

## Building Maintenance Management

### Key Benefits

- Easily Track Work Orders
- Monitor Property Issues
- Update On-call Schedule 24/7
- Cost-effective and Efficient
- Streamline the Repair Process
- Provide Tenants a 24/7 Maintenance Hotline
- Quick Resolution of Repairs Saves Money

### Key Features

- Integrates with other AnswerNet Live Agent and Automated Solutions
- Web-based
- User-friendly Interface
- Detailed Work Order Entry
- Usable from Any Computer
- Live Agents Available
- Full Database of Open and Closed Work Orders

Property maintenance management is a time consuming and expensive necessity for residential communities and commercial properties. Residents and commercial tenants call to report maintenance issues at all times of the day, including weekends when your staff is out of the office.

AnswerNet's Building Maintenance Management Service is a cost-effective and efficient web-based property management tool that helps streamline your property maintenance management processes.

The screenshot shows the 'View Work Orders' interface. On the left is a tree view of property categories: Amenities, Apartment Unit (with sub-items like All Rooms, Basement, Bathroom - Guest, etc.), Air Conditioning / Heat, and Appliance (with sub-items like Dishwasher, Cosmetic repair, etc.). The main panel contains a form with a 'Back' button, a 'required field' indicator, a 'Select A Property' dropdown menu, and date pickers for 'Orders Created From' (05/24/2011) and 'Thru' (06/24/2011). A calendar widget is overlaid on the form, showing the month of June 2011 with the 24th highlighted. The top of the page indicates 'View Work Orders Closed Within 24 Hours 05/24/2011'.

Unlike many property management systems, AnswerNet's Building Maintenance Management Service does not require any software installation or equipment. It can be used from any computer, allowing you to track repairs, monitor property issues and update the online maintenance schedule 24/7/365. In addition, our Building Maintenance Management Service can be used solely by your staff or in tandem with AnswerNet's live agent services.

AnswerNet can also handle your telephone answering, email receptionist and online appointment scheduling services, giving you a one-stop-shop for all of your property management and call center needs.

