7 Things Property Managers Need To See In Your Contract Tender

1

Digital papertrails

Traceability, accountability, and, more importantly, "resistant-to-coffee-spills-ability".

Solution:
Use Job management software that creates digital records of every action associated with a job.

2

Hard numbers and statistics

Response time 1h and 3 minutes sounds better than "We're the fastest... I think."

Solution:
Collect data about every area of your business, store it as proof of proficiency, and use it practically.

3

Scheduling methodology

Pointing at Tyler in admin as the "go-to-guy" isn't proof that you can manage a 100% increase in the number of jobs you schedule...

Solution:
Adopt dynamic scheduling software that can schedule dozens of engineers in seconds and automatically handle changes.

4

Planned preventative maintenance

Prevention is better than scrambling for a cure, but how do you pre-schedule monthly service appointments?

Solution:
Utilise PPM management software that automatically schedules a job every time the preventive service date approaches its deadline.

5

Service level agreement compliance measures

Diary events are **not** an option when you have 1200 assets to service.

Solution:
Automate SLA risk notifications associated with each asset you've recorded.

6

Transparent stock levels

Property managers need to be aware of stock usage and the costs associated with spare parts at all times. A spreadsheet is not the professional way to handle this.

Solution:
Establish stock control software that updates in real-time to reflect real stock levels, even including parts located in engineers' vans.

7

Detailed invoices

If you have an army of people on your admin team, feel free to create these manually. If not, it will take a lot of valuable time to write down each item, the man-hours, the engineer qualifications, VAT, etc. for every invoice.

Solution:
Deploy digital invoice software that communicates with your job records and stock costs, then goes out automatically to the property manager for digitally signed approval.

If you wanna see a solution that does everything listed above and more, check out Commusoft's service contract management feature!

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