



AI Maintenance readiness checklist

Readiness Criteria	Yes	No	Notes
Can your team currently categorize service requests by priority (e.g., life safety, nuisance, cosmetic)?	☐	☐	
Do you have a standardized escalation path for each property or unit type?	☐	☐	
Are vendor contact details and availability consistently documented and accessible?	☐	☐	
Do tenants use multiple channels to submit requests (SMS, voice, email)?	☐	☐	
Are common maintenance FAQs repeated by staff weekly?	☐	☐	
Would you benefit from automated reporting on issue volume, categories, and time-to-resolution?	☐	☐	

Scoring Guidance:
5-6 “Yes” → You’re likely AI-ready.
3-4 “Yes” → Consider a limited pilot with one property.
0-2 “Yes” → Start by tightening your SOPs and data hygiene.

How a conversational AI maintenance agent works

Captures tenant requests from any channel	Interprets urgency using pre-trained decision logic	Routes the request and triggers updates, automatically	Escalates only when conditions require human action
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