



Tenant calls are a Priority

A Superior knows the importance being available for your tenants. They need someone day or night when they experience problem situations. Sending your calls to our 24/7/365 call center is the perfect way to meet their needs.

- We are here to handle your calls 24/7/365
- We handle your calls and messages according to your specifications.

We take the steps you require... dispatching calls in emergency situation or holding routine calls for the next business day. Technology allows us a variety of ways to reach you.

Text Messaging:

- Receive a text message on your cell phone
- Reply to the message without having to call into the service
- Once we receive the confirmation, we cancel any further dispatch, so you are not contacted again
- If you do not confirm the message, our agents can take steps to contact you directly via cell phone, home phone, etc. or proceed down a list of other contacts.

Email dispatch:

- Similar to text messaging, we can send the message via email and you can respond to confirm they have received the message. If we don't receive a response within a specified time period, we can follow up with a phone call and proceed with appropriate protocol.

On Call Scheduling via Web Portal:

- You are in control of your on call schedule 24/7/365
- No more faxing or emailing your schedules
- Login to our web portal using your secure login/password
- Enter your On-Call Schedule and change them when needed. All changes are automatically updated in our system



Need More?

Service Requests via Website

Let us help you make the most of your website. Add a "Service Request" form on your site. Have those forms email to us. We create a message and dispatch to the appropriate staff member. It's that simple. Your customers will appreciate the ease of requesting service without having to make a phone call!

Customized Reporting

Customized reports are available. Many offices keep documentation of their calls. We can make the information you need available via download on our Web Portal