BE Simple

STAFFING

FREE INDUSTRY PLAYBOOK

The property management answering playbook

A briefing document for property managers who want after-hours tenant calls answered, work orders opened, and emergencies escalated correctly.

besimplestaffing.com

A briefing document for operators. No invented statistics.

Why after-hours tenant calls need a written protocol

In property management, the phone does not stop at five o'clock. A resident with a burst pipe, no heat, or a lockout will call the number on the lease. An owner calling about a vacancy, or a vendor confirming access, expects someone who knows the building. When the office is closed, those calls often go to a manager's cell, to voicemail, or to a shared answering service that can take a name and still lose the context.

Message-taking is better than nothing, and a shared per-minute answering service can be the right buy for light overflow. It is a weaker fit when you want the person on the line to open a work order in AppFolio, Buildium, Yardi, or Rent Manager, apply your after-hours rules, and know which calls are emergencies.

This playbook helps you write those rules down. It does not invent "calls saved per door" statistics.

Decide what "answered well" means

- Take a message and send it to the office the next morning.
- Open a work order in your property software, with the right intake questions.
- Dispatch an emergency to the on-call manager or vendor, with a clear notification path.

Those are three different services. Mixing them up is how companies buy a cheap plan and still wake a manager for a noise complaint — or fail to wake anyone for a flood.

How a dedicated agent should work

A dedicated answering agent represents your company, not a generic call center. At BE Simple Staffing the agent works from our Prishtina office on the hours you purchase, including US evenings and weekends when that is when residents call.

Before they take a live call they should know: the properties you manage, unit types or community names that help identify a caller, your definition of an emergency versus a next-day request, the on-call roster and vendor list, after-hours fees you want mentioned, and how work orders should be entered in your software.

On a routine call

- Greet in your company name and identify the property.
- Take the request and confirm the unit, access notes, and any resident-portal steps you want mentioned.
- Open or update a work order in your system, with the notes your technicians need.
- Set only the expectations you have approved — timing, what happens next, whether an after-hours fee applies.

On an emergency call

- Follow your written protocol, not improvisation.
- Notify the on-call manager or vendor the way you specify (call, text, app alert).
- Stay on the line for a warm handoff if that is your rule.
- Log what was promised, to whom, and when.

The agent does not invent a policy, quote a rent you have not approved, or tell a caller who may apply for a unit. Fair Housing and screening decisions stay with your office. If a question is not in the playbook, they take a complete message and route it to you. If you already use an AI receptionist, a human can sit behind it for the calls the bot cannot finish, or you can staff the line directly.

Coverage, briefing, and pricing context

US business hours coverage is $1,995 a month per dedicated agent, with a one-agent minimum and no setup fee. After-hours or 24/7 seats are $2,395 a month; true 24/7 coverage uses four agents. There is a three-month term, then month-to-month. Founding clients receive 50% off the first month. Most teams are live in two to four weeks. Full detail: besimplestaffing.com/pricing.html.

A dedicated seat costs more than a small bundle of answering minutes. It also does more, if you use it for work orders and dispatch rather than as a voicemail substitute. If you only need lunch-break overflow, a shared service may be enough.

Briefing checklist. Portfolio and how to identify a property; emergency versus routine definitions; on-call roster and vendor contacts; work-order rules and software access; after-hours or trip fees the agent may mention; owner-call versus resident-call routing; approved language for leasing or Fair Housing questions (or a rule to take a message); and a short sample of “good” and “bad” call outcomes.

Next step

To talk through a dedicated answering desk, write to Jon Kludt at jon.kludt@varosity.com or use besimplestaffing.com/contact.html. Mention your portfolio size, the software you use, whether you need after-hours dispatch, and how the phone is handled today.

The longer public page is “Answering service for property management,” at besimplestaffing.com/use-cases/property-management-answering-service.html.

BE Simple Staffing is a San Diego company with our own office in Prishtina. This playbook is a briefing aid, not a contract, and it does not invent proof of calls won or lost.