

Do you know how often your buildings are calling for emergency service?

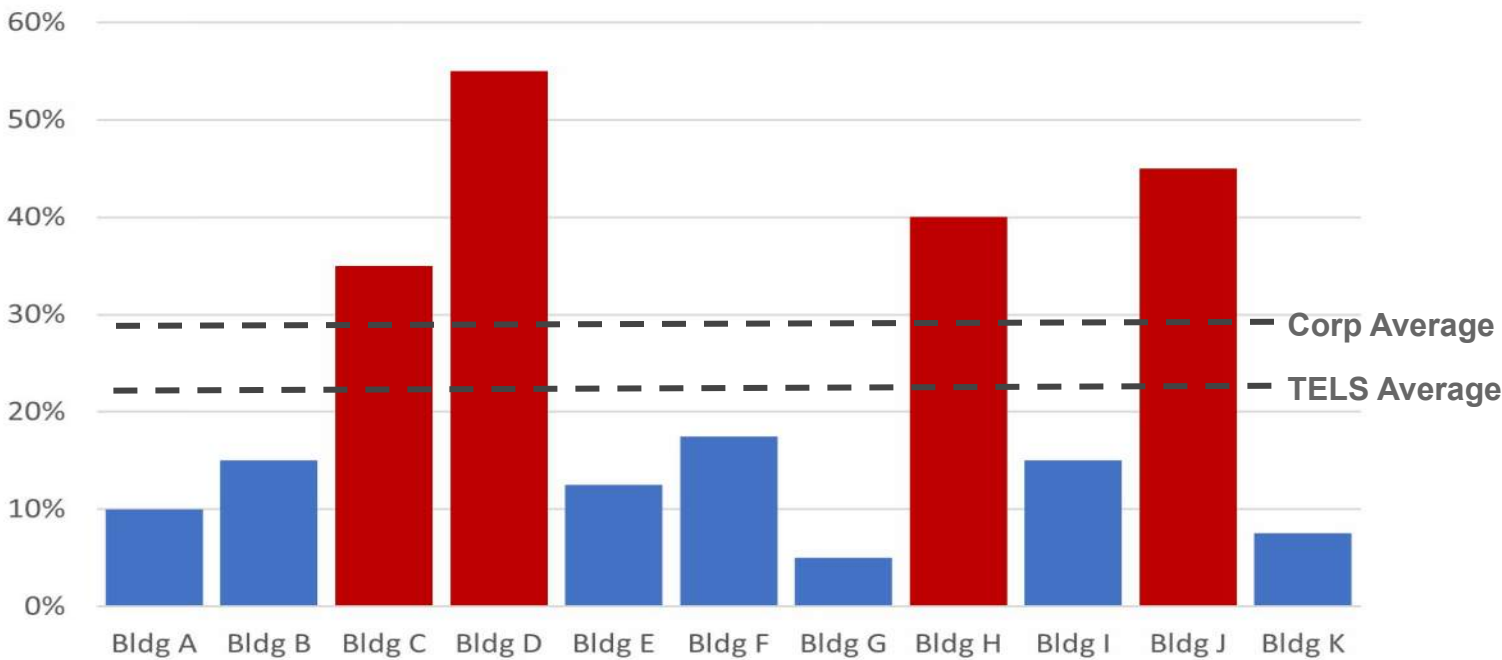
Emergency service almost always costs more than a standard service call. By analyzing the frequency of emergency service requests in your communities compared to the TELS[®] benchmark, you can pinpoint buildings who spend more on emergency services and take steps to provide additional training, resources or equipment needed.

Requesting an emergency service call can cost up to

\$70 more

than a regular service call.

EXAMPLE: Emergency Service Request Volume*



We're seeing high emergency service request volume in 4 buildings, mostly for loss of cooling in resident rooms.

RECOMMENDATION: Have an assessment done to all of the systems to determine if the source of the frequent calls is a need for routine maintenance (PM) or if it is time to consider implementing a planned replacement strategy in your upcoming capital planning due to age and overall condition of the systems.

*Sample data is for illustrative purposes only. Recommendation based upon actual insights provided to TELS+ program participants. Individual recommendation will vary based on the specific data analyzed.

Do you know...

how much you spent on HVAC repairs this summer across each region?

if your buildings are calling for service on routine tasks you'd expect them to fix themselves?

what hourly rate your buildings should be paying for a plumber in Philadelphia?

You can.

Over 30 leading Senior Living operators are already driving results with their **TELS+ partnership.**

JOIN THEM.

TELS+ combines the power of TELS[®] Platform technology and the strength of the TELS[®] Building Services network to help relieve the day-to-day struggles with vendor management.



Minimize the effects of staffing challenges and turnover with centralized records and standards



Remove the time-consuming stress of finding and scheduling qualified technicians



Use the information within TELS Platform to better inform your budgets and improve decision making

Contact your TELS Representative to put these insights to work for your organization.