

# Mastering Maintenance Retention

## Tips To Keep Your Maintenance Teams Engaged!

It is no secret that multifamily maintenance is facing a significant staffing shortage. In this environment, the stakes are even higher to keep your best employees. Your onsite teams need reassurance that joining your company was the right decision. A hint of uncertainty, lack of career growth, or insufficient support can lead them to seek other opportunities.

Grace Hill offers practical solutions designed to combat the maintenance labor shortage and win the fight for top talent. **Tara Samuels, Founder and Chief Networking Officer of A.M.P.** offers the following “RAMMP” framework to boost your property’s retention efforts.



### GET READY TO “RAMMP” UP YOUR RETENTION:

#### ✓ Referrals

An employee referral program offers techs the potential opportunity to work with more of their industry friends and colleagues. Offer the chance to win prizes — such as company swag, a day off, or even a gift card.

#### ✓ Associations

Encourage industry networking with subsidized access to regional associations, fostering a sense of belonging and collaboration. As Samuels puts it, “The more we engage professionals with their peers, the more likely they are to stay. Feeling valued in a community can make all the difference.”

#### ✓ Milestones

Recognition is a powerful motivator — and a little goes a long way. By celebrating achievements within your maintenance team, you create a culture of appreciation that boosts job satisfaction. Even recognizing small wins — like a new team member completing their first work order — fuels confidence and inspires continued success.

#### ✓ Mentors

As more people from outside multifamily enter the workforce, it's crucial to offer support. A mentorship program can bridge the gap by pairing new team members with experienced staff. This guidance accelerates their learning curve, setting them — and your property — up for long-term success.

#### ✓ Personalized

Highlight your team’s essential role by featuring them on your website and involving them in property tours, showcasing the faces behind the hard work that keeps your community thriving. In a competitive market, recognition and visibility help attract and retain top talent.

The “RAMMP” framework provides the perfect starting point for engaging your maintenance teams, but don't stop there! Here are three more ways to increase retention at your property:

#### ✓ Provide Supportive Tools

It is crucial that employees feel like growth is possible within the company. Equip them with training that develops their skills, while also streamlining their workload. Grace Hill’s partnership with **SkillCat** makes it easy to invest in your team with comprehensive mobile maintenance training built for multifamily.

#### ✓ Ensure Employees Feel Heard

Create a culture of open communication between management and maintenance teams by regularly checking in for insights on improving processes. Or use an **employee survey program** like Grace Hill to glean valuable feedback without added effort. You might uncover suggestions that save money or streamline workflows.



#### ✓ Express Thanks

Most importantly, show gratitude for the input your employees provide — thank them for sharing their ideas and let them know their voices matter. Expressing thanks is a small, simple detail that is unfortunately too often overlooked. However, employees who feel seen, heard, and appreciated are likelier to stay engaged and committed.



Take the first step towards improving maintenance talent retention with Grace Hill!

Talk to us about our trusted **maintenance training, policies, and survey programs** to improve retention at your organization.