

A positive maintenance experience for growth & retention.

Company Overview

Atrium Property Management

Atrium Property Management primarily focuses on managing single-family and multi-family properties in Florida metro areas. In late 2014, Atrium was purchased by Adam Wonus and Michael Krause and has since grown the company from 200 doors to 1,500 doors leased and managed.

They take pride in a small-team approach to property management, allowing them to maintain a customer care focus as they continue to expand.

Atrium's mission is to use a combination of innovative technology and world-class personalized service to improve their bottom line performance for their clients and future residents.

Accounting System: Appfolio
Number of Properties: 1,853
Customer Since: 2018

With an easy renting process, they can exceed clients' expectations and raise the bar in the industry.

"Retention is one of the most important things for an owner to be profitable. Maintenance is one of the biggest drivers for residents to move out. We saw Property Meld as the solution for both sets of clients: owners and residents. And we'll never go back."

- Michael Krause
Partner, Atrium Property Management

The Problem

Originally, Atrium was experiencing issues with their property management system — the maintenance tool and tracking maintenance tickets were inefficient.

They lacked the capability of following up on the work order to ensure it was completed, communication between vendors and residents was nonexistent. And it showed in their customer service ratings.

Their process continued until they visited with Dodson Property Management, an existing user, who recommended Property Meld to assist in their inefficiencies and backlog issues.

Finding a solution to focus on the customer experience was crucial. Atrium Property Management investigated Property Meld and discovered an opportunity to enhance their service and relationships with their residents and owners.

The Results



164.7%

Increase in Door Size

Since implementation in 2018, Atrium expanded door count size from 700 to 1,853 Doors

By intelligently improving oversight and efficiency, response time is down and the team has the time to focus on owner relationships. Additionally, owners are confident that their properties are being taken care of while repairs are completed at the lowest possible cost.

Not to mention, technicians, vendors, and residents feel empowered by removing Atrium as the middle man. With documented communication, vendors and residents can coordinate and schedule repairs in one location. Everyone in the process has peace of mind that requests are being addressed and the



3+ Years

Avg. Length of Owners Retained

Owners stayed longer as resident satisfaction increased at 84%.

job is getting done.

To solidify their success, they track their KPI's with Property Meld's dashboard metrics to keep a pulse on work orders pending assignment and overdue. This gives Atrium a clear picture of their maintenance pipeline. Plus, it provides oversight of each and every portfolio within their company.

After implementing Property Meld, Atrium saved time and salaries of adding new employees. Built on word of mouth, they increased their customer experience while expanding their business tenfold.

"I love the communication between vendors and property managers. One beautiful thing is to being able to message back and forth instantly. Plus, it's nice to communicate with the residents to streamline the process.

- Mark Holton | Vendor with Atrium Property Management