



# A Property Management Company Reduces Maintenance Costs by 40% and Improves Tenant Retention by 30% with AI

## CUSTOMER SUCCESS STORY

A growing property management company was spending too much time chasing maintenance issues, handling tenant complaints manually, and trying to keep track of leases and payments across multiple properties. They came to GSDC AI Consulting to bring some order to the chaos. Ten weeks later the business was running more efficiently, tenants were happier, and the team had hours back every week.

60+

Staff Impacted

10

Weeks Engagement

40%

Maintenance Costs Reduced

30%

Tenant Retention Improved

AI for property management is quickly becoming one of the most practical ways for property companies to grow their portfolio. Managing residential or commercial properties is a demanding job. Maintenance requests come in at all hours, lease renewals get missed, rent payments fall behind, and keeping tenants happy while keeping costs under control feels like a constant balancing act. Most property management companies are still handling all of this manually — using spreadsheets, phone calls, and paper trails that slow everything down and leave too much room for things to go wrong. AI property management tools are changing that by giving teams real visibility across their entire portfolio and automating the tasks that eat up the most time.

# The Challenge: A Business Held Together by Manual Processes

## Program Profile

**AI Focus:** Property Operations & Tenant Management

**Industry:** Real Estate & Property Management

**Region:** North America & UK

**Audience:** Property Managers, Operations & Maintenance Teams

The company was managing a growing number of properties but the systems holding everything together were not keeping up. Maintenance requests were coming in through different channels and nothing was being tracked properly – some issues were being dealt with twice while others were being missed altogether. Lease renewals were being managed manually and slipping through the gaps. Rent collection involved a lot of chasing. Tenant communication was slow and inconsistent. And because maintenance was purely reactive, the company was regularly paying emergency call-out rates that could have been avoided with better planning. The team was stretched, and tenant satisfaction was starting to reflect it.



### Reactive Maintenance

Emergency call-out rates draining budget with no early warning system in place.



### Poor Tenant Communication

Slow, inconsistent updates leaving tenants frustrated and dissatisfied.



### Missed Lease Renewals

Manual tracking meant renewals slipped through the gaps and tenants were lost.



### Rising Operational Costs

Inefficient workflows and reactive problem-solving pushing costs higher every month.



# Consulting Approach: Building the Right Foundation

GSDC started by mapping out how the company managed its properties day to day – looking at how maintenance requests were being handled, how tenants were being communicated with, how leases were being tracked, and where the biggest costs were coming from. From there they focused on the changes that would make the most immediate difference to both the team and the tenants living and working in the properties.



## Predictive Maintenance AI

A predictive maintenance tool that monitors property systems and flags potential issues before they turn into costly repairs – eliminating emergency call-out rates.



## Automated Tenant Communication

An automated system handling maintenance updates, rent reminders, and lease renewal notices without any manual input from the team.



## Lease Management Tool

Tracks renewal dates across the entire portfolio, sends alerts well in advance, and reduces the number of tenants lost simply because nobody followed up in time.



## Portfolio Performance Dashboard

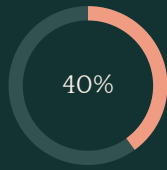
A single view of occupancy, maintenance costs, and tenant satisfaction scores across every property – giving managers real clarity for the first time.

# Implementation Plan: 10 Weeks to Transformation

A structured, phased rollout ensured every change was grounded in real operational data and delivered measurable results from the very first weeks of engagement.

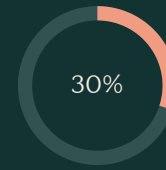


# Outcomes: A Business Transformed in Ten Weeks



## Maintenance Cost Reduction

Problems caught and fixed before becoming emergencies eliminated costly reactive call-outs.



## Tenant Retention Improved

Tenants stayed longer because they were looked after better and communicated with consistently.

Ten weeks in and the difference was clear across the whole business. Maintenance costs were down because problems were being caught and fixed before they became emergencies. Tenants were staying longer because they were being looked after better and communicated with more consistently. Lease renewals were no longer slipping through the gaps. And the team had real time back each week that used to go on manual follow-ups and reactive problem solving. AI for property management had gone from something the company had considered to something they could not imagine running without.

"We were constantly putting out fires, chasing rent payments, and losing tenants at renewal because we just did not have a proper system in place. GSDC came in, understood exactly what we needed, and built something that actually worked for our team. Our maintenance costs are down, our tenants are happier, and we are finally on top of our renewals."

Head of Property Operations | Property Management Company | North America ★★★★★

## Ready to Replicate These Results?

Talk to our team about how AI for property management can work for your business. We will look at your current setup and put together a straightforward plan to help you reduce costs, keep tenants happy, and manage your portfolio with a lot less stress.

[Talk to Our Team](#)

## What You Can Expect

- Reduced maintenance costs through predictive AI
- Higher tenant retention and satisfaction
- Automated lease and rent management
- A single dashboard across your entire portfolio
- Practical training your team can use from day one