



Optimized Multi-Service
Facilities Program

Independent Living Communities Chain Ensures Worry-Free Living Environment

Challenge: Growing Company Seeks to Optimize Systems and Control Operating Costs

When SLM first connected with RLC’s facilities leadership, they were focused on enhancing service consistency, improving cost efficiency, and strengthening compliance across their expanding portfolio.

As they planned growth within new markets, they also wanted to avoid:



Compliance & Liability Risks

Improper handling of UCO, grease traps, or HVAC maintenance can lead to regulatory fines, lawsuits, or health hazards, and put residents and the company’s reputation at risk.



Staff burnout

Without a scalable, outsourced support, the burden could fall on their internal teams, resulting in service gaps and reduced quality.



Resident Dissatisfaction & Churn

Poorly maintained facilities directly impact resident comfort, safety, and satisfaction—leading to complaints, negative reviews, and decreased retention.

Results Summary

40%

reduction in
management time

7%

in cost reduction

14K

services managed
in 2024

“SLM is a key reason we continue to keep our locations safe and operating smoothly. Their facilities maintenance and repair services management is essential to keeping our communities feeling like home to all our independent residents.”

— Steve Long,
Vice President of Maintenance

Solution: Streamlined Maintenance and Repair Services with Vetted Vendor Partners

When SLM partnered with RLC in 2017, we concentrated on three key areas for operational improvement across locations.



Specialized Expertise & Compliance Consolidation

SLM's in-house experts rolled out a multi-faceted program to ensure proper maintenance of critical facilities systems through specialized knowledge in operations, maintenance, and regulation compliance.



Cost Efficiency & Predictability

By consolidating services with our nationwide vendor network, SLM was able to offer a more predictable, scalable pricing model, making RLC's budgeting easier.



Systems Reliability & Consistency

With our 24/7 availability for emergency repairs and a structured program with regularly scheduled maintenance, our optimized solution would reduce downtime, ensure systems ran smoothly, and prevent costly disruptions.

Outcome: Scalable, Facilities Services for a Growing Family-Owned Company

SLM's outsourced managed solutions continue to provide the flexibility that allows RLC to scale services quickly without straining internal resources.



Operational Excellence

Consistent, compliant, and efficient maintenance of critical systems (HVAC, UCO, GT, Trash, Jetting) ensures safety, reliability, and cost control.



Enhanced Resident Satisfaction

Seamless facility operations contribute to a comfortable, clean, and worry-free living environment, boosting resident retention and satisfaction.



Client Snapshot:

60+

locations in 29 states

7k+

residents

2k+

staff

Years with SLM: 8 (2017)

Industry:

Independent Living /
Retirement Communities

Managed Lines of Service:

- Trash / Solid Waste
- Grease Traps (GT)
- Jetting
- Used Cooking Oil (UCO)
- Heating, Ventilation, and Air Conditioning (HVAC)



SLM Facilities Solutions Nationwide is a leading outsourced service provider in the facilities management industry across locations. For more than 25 years, we have assisted reputable and emerging chains in resolving complex facilities challenges and minimizing operational expenses by maintaining a customer-first approach.