

COMPANY:

Lubin Property Management
Memphis, TN
www.lpmproperty.com

MARKET:

Single Family

**PROPERTYWARE PRODUCT/
SERVICE:**

Propertyware Contact Center

PROPERTIES: 1,200

“To setup a quasi-call center for leasing and maintenance it would probably cost well over \$100,000 and I don’t think it would be as good [as Propertyware Contact Center]. Honestly, I don’t know how someone who is managing even 250 houses could expect to handle and grow their business without one.”

Michael Pelts
Partner, Lubin Property Management

Lubin Property Management

Experiences 21% Growth Partnering with
Propertyware Contact Center

THE CHALLENGE

Lubin was in need of a way to effectively manage, answer, and qualify the increasing number of incoming leasing calls and maintenance requests on a daily basis, without having to hire additional staff.

THE SOLUTION

Propertyware Contact Center provided Lubin Property Management with:

- A team of live and knowledgeable agents to answer leasing and maintenance calls
- 24/7 phone support for maintenance calls
- Appointment setting for property visits
- Better qualified prospects
- Integrated guest card synchronization directly into Propertyware
- Detailed reporting to analyze and optimize ad spend

THE RESULTS

- Seamlessly grew their business from 250 to 1,200 doors in five years
- Allowed staff to focus 100% on managing other areas of the business that support and foster growth
- Confidence and transparency for owners, knowing their tenants and properties are being handled with care
- Tenants and owners always get in contact with a professional representative immediately with nearly zero wait time