

OneSite[®] Facilities



Responsive maintenance, happier residents, higher occupancy.



Case studies show that improved resident satisfaction with property maintenance means higher renewals and less pricing pressure on renewals. OneSite Facilities is a powerful tool that can have a profound impact on improving maintenance technician efficiency and increasing resident satisfaction. It gives property managers the tools they need to raise maintenance service levels, improve the quality of work performed, and enhance the condition of property assets.

With OneSite Facilities, several key performance components such as service response time, technician effectiveness (labor utilization relative to efficiency), and maintenance costs are more easily measured and managed. In addition, through the automation of the service request and make ready process and the incorporation of innovative tools such as easy-to-use handheld devices, site maintenance information is more accurate and timely.

Using OneSite Facilities will help your management team to establish maintenance standards, measure technician performance, receive service requests online, and automate the make-ready and asset preventative maintenance processes.

Establishing Maintenance Standards

OneSite Facilities is a strategic and operational maintenance application that can be used to encourage your staff to maintain the property in a way that meets or exceeds expectations. For example, consider the following settings:

Resident Service Guarantee

OneSite Facilities will automatically record the date and time of each service request. In addition, the date and time that the request must be completed by is determined using your company's resident service guarantee standard.

Service Issue Reporting System

OneSite Facilities comes with a customizable service issue system which allows companies to standardize the language used to report problems, and creates a robust tool for generating maintenance operations reports. Users can describe any service issue by selecting a category and setting up a hierarchy of items and issues. Each issue can be associated with an expected completion time to help schedule the availability of maintenance technicians. By standardizing the service issues, managers can easily run reports for any frequently reported service request.

Auto Prioritization

Any service issue in OneSite Facilities can be identified as "safety related" to automatically prioritize a service request with top priority when the issue is reported.

Technician Instructions

Each service issue can also be associated with a list of parts and equipment needed. These issue-specific instructions can be augmented by property-specific instructions, such as a service request checklist to provide the technician with reminders to maximize their efficiency.

Performance Standards

OneSite Facilities also provides a customizable service action system which can be used to classify maintenance procedures. Each service action can be associated with a performance standard for the number of hours and minutes that the maintenance procedure should require. Service actions can also be associated with a standard charge applied to the resident's itemized monthly invoice for maintenance.

Technician Setup

Adding a maintenance technician or a vendor to OneSite Facilities is quick and easy. Maintenance technicians can optionally be set up with a user account to access the system using the Internet or a mobile device, or can be assigned printed service requests without having a user account. Technicians can be classified by a pay group (used to generate labor cost reports) or by maintenance skill / trade (helping your staff to assign work only to qualified technicians).

Technicians can also be set up to automatically be assigned to a service request based on the service category, which reduces the time needed to schedule work. For example, if one technician is licensed to work on plumbing issues, he can be automatically assigned to all issues in the plumbing category.

Submitting a Service Request

OneSite Facilities is an easy-to-use application that captures information as close to the point of origination as possible for greater accuracy and for consolidation of maintenance functions. When service requests are entered by property management personnel, the OneSite Facilities service issue reporting system makes it easy to describe the service issues and automatically processes the request. Requests are captured in a consistent format, empowering management to run detailed maintenance reports. There are many ways that service requests can be submitted using OneSite Facilities:

Resident Portal

Residents can submit service requests online through the property's web page. The portal helps residents to accurately identify and communicate issues, ensuring that your technicians arrive properly equipped. That means jobs get done quickly. It also means faster response times for other requests. Emergency issues will be dispatched immediately to on-call technicians.

Residents can enter a service request online using the resident portal. Convenient drop-down menus help residents accurately identify and describe their service issues.

Summer Creek
4500 Grand Lake Dr Watauga TX 30301 (817) 577-1253

Follow the steps to request service for your apartment.

Step 1 Your information

Name: First Last

Apartment:

Phone: Type Number Ext

E-Mail:

Step 2 Entering the apartment

Do we have your permission to enter the apartment? At any time By appointment only

Preferred Date:

Time:

Do you have **pets**?

Do you have an **alarm system**?

Step 3 Service issue

Top 10 list For issues not in "Top 10 list", choose "Something else"

Something else "Something else"

A Choose a general category

B Choose a location

C Choose the item

D Choose the specific problem

E Comments

This service issue is ready to submit. Continue with step 4.

Step 4 Submit service request

Important!

If property or personal safety is at risk, call our emergency maintenance phone number immediately.

More information...

CrossFire Call Center

When calls come after hours, the CrossFire Call Center will care for your residents. The call center is staffed by highly trained agents—not a third party answering service—who enter service requests directly into OneSite Facilities for processing.

