



Case Studies Real Estate Property Management

Real Estate

An Australian Real Estate management company, consisting of circa 6000 residential properties under management. On Tap Plumbing & Gas Pty Ltd, current conducts reactive and preventative plumbing maintenance across their Western Australian based property portfolio, undertaking upwards of 150+ jobs per month.

Afterhours Emergency Services Management:

Issue:

How to best manage their after hours emergency plumbing maintenance, to avoid having their staff answer calls and deal with maintenance matters outside of standard business hours.

Development:

On Tap Plumbing Services was asked to help assist with eliminating the need for staff to attend to after hours emergency plumbing and gas fitting maintenance. On Tap Plumbing & Gas had already been managing the direct maintenance requests from other Rental agencies, with great success and felt rolling out service out to 4000 + WA based rentals was within our scope and capabilities.

Solution:

On Tap Plumbing & Gas has an 1800 number that is monitored and attended to 24hours, 7 days a week. We manage all inbound 5pm-7am enquires from Tenants of RMA, starting by -identify the client, the property address, the level of urgency and whether it fall within the parameters of emergency plumbing maintenances. If the task is determined an emergency, one of our 2 rostered on technicians is contacted and engaged to attend. From there a job card is created and sent directly through to our workorders email address, to allow for our on-call Operations person to create the

job in our system and ensure all correct site and safety procedures are followed. We have a clear guideline as to what is an emergency and what is not. At the earliest next business day, we then contact the client office to provide the details of works carried out and a purchase order is then raised to cover the required works.

Outcome:

By having On Tap Plumbing & Gas carry out the initiation, qualification and deployment of any emergency maintenance tasks, our client is able to ensure their level of service is maintenance, without the additional costs of providing their own staff to manage these inbound enquires. And in addition, this has allowed their Property Portfolio Management staff a clear break from work, at the close of business each day. Which has contributed to greater staff retention and great job satisfaction and less burnout across their frontline staff.

Summary:

- Cost reduced of having to pay staff to attend to afterhours – circa \$25,000 per annum.
- Reduction in overtime hours of Property Manager staff of 39% over the first year.
- Reduced staff turnover and burnout over the first 12 months.