

The SLA Mindset:

A. Think of a time you had a great customer experience with **Amazon**. What made it memorable?

B. What are 3 things that **property investors/owners** will ALWAYS want from a property manager?

1. _____
2. _____
3. _____

C. What are 3 things that **tenants** will ALWAYS want from a property manager?

4. _____
5. _____
6. _____

D. What are 3 big reasons for **tenants and owners** leaving?

7. _____
8. _____
9. _____

E. What are some services you are willing to pay extra for? Starbucks vs. McDonalds? Amazon Prime? Onstar? Disney Line Skip? VIP Passes?

F. What outcomes would tenants pay extra to get? *The feeling that you **cater** to them? The feeling that you **care** about them?*

Creating an SLA:

Think about SLA's you currently have with your owners.

- What is the SLA for when rent is late? Do you have a grace period? How do you communicate that with your tenants? With your owners?

- What is your current SLA for monthly reports to you owners? Do you get them out on the 1st?

Start with the tenant and work backwards. Don't guarantee anything out of your control.

What needs to be true?

1. Documented, Repeatable process
2. Consistent performance
3. Measurable

What does this look like?

1. Receive and reply to maintenance request
2. Collect resident availability
3. Send request and availability to maintenance tech
4. Get confirmed appt time
5. Confirm with resident
6. Follow-up (with both) at end of appt time
7. Handle exceptions gracefully
8. Collect invoice

Then at key points in the process, request feedback and input:

1. After receiving the request
2. After appt
3. After issue resolution

Think through the following:

- What amount of time is reasonable for you to answer a tenant phone call? On weekdays? On weeknights? On weekends? On holidays?

Emergency SLA

- What is your dispatch window for events that can damage the asset (ie a pipe burst)?
- What is your dispatch window for habitability emergencies? (ie heat is out)
- What is the expected time to have the work completed?
- What is the expected time to pay the vendor that went out?

Standard Work Order SLA

- From the time the work order is input into the system, how fast are eyes on it for troubleshooting and confirmation to the tenant their order was received?
 - On a Weekday?
 - On a Weeknight?
 - On a weekend/holiday?
- What is the time it should take to get it scheduled with a vendor?
 - 24 hrs, 48 hrs, 54hrs, 72hrs?
- When are you calling to check in if it is not scheduled in that time? How often?
- Who is scheduling with the tenant?
 - How long is that process?
 - Who is the follow-up to ensure it is scheduled?
 - What amount of time?
 - What happens when it is not scheduled in that time frame?
- When the work is completed, who is following up with the tenant to make sure it was done correctly?
 - What is that time frame?
- Invoicing: What is the time frame for a vendor to get an invoice to you before you follow up?
 - 24 hrs? 2-5 days?
 - What happens if you do not have an invoice in that time?