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Client Success Story

Masonic Village Creates a Better Experience for Their Residents and Staff with TheWorxHub

Client

Masonic Village

Location

Elizabethtown, Pennsylvania, USA

Interviewee

Monica Trimble, CMMS Manager

Vitals

Continuing care retirement community with:

- Sprawling 1,400 acres

- Over 1,800 residents

- 60 maintenance team members

Results

With TheWorxHub, Masonic Village has been able to:

- Improve service to residents and boost productivity

- Track progress against KPIs

- Make informed purchasing decisions

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Background

Masonic Village has been using Brightly Software's TheWorxHub CMMS since 2015 to manage work orders for its landscaping, maintenance, and environmental services teams. The retirement community recently started using additional features to provide better service to residents, increase work productivity, and make more informed spending decisions.

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[Residents] love that they can schedule a time for their repair and they don't have to wait around. The maintenance team also loves that they no longer have to track down the residents.

Monica Trimble
CMMS Manager, Masonic Village

Improving service and productivity

With 1,800+ residents, Masonic Village maintenance techs spend a lot of time repairing appliances and handling other household tasks for community members. In the past, maintenance techs would call the resident directly to schedule a repair. That meant technicians wasted time trying to get in contact with residents, who were often caught off guard or inconvenienced so that their work order requests could be filled.

Today, Masonic Village uses TheWorxHub's calendar feature to schedule non-urgent resident work orders. Residents are notified in advance of the specific day and time when their work order will be handled, and maintenance techs can use the mobile app to keep track of their appointments throughout the day.

"We pulled reports from TheWorxHub to determine how long it usually takes to perform various types of work orders, and now we schedule them based on that data," says Monica Trimble, CMMS manager. For example, changing storm doors from glass to screen is a commonly requested springtime work order that typically takes 15 minutes. Trimble can now confidently allot 30 minutes each time she schedules a tech to perform this job.

"We've gotten very positive feedback from residents about using the calendar feature," Trimble says. "They love that they can schedule a time for their repair and they don't have to wait around. The maintenance team also loves that they no longer have to track down the residents."

In addition to improving the experience for residents and technicians alike, using the app and its calendar feature has also boosted productivity, Trimble says. Leaders can count on techs completing all the scheduled tasks within a day, and techs often have more free time available to help others or handle preventive maintenance duties.

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Tracking progress

Masonic Village depends on the easily accessible and detailed reporting capabilities available through TheWorxHub, such as the work order data Trimble used to set time allotments for various tasks in technicians' schedules.

She also pulls data to report to Masonic Village's leadership team, such as total completed resident work orders and response time analysis.

Since Trimble joined the staff in 2023, the facilities team has achieved close to 80% work order completion rate within five days.
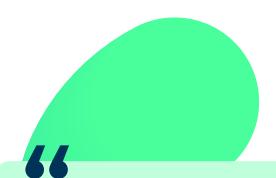
Making more informed decisions

In addition to work order management, TheWorxHub also facilitates asset management for Masonic Village. By inputting specific assets in the system, the team can attach the involved assets to its scheduled work orders.

"It's great to be able to get the cold, hard facts about how many work orders we've completed on a particular air handler, for example," Trimble says. "We can pull all that data to easily justify expenses for new equipment when we need it."

With so much information readily available and readable, leaders are able to make smarter, more informed purchasing decisions that are backed up by data.

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