

How Merion Residential used SightPlan to Achieve Their Goal of 95% of Service Requests Closed in 24hrs or Less



LOCATION

Wynnewood, PA



FOUNDED

2009



FAVORITE FEATURE

Due Diligence / Activity History



In order for us to be really successful in our business, we wanted to find something that's up to date with everything that's going on in the world. SightPlan was basically able to check off all those items we were looking for in a mobile maintenance solution.



— Ron Javis, Vice President of Maintenance and Capital Improvements

CHALLENGES

15-20 Open service requests
end of each week

Average completion times 2-3 days

RESULTS

95% of portfolio closes week with
0 open work orders

95% of work orders closed
within 12 hours

Increased retention and resident
happiness

The company that keeps good company

Merion Residential knows you're only as good as the people you surround yourself with. As innovators in the multifamily industry, Merion Residential understands that part of attracting and retaining the right talent is equipping their teams with software that empowers them to deliver exceptional service to their residents.

Operations software only works for communities if it works for the people who use it most: the on-site staff. Merion Residential places a high-priority on ensuring their staff is supported, and was looking for a mobile maintenance solution that could meet the specific challenges of their growing team while upholding accountability. Enter SightPlan.

"In order for us to be really successful in our business, we wanted to find something that's up to date with everything that's going on in the world," said Ron Jarvis, Vice President of Maintenance and Capital Improvements, "SightPlan was basically able to check off all those items we were looking for in a mobile maintenance solution."



Maintenance support

Merion Residential is fast-paced and focused on providing phenomenal service. Their high expectations led them to search for a one-stop-shop for all of their on-site teams' challenges, with emphasis on the maintenance team. In the past, Merion Residential had worked with other service's software that just wasn't robust enough for their on-site teams.

SightPlan enabled Merion Residential to create a uniform standard for best practices. Merion is now using the real-time reporting features to see where the most time is being spent, and apply practical solutions to solve those challenges. Since using SightPlan, Merion's on-site staff has increased accountability and closed service requests faster than ever—making a huge impact on their residents.

"Our retention has gone up on our properties. People are happy. They can text our maintenance tech with any additional details. It's more of a personal experience," says Jarvis, "They get an alert that their work order has been completed before they leave the office. They know before they even get home that it's going to be fixed. It's just awesome."



Save time on due diligence

Due diligence has traditionally been a process that's time consuming—from gathering the data to interpreting it. "Nine out of ten times, it's really hard to go through hand-written notes; you just take away what you can or what you think is okay," says Jarvis. Introducing SightPlan gave Merion a streamlined Due diligence process.

"It's been great, we've used the iPads on several inspections. Just about everybody's got their smartphone, whether it's a Droid or an Apple phone—a lot of people would just rather use their phones, it makes life so much easier," Jarvis says. "It allows us to tailor the inspection. We can remove items that don't matter and don't pertain to the unit. We can focus on the items that we want to focus on. It's all via an app."



Three words to describe SightPlan from Merion Residential.

SightPlan is...

Reliable Adaptive User-friendly

