

Maintenance - Don't Leave

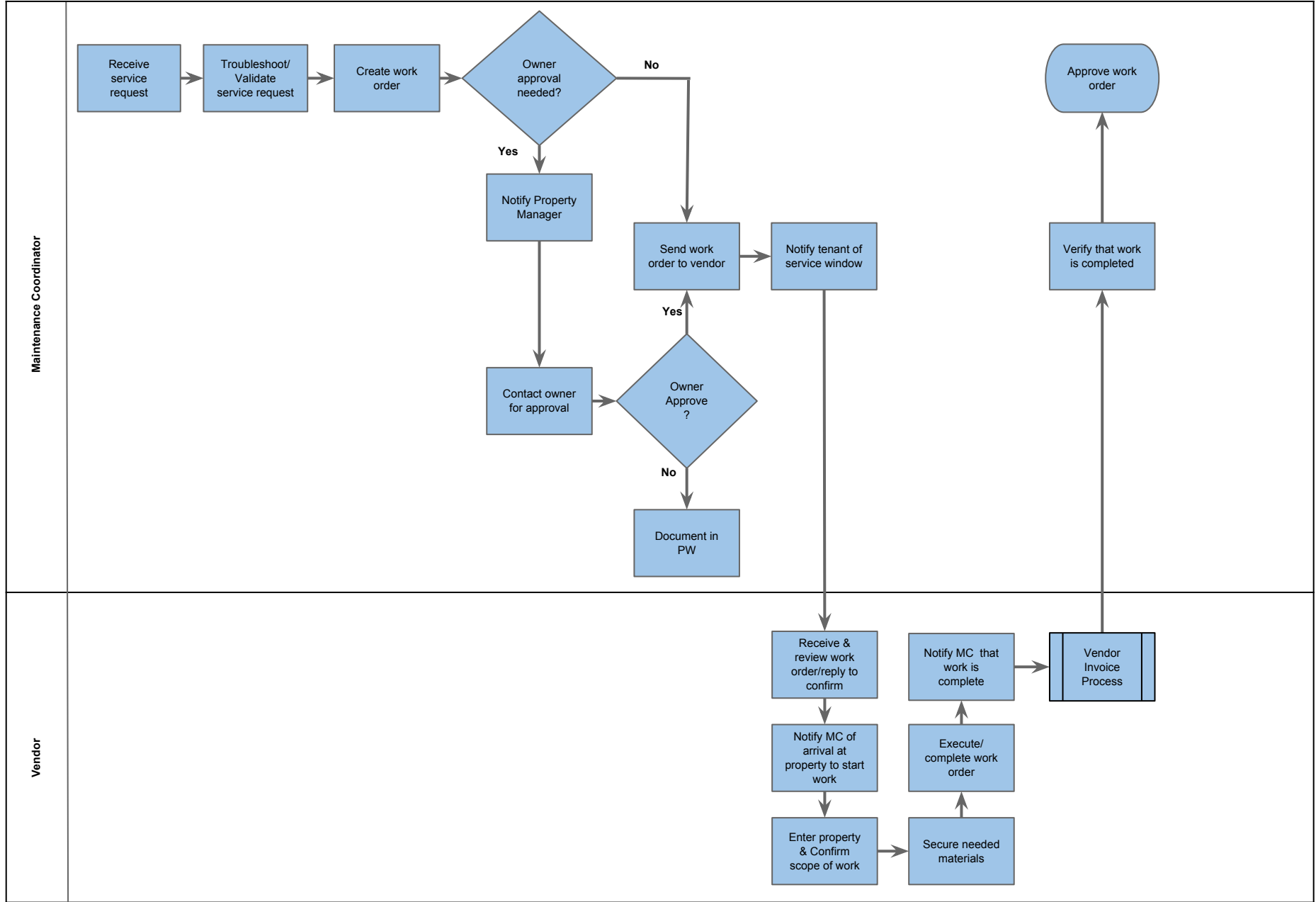


On The Table

On Average...

**Property Management Companies
gets between 10-20
Service Requests a day**

Work Order Process Flow



Here is a breakdown and a rough estimate of time:

1. Receive WO request – 1 minute
2. Troubleshoot – 5-10 minutes
3. Create WO – 3 minutes
4. Owner approval – Yes/No – if needing to seek approval this can take 15 min -3 hours (for c/b)
 - a. YES – Notify PM – Contact Owner for Approval
 - b. NO – Send WO to Vendor – 7 minutes
5. Once approved – Notify Tenant of service window (call and posting) – 10 min
6. Verify with Vendor window of service – 10 minutes (explain issue/schedule)
7. Receive Invoice from Vendor – 1 minute
8. Verify that work has been completed (review photos, etc.) – 10 minutes
9. Complete Vendor Invoice/Pay Vendor – 5-10 minutes



