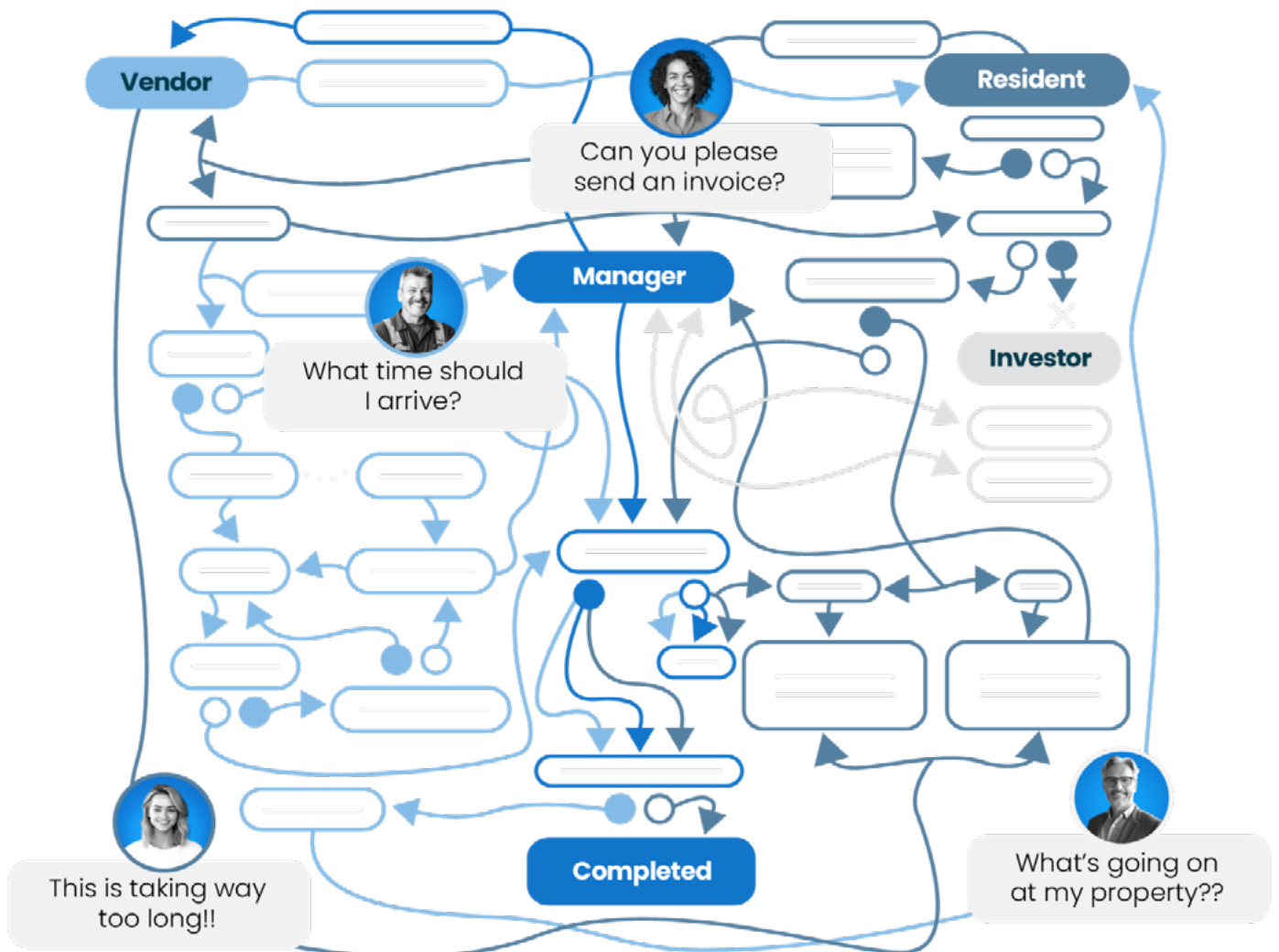


Maintenance Coordination Checklist



Comprehensive checklist for

Property Maintenance Coordination

When it comes to property maintenance, strong maintenance coordination is key to ensuring your process runs smoothly, and work orders don't fall through the cracks.

Whether you have a dedicated maintenance coordinator, or rely on your property managers to coordinate maintenance you need to make sure they are all following a standardized process.

However, if done right, manual maintenance coordination can be extremely time consuming. Especially for property management companies managing 500 or more units.

Below is a comprehensive checklist to help with maintenance coordination. Or keep reading, to find a better solution.

1 Work order intake / resident submission

You must establish clear expectations with your residents to submit work orders. Whether this is via email, over the phone, or with a dedicated maintenance software make sure residents understand the proper channels so you aren't looking in multiple places for work orders. When work orders come in make sure they are properly documented.

2 Initial assessment

Read through all incoming work orders and inspect any attached photos. Prioritize all work orders based on urgency and, if necessary, perform inspections to assess the situation. this to your residents to see if it resolves their issue.

3 Assignment and scheduling

Using a dedicated maintenance software, you can assign tasks to preferred technicians or vendors and take scheduling off your plate. Property Meld keeps residents and other key stakeholders in the loop when work has been assigned. Without software, this manual process can take hours each day, leading to work orders sitting open, decreasing resident satisfaction.

4 Resource allocation

Make sure technicians and vendors have all the necessary materials and information to complete the repair in one trip. If the repair estimate is above your approved threshold, make sure to reach out to your investor to receive approval to avoid any disputes down the line.

5 Execution and monitoring

Track all open work orders to ensure they are progressing at a good pace. Keep residents in the loop with any updates to manage expectations and ensure satisfaction.

6 Quality control

Upon the completion of work, send out resident surveys to confirm they are satisfied with the job.

7 Documentation and record keeping

Maintain detailed records of all completed work orders and document all communication to avoid any future disputes.

8 Review and analyze

Regularly analyze work order data to identify and historical trends, and identify room for improvement. This analysis can also be used to generate reports for your yearly statements.

Our data shows that maintenance coordinators can manage around 200-300 units. However, as you start to grow your business, this manual method of maintenance coordination is not only timely, but leaves you vulnerable to error.

With a dedicated maintenance solution like Property Meld, your maintenance coordinators can manage over 1,000 units with ease.

This is because our platform automates many of the steps outlined above, freeing up your time to focus on bigger picture items that are crucial to your success in the industry.

To see why Property Meld is the number one maintenance software in the country, [**schedule a demo with our team of maintenance experts to see how we can help.**](#)