PROPERTY**MELD**

Optimizing Property Maintenance Operations Across Portfolios

Company Overview

Sleepwell Property Management

With over 25 years in the industry, Sleepwell Property Management prides itself on a blend of seasoned expertise and cutting-edge technology, making them one of Ottawa's top-rated management firms. Their goal is to simplify ownership for property investors and create a seamless experience for residents.

In the past two years, Sleepwell Property Management has experienced rapid growth and expansion. With this growth came the need for a comprehensive property maintenance operations platform. This led them to look into Property Meld in 2023, after their current solution was falling short.

SLEEPWELL
PROPERTY MANAGEMENT

Ottawa, ON
Door Count: 3,245
Customer Since: 2023
Accounting System: Buildium

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Brandon Elsabbagh, Service Operations Coordinator

The Problem

Managing a rapidly growing portfolio of over 3,200 properties, the Sleepwell Maintenance team faced significant challenges in communication, scheduling, and tracking maintenance tasks. Initially relying on their property accounting system, they struggled with tasks slipping through the cracks due to limited followup options and a lack of scheduling capabilities. The need for streamlined communication, efficient scheduling, and a system that kept all parties informed became evident as their property count and team size expanded.

"Before Property Meld, tasks would just get lost. There was no real followup, no centralized place to check everything," said Brandon Elsabbagh, Service Operations Coordinator at Sleepwell. *"We needed something that would keep everyone on the same page."*

The Solution

The team adopted Property Meld to centralize maintenance operations, streamline resident communication, and improve tracking. Through Property Meld, they established a structured workflow, ensuring tasks were assigned, monitored, and completed with minimal delay. The software's ability to provide real time updates and communication tools empowered both technicians and residents to stay informed, ultimately improving service quality and response times.

"With Property Meld, everything is in one place. I can see the work log, the communication history—everything. It's made managing our growing portfolio much easier," Brandon said.

The team took a firm yet supportive approach to encourage adoption. Technicians were trained to log work activities directly within Property Meld, eliminating the need for constant check-ins and enabling real time visibility into job statuses and progress. For technicians working outside the core area, monthly meetups ensured consistent alignment with internal standards.

"We had to guide residents to join and use Property Meld, but once they were on it, they liked it. They appreciated the notifications, being able to upload pictures, and having a way to communicate directly," said Brandon.

The Results

1. Improved Technician Utilization

Property Meld's scheduling and tracking tools led to a 48% increase in technician utilization over the last 90 days. By setting clear expectations for logging work activities and focusing on task completion, the team maximized productive hours while minimizing downtime.

"We're really on top of our guys now, making sure everything's logged, scheduled, and completed. Property Meld has given us that oversight and documentation to keep things moving efficiently," Brandon noted.

Results Cont.

2. Enhanced Resident Satisfaction

With communication streamlined, residents experienced a nearly 10% improvement in satisfaction. Residents appreciated the ability to communicate directly within the platform, upload photos, and receive timely updates. This clarity and transparency translated to fewer misunderstandings and a more positive resident experience.

"Our residents really like having updates and knowing we're on top of things. Even if there's a delay, they know we haven't forgotten them. It's been a big change," Brandon mentioned.

3. Reduced Non-billable Hours

By tracking and organizing maintenance activities in Property Meld, the team saw a significant decrease in non billable hours. Previously, technicians wasted time on poorly scheduled or untracked jobs. Now, the work log and scheduling features have minimized idle time, directly benefiting the company's bottom line.

"We're seeing a lot fewer wasted hours. The work log, the scheduling— everything's right there. It's saved us a ton of time," said Brandon

"Property Meld has given us that oversight and documentation to keep things moving efficiently."

Brandon Elsabbagh, Service Operations Coordinator

4. Streamlined Owner Communication

Property owners benefited from real-time notifications and progress updates. While the team hasn't yet utilized the owner approval feature for maintenance costs, Property Meld's functionality has fostered transparency, ensuring owners remain informed and involved without excessive manual check-ins.

"Owners like getting updates. We can talk to them through Property Meld, so they see what's happening in real time without us needing to follow up constantly," Brandon added.

The integration of Property Meld has transformed how the team manages their extensive property portfolio. It has optimized internal workflows, enhanced resident satisfaction, and boosted technician efficiency, leading to a smoother, more profitable maintenance process. The company is now well positioned to continue expanding, confident that Property Meld provides the operational stability needed to support growth.

"Property Meld has drastically improved our business. There's a lot less wasted time, and the structured schedules make us more efficient. For anyone looking to grow and keep residents and owners happy, I'd say Property Meld is a game-changer," Brandon concluded.