



The way property maintenance should be.

Creating a positive maintenance experience with Beaufort Rentals

Beaufort Rentals has been a Property Meld customer since the fall of 2017. Since implementing smart maintenance, they realized the profitability of a streamlined maintenance process was key to exceeding their company goals. Here is their story.

Accounting System: Rent Manager

Number of Properties: 717

Summary

With a literal lifetime in property management, Matthew Flewelling of Beaufort Rentals was scaling and growing his business, making daily decisions on efficiency and monitoring the bottom line.

The Problem

Beaufort Rental's original challenge was disorganization. They had loads of work to be done and no way to effectively review information at a glance or schedule. The entire office felt the maintenance-related stress. Constant resident complaints drove the office morale down, and as a boss, Flewelling was angry with his staff for not taking care of it. They were also losing money. With no way to properly schedule in-house maintenance and track their work, revenue was leaking out.

Product Vetting & Potential Risks

Before attending a 2017 NARPM conference, the Beaufort team had no idea there was a solution to their problems. After visiting the Property Meld booth, they discovered there might be a solution.

No one can fully appreciate the value of Property Meld until you start to use it.

It all came down to communication for Beaufort Rentals

After exploring different possible solutions, Property Meld stood out as the easiest to use with the highest level of communication. We put Flewelling in contact with a few other users. One stood out as similar to Beaufort Rentals, and they used several of the same processes.

The only risk they considered was that if the product didn't work, it would be a waste of time, and they would be left starting from square one, three, six, or nine months down the road.

Results & ROI

For Beaufort Rentals, it all came down to communication. With two full-time maintenance guys on the road and over 500 residents, the phone hardly rings, and the team knows exactly what's going on. The scheduling, the reminders, the in-portal communication, and the follow-up eliminates resident calls almost entirely.

Future Plans

The previous mission for Beaufort Rentals was to make as much money as possible. But now, their goal is to provide the highest level of service to their customers and residents – the money follows organically. They don't want to be the biggest or the richest; they want to be the best. They have put one goal since starting with Property Meld is to use software to be more efficient and improve customer experience. They have recently implemented several new software platforms to do just that, and Property Meld has opened their eyes to the possibilities.

"To do what Property Meld does for me, you would need one capable full-time employee. Calls, missed calls, searching for the information... it's priceless. I got Meld just as I was looking at hiring another maintenance coordination. I never had to make that hire. In addition, resident review scores have gone up, and employee turnover has gone to 0 because the job is less stressful."

- Matthew Flewelling, Property Manager