



PROPERTY MANAGEMENT COMPANY REQUIRED ANSWERING COMPANY TO TAKE AFTER-HOURS RESIDENT MAINTENANCE EMERGENCY CALLS

PROBLEM

The property management company did not have a way for residents to effectively reach maintenance for emergencies after hours. The company required an answering service that could answer calls after-hours and on weekends when regular business hours were over in case of resident emergencies.

SEARCH FOR A SOLUTION

The property management company reached out to Endicott to handle its after-hours call answering. Endicott would be responsible for answering and screening calls for resident maintenance emergencies.

SOLUTION

Endicott takes calls about resident maintenance emergencies after hours and on weekends and dispatches on-call maintenance personnel to resident addresses.

This provides a simple way for residents to get their emergencies taken care of quickly and the property management company can be sure that residents have a way to contact maintenance at all times in the case of an emergency.

RESULTS AND BENEFITS

The property management company offers residents many convenient ways to pay rent, submit electronic maintenance requests, and take care of other needs online. The property management company also offers property owners a way to view real-time data on their properties.

With Endicott's after-hours call answering service, residents can also have their emergencies handled quickly and efficiently. On-call maintenance workers are dispatched quickly to resident addresses to handle maintenance emergencies.