

CASE STUDY · RESIDENTIAL PROPERTY MANAGEMENT

From Reactive to Portfolio Control

Harborline Residential

A regional residential property manager overseeing roughly 780 long-term rental units across multiple communities and scattered-site homes. Leadership had plenty of data but no trustworthy portfolio view. The engagement made the workflow transferable and measurable before adding more technology — standardizing ownership, readiness gates, exception rules, and the visibility to run the business without reconstructing status by hand.

Company names, identifying details, and selected operating data have been altered, composited, or modeled for privacy and demonstration purposes. The before/after figures are drawn from a consistent 12-month baseline and 12-month post-redesign operating dataset. They describe results within this case and are not a guarantee of future results.

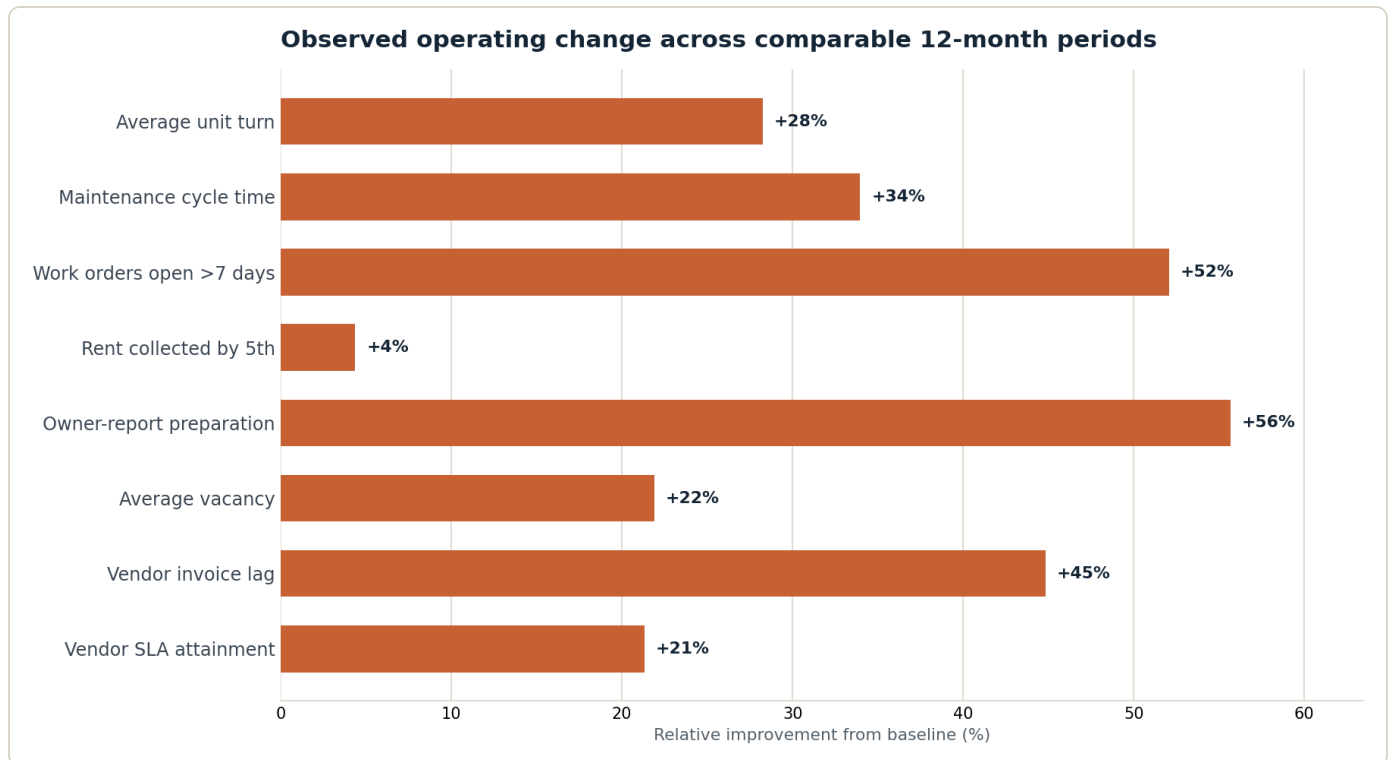
Before · context is reconstructed at each step**After · ownership, exit conditions and exceptions are explicit**

Before and after: the same pipeline, with explicit ownership, exit conditions, and exception paths.

Operating results

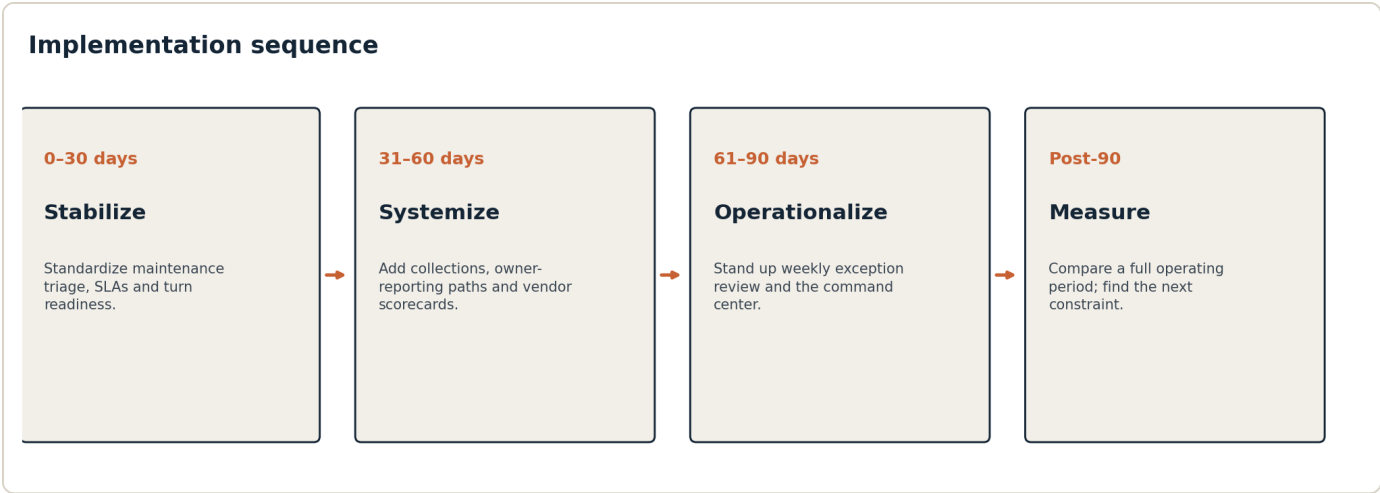
MEASURE	BASELINE	POST-REDESIGN
Average unit turn	18.4 days	13.2 days
Maintenance cycle time	5.3 days	3.5 days
Work orders open >7 days	21.7%	10.4%

MEASURE	BASELINE	POST-REDESIGN
Rent collected by 5th	87.2%	91.0%
Owner-report preparation	31.8 hrs/mo	14.1 hrs/mo
Average vacancy	24.2 days	18.9 days
Vendor invoice lag	8.7 days	4.8 days
Vendor SLA attainment	70.4%	85.4%



Observed operating change across comparable 12-month baseline and post-redesign periods.

Implementation sequence



The phased roadmap: define the standards, add control points, then automate selectively.

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Have a version of this problem? Book a free Workflow Assessment at bradleyhankins.com/contact — map the work before adding another tool, person, or layer of management.