

The MC & PM Relationship: Bridging the Maintenance Gap

Creating Clear Ownership, Better Communication, and Faster
Repairs

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CHAMBERS THEORY PROPERTY MANAGEMENT

Maintenance Coordinators and Property Managers have different responsibilities, but the same objective: Keep the property, owner, and tenant moving forward.

// SECTION 01 • DAY ONE

It All Starts at Onboarding

The maintenance relationship is established before the first repair happens.

A strong onboarding process gives the MC and PM the information they need to manage the property effectively from day one.

[01]

Offer Preventive Services right away

[02]

Never let the owner meet you for the first time at a repair.

// SECTION 02 • ALIGNMENT

Why the Relationship Matters

Maintenance is rarely a straight line.

When MCs and PMs are not aligned, the process breaks down

The goal is not to eliminate overlap; it's to make the overlap intentional.

// SECTION 03 • OWNERSHIP

MC vs. PM: Different Jobs, Shared Outcome

// MC

MCs own the repair.

// PM

PMs own the relationship.

// TOGETHER

Both own the outcome.

// SECTION 04 • ESCALATION

Escalation Should Be a Feature, Not a Failure

Escalation does not mean someone failed.

Good teams escalate early when an issue crosses into another person's area of responsibility.

Escalation is not a handoff.

// SECTION 05 • MOVE-OUT

Security deposit work is where the MC and PM relationship is truly tested.

MC Responsibilities

- Gathering estimates and reviewing them to ensure charges are reasonable

PM Responsibilities

- Review the inspection report and identify the issues. Put in the meld.

// SECTION 06 • SIGNAL, NOT NOISE

Communicate Through Meld: Less Communication Is More Communication

The goal is not more communication. It is better communication.

Meld should be the source of all information for the maintenance process.

// SECTION 07 • CULTURE

Mistakes are inevitable. Repeating them should not be.

The goal is not to create a culture where people are afraid to make mistakes.

The goal is to create a culture where people identify them, own them, and learn from them.

// CLOSE

The MC and PM relationship should not be a relay race. It should be a coordinated team.

THE BEST MAINTENANCE OPERATIONS CREATE:

Clear ownership

**Predictable
handoffs**

**Strong
communication**

Early escalation

**Consistent
processes**

THE ULTIMATE GOAL:

Everyone spends less time asking: "Who is supposed to be handling this?"

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