PROPERTY**MELD**

vendor approved

A maintenance solution everyone can get behind

Company Overview
T.R. Lawing Realty

T.R. Lawing has offered comprehensive property management services in the greater Charlotte, NC area since 1957. They manage over 2,000 units, with a majority of them being single-family homes. Their multi-faceted team specializes in property management, accounting, marketing, maintenance, and customer support, positioning them to be a trusted management company in the Charlotte area for over 60 years. As they have grown, they have implemented various technologies to automate their processes and keep things running smoothly.

T.R. Lawing Realty has been a Property Meld customer since 2021. Communication breakdowns during the maintenance process ultimately sparked them to search for a solution for a more efficient and smarter system.

T.R. LAWING
Realty, Inc
RESIDENTIAL RENTAL SPECIALISTS

Charlotte, NC
Door Count: 2,418
Customer Since: 2021

Key Insights

○ **Speed of repair: 6.04 days**
*Previously untracked

○ **Resident satisfaction score: 4.29**
*Previous resident sat. score was 2.7

The Problem

For years, T.R. Lawing struggled to sift through their vendors' piecemealed work order and invoicing methods. Far too many work orders and communication details fell through the cracks leading to confusion further down the road. Moving the maintenance process through the pipeline and tracking down invoices were two critical issues T.R. Lawing had to resolve to remain efficient and keep their residents and owners happy.

> " *Once the vendors could see all of their work orders on the Property Meld dashboard, they bought into the software.* "
>
> Joe Rempson *Vice President*

The Solution

Property Meld's software quickly remedied many of the communication inconsistencies that T.R. Lawing was experiencing. Suddenly, invoices were being submitted, and job history was easily trackable via time-stamped documentation on the dashboard. Automation from Property Meld saved T.R. Lawing time and money, so they didn't have to hire additional employees to facilitate maintenance. Initiating the workflow function of Property Meld kept their maintenance process moving and, in many cases, resolved issues without any effort from T.R. Lawing. In general, residents were happy because maintenance problems were being resolved quickly.

For vendors and technicians who needed help using the software, the savvy (and excited) staff at T.R. Lawing offered *quick* one-on-one training in their office. With hands-on experience, the software didn't seem nearly as daunting as the vendors initially thought. And, by and large, once the vendors became familiar with Property Meld, they couldn't imagine working without it! The vendor feedback T.R. Lawing received was overall very positive. The ability to schedule/receive work, document the communication history, diagnose work with pictures and video, submit invoices, and receive payment faster was an absolute game changer. Vendors prefer Property Meld because it offers a dashboard where previous invoices and job history can quickly and easily be referenced.

T.R. Lawing's Property Meld implementation story proves the software will drastically clear the lines of communication in the complex maintenance process if the property managers are invested in getting their teams to use the software. Because ultimately, Property Meld will save time, alleviate stress within the management office, and make your residents, vendors, and owners happy.

> " *I know it's working because I don't get the calls from tenants upset not knowing what's going on.* "
>
> Joe Rempson *Vice President*