

# InThrMa EMS for Property Managers



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**Tom Enders manages 13 vacation properties in Lake Placid, a ski town in upstate New York. In addition to routine winter maintenance, such as snow removal and checking for frozen pipes, he provides vacation rental services for property owners. He was looking for a way to reduce labor costs associated with his maintenance responsibilities while extending his property management services. He found InThrMa EMS to be an affordable, easily installed solution to meet his needs.**

## The Installation

Tom installed an internet-enabled thermostat in each of his 13 Lake Placid rental properties. Once the thermostats were installed, he could immediately log on to the InThrMa EMS to create his setpoints, schedules, alerts and diagnostics. Within 15 minutes, he had access to and visibility of each property's heating system from his laptop as well as his iPhone.

## BENEFITS

### Labor And Energy Savings Through Remote Operation Of Thermostats

#### Reduced Labor: 20 Hours Monthly

Enders and his team used to make multiple trips to each property in between rentals: A crew would clean the property after each stay, and immediately before the new guests arrive, he would stop again to turn up the thermostat. Using InThrMa EMS, only one trip is required between guests. All thermostat changes can be made from his office. He estimates that this saves him around 20 hours per month.

#### Reduced Energy Consumption: 4-10% Savings

Due to scheduling conflicts, it may take as long as two days for Enders to be able to dispatch a cleaning crew after a rental property becomes vacant. During this time, the thermostat is running as if the property were fully occupied. InThrMa EMS allows him to remotely turn down the thermostat immediately after guests leave. This has reduced his client's winter heating bills by 4-10%.

#### Savings Through InThrMa EMS Analytics

Analytics features within InThrMa EMS learn how a building heats up and cools down under different weather conditions, and sends alerts when the building performance strays from its historical performance. This helps owners and property managers quickly identify HVAC system problems, building maintenance needs or tenant misuse.

#### Early Identification Of Tenant Misuse: \$20 Per Month Per Property

Property owners frequently pay exorbitant utility bills because short term vacationers do not directly pay for the Utilities that they consume. This often leads them to use the system inefficiently. InThrMa EMS helps identify this misuse: "I got an alert from InThrMa EMS that a furnace was working overtime, while the property was cooling down. When I called the guests to see how their stay was, I learned that they had left the heat cranked up in the house and the patio door open so that they could hear music while in the hot tub. This kind of thing happens pretty frequently, and the property owners I work with really appreciate that I can diplomatically attend to this type of misuse."

#### Early Detection Of Maintenance Problems

Routine maintenance problems, such as clogged furnace filters, lead to inefficient operation as well as system failure if not addressed. This is particularly problematic in winter vacation properties because the greatest usage happens during the peak vacation season. Enders cannot afford to inconvenience renters during this important season. InThrMa EMS alerts give him early notice of these problems, allowing him to schedule maintenance checks as soon as possible.

#### The InThrMa EMS Value Proposition

This quote from Tom sums it up best: "With InThrMa EMS, I am able to identify the most serious problems immediately, rather than waiting until the next time I happen to stop by a property or when renters call with a serious problem. I'm able to be proactive, not reactive. For the property owners, this offers them a piece of mind that their valuable investment is properly cared for. Winters around here are harsh, and they want to know their property is taken care of. InThrMa EMS helps me provide a greater level of service while reducing the amount of effort required to do so."