



Building 'Industry-Best' Property Management Service Offshore

US: +1 808 675 6310 PH: (045) 499 5164
2432 Sonoma Street, Honolulu, HI 96822
www.connex.solutions

Overview

Our client aims to provide the best property management in Honolulu. Their mission is to develop a long-term relationship by promoting innovations and happiness. The client was faced with a requirement for a knowledgeable and dependable property management service provider to reduce the stress of managing properties, have timeliness responses, and to keep up with the competing market.

The goal of the Client was to increase exposure and therefore revenue by creating a service that was better than any other and therefore generated sales based on referrals and reviews.

Challenges



The client wanted a highly experienced Customer Service who can be an efficient mediator between property owners and tenants. There was also a need to hire an additional team that can effectively communicate with the maintenance staff such as electricians, plumbers, etc., to address customer complaints. The client struggled to find this type of service in the local labor market and subsequently turned to Connex to solve the problem.

Solution

Working closely with both Client Executives and Property Managers, Connex and the team developed and implemented solutions such as:

- Built offshore team dedicated to the client and working directly with company executives
- Internally built 3 teams, each with a team lead, to handle different aspects of the business
- Dedicated employee to handle maintenance call requests
- Took over the property listings, applications request, scheduled viewings
- Trained employees to provide excellent outbound calling services

Result

Connex worked closely with the client to address these challenges that resulted in positive ratings and acquiring new accounts. The client is incredibly satisfied with our services and has seen excellent growth in both revenue and positive reviews, despite the challenges caused by the pandemic. Some of the highlights of our successful partnership are:

- Positive reviews increased by 267%
- 5 Star Reviews are 183% percent of annual goal
- Increase from 3 to 4.5 star rating on Google in 6 months
- Successfully maintain 24 hours service level in Customer Service and Maintenance Tickets
- Increased client base by over 200 properties



267%



183%



200
properties

Team Composition

Team 1

- Lead Generation
- Tenant Follow Up
- Property Valuation
- Listing Updates
- Assisting move outs
- Managing rental listing
- Processing invoices
- Maintenance requests
- Application process
- Access management
- Late rent charges

Team 2

- General Inquiries
- Tenant compliance problems
- Complaints management
- Accounting and Billing Questions
- Utility management
- Payment refunds and disputes

Team 3

- Owner communication
- Maintenance invoices
- Vendor management

Team Lead

- Applications
- Lease and Tenant management
- Lease renewal
- Lease adjustments/requests