

*We Trim
Your
Admin*



Feedback from
Property Owners

The #1 Complaint from Property Owners Isn't About the Grass ...

As a property maintenance company, you pride yourself on reliability, responsiveness, and a job well done.

You mow the lawn like clockwork. You catch issues before they escalate. And you often run into owners in the driveway for a friendly update or chat.

But here's the truth. What you think is great communication might be missing the mark with the owners you work with.

At Maintenance Companion, we've talked to hundreds of property owners who use maintenance companies like yours. What we consistently hear might surprise you.

The number one complaint isn't about landscaping quality, seasonal prep, or general upkeep.

It's lack of communication.

What Owners Are Really Saying

Here's what we've learned from owners:

- *"I never know when someone's coming until I see a truck outside."*
- *"If I had known they were planning to fix the fence Thursday, I could've told them we were out of town."*
- *"I've got texts, emails, and app notifications from ten different services. I miss things."*

Property owners don't just want great maintenance. They want clarity, predictability, and a single source of information about their property.

Why Communication Matters More Than You Think

Property owners hire you because:

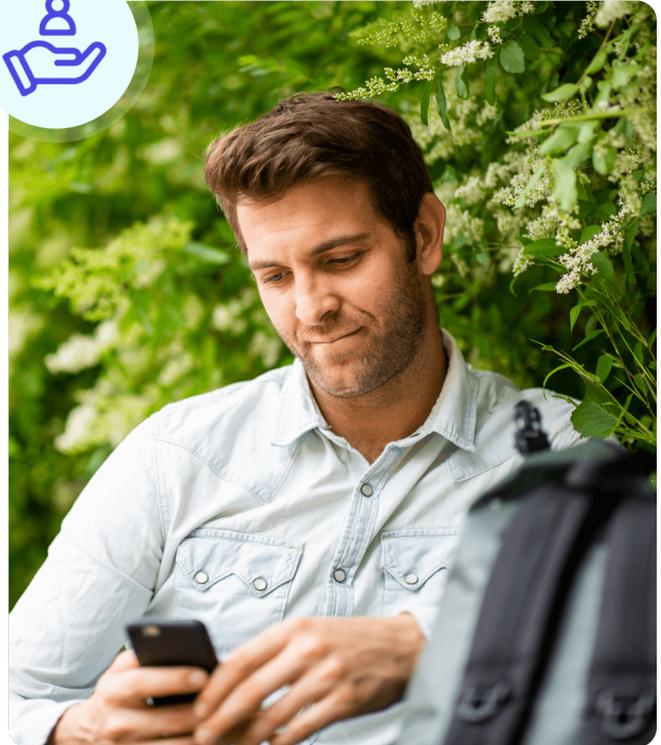
- They don't have time to manage the work themselves.
- They don't have the skills or equipment to do it right.
- They want peace of mind knowing it's handled.

But if they're left wondering who's coming, when, and why, the trust starts to fade. They want to feel informed, not blindsided. They want a simple way to give feedback, adjust timing, and see progress, without chasing down messages across too many platforms.

The Solution: Centralized, Real-Time Communication

The property owners we've surveyed agree: a centralized communication hub with real-time updates and scheduling visibility is a game-changer. They want:

- Clear work schedules sent in advance
- A simple way to provide input
- Notifications when work is underway or complete
- A running history of what's been done, all in one place



That's exactly what Maintenance Companion's web & mobile app is built for. We help you stay ahead of communication breakdowns, keep owners informed and happy, and eliminate back-and-forth across text, email, and driveways.

Better Communication = Better Retention

It's simple: companies that communicate proactively keep more customers and get more referrals.

When you use Maintenance Companion to centralize your updates, schedules, and messages, owners don't just feel better, they trust you more.

You're already doing great work. Let us help you make sure your customers know it!

Learn more at our [website](#).