

# HOW TO HANDLE MESSY MAINTENANCE ISSUES



a tech guide

# SIMPLIFY MAINTENANCE AND BOOST EFFICIENCY

**Summer and Winter are busy times for property management teams,**

especially for your maintenance crews. While you're making sure your staff has the tools they need to tackle the messy challenges ahead, this is a perfect time to review your tech toolbox.

The right technology helps you better manage your workload and positions your company to compete in your community.

This year, make sure you have excellent technology on your team—technology that will let your talent shine.



- ✓ **reduce operating costs**
- ✓ **improve renter satisfaction**
- ✓ **streamline administrative tasks**

**Differentiate yourself from the competition by choosing software with the following capabilities.**

# A SECURE ONLINE PORTAL

provides good things for renters  
and easier management for you

- ✓ A convenient way to submit a request for service from anywhere.
- ✓ By entering a full description of the request and permitting entry, renters are free to go to work, run errands, or sit by the pool instead of waiting for the maintenance tech to arrive.
- ✓ Easy online checking on the status of a request.

Online tenant and owner portals provide a 24/7 connection between property managers, maintenance techs, owners, and renters.

- ✓ Fewer after-hours telephone calls.
- ✓ Less lost time coordinating schedules with renters so workers can resolve problems more efficiently.
- ✓ A digital record of the service request and permission to enter.
- ✓ The ability to easily prioritize work orders based on the type of service request.



# MOBILE-DRIVEN MAINTENANCE

**Mobile maintenance optimizes staff performance while making inspections faster, easier, and safer.**

Experienced property managers know that post-winter grounds inspections help protect assets. With speech-to-text technology, your team can inspect and document everything without lugging around cameras, notepads, and markers. The only thing your crew has to have with them is a mobile device.

Inspecting gutters for mold and looking for loose shingles on a roof is as easy as snapping photos with a smartphone or tablet, and talking into the device about what they see and what needs be done to fix any issues.

A fully-integrated system will automatically transcribe dictated notes and store supporting images in a digital file. Faster documentation saves time and money, while improving accuracy.

Mobile maintenance also provides teams with an excellent backup tool. Images and inspection notes support charges against deposit returns and document damage, so your team can create a plan to get the unit back on the market faster, reducing turnaround time.

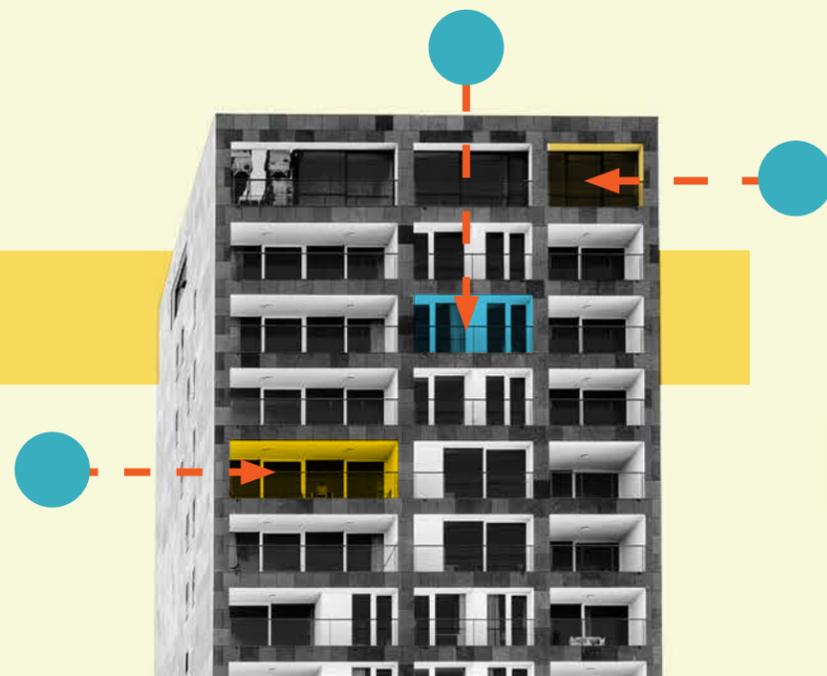


# ADMINISTRATIVE MAINTENANCE SUPPORT FEATURES

Paperwork can bottleneck the workflow. Ideal property management tech tools make it easier for your team and administrative office personnel to monitor workflow and keep an eye on the budget. With a system that converts paper-based accounting to a mobile-optimized digital workflow, you have an end-to-end format that tracks every touch-point from renter request to billing and cost allocation. No manual entry or multiple posting is required.

Technicians get a snapshot of their scheduled work orders. In a few minutes, maintenance workers can add notes, update the status of a repair ticket, enter billable hours, attach receipts, and check for new orders. A digital record dramatically reduces desk time, while improving accuracy.

From the accounting side, managers can assign hourly labor rates for each team member or user group, enabling automated rate population by General Ledger Account. Allocation and billing tasks become easier and quicker—reducing stress for property owners.



## EFFICIENT PLANNING & RESPONDING

An advanced property management software system should make it simpler to manage a single project—like responding to a service request for an air conditioner that isn't blowing cold air—and more efficient to schedule multiple service requests involving various vendors. Ensure your maintenance team can handle anything the day throws at them. Improved flexibility means better performance, resulting in happier renters and owners, all of which will bring property managers stronger renewal rates.

## Technology's Role in the Rental Market

# QUICK CHECKLIST

- ✓ Help maintenance workers identify, respond to, and resolve property maintenance issues faster
- ✓ Keep owners in the loop with real-time updates in the online owner portal
- ✓ Integrate leasing, accounting, and maintenance activities
- ✓ Organize and prioritize workflow
- ✓ Coordinate outside vendor services
- ✓ Digitally document routine and special request inspections

From text alerts that notify renters when a service request has been resolved to accounting system features and capabilities that automatically update owner records when service is requested or completed, modern property management software helps managers prioritize daily routines on the fly and in the office. Look for solutions that:

- ✓ Provide tools to protect your physical and financial assets
- ✓ Offer user-friendly options for a secure 24/7 digital connection between renters and maintenance team
- ✓ Reduce errors with automated accounting processes
- ✓ Improve relationships with and make life more convenient for owners and renters





Many challenges come along with managing properties. Your maintenance team deserves the best tools available to meet those challenges head-on, and your tenants deserve the quick resolution of maintenance issues.

For more information on how to streamline your day by automating maintenance and other property management processes, visit

[www.appfolio.com](http://www.appfolio.com).

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