

Turning After-Hours Challenges into 24/7 Service Wins with MAX On-Call

Company Overview

RPM Albuquerque

Founded in Albuquerque, New Mexico, Real Property Management Albuquerque (RPM Albuquerque) is part of the nationwide RPM franchise network, known for delivering exceptional service to property owners and residents alike. With a growing portfolio of residential properties, RPM Albuquerque is committed to maintaining high-quality homes and ensuring top-tier service for residents through proactive maintenance operations and strong communication.

RPM Albuquerque has always prioritized maintaining well-kept properties and quick responses to resident needs. The company's focus on quality customer service and operational efficiency ensures both owner satisfaction and resident retention. To keep up with the demands of after-hours maintenance while managing costs, RPM Albuquerque turned to MAX™ On-Call powered by Property Meld to better support its maintenance team and improve the resident experience.



Door Count: 1,998

Customer Since: 2018

Accounting System: AppFolio

Address: Albuquerque, NM

The Problem

As RPM Albuquerque's portfolio expanded, managing emergency maintenance requests after business hours became increasingly challenging.

"Prior to joining Max On-Call, **we had 3 full time evening/weekend dispatchers to help facilitate emergencies,**" said Angie Hanan Operations Manager at RPM Albuquerque. "As you can imagine, these positions were costly and did not provide the service we would expect of this role. Emergencies were not being handled but

rather left for our Maintenance Coordinators to follow up on the next business day. This resulted in low customer satisfactory scores and lingering unresolved issues."

With inconsistent handling of after-hours calls and limited communication with residents, the team needed a more reliable solution that could deliver a high level of service while reducing overhead.

Enter MAX™ On-Call

"Max On-Call provides a high level of consistent customer service," Hanan shared. "It's helped us save on salary expenses from having evening and weekend dispatchers, and we've received great feedback and ratings from our residents."

With MAX On-Call managing after-hours emergencies, the RPM Albuquerque team saw immediate improvements in communication and response times. "The ability to provide excellent customer service with clear communication on next steps, and often resolve emergencies quickly outside of normal business hours, has been a huge win for our team," shared Hanan.

The Results

Since implementing MAX On-Call, RPM Albuquerque has seen remarkable improvements in both efficiency and resident experience:

- **Resident submitted work orders: Up 186.6% in the last 30 days**
- **Resident satisfaction: Improved by 11.4% compared to the same period last year**
- **Repair speeds: 30.4% faster in the last 30 days**

The transition to MAX On-Call not only improved efficiency but also enhanced the company's reputation for responsiveness. "Our overall experience has been fantastic!" Angie said. "We've heard great feedback from our Maintenance Coordinators and from our residents."

For RPM Albuquerque, MAX On-Call has delivered peace of mind, cost savings, and a better experience for both residents and staff.

By leveraging MAX On-Call, RPM Albuquerque has proven that a smarter approach to after-hours maintenance can strengthen customer satisfaction, reduce operational costs, and create a seamless experience for everyone involved.