

Drive Efficiencies, Increase NOI and Improve Resident Satisfaction

Company Overview

T.R. Lawing Realty

Founded in North Carolina, T.R. Lawing Realty has built a strong reputation over 60 years in property management. With a portfolio spanning single-family homes, condos, and multi-family units. T.R. Lawing is known for its commitment to both investors and residents. By prioritizing high standards in property maintenance, they protect owners' investments and ensure residents enjoy safe and well-maintained living environments.

Balancing both in-house technicians and a network of trusted vendors, T.R. Lawing uses innovative solutions that enhance maintenance efficiency and manage costs effectively.



Door Count: 2,638

Customer Since: 2021

Accounting System: AppFolio

Address: Charlotte, NC

The Problem

As T.R. Lawing grew, several maintenance management challenges arose.

“We were working with the same vendors we had relied on for years,” Joe Rempson, president of T.R. Lawing, shared, “but recruiting new, young talent in-house is tough.

Finding people who could deliver the quality of work we expect was becoming harder.” Additionally, their existing property

accounting software didn’t meet their need for maintenance operations insights.

“We just didn’t have enough visibility into what was going on with work orders,” Joe explained. “If something slipped through the cracks, residents were left waiting, which meant we were dealing with complaints, and our costs were constantly in flux.”

The Solution

After evaluating multiple options, T.R. Lawing chose Property Meld for its specialized maintenance management capabilities and the value provided by the Insights Pro tool. With Property Meld, they could streamline work orders, automate follow-ups with residents, and track technician efficiency—all from one platform. “One of the things we really appreciated about Property Meld was the automated follow-ups and notifications to residents,” Joe noted. “It took a lot off our administrative staff and gave us peace of mind that nothing was falling through.”

With Insights Pro, Joe could access real-time metrics on the maintenance department’s performance. “We finally had data to back our decisions,” he said. “It gave us an entirely new level of visibility—now I could see where the workload really was and make smarter calls about technician allocation and labor utilization.”

Implementing Property Meld transformed T.R. Lawing’s maintenance management. By tracking technician utilization, Joe optimized scheduling to ensure techs billed at least 75% of their time. “Our maintenance

department used to be more of a cost center, but we’re now regularly breaking even or even turning a profit,” Joe shared. “Some months we’re seeing gains of \$5,000 to \$7,000.” Administrative staff also benefited, saving time as Property Meld streamlined resident communication and reduced manual tracking.

Furthermore, Property Meld’s consistent feature upgrades, like the enhanced reporting in Insights Pro, kept T.R. Lawing ahead of the curve and significantly outperformed the capabilities of their former software. “With Property Meld, we’re not just maintaining properties better; we’re maintaining our company’s reputation with residents and keeping things efficient on the back end,” Joe concluded.