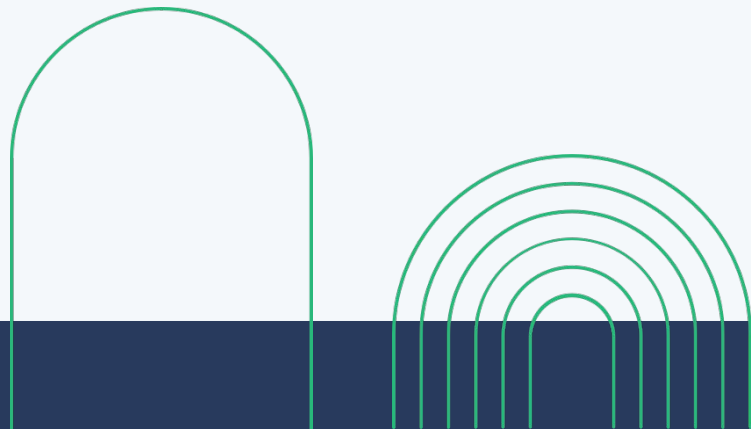


MAINTENANCE IN 2024: SECRETS FROM THE EXPERTS

Presented by



W/ Special Guest *Lula*



01. **STATE OF MAINTENANCE IN 2024**
What the industry looks like now

02. **OVERLOOKED MAINTENANCE TASKS**
5 tasks that landlords forget about

03. **EDUCATING TENANTS**
How to help your tenants help you

04. **ESTABLISHING RELATIONSHIPS**
How to manage vendor relationships

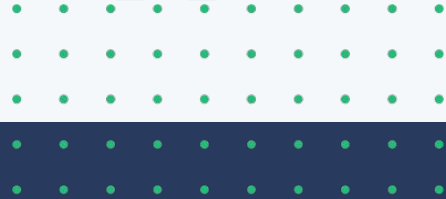
05. **IMPLEMENTING TECHNOLOGY**
Tech to implement today

AGENDA



01.

STATE OF MAINTENANCE IN 2024



WHY ARE REPAIR PRICES SO HIGH?

In 2023, Gordian published a study with these results:

- 82.5% of construction materials experienced a significant cost increase (19% average).
- Individual contractors are not limited by unions, so they determine their labor rates.
- Overall cost of living increases



WHERE ARE ALL OF THE CONTRACTORS?

- There are fewer contractors altogether. For every five tradesmen who retire, only two are replacing them.
- Experienced contractors often grow into larger projects.
- Lower barriers to entry make for quality concerns.



What About Supply Chains?

There was a huge disruption in material supply chains in 2020, but that is back to normal.

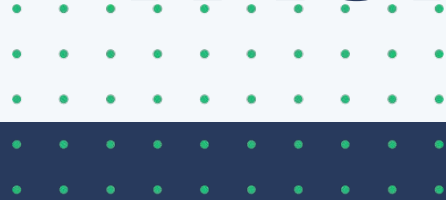


Did you notice maintenance costs rising last year?



02.

OVERLOOKED MAINTENANCE TASKS



Caulking

Water is enemy #1 for houses. There are so many ways that water can enter and wreak havoc. Bathrooms are the usual suspects, but it's easy to forget exterior windows and doors.



Fill Floor Drain Traps

The purpose of a trap is to keep sewer gases from escaping into the home. Basement drains sit stagnant for long periods. It's important to dump a gallon of water down the drain to test and keep bad smells out of the home.



Replacing Gutter Extensions

A good set of gutters will last for 20+ years, but the gutter extensions don't have as long of a life. If you aren't using gutter extensions to divert water from the foundation, you need to be. Replace them every two years.



Draining the Water Heater

Over time, sediment will build up in a water heater. Flushing a water heater annually will help extend life and prevent other problems (which can turn into emergencies).



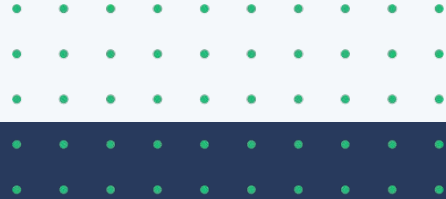
Insulate Exposed Pipes

If your property has any type of exposed pipes, it's best to insulate them now. Nothing can sour your day like a frozen pipe that bursts.



