

Enhancing Maintenance Efficiency and Vendor Management

Company Overview

Avenue Group Real Estate

Avenue Group Real Estate or AG Management is committed to delivering exceptional results for property owners while ensuring a high-quality living experience for residents. The Moses family founded AG Management to address the need for a property management company in their area that equally prioritizes both owner and resident satisfaction. AG Management is committed to hiring staff that are both talented and dedicated to serving the needs of their customers.

Over the past decade, AG Management has earned its reputation through thorough resident screening, prompt and affordable maintenance, efficient in-house collections, and outstanding communication with property owners. AG Management has been a Property Meld customer since 2019. Prior to implementing Property Meld, the team was struggling without a dedicated portal keeping track of all maintenance activities.



Berkley, MI

Door Count: 536

Customer Since: 2019

Accounting System: Propertyware

The Problem

Before adopting Property Meld, AG Management struggled with an inefficient maintenance process in another platform. They were heavily reliant on manual methods, such as texting vendors and using notepads for follow-ups. These methods often led to miscommunications, delays, and missed tasks, resulting in a lack of transparency and oversight. As a result, the company faced

challenges with tracking maintenance progress and ensuring timely repairs.

“So many things would just fall through the cracks... there’s only so much a human can remember on their own,” said Jay Yorke, Operations Manager.

The Solution

After briefly trying another platform, AG Management decided to try Property Meld, recognizing its ability to centralize maintenance communication, documentation, and follow-ups. The onboarding process helped them transition smoothly into using Property Meld’s features, including:

- Centralized work order management
- Clear timelines for task creation, acceptance, and completion
- Direct billing through the platform
- Enhanced tracking of vendor performance and repair completion times

The Results

Since fully integrating Property Meld into their operations, AG Management has experienced notable improvements:

- 44.6% Increase in Vendor Health Score: By hiring a virtual assistant (VA) to handle vendor scheduling and follow-ups, they saw a substantial improvement in their Vendor Health Score. This increase is attributed to better oversight of vendor performance and ensuring prompt responses to work orders.

- 35% Improvement in Repair Speeds: The combination of internal maintenance staff and VA support has significantly reduced repair times. A new project coordinator role has also helped in monitoring projects and addressing bottlenecks.

- 20.3% Faster Vendor Scheduling: With better communication and follow-up processes, vendors are now scheduling repairs more quickly, resulting in improved overall maintenance efficiency.

AG Management has also shifted its strategy toward handling more repairs internally. With four in-house technicians, they are now completing about 60-65% of their daily maintenance work internally. This shift not only offers more control over scheduling but also brings financial benefits by keeping more revenue in-house.

“Having your internal guys, it’s a lot easier to change their schedule around than it is for an outside vendor. It keeps the money in-house rather than paying it out to outside vendors.” said Yorke.

“Our biggest improvement was definitely the follow-up and the clarity on everything. We could actually see when something was created, when it was accepted, when the work order was closed and do billing right there.”