PROPERTYMELD

Cut Repair Speeds and Enhance Efficiency

Company Overview
Los Angeles Property Management Group

Los Angeles Property Management Group (LAPMG) has been a trusted leader in Los Angeles property management for over 30 years. Known for maximizing profits, securing quality residents, and providing award-winning service, LAPMG has earned top ratings and a strong record of client satisfaction.

LAPMG manages over 3,000 units across Los Angeles with an extensive internal team of technicians and construction specialists. LAPMG faced numerous maintenance challenges that hindered efficiency, from limited access to real-time data to billing difficulties. To address these issues, Juan Quezada, the VP of Construction and Maintenance, led the adoption of Property Meld in May of 2024.

LOS ANGELES
PROPERTY MANAGEMENT GROUP

Los Angeles, CA
Door Count: 2,864
Customer Since: 2024
Accounting System: AppFolio

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- Juan Quezada, VP of Construction and Maintenance

The Problem

Prior to using Property Meld, LAPMG struggled to gain visibility into critical maintenance metrics, which forced them to rely heavily on manual reporting. "Metrics was a big one," Juan recalls. "We used to have to export a bunch of data into spreadsheets. Our property accounting system gave us some metrics, but not in the detail we needed." Billing was another obstacle, particularly with different requirements for tracking construction and maintenance labor. According to Juan, "Billing has always been a challenge…getting to bill all the maintenance labor was difficult."

In addition to data and billing hurdles, managing communication between departments and external vendors was a challenge. With multiple parties involved, it was difficult to ensure that everyone—after-hours teams, technicians, and coordinators—had real-time updates on job statuses. As Juan describes, "Streamlining everything from after-hours to our techs, just making it easy for everyone to add hours and notify everyone about what they should be doing, was a big challenge."

The Solution

LAPMG turned to Property Meld, attracted by its real-time data capabilities and centralized platform. "The data was impressive," Juan shares. "We no longer have to rely on someone to run those reports. We can get that information in real time and see how every department is doing, not just the coordinators." Property Meld's transparency allowed LAPMG to monitor each department's performance, from after-hours teams to vendors.

In implementing Property Meld, LAPMG quickly saw results that made a meaningful impact on their operations. One of the most noticeable improvements was in the speed of repairs. "Our speed of repair went from 11.6 days down to 9.7 days, with the median speed of repair now at three days," Juan reports. This improvement, he believes, is due in part to better familiarity with Property Meld's platform, which helped prevent work orders from being delayed or overlooked.

Vendor and Technician Performance

The team revised their vendor onboarding process, creating a structured approach that involved setting specific requirements for vendors to join their preferred list. These adjustments have already had a noticeable impact. "In the last two months, our survey scores went from a 4 to a 4.6 out of 5 for both our internal team and vendors," Juan remarked.

LAPMG has also leveraged Property Meld's data to closely monitor technician performance. This level of insight has allowed LAPMG to make informed decisions on technician utilization and efficiency. They have also implemented bonus plans to encourage their internal technicians to improve their efficiency.

The Solution Cont.

Enhanced Communication and Collaboration

One of Property Meld's major contributions has been to LAPMG's communication workflows. By centralizing all communication within each "Meld," the platform has significantly reduced the need for email threads and external messaging, helping keep everyone updated in real time. Juan notes, "Our coordinators are in constant communication with supervisors and technicians, and it's really good because everything stays on one Meld, not scattered across emails where people might miss something."

The enhanced communication has not only streamlined internal collaboration but has also improved resident interactions. With Property Meld's workflows, technicians can now address common repair requests more efficiently. "A lot of the basic repairs are things tenants could handle on their own, and having those instructions right in the Meld has helped speed up the process," Juan observes.

For LAPMG, Property Meld has been transformative, giving them real-time visibility into their operations and enabling them to track performance across their team and vendor network without waiting for monthly reports. "The dashboard is huge for us," Juan says. "It's made managing everything so much easier. We can see how we're doing throughout the day, instead of waiting for someone to compile a report."

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