03.

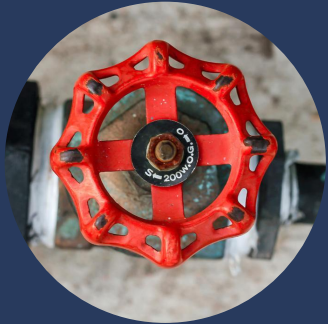
EDUCATING RESIDENTS



Proactive vs. Reactive Maintenance

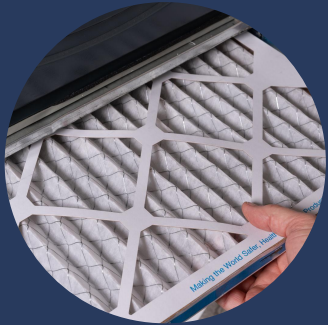
Proactive maintenance is making repairs before they become a problem, whereas reactive maintenance is when a resident submits a request. Investing in proactive maintenance can reduce the amount of damage from reactive maintenance.





Teach them about the home

Showing tenants some important parts of the home is crucial. For example, where the water shut off is.



Teach them how to maintain

You should implement preventive maintenance like changing furnace filters.

PROACTIVE

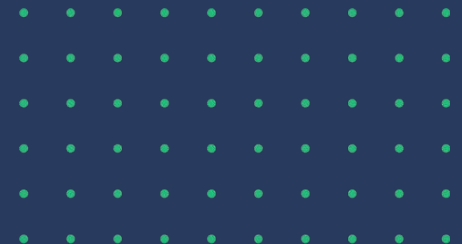
REACTIVE

EMERGENCIES

Responding to emergencies quickly can prevent larger damages to the property.

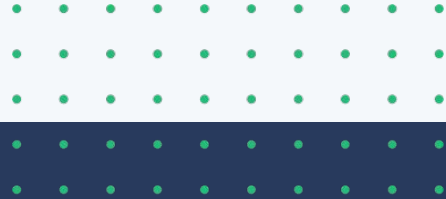
NON-EMERGENCIES

A large number of work orders can be eliminated just by coaching tenants.



04.

ESTABLISHING RELATIONSHIPS



PROS YOU NEED

If you have one of each of these roles, you'll be ready to tackle 95% of problems that come your way.

HANDYMAN

PLUMBER

ELECTRICIAN

APPLIANCES

HVAC

HOW TO KEEP PROS HAPPY



1

Send your work to one Pro. Too many relationships will dilute your good ones.

2

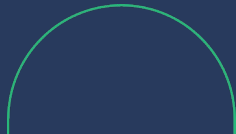
Pay fast and don't lowball. If you expect to build trust from your contractor, you can't undercut all of their prices.

3

Don't micromanage them. There should be mutual trust with repeat hires, so let them work.

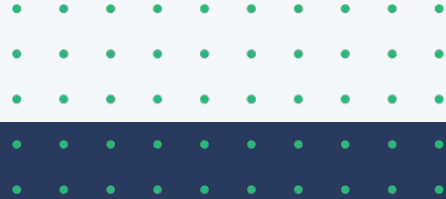
4

Offer to purchase materials and equipment. This can save you money and keep them from floating too much cash on one job.



05.

IMPLEMENTING TECHNOLOGY



INSPECTIONS

- A self-serving platform for inspecting the property yourself.
- Network of inspectors that you can tap into from wherever.
- Storing tenant move-in and move-out inspections.



TurboTenant

- Easy way for renters to submit maintenance requests
 - Helps track work orders so small issues don't turn into large ones
 - Tenants feel seen and heard
- Track expenses



TurboTenant + Lula

Maintenance Plus

Tap into all of these tips without breaking a sweat.

Lula will do it for you!

 **RESOLVED**
Water Heater Issue
892 Broadway St. Fort Collins, CO 80521

Requested On:

Preferred Time to Enter:

Description:

Real-Time Activity

-  Resolved
-  Pro Dispatched
-  Scheduled
-  Troubleshooting

[Check Out the Full Offering >>](#)

