



## Athenianrazak Relies on eMaint for Managing Tenant Requests and Preventive Maintenance at Multi-Unit Apartment Complexes

### Background:

AthenianRazak, a real estate services company that consults on, creates and manages real property, is the result of a merger between two successful Philadelphia-based real estate companies—Athenian Properties and Razak Co. William Knapp, who serves as an analyst and assistant property manager for AthenianRazak, oversees contracts at several large multifamily complexes.

### Challenge:

AthenianRazak provides management services for all types of commercial properties including multifamily complexes of varying sizes. They sought a system to track tenant requests through to resolution as well as to schedule and track preventive maintenance activities. It's important to balance safety and responsiveness while managing to a budget for each property. New properties need to be up and running and fielding tenant requests quickly to maintain efficiency.

*"The ease of use and flexibility of the eMaint X3 system allows me to have new properties up and running in a matter of hours and has helped us improve response time while adhering to budgets."*

William Knapp  
Analyst & Assistant Property  
Manager  
Athenianrazak

### Implementation:

eMaint was purchased in 2009 to track over 30,000 assets at three large garden apartment complexes in New Jersey. PMs were established for HVAC, boilers, seasonal maintenance and periodic inspections. Tenant requests are logged, assigned to a maintenance person and tracked through to completion. Detailed reports help internal management reduce their backlog, spot and correct systemic problems before they escalate, and provide full transparency on maintenance costs and performance against budget. The flexibility of the system allows William to have new properties up and running in a couple of hours so property managers can focus on service rather than software.

### Benefits/Results:

- Provides tracking of maintenance performed on over 30,000 assets at multiple complexes
- Ease of use and flexibility of system allow new properties to be operational within hours
- Weekly reports utilized to manage backlog of tenant requests and PMs
- Reports readily generated by property, tenant, specific asset or related assets to support analysis and spot trends
- System helped improve response time and satisfy residents while adhering to budgets.
- Backlog and maintenance calls have been reduced.