software.

Every call lands as a case, and your team calls back with all the details.

[See the use case →](#)

## Maintenance and property care

### Repairs and contractors

#### Today

- Reports come by mail, phone and notes in the letterbox.
- Photos, location and extent take callbacks.
- The contractor order is written by hand.

#### With AI

- ✓ The AI asks for location, extent and photos and matches the flat.
- ✓ It rates the urgency and suggests the trade.
- ✓ Property care approves the order.

The contractor knows beforehand what to expect.

[See the use case →](#)

## Accounting

### Service charge questions

#### Today

- Items and allocation keys are spot-checked.
- Every question needs a look at receipts and contracts.
- The same question is answered a hundred times, one by one.

#### With AI

- ✓ The AI checks every statement against last year, the key and what may be passed on.
- ✓ It answers questions with the receipt and the line item.
- ✓ Accounting approves corrections.

Fewer objections, faster answers with evidence.

[See the use case →](#)

# From AI strategy to everyday work.

Clarify first, then build, then run. Each phase has a fixed price, and after each one you decide again.



01

## RECOMMENDED START

Free intro call

# Free

In 30 minutes we get a first impression of your business and work out whether an AI strategy is worth it.

- ✓ An estimate of where AI fits for you
- ✓ Clarity on whether an AI strategy is worth it



02

AI strategy

# €1,990

plus VAT

Over one working day we go through your processes with you and your people, using real cases. The result is your prioritised roadmap: what comes first, what can wait, and what you are better off leaving alone.

- ✓ Overview of management software, telephony, inboxes and filing
- ✓ List of possible use cases
- ✓ Inventory of AI tools already in use
- ✓ Prioritised roadmap with a business case per use case
- ✓ Effort, savings and payback
- ✓ Assessment under GDPR and the EU AI Act



03

Pilot & implementation

# from €5,000

plus VAT

The first use case runs in your real operations within weeks, at a fixed price and with acceptance criteria agreed in writing up front. Built directly inside your systems.

- ✓ First use case in live operation
- ✓ Connection to your management software
- ✓ Training for the team in day-to-day work



04

Operation & improvement

# from 20% a year

plus VAT

We take on monitoring, model upkeep and keeping up with new rules such as the EU AI Act, and build the next case on the same base.

- ✓ Monitoring and maintenance
- ✓ Documentation and handover to your IT
- ✓ Alignment with new regulations

# What your IT and data protection teams need to know up front.

## Hosting in Germany

We run in German data centres under a data processing agreement, or in your own environment. Your data trains no one else's models.

## Models in EU data centres

The models run in data centres in the EU. On request only with European providers such as Mistral, IONOS, STACKIT or OVHcloud. Your own Azure is possible too.

## Read rights apply to the AI too

The AI answers only from what the person asking is allowed to read. The database enforces those rights.

## Code and data belong to you

Code, data and documentation go to you. We run it or your IT does, and the handover is possible at any time.

## EU AI Act classification

We assign every AI system its risk class and document its purpose, data sources and limits in an auditable form.

## CONTACT

# Let's talk about your case.

In 30 minutes by video we clarify where you stand and whether an AI strategy is worth it for you. Free and without obligation.

**Free intro call**



**Or write to us →**

[inviqon.de/en/contact](https://inviqon.de/en/contact)

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