

# Connecting Maintenance & Resident Satisfaction

## The Difference Your Daily Work Makes

How strong is the connection between the maintenance department's work and resident satisfaction? See how one thing impacts another in each of these five areas – and how important your work is to the resident experience.

01

### HVAC

There is a lot to maintain with your HVAC systems, but it's not just about hot and cold issues – it's a critical part of sustaining the health of those who live and work in your facilities.



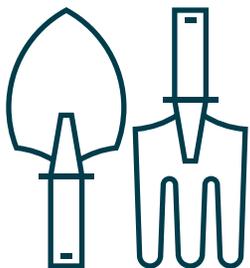
#### THE DIFFERENCE YOU MAKE

- › Everyday HVAC maintenance tasks impact the air quality for your residents and staff
- › Working AC and heat can mean the difference between life and death during a natural disaster
- › Regular inspections and preventive maintenance (PM) help residents remain comfortable and cared for

02

### Landscaping

There's more to beautiful landscaping than just looks. The work you and your team put into maintaining your grounds creates a safe and enjoyable environment for residents and staff.



#### THE DIFFERENCE YOU MAKE

- › Well-maintained sidewalks and quick repairs to walkways mean fewer falls
- › A vibrant landscape attracts prospective residents and maintains resident satisfaction

03

### Housekeeping

Keeping rooms, restrooms, hallways and common areas clean is a full-time task, but understanding the impact cleanliness has is also an important part of the equation.



#### THE DIFFERENCE YOU MAKE

- › Environmental cleaning and maintenance can control infection and prevent spread of disease
- › Tracking laundry needs means you can find ways to increase your daily efficiency and serve residents more quickly

04

### Renovations

While it may seem like renovation projects are just a part of your day-to-day, the updates implemented across your campus have the ability to improve your community overall.



#### THE DIFFERENCE YOU MAKE

- › Newer units help you keep up with resident preferences and create a unique home-like environment for them
- › Renovated facilities can mean a more enriching resident experience and more efficient appliances and utilities

05

### Customer Service

All of those needs and requests from your residents? Completing work requests thoroughly and efficiently, and with clear communication, makes life better for everyone.



#### THE DIFFERENCE YOU MAKE

- › An online resident work request portal can lead to fewer calls from residents and better documentation on work orders
- › Mobile work order updates mean you and your team can get work done faster
- › Automated emails and status updates back to requesters help keep residents informed and your maintenance team working productively

Find out how to strengthen the connection in your community for better outcomes with our Guide: [How Focusing on Maintenance Can Create a Better Resident Experience.](#)