

# Property Ops Response Kit

A starter kit for property-management teams that need cleaner maintenance routing, stronger resident response handling, and tighter operational handoff.

Property managers, operations leads, coordinators, and maintenance admins

## GUIDE

A starter kit for property-management teams that need cleaner maintenance routing, stronger resident response handling, and tighter operational handoff.

## WHAT THIS ASSET COVERS

- Property Management Maintenance Triage Matrix
- Front Door Score Tool for Small Businesses
- Booking Readiness Checklist for Small Businesses
- Service Business Lead Handoff SOP

## SUGGESTED ROLLOUT

1. Sort maintenance requests by urgency before they bottleneck the team.
2. Use the front-door score to expose where resident communication is leaking.
3. Tighten scheduling and readiness so visits are less likely to wobble.
4. Improve handoff into vendors and internal ops so requests move with more confidence.

## WORKING ASSET

Includes:

- Property Management Maintenance Triage Matrix
- Front Door Score
- Booking Readiness Checklist

- Service Business Lead Handoff SOP

## USE THIS KIT TO

- route maintenance requests better
- improve resident-response discipline
- tighten coordination across ops and vendors

## DEPLOYMENT NOTES

### HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Property Ops Response Kit" become shared but unmanaged work.
- Use it with property managers, operations leads, coordinators, and maintenance admins in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

### 30-DAY ROLLOUT SEQUENCE

- Sort maintenance requests by urgency before they bottleneck the team.
- Use the front-door score to expose where resident communication is leaking.
- Tighten scheduling and readiness so visits are less likely to wobble.
- Improve handoff into vendors and internal ops so requests move with more confidence.

### WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: Property Management Maintenance Triage Matrix, Front Door Score Tool for Small Businesses, Booking Readiness Checklist for Small Businesses, and more.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.