

Better Melds

Touchpoints to Fix It Right the First Time

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MAINTENANCE REQUEST

SAT 7:15 AM • JAN

Water leaking from ceiling – 1576 7th Avenue

"There is water leaking from ceiling. The ceiling is starting to cave in."

Two questions

01

**What did that cost you
compared to catching it in
September?**

02

**What did your technician know
when they pulled up?**

**Everything that went wrong here was
decided before the Meld existed.**

What was wrong with it?

Timing

It arrived as a Saturday emergency.

Weekend rates, water mitigation, flooring, ceiling repair etc... It could have been a planned repair.

Context

"There is water leaking from the ceiling."

Your tech doesn't know where the water is coming from, rain? a pipe? An appliance?

Scope

Nobody got to decide anything.

You react and go with whatever can be sourced that morning.

From the moment a Meld exists, it's handled.

Routed

Right vendor

Tracked to close

The quality of what comes out is set by the quality of what we hand over.

Which means the leverage sits upstream.

In what goes into creating the Meld.

// SECTION ONE

What goes into making a great Meld?

Three core inputs

1

CONTEXT

What your tech/vendor knows
before arrival

2

TIMING

When you create the Meld

3

SCOPE

What should be done, and why

Context

What your tech/vendor knows on arrival

AS REPORTED

Toilet won't stop running – 1576 7th Avenue

"The toilet keeps running. Please fix."

- no history
- no make or model
- no photos

WITH CONTEXT

Toilet won't stop running – 1576 7th Avenue

"Toilet in the upstairs hall bath runs constantly."

Flapper flagged at mid-lease check, 92 days ago

Photos attached • Kohler K-4636

Resident home after 3 PM

// PROPERTY MELD'S MAX

Maintenance request from resident's own account goes in directly (voice & digital) instead of being relayed through someone on staff.

31%

FASTER TO RESOLVE

30.8%

CHEAPER TO COMPLETE

Maintenance starts before the work order

RENTCHECK

Captures property-condition observations throughout the rental lifecycle.



PROPERTY MELD

Turns maintenance needs into coordinated action and captures what actually happened.

Better maintenance decisions, and a better record for the next one.

Which is why this is about better Melds, not fewer of them.

Context tells your tech what they're walking into.

But more importantly, It gives you the ability to make better decisions around the timing and scope of the work.

Timing

When is the best moment to create the Meld?

Now

It is going to get worse,
become more expensive,
an emergency...

During lease

Resident satisfaction,
property improvement,
reduce turn time...

At the turn

Tolerable now, far cheaper
with nobody in it...

Not at all

Cosmetic, unfunded by
owner, but documented...

Scope

What should be done and why?

Repair it

Replace it

Upgrade it

The answer comes out of four things you weigh

Escalation risk

Does this get worse, and expensive?

Resident experience

Is this creating resident friction

Asset hardening

Can we stop paying for this repeatedly?

Disruption cost

What does it cost with someone living there?

CONTEXT • TIMING • SCOPE

All three need you to know the condition of the property before anyone creates a work order.

Continuously. Across every property you manage.

// SECTION TWO

**How do you know the property
condition throughout the lifecycle?**

Touchpoints where someone captures the context

VACANT

Pre move-in

Drive-by Check

Turn Scope

Turn Final Quality Check

Acquisition / Reno

OCCUPIED

MOVE-OUT

Touchpoints where someone captures the context

VACANT

Pre move-in

Drive-by Check

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OCCUPIED

Move-in

90 Day Punch List

Quarterly / Periodic Check

Mid-lease Check

Home Health Check

Air Filter Change

Asset Capture

Lease Renewal

Disaster Response

HOA / Lease Violation Check

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MOVE-OUT

Pre move-out

Move-out

Move-out Verification

What most teams actually cover

VACANT

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MOVE-OUT

Pre move-out

Move-out

Move-out Verification

Why the rest get skipped

18 touchpoints × your portfolio × a loaded truck roll

There is no staffing plan that closes this.

The largest operators in the country can't staff it either

65,000+

HOMES

Scoping a typical turn described as shaking a magic 8-ball.

100,000+

HOMES

Occupied condition: their greatest expense, over which they have the least control. ~1.5% charged back to residents.

**It isn't operational.
It's structural.**

6 months.
30 minutes.

The resident has six months of observation. Your maintenance tech has thirty minutes.

The best-positioned observer already lives there

THEY LIVE THERE

Observing the home over months, using every fixture and system in it, every day.

THEY ALREADY WANT TO

They want the deposit back, the home maintained, and things fixed on the first visit. They would rather nobody walk through unless it is to fix something.

BUT IT ONLY WORKS IF THE CAPTURE IS STRUCTURED

Guided, so anyone can do it

Step by step, easy to navigate, no training required.

Guardrails that force quality

The right photos and the right detail, every time.

The same standard every time

However many people, whichever unit, whoever is holding the phone.

Comparable over time

Across the whole lease, and across every property you manage.

// SECTION THREE

What it's worth

The goal was never fewer work orders.

It's work orders scheduled at the right time with everything your team needs to close them.

What changes

1 The first visit closes it

2 Emergencies become planned work

3 Your labor focused on fixing, not gathering the context

4 The turn is scoped before the keys come back

Nobody does all of them on day one.

Move-in



Mid-lease



Pre-Move-out

Start with one.

Go to these two

[3:00 TODAY]

Building an Inspection Process That Works

Jay Woodson • RPM Richmond Metro

[9:00 TOMORROW]

Eliminating Melds in the First 90 Days

Roberto Martinez • Atlas Home Services

Three things to take back

1

Capture it earlier

Condition observations across the lease, not just when something breaks.

2

Have it available when you decide

Timing and scope are decided before dispatch. Give your team something to decide with.

3

Build the history

Every inspection makes the next maintenance decision smarter than the last.

**Your best maintenance decisions
get made before anyone opens a
work order.**

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