



The way property maintenance should be.

Creating a positive maintenance experience with HomeRiver Group Boise

HomeRiver Group Boise 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: Propertyware

Number of Properties: 3,630

Summary

HomeRiver Group Boise has been serving Boise since 2005 with the mission to provide aggressive, proactive, and honest property management. They strive to be professional, to communicate well, and to continue educating themselves and their customers. When

workarounds became a habit in their maintenance process, they inadvertently embedded inefficiencies as well. HomeRiver Group did not realize that they had become their own worst enemy in their maintenance process. With this realization they began the hunt for a maintenance solution.

The Problem

Mac Wrigley, director of the property services group at HomeRiver Group Boise, was charged with creating greater efficiencies to grow revenue and reduce costs. They were experiencing rapid growth and needed a solution that could grow with them. They had found tools to supplement their communication with owners and residents and had a makeshift scheduling process with technicians, vendors, and residents. Their entire process

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required lots of workarounds like copying and pasting communication from outside the system to capture it for documenting purposes. They needed to do more with fewer people and leveraging a technology solution seemed like the obvious evolution to explore.

Product Vetting & Potential Risks

HomeRiver Group Boise had investigated Property Meld in 2016, a year before they signed on. At this point they had made the decision not to proceed. There were several things they liked about the Property Meld, but there were a few things they felt were missing. They provided the feedback to Property Meld as to why they were not the right solution at the time, and moved on.

Fastforward a year and HomeRiver Group Boise was revisiting Property Meld as a potential solution. They were amazed at how much evolution and development had taken place. It was apparent that Property Meld had listened to the feedback and grown to meet their clients' and prospects' needs.

The risks for HomeRiver Group Boise centered around cost. They were not replacing one software with another; they were adding a new software, which meant adding an additional recurring monthly expense. They needed to

create enough efficiencies from Property Meld to justify the added cost and the value needed to be high.

"Myself and my team have not used Propertyware Maintenance, but we were trained on it and we know that Meld provides so much more functionality, especially with resident, vendor, and owner communication."

- Angie Crego, Lead Coordinator

"Propertyware has increased some of our workload, but Property Meld has made it easy to handle it with the ability to create specific filters, tags, and reports."

- Megan, Turn Over Coordinator

Results & ROI

Since implementation, their maintenance revenues have increased 30% year over year. They attribute their growth and increase in top-line revenue to Property Meld. Since implementing Property Meld, HomeRiver Group Boise has better-coordinated maintenance across three markets. Their maintenance process is faster and more efficient. As a direct result of Property Meld, they are managing more work orders per day, allowing each of their techs to generate more daily revenue.