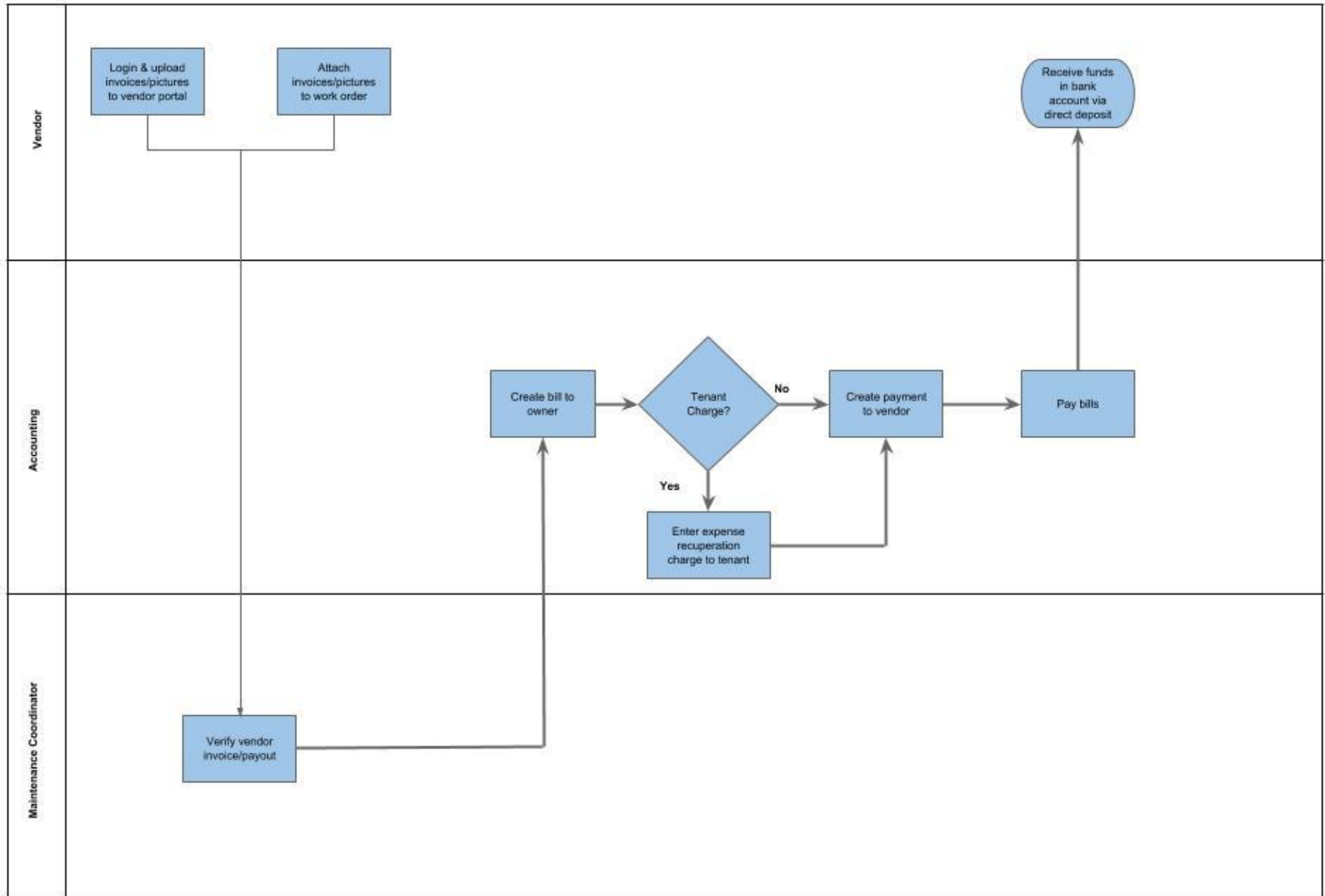
Maintenance Setbacks and Time Costs...

- Maintenance returns to office after processing M/O walk through
- uploads photos/or downloads info from app
- puts together necessary WO for Turnover
- Arranges Techs
- After work is done - checks work
- Takes new M/I photos
- Arranges keys for M/I

****All the while handling still, everyday maintenance, Vendors calling for purchase approval, tenants calling regarding New Service Requests, Owners calling for updates on property condition****

Keep in mind WHILE out of the office, Maintenance is not always able to process complaints or concerns on the spot.

Vendor Invoice Process Flow



Here are some other quick maintenance tasks and areas for revenue to consider and decide when developing roles/responsibilities for your staff and pricing out your services:

- Turnovers - \$\$
- Move In/Move-Out Inspections - \$\$ (this is a service to consider charging for due to risk taken on by you when deciding deposit distribution)
- Small or Large Renovations - \$\$\$
- Creating and presenting Job Bid
- Working with Vendors
- Managing Timing of Project
- Keeping Owner Updated
- Permits
- Signing off on completion of work
- Periodic Inspections - \$ (charge for your time to go out and complete)
- City Inspections - \$ (charge for meeting the city inspector)
- Rental Inspections - \$ (charge for required rental inspections)
- Management of Keys - \$ (charge for maintaining key inventory)
- Lockbox Inventory - \$ (charge your owner for LB on site)