



Swift Bunny

2023 Mid-Year
Engagement Trends

R-E-S-P-E-C-T

1 IN 4



multifamily maintenance team members
does not agree that their **company values its employees.**



When you look closer you see other frustrations that may be compounding, which results in an overall sense of not being respected. Maintenance team members are skilled professionals who take pride in their work, and thank goodness they do! If they do good work, you know it. And when they don't do good work, you know that, too!



24% do NOT
have the necessary
resources, tools,
technology and support
to do their job well



24% are NOT
encouraged to suggest
new and better ways of
doing things



23% do NOT
agree their efforts are
recognized and
appreciated



Imagine the frustration of not being able to do good work because you lack the proper tools and resources. It's demoralizing when you know a better solution due to your background and experience, yet no one bothers to ask, and your input is not encouraged.

The solution is truly recognizing and appreciating the skill and experience of these team members by asking what is getting in their way of doing good work, and what they need to get their work done. Take it one step further by asking for their insight or opinion on solving an ongoing issue that impacts maintenance across the region or the portfolio. Tapping into the knowledge of these team members not only helps get things done more efficiently and effectively, it builds engagement and boosts performance in a significant way.

**Let our team help you tap into the knowledge that leads to overall better efficiency!
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