



7 WAYS TO INCREASE TENANT SATISFACTION AS AN APARTMENT MAINTENANCE TEAM

Apartment maintenance professionals have a direct impact on tenant satisfaction. This checklist will help you proactively address maintenance needs and concerns, creating a positive experience for residents. Here are seven things you can do.

1. Streamline apartment maintenance requests.

If your team doesn't already have an automated maintenance request process, consider upgrading to one for enhanced convenience and improved communication with tenants.



2. Provide a swift and ongoing response to service requests.

Automation alone won't drive tenant satisfaction. Quick responses, regular progress updates and clear completion timelines are just as important.



3. Improve safety by installing monitored cameras.

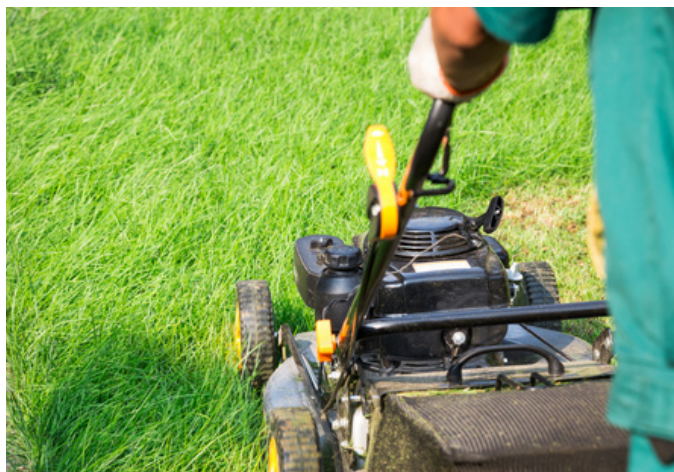
According to a [2024 survey by Deep Sentinel](#), 70% of renters with monitored cameras in their complex felt these cameras were effective in preventing crime—25% higher than renters without cameras. They also were 17% more likely to recommend their complex to others if it had cameras.





4. Ensure landscaping and communal spaces are well-maintained.

Keeping landscaping and common areas in good shape helps make the property feel welcoming and improves tenant satisfaction.



5. Practice preventive maintenance.

Regular preventive maintenance on essentials like HVAC units and hot water tanks helps prevent breakdowns that could force residents to relocate. Schedule filter changes or provide filters and reminders so they're replaced on time—and so you can keep a closer eye on each property.



6. Consider strategic renovations.

Renovations can enhance the quality of life for renters and entice them to stay. Consider functional and timeless upgrades over trendy ones. Aim for renovations that leave spaces open and fluid versus designating a specific purpose for every room, so renters can decide how they want to use them.





7. Don't neglect follow-up and feedback.

Build trust and tenant satisfaction by being open to feedback. Use surveys or feedback forms after completing maintenance requests. This also helps ensure your property stays in good condition overall.



Drive Tenant Satisfaction with MCS

Looking for a trusted services partner to help drive tenant satisfaction for your multifamily properties? MCS can help with everything from preventive maintenance and renovations to tenant turns.

Contact **Houston Holloway** for more information

