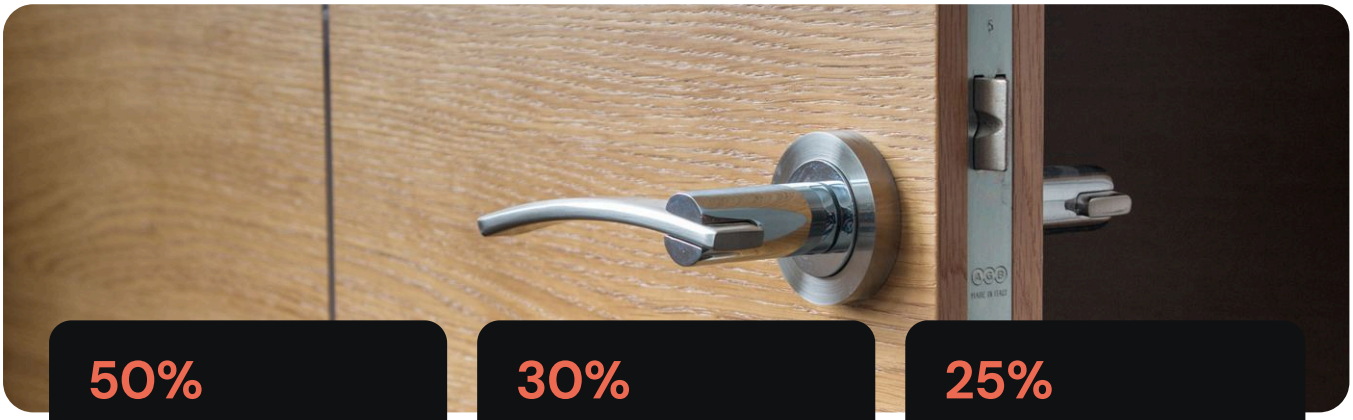
Real Estate · Global

A large residential complex raised resident satisfaction by 50% with tracked requests

A large apartment complex replaced manual resident requests and paper work orders with one request queue, cutting response times and the administrative load on its management team.



50%
higher resident satisfaction with services

30%
less administrative workload

25%
faster average response to resident requests

AT A GLANCE

INDUSTRY
Residential property

TYPE
Apartment complex

SIZE
Large, many residents

PREVIOUSLY
Manual requests and work orders

FEATURES USED
Work · Maintenance · Insight

01 The client

The client manages a large residential apartment complex, with a management office handling resident services and a maintenance team looking after the buildings and shared facilities.

Residents report maintenance issues and administrative requests alike. How quickly the management team responds is what residents judge the complex by.

02 The challenge

Resident requests, work orders and administrative tasks were all handled by hand. Without one system, requests were hard to track, slow to resolve and residents rarely knew where theirs stood.

- Requests arrived by hand and had to be typed up by the office.
- No central place to see which requests were open or overdue.
- Residents had to call the office to ask about progress.
- Maintenance work was hard to schedule and track.
- Delays lowered resident satisfaction with services.

03 What they set up in Asset Infinity

The complex moved resident services into Asset Infinity, configured around its own request types and approval steps.

Work

Requests straight from residents

Residents raise a request from the web or mobile app, and it lands in the management queue without anyone retyping it.

Work

Progress residents can follow

Each request shows its status as it moves from assignment to close, and residents and managers exchange messages on the request itself.

Maintenance

Scheduled building maintenance

Recurring work on the buildings and shared facilities runs on preventive plans, so routine jobs are scheduled rather than remembered.

Insight

Response times on a dashboard

Managers see open requests, response times and each team's workload, and use them to allocate maintenance staff.

04 How it works day to day

This is how a resident request is handled now, from report to close.

RESIDENT

Raises a request

From the web or mobile app, the resident describes the problem, adds a photo if useful, and submits it. No form passes through the office first.

SYSTEM

Puts it in the queue

The request appears in the management queue with the resident's details and the type of issue, and the right people are notified.

FACILITY MANAGER

Assigns the work

The manager turns the request into a work order and assigns it to a technician, who is notified on the mobile app.

SYSTEM

Watches the clock

An SLA timer runs from the moment the request was raised, and a reminder goes out when a request waits too long.

TECHNICIAN

Fixes and closes the job

The technician updates the status from the apartment, adds notes and photos, and closes the work order when the job is done.

RESIDENT

Follows the outcome

The resident sees the status change and can message the management team on the request instead of calling the office.

FACILITY MANAGER

Reviews the numbers

Dashboards show open requests, response times and technician workload, so staff can be moved to where the backlog is.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising a request	Manual, through the office	Submitted by the resident from web or mobile
Data entry	Typed up by staff	Created from the resident's own submission
Tracking	No central system	One queue with a status for every request
Communication	Residents call to ask	Status and messages on the request
Maintenance	Hard to schedule and track	Scheduled and tracked to close
Response time	Slow, with frequent delays	25% faster on average

06 How it rolled out

1

Needs assessed. The management team and Asset Infinity reviewed existing resident service workflows and requirements.

2

Configured to their process. Request types, forms and steps were set up to match how the complex already handled resident services.

3

Residents brought on. Residents began raising and tracking their requests themselves, and the maintenance team worked from the same queue.

07 The results

20% higher productivity in the maintenance team

15% increase in overall operational efficiency

- Requests are created from residents' own submissions, with less manual data entry and fewer errors.

08 Why it worked

Residents report directly

Requests come in from the people who see the problem, so nothing is lost or mistyped on the way to the maintenance team.

One place for every request

Managers, technicians and residents look at the same record, which removes most of the follow-up calls.

Configured, not rebuilt

The complex kept its own service process, and Asset Infinity was configured to match it.

09 Looking ahead

With every resident request in one tracked queue, the complex responds faster, its office spends less time on paperwork, and residents can see what is happening without calling.

The same records give the management team a history of the building's assets, so recurring faults can be planned for instead of handled one complaint at a time.

See it on your own assets

A 30-minute demo, set up for a residential community or property manager.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial