

MOBILIZE YOUR MAINTENANCE



Maintenance is a primary function of any property management business—but property managers often fall short of their renters' needs. Many renters don't have anyone to call in case of emergency, or they have to wait too long for things to get fixed, if they ever do.

Did you know that two-thirds of all of your current and prospective renters read reviews about your property before deciding to apply? Reputation is huge in the property management business, and in order to bring in the happy reviews your maintenance vendors need to be quick, efficient, and cost-effective. Your renters need to know that their concerns are addressed as quickly as possible...and when they know that, they tell their friends.

The key to staying on top of all of this? **Mobility.**

Here are some tips on how you can mobilize your maintenance and keep your vacancies at an all-time low.



PROVIDE TRANSPARENCY

SEEING IS BELIEVING

The gift of mobility is one that keeps on giving. If your renters have access to an online maintenance portal through your property management software, they will be able to submit their requests and monitor the status of those requests in real time so they know exactly when the issue will be resolved. You can track the status of all maintenance requests, and most importantly your renters can too! If they see that the issue is being taken care of, they'll believe that you're taking good care of them.

Some software also provides your renters with picture capabilities when submitting their requests which can help you prioritize the urgency of each request. A broken window? See a photo of exactly which window needs to be replaced. Light is out? Know what size light bulb to grab ahead of time. Toilet is clogged? Ok, maybe don't look at a photo of that one. The point is, your vendors can stop running all over town juggling paper requests while you wait back at the office; you and your team can now deploy from anywhere, and monitor the status of every maintenance request at anytime.



PROPERTY INSPECTIONS DON'T HAVE TO BE MESSY

“BUT THAT HOLE WAS THERE THE WHOLE TIME!”

Every property manager can agree that manual property inspections can take up precious hours of the day. Even if it is the renter's responsibility on move-in to check the status of a hundred little boxes, there is no guarantee that their data is accurate or that it complies with your standards. You also run the risk of losing this important paperwork before those renters move out.

Inspection tools fully integrated with your online property management software and accessible by any mobile device save the day. They prevent discrepancies on the move-in document and eliminate lost documentation altogether. Picture uploading and talk-to-text capabilities ensure you don't lose your train of thought as you make your way through an onsite inspection.

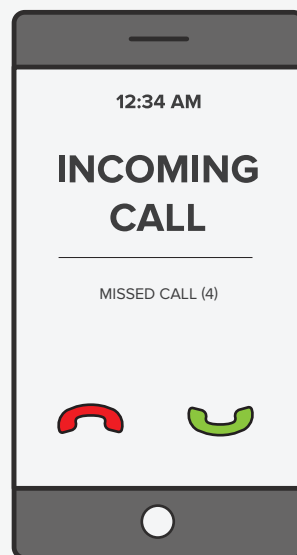
Don't get shorted on turnover expenses because of a messy inspection process; a centralized and mobile platform will keep you profitable and your renters happy.



A GOOD MANAGER KNOWS WHEN TO OUTSOURCE

SAY GOODNIGHT TO 12 A.M. PHONE CALLS

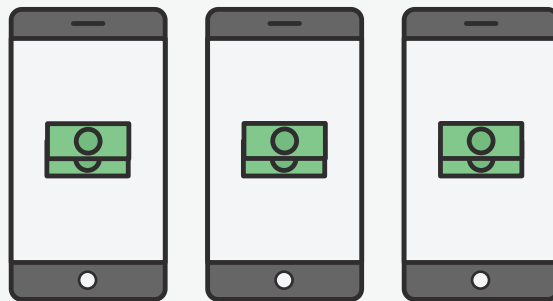
In an emergency—and really every maintenance issue feels that way to a renter—your renters may opt to call your office directly. Processing all of these calls can be a full-time job, and a stressful one at that. And many of these calls come in during prime sleep hours. If these calls become an issue for your team, consider outsourcing your maintenance requests to a dedicated call center. A 24-hour maintenance contact center will receive and process all of your maintenance requests for you. They will contact your maintenance staff or dispatch pre-approved vendors to ensure that the request is handled in a timely manner.



HAVE IN-HOUSE MAINTENANCE? EQUIP YOUR TEAM WITH MOBILE DEVICES

SAVE GAS, SAVE TIME, SAVE THE ENVIRONMENT!

It might sound like a big investment, but arming your maintenance staff with data-enabled mobile devices will actually save you money in the long run. The best property management software is accessible seamlessly on any mobile device; your teams will be able to use these devices to receive new requests while they are already in the field. How much time each day does your crew spend in a gas-guzzling truck, driving to and from a property on a maintenance call, only to receive another work request five minutes later. Repeat this time after time, day after day, and you are looking at some pretty hefty gas bills, not to mention possible overtime. Pile on the costs to maintain those overused vehicles (and the carbon footprint you're leaving on the environment), and suddenly those mobile devices are looking pretty cost-effective.



While there are countless ways that mobility can improve your business, consider the emotional benefits to embracing a cloud-based work day—both what that means to you and to your employees. Mobile devices mean more work can be done in less time, but why? So you can make your kid’s baseball game, or grab that cup of coffee with friends. It means that you can respond to online reviews while you lounge at the pool, or check in on the status of a lease before you board a plane. Mobility gives you and your team the freedom to work in the way that’s best for your business.



Learn more about how AppFolio Property Manager
can help you take your maintenance team mobile,
to keep your business efficient and your renters
and owners happy.

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