



Staying in the maintenance loop with **email & texts**

As the industries' leading property maintenance operations platform, Property Meld gives us the deep analytics needed for providing a World-Class experience for your residents. With Property Meld's advanced tooling, our goal is to make your investment as profitable as possible.

Options for keeping owners in the loop:

Direct Only

Ideal for: Owners who just want the essential communication

Direct Only

Default option

Receive email notifications for only the items that require your attention. Things like: approval requests, reminders, chat message notifications, and files shared notifications.

All Notifications

Ideal for: Owners who want a little more insight into maintenance on their properties

All Notifications

Receive the same direct email notifications as those with *Direct Only* access, but also receive automatic update notifications for when a Meld (work order) is assigned, scheduled, and completed. With this option, you can also receive text messages when a Meld chat is sent to you.

Direct Only

Getting started with Property Meld

Direct Only email communication will automatically start once your property manager has begun using Property Meld.

All Notifications

Upgrading to All Notifications

Watch for this email if your property manager changes your access level to *All Notifications*. From this email, you can customize your notifications.

Welcome To Property Meld, John!

Hello John,

We have opted to upgrade the way we handle maintenance using Property Meld, a software platform for effective and efficient maintenance coordination. There is no cost to you and provides you with visibility into maintenance activities on your properties.

As a property owner with ACME Property Management, you will be able to view maintenance requests, communicate directly with your property manager, and approve work on your properties when applicable.

ACME Property Management has already entered your contact information. When a work request is assigned, scheduled, and completed, you will be

Example Property Meld All Notifications introduction email

Notification settings



With *All Notifications* access, text messaging is optional for chat communication.

Customize which notifications you would like to receive.

Notifications

Toggle on or off each of the following email notification settings to opt in or out of receiving each type of email notification.

Work Requested

Work has been requested. Email only.

Work Scheduled

Work has been scheduled to be completed. Email only.

Work Completed

Work has been completed. Email only.

How it works

Direct Only

All Notifications

To comment on this meld, please reply above.

Work has been scheduled at one of your properties

Property: 525 University Loop
SUITE 106
Rapid City, SD 57701

Issue: Seasonal Lawn Mowing

Repair Scheduled for: Dec 28, 2018

At ACME Property Management, we want to ensure you're kept up to speed. No action is required by you, this e-mail is simply to inform you that work has been scheduled for your property.

You will receive additional e-mails regarding updates of the repair.
Thank you.

"Oven screen broken" has been scheduled for 11/30 2PM-4PM

(331) 253-4849 - Nov 29, 2018

Message from ACME Property Management.

Issue - Dishwasher Screen not working.

Address - 231 E Minnesota St.

"Hey Bill, work has been completed at this property around 9.00 a.m."

Reply to comment

(331) 253-4849 - 2 min

Estimated Cost

\$0.00

Comments

Approve Reject

Owners are kept in the loop via email/text notifications.

Owners have the ability to respond to the property manager via the Property Meld Chat feature.

Approve or reject work requests.