

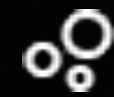
A stylized illustration of a house at night. The house is dark grey with a blue roof and a chimney. There are several windows, some of which are lit from within. In the foreground, there are two trees, a bench, and a person sitting on the bench. Another person is standing near the trees, holding an umbrella. The background is dark with a large moon and some clouds.

# Maintenance SLAs

How to design your maintenance operation to get the best business outcomes.

# Company Principles

Your Service Level Agreements guide your company.



## Customer Obsession

Keeping the interests of property investors in mind at all times.



## Continuous Improvement

Iterating on process to deliver better results and improve Service Level Agreements.

# What is an SLA?



## A Number

A Service Level Agreement must be measurable. It is a metric that defines whether or not you are delivering the service that you promise to customers.



# 60 Seconds

Hold time for emergency maintenance calls.

# Why use SLAs?

**SLAs set expectations with customers and drive positive reviews.**

## SLAs Create Transparency

**“ABC Management did exactly what they said they’d do.”**

Happy Customer

# Basic Rules

- 1. Value customer trust.**
- 2. Pay attention to time frames.**
- 3. Don't overpromise.**
- 4. Do over-communicate.**



# Thanks for calling.

Current wait times are up to 5 minutes long.

...but 50% of calls are answered in 4 seconds.



# Delivering Results

Build your SLAs around key checkpoints in your maintenance workflow.



Request

What is your first-response time to a request?



Troubleshoot

What percentage of issues are you able to fix or de-escalate?



Dispatch

What are your time frames for service provider dispatch?



Follow Up

What is your NPS score or resident review score on the coordination process?

# First Response

How quickly do you acknowledge resident calls or texts?



# 60 Seconds

# Why **First Response**?

**This is one of the biggest drivers of positive resident reviews related to maintenance.**

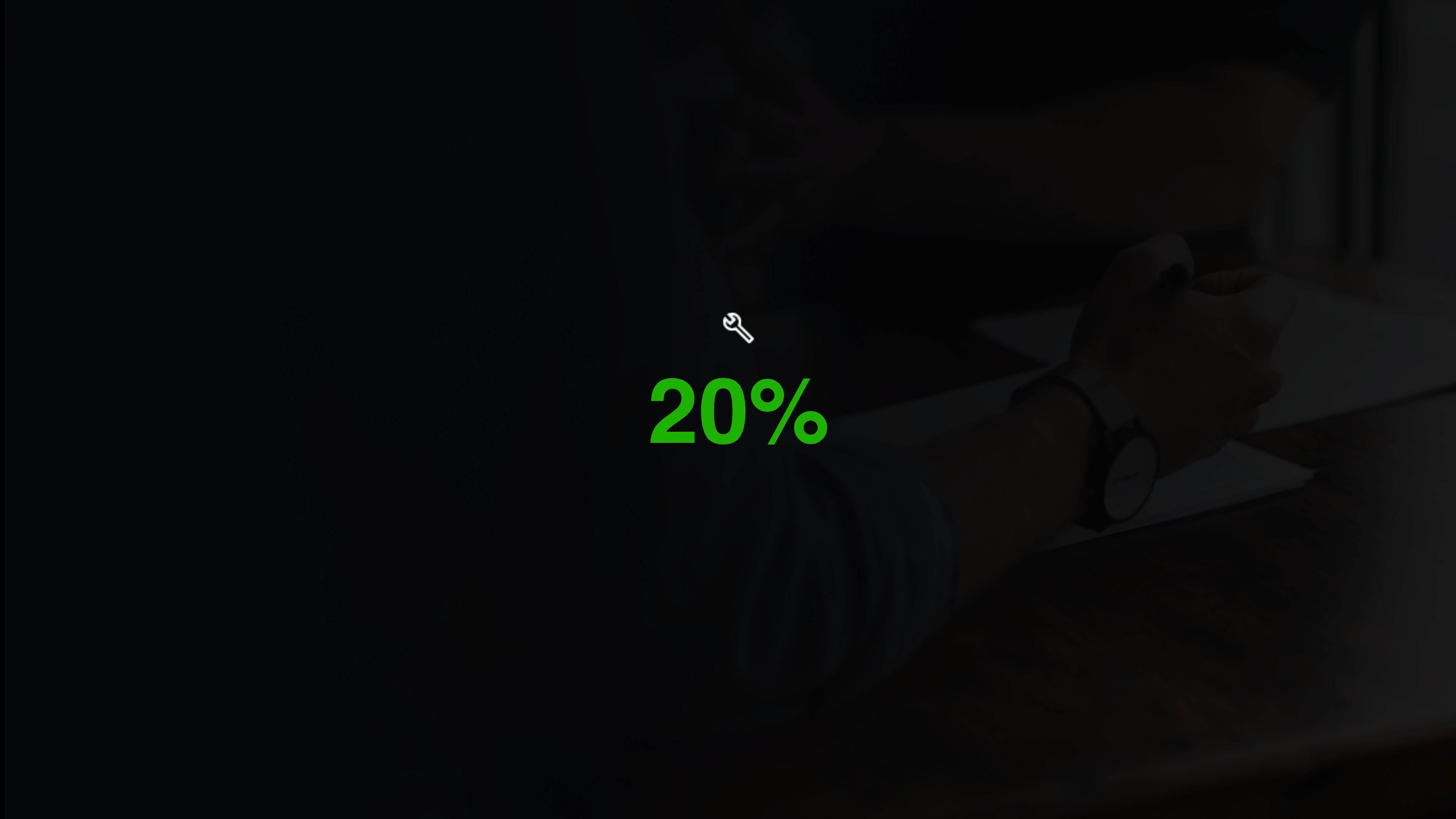
The background is a dark, grayscale photograph of an interior space. It features a large, ornate door with multiple panels in the center. To the right of the door, there is a window with curtains and a chair. The overall lighting is very low, creating a moody and somewhat mysterious atmosphere.

# Troubleshooting

**How many requests do you fix over the phone?**



20%





# De-escalating


How many emergency requests do you de-escalate?



**35%**







# Why Troubleshoot and De-escalation?

Drives higher net operating income for property investors.

# Time to Complete

What is your standard completion time for maintenance work?



# 2 Hours

**For property damaging Emergencies.**



# 24 Hours

**For non-property damaging Emergencies.**



# 5 Business Days

For normal requests.

# Why **Time to Complete**?

Negative resident reviews occur when their expectations are out of sync with the reality of your operation.



# Your NPS

**Would residents and owners recommend you?**



# 30% Recommend

Capture reviews when you complete value add activity.



# Why **NPS**?

**Asking if residents and owners would recommend you gives you a clear indication of whether or not you exceed expectations.**



# **Publish Your SLAs**

**To residents, service providers, and investors.**

The background is a dark, grayscale photograph of an interior space. It features a large, paneled door in the center, a chair to the right, and a window with curtains on the far right. The lighting is dim, creating a moody atmosphere.

# Attract Great Clients

**Design SLAs around the types of clients that  
you want to serve.**



# Beware!

**A poor SLA will bite you in the behind.**

# Vendor Pricing

We save you money with our affordable (*cheap*) vendors!



**20% Under Market**

# Did we break any rules?

1. Value customer trust.
2. Pay attention to time frames.
3. Don't overpromise.
4. Do over-communicate.

# Ready to Scale?

**Start with SLAs designed to superpower your maintenance operation.**