

## Vendor Study

# Streamlining maintenance for the vendor community.

## Company Overview

### *Silk City Handyman*

After 10 years of handling repairs and improvements for friends and family, Dan Smith started Silk City Handyman in 2021 in Connecticut. Smith takes pride in improving the quality of single-family homes for property management companies in his community.

Before steering his career focus on maintenance for the property management industry, Smith maintained elevators for Otis Elevator Company in 2020. As his interests expanded beyond keeping elevators operational, Silk City Handyman opened its doors.

State of Connecticut

Technician Experience: 1 year

User Since: 2021

*"When there is a repair request, the Realtor would call and explain the issue. I'd waste time by driving nearly 40 minutes to find out the issue is unrelated to what I thought it would be."*

- Dan Smith  
Owner, Silk City Handyman

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## The Problem

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Before Property Meld, Smith worked closely with real estate agents and their clients' single-family homes by performing maintenance and other repairs.

Initially, the Realtors would be the middle man between Smith and their clients by answering phone calls and scheduling work order requests. With the communication happening between residents and the Realtor, Smith experienced

frustration during the scheduling process. Attempting to solve the scheduling conflicts manually, Smith created a spreadsheet to organize work orders.

Other challenges Smith encountered was tracking orders of supplies and manually creating invoices once a job was complete.

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## The Results

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# + 150%

### Increase in Speed of Repair

*In one month, Silk City Handyman saw a 150% increase in speed of repair. Today, he is completing 2 to 5 work orders per week.*

By performing maintenance repairs for Property Meld user, Robert C. Smith & Company, Silk City Handyman experienced significant streamlining in his maintenance operations from scheduling to invoicing.

In addition to seeing efficiency skyrocket, Smith appreciates the various tools to understand every work order within the web-based platform like the photo uploading feature. Being able to see the work order itself through pictures provides



# 2 Days or Less

### to Complete a Single Work Order

*In one month, Smith saw a 50% decrease in the number of days it takes to complete a job.*

sufficient details that are necessary when purchasing supplies.

The regular trips to purchase supplies is a lot easier for Smith. Instead of searching his inbox on multiple projects, his Property Meld account gives him the capability of seeing details in one place.

"After I finish a repair, I can sit in my car for five minutes to complete an invoice using Property Meld's invoice template," says Smith.

*"It's rare that I reject a Meld (maintenance request). With Property Meld, I understand the scope of work. My client gives me a 4 to 6 hour time frame to schedule repairs, which is great."*

- Dan Smith  
Owner, Silk City Handyman