appfolio Property Manager

Smart Maintenance

Save time and increase efficiency

Intelligently manage all maintenance requests that come in — no matter the time of day or night — with end-to-end, full cycle maintenance support so your team can focus on running your business. We make it easier to manage your internal team's schedule, understand key performance metrics, and communicate more effectively with residents, maintenance techs, and vendors.
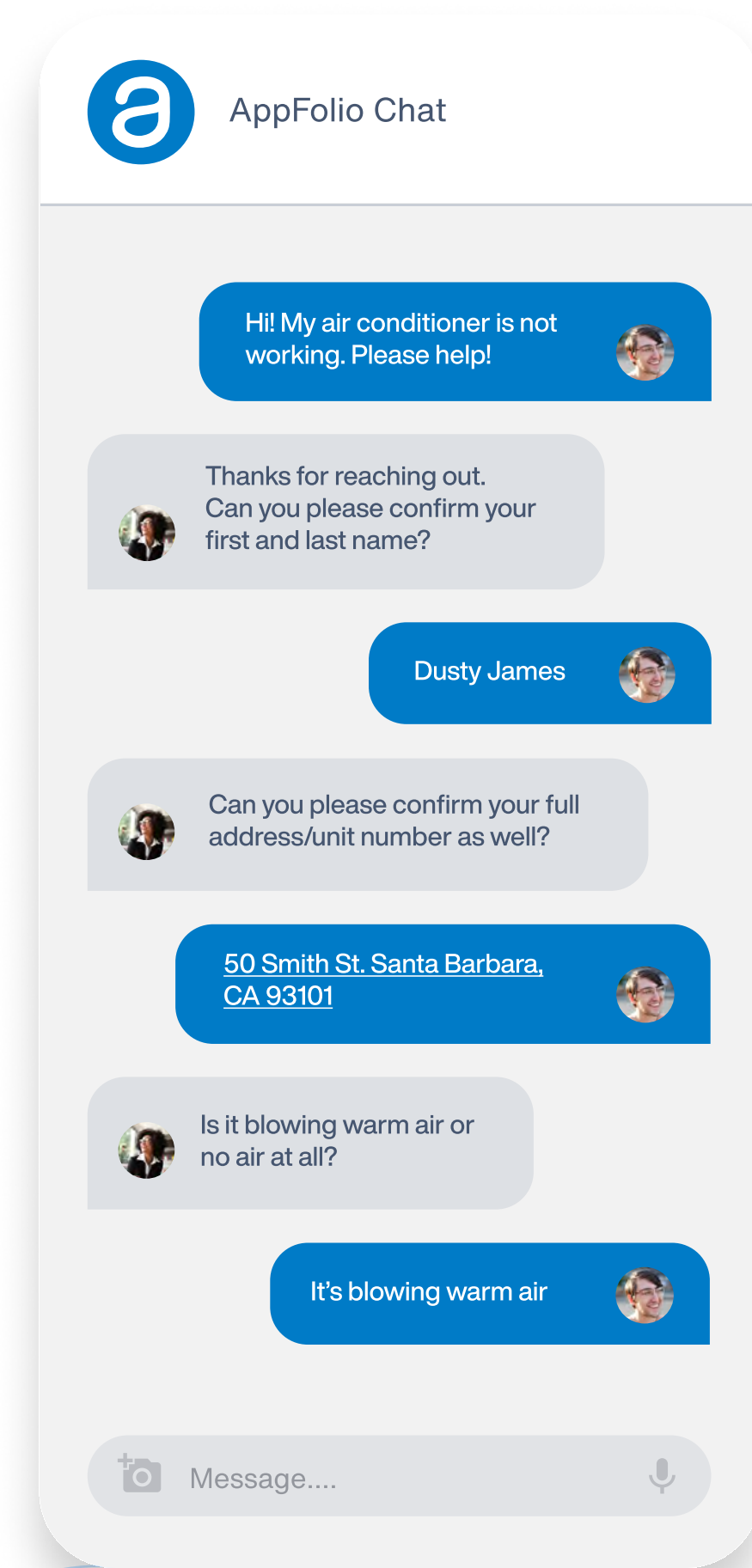
Optimized maintenance benefits everyone:

- ✓ Your residents have the ability to text, call, or use the tenant portal to easily submit maintenance requests at any time, day or night

- ✓ Instant visibility and insights into your maintenance workflow, directly within AppFolio

- ✓ Increased accuracy and less manual processes for your team with the help of automation

- ✓ Maintenance vendors are dispatched quickly to address any issues

"I find Smart Maintenance to be an extremely valuable feature in this industry. The level of communication between maintenance technicians, managers & tenants is what makes this so much easier."

Edith Bohorquez
VP of Operations of MPG Residential

AppFolio Chat

> Hi! My air conditioner is not working. Please help!

> Thanks for reaching out. Can you please confirm your first and last name?

> Dusty James

> Can you please confirm your full address/unit number as well?

> 50 Smith St. Santa Barbara, CA 93101

> Is it blowing warm air or no air at all?

> It's blowing warm air

Message....

How Smart Maintenance works:

- ✓ Your resident texts, calls, or creates a work order in the Tenant Portal with their maintenance issue & receives immediate assistance.

- ✓ We diagnose, troubleshoot, and assign the appropriate urgency based on your instructions.

- ✓ We create a work order and assign it to a designated vendor (or a member of your maintenance team), depending on urgency and your instructions.

- ✓ The vendor (or member of your maintenance team) schedules and confirms work order with the resident directly.

- ✓ We send reminders when a vendor or maintenance tech's progress is stalled to close out work orders easily and efficiently.

- ✓ Work orders are tracked in AppFolio Property Manager, with metrics that enable you to identify trends and areas of improvement.

Ready to mobilize your maintenance? Speak with an AppFolio representative today to get started.

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