OPERATIONS AUDIT / CLIENT DELIVERABLE

Laurier Residential — Maintenance Workflow Rebuild

Laurier Residential manages 35 multifamily buildings in the Montreal west end. The dispatcher role absorbs 52 hours per week processing maintenance requests across three disconnected systems. This audit focuses on the single highest-cost workflow and proposes a Make + Claude API build.

CURRENT STATE — MAINTENANCE INTAKE

Tenant emails dispatcher@laurier.ca. Dispatcher reads the message, identifies the building and trade category, logs a ticket in Buildium, selects a vendor from a shared Google Sheet, drafts a text message to the vendor, updates the sheet with status, emails the tenant confirmation, and follows up 24 hours later. Average handle time: 12 minutes. Daily volume: 32 requests. Weekly load: 32 hours on the dispatcher and another 20 hours on a part-time coordinator who fills in after hours.

Step	Action	System	Time (min)	Pain point
1	Read tenant email, identify building + trade	Email	2	Manual parsing
2	Create ticket in Buildium	Buildium	2	Manual retype
3	Select vendor from sheet	Google Sheets	1.5	Sheet out of date
4	Text vendor with job details	SMS	2	Manual copy
5	Update sheet with assignment	Google Sheets	1	Drift risk
6	Email tenant confirmation	Email	1.5	Boilerplate
7	Follow-up 24h later	Email + SMS	2	Easy to skip

PROPOSED AUTOMATION

A Make scenario watches the maintenance inbox. Each new email is passed to Claude API for structured extraction (building, unit, trade, urgency, tenant contact). The scenario opens a Buildium ticket via API, selects the vendor by trade and building assignment rules, sends the vendor an SMS via Twilio, replies to the tenant from a templated sender, and schedules a 24-hour follow-up check. Exceptions — low extraction confidence, missing vendor, or unusual requests — route to the dispatcher queue.

Step	Action	System	Time (sec)	Handled by
1	Parse email with Claude	Make + Claude API	8	Automated
2	Create Buildium ticket	Buildium API	4	Automated
3	Select vendor	Rules engine	1	Automated
4	Dispatch vendor via SMS	Twilio	3	Automated
5	Tenant confirmation	Make email	2	Automated
6	24h follow-up check	Make scheduler	—	Automated

Step	Action	System	Time (sec)	Handled by
7	Exception routing	Dispatcher queue	varies	Human

IMPACT AND BUILD ESTIMATE

Metric	Current	Proposed	Delta
Time per request	12 minutes	1.5 minutes	88 percent
Daily hours on dispatch	6.4 hours	0.8 hours	5.6 hours saved
Weekly hours absorbed	52 hours	6.5 hours	45.5 hours saved
Sheet drift risk	Daily	Eliminated	—
After-hours coverage	Partial	24/7	—
Exception rate (target)	n/a	8 to 12 percent	—

Weekly time recovered at the dispatcher: 10.5 hours (reduced from 12 to 1.5 hours per 30-request cycle). Recovered time redirected to higher-value work: vendor quality oversight and tenant satisfaction outreach. Estimated build: 48 to 60 hours across scenario build, Buildium API integration, rules engine, and 2-week supervised rollout. Fixed price: $14,500.

RISKS AND MITIGATIONS

Risk	Likelihood	Mitigation
Claude extraction misreads building ID	Medium	Confidence threshold + human queue for low scores
Vendor list changes without update	High	Weekly sync job; dispatcher notified on stale records
Buildium API rate limits	Low	Queue + retry, Make built-in backoff
Tenant replies to automated thread	Medium	Inbound webhook routes to dispatcher