

Notify & Realpage Integration

Log into Notify and click on your property name to access your property dashboard.

AVERAGE EMERGENCY MAINTENANCE RESPONSE TIMES
All metrics last 30 days

Portfolio
9m 48s

Company
9m 49s

Industry
36m 32s

PROPERTY NAME	UNITS	TOTAL CALLS	LEASING	GENERAL	EMERGENCY	COURTESY	OTHER	AVG EMRT
223 E Town Street Apartments	84	210	46	36	7	0	121	9m 22s
2700 University	248	139	36	0	9	9	85	3m 11s
306 Riverfront	199	277	67	19	11	2	178	2m 23s
<u>360 Market Square</u>	292	52	4	1	1	0	38	1m 23s
4th & Race Apartments	264	103	21	1	5	9	67	12m 20s
Amber Woods	350	351	50	36	54	0	211	40m 3s
Autumn Breeze Apartments	280	200	43	35	5	0	117	5m 27s
Avon Creek Apartments	256	94	14	8	11	0	61	6m 28s
Axis	336	189	24	21	4	7	133	3m 5s
Boulevard at Central Station	66	34	18	2	2	0	12	8m 37s
Brownsburg Crossing	224	122	22	13	14	0	73	2m 13s

From the dashboard, click on any calls in call activity to review for maintenance requests.

360 MARKET SQUARE

TEAM MANAGEMENT

TODAY'S SCHEDULE

EMERGENCY

NOTIFY
12am - 12am

Zachary T

Greg C

Whitney B

CALL OVERVIEW (last 30 days)

CALL ACTIVITY (last 30 days)

TYPE	DATE	TIME	RESPONDENT	RESP TIME	LIVE	NOTES	FROM	FROM #	RECORDINGS
Other	8/13/22	1:02pm	-	-	-	0	DETROIT MI	+13134264981	
Leasing	8/13/22	12:13pm	-	-	-	0	KOHNER MICHAEL	+15617584939	
Other	8/13/22	11:21am	-	-	-	0	DETROIT MI	+13134264981	
Other	8/13/22	11:15am	-	-	-	0	DETROIT MI	+13134264981	
Emergency	8/13/22	8:50am	Zachary	1m 23s	-	0	JENNIFER MAHER	+16185804516	
Other	8/12/22	11:20pm	-	-	-	0	WILSON BRANDON	+13174939701	

Help us improve by sharing your feedback.

INDIVIDUAL CALL OVERVIEW START WORK ORDER ✕

Property	Giant Apartment Name for Space
Type	Emergency
Date & time	10/15/21 @ 10:05pm
Respondent	Tom
Response	Call back
Response time	2m 18s
From	Wireless Caller
From #	502-345-6678
Plumbing	Toilet, flush, water, overflow, flood, clogged

TRANSCRIPTION
This is Maxine Caldwell, apartment two forty tree. You're just left here I I need Brian to come up and check my toilet. I overflow again with the flush. Water all over. Alright. Thank you.

NOTES

10/16/19 @ 10:30am
Sarah: Rubber flapper ordered and I got a great deal at Home Depot. Lowes wanted \$3 more! Plus the one at Home Depot is cuter. Team Home Depot all day, every day

10/16/19 @ 10:03am
Tom: unit 12 needs a new rubber flapper in toilet

Type note and 'enter' to add

When a work order needs to be created, click the **START WORK ORDER** button in the upper right.

WORK ORDER ✕

NOTIFY

10/15/21 @ 10:05pm

Wireless Caller

502-345-6678

Plumbing

This is Maxine Caldwell, apartment two forty tree. You're just left here I I need Brian to come up and check my toilet. I overflow again with the flush. Water all over. Alright. Thank you.

▶ PLAY MESSAGE ▶ PLAY CALL BACK

NEW WORK ORDER

🔍 Search name, phone or unit #

Name Maxine Caldwell

Phone or email 502-345-6678

Request type Single Unit ▾

Building 1

Unit 243

Complete request by Date @ Time

Permission to enter Anytime Appointment only

Category Plumbing ▾

Location Location ▾

Item Item ▾

Issue Issue ▾

Description

This is Maxine Caldwell, apartment two forty tree. You're just left here I I need Brian to come up and check my toilet. I overflow again with the flush. Water all over. Alright. Thank you.

◀ BACK OPEN WORK ORDER

The work order window will open with Notify information on the left. If Notify finds a caller ID match in the Realpage resident database, the name and relevant info will populate on the right. If there isn't a match, you can search by name, phone or unit number at the top.

Description can be edited and will populate the service comments field inside the Facilities Management work order.

All fields must be filled out to complete the work order.

PROPERTY NAME	TYPE		DATE	TIME	RESPONDENT	RESPONSE TIME
Glenview Apartments	Emergency		10/15/19	10:05pm	Tom	1m 55s
Glenview Apartments	Courtesy		10/15/19	9:45pm	Beth	10m 2s
Views on Vines	General		10/15/19	7:45pm	-	4m 30s
Glenview Apartments	Leasing		10/15/19	5:57pm	-	1m 12s
Views on Vines	Leasing		10/15/19	5:45pm	-	1m 47s
Views on Vines	Emergency		10/15/19	5:35pm	Tom	3m 08s
Brookstone Court	Emergency		10/15/19	5:15pm	Tom	-
Views on Vines	Emergency		10/15/19	4:05pm	Tom	1m 55s
The Apartments at Rolling M...	Courtesy		10/15/19	3:57pm	Beth	10m 2s
Brookstone Court	Other		10/15/19	3:38pm	-	-
Brookstone Court	Leasing		10/15/19	3:24pm	-	1m 12s
Glenview Apartments	Leasing		10/15/19	3:14pm	-	1m 47s
Views on Vines	Emergency		10/15/19	3:01pm	Tom	3m 08s

Once you submit a work order, the call will appear with a wrench icon. You can click the wrench icon to review and change the status of the work order.

WORK ORDER
In Progress
✕

NOTIFY

10/15/21 @ 10:05pm

Wireless Caller

502-345-6678

Plumbing

This is Maxine Caldwell, apartment two forty tree. You're just left here I I need Brian to come up and check my toilet. I overflow again with the flush. Water all over. Alright. Thank you.

▶ PLAY MESSAGE ▶ PLAY CALL BACK

NEW WORK ORDER

On Hold

Complete

Name Maxine Caldwell

Phone or email 502-345-6678

Request type Single Unit ▼

Building 1

Unit 243

Complete request by 3/30/22 @ 5:00pm

Permission to enter Anytime Appointment only

Category Plumbing ▼

Location Bathroom ▼

Item Toilet ▼

Issue Overflowing ▼

Description

This is Maxine Caldwell, apartment two forty tree. You're just left here I I need Brian to come up and check my toilet. I overflow again with the flush. Water all over. Alright. Thank you.

All work orders will be submitted as "in progress". You can change the status by clicking the wrench icon, and clicking the status in the upper right, and change it to On Hold or Complete.