

Tenant & Occupancy Management

Manage tenants and track occupancy with real-time visibility into space utilization and relationships.

Specification

SKU	BUS-REA-TNT
Solution area	Business Operations
Works with	Property & Portfolio Management, Lease Management, Facilities & Maintenance Management, Vendor & Supplier Management
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Tenant & Occupancy Management is the process of managing tenant relationships and tracking occupancy across properties. It ensures that organizations have visibility into who occupies each space, how it is used, and how tenant relationships are managed over time.

SmartSuite's Tenant & Occupancy Management solution provides a structured, scalable system to manage tenant relationships, track occupancy, and monitor space utilization across properties. It enables organizations to move from fragmented tenant records and manual tracking to a centralized, relationship-driven system.

With a centralized system of record, real estate and operations teams gain full visibility into who occupies each property, how space is used, and where opportunities exist.

Core capabilities

Tenant Profile & Relationship Management

Maintain detailed records of tenants and occupants.

Tenant Lifecycle Management

Track move-in, active tenancy, and move-out processes.

Occupancy Reporting & Dashboards

Provide visibility into utilization and trends.

Occupancy Tracking & Status Management

Track which units or spaces are occupied, vacant, or reserved.

Integration with Lease Data

Link tenants directly to lease agreements.

Workflow Automation & Notifications

Automate occupancy updates and transitions.

Space Allocation & Utilization Management

Monitor how space is assigned and used.

Communication & Coordination Tools

Manage interactions with tenants.

Audit Trails & Data Governance

Maintain structured records of tenant activity.

The Tenant Lifecycle

Step 1 Add Tenant & Assign Space Create tenant records and allocate units.	Step 2 Track Occupancy & Activity Monitor tenant status and usage.	Step 3 Manage Tenant Relationships Coordinate communication and support.	Step 4 Handle Transitions (Move-In/Move-Out) Manage tenant changes and updates.	Step 5 Analyze Occupancy & Optimize Utiliza
--	--	--	---	--

Who it is for

Property Manager Manage tenant relationships and occupancy.	Real Estate Managers Monitor portfolio utilization and performance.	Facilities Teams Support tenant needs and service requests.
Operations Teams Coordinate tenant activity and workflows.	Finance Teams Track occupancy-related revenue and performance.	Executive Leadership Monitor occupancy trends and utilization.

Works with

Property & Portfolio Management Provides property and asset context.	Lease Management Tracks tenant agreements and terms.
Facilities & Maintenance Management Supports tenant service requests.	Vendor & Supplier Management Supports tenant-related services.

Built differently. Tenant & Occupancy Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Tenant & Occupancy Management configured for your organization, or read the full product entry at smartsuite.com/products/tenant-occupancy-management.

Schedule a demo