Coached Service Request

OneSite Facilities provides a coached service request to guide your staff through a consistent method of recording service request information. As the user selects each section of the request, customizable coaching tips are displayed. These tips help to reinforce company procedures for your staff, helping your property to maintain a high level of resident satisfaction while processing each request.

Recurring Service Requests

OneSite Facilities can automatically generate recurring service requests for scheduled preventative maintenance. In addition, any request can be scheduled and created in advance to maintain the value of company assets.

Make-Ready Board

OneSite Facilities includes a make-ready board, an intuitive user interface very similar to the white marker boards commonly used to track make-ready assignments at properties. As users become comfortable with the make-ready board interface, they can drill down to more detailed information such as the hours worked on each task and the parts used.

OneSite - Facilities This is your OneSite start page. fac-13-010

Service requests Make ready board Assets

Make ready board New Find Unit number Go (Advanced find) Refresh In Progress

Actions	Unit	Floorplan	Move out date	Move in date	Requests done	Make ready move out inspection	Entire unit needs repainting	Other - Please see comments	Frig is dirty/mold	Carpet needs replacement	Light bulb is out sh
View More	N/A-101	Pink Cadillac	04/06/04		2	done on tue	Completed 5-7-04	done			
View More	N/A-102	Pink Cadillac	04/06/04		3				done		
View More	N/A-116	Pink Cadillac	04/06/04		0	Bill to do this					
View More	N/A-125	Pink Cadillac	04/07/04		1						
View More	N/A-146	Lisa Marie	04/01/04	05/01/04	4						
View More	N/A-148	Jailhouse Rock	02/02/04		1	inspection					
View More	N/A-149	Priscilla	02/02/04		0		special attention to stairwell				

48 unit(s) found Page 1 of 7

Users can replace the traditional white marker boards with the OneSite Facilities make-ready board.

Assets

Asset information recorded in OneSite Facilities helps your maintenance team preserve the life of each asset. Each asset record includes a full description of the asset, plus additional information. For example, each asset record includes warranty information, a journal that records the location and history of the asset, and a comprehensive maintenance history that references each service request issued during the life of the asset. Import asset records into OneSite Facilities using a tab-delimited text file, add asset records when keying invoice line items in OneSite Purchasing, or add them manually. The full asset life can be documented from initial purchase through each transfer to final asset retirement.



Improve maintenance staff efficiency with the Mobile Service Request option. Technicians can receive, update, and close service requests from anywhere, anytime.

Mobile Service Requests

Mobile service requests helps you take customer service to a new level. With OneSite Facilities and the Mobile Service Requests option, your maintenance staff can receive new service requests instantly and manage requests using handheld devices, allowing them to be more efficient. Managing the make ready process is made easy by displaying a make ready view of all units on the make ready board on the handheld device. Technicians equipped with Pocket PCs can check their lists of assigned service requests from anywhere, anytime. The Mobile Service Requests system can synchronize using a wireless LAN or wireless provider, in addition to the standard cradle synchronization method.

Using the Mobile Service Requests application, maintenance technicians can perform the following routine functions:

- Add a new service request or a related service request
- Assign incoming service requests
- Find a specific service request
- View details of any service request
- Clock in / clock out for the day
- Record time worked
- Record administrative time
- Record the maintenance performed
- Update status of any service request
- Manage all units on the make ready board
- Add comments to any make ready request that display on the make ready board

The Mobile Service Request application is easy to use. Technicians can use either the English or Spanish language setting, depending on their preference. Companies that equip the Pocket PC device with wireless Internet connectivity can enable an auto-synchronization option, so the technician will not have to remember to download incoming requests or upload the completed work.

Reports

OneSite Facilities includes a number of operations and management reports. Each report can be printed or exported in PDF, Excel, or Word format. The overall effectiveness of your maintenance staff can be measured using three key reports:

Response Time Summary

The response time analysis report indicates how promptly each technician responded to service requests and how promptly the requests were completed. High priority request response time can also be compared with the average response time for all requests. Response time is a key ingredient to high resident satisfaction.

Efficiency Summary

By establishing a service action performance standard, your site can compare the actual performance of each technician with the standard time in each major maintenance category. This report will indicate how efficiently each technician can respond to various types of requests, helping your company to provide a focused training program for each technician.

Technician Utilization Summary

OneSite Facilities provides an electronic time sheet for each technician and provides a report of the “time on task” completing service requests, in conjunction with idle time and administrative time. Comparing the response time, efficiency, and utilization of each technician will help your management team improve the overall effectiveness of maintenance operations.

Maintenance Summary

A diagnostic report that examines and compares service requests created and completed over a specified period of time. Management can see how quickly requests are getting completed by looking at 8, 24, 48, 72, or over 72 hours. The various request types, including residents, property, and make-ready requests, are grouped separately.



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