Adivino

OPERATIONS X-RAY · SAMPLE REPORT

Sandstone Stays

24 short-term rental properties · Las Vegas valley
Review period: 1 June to 31 August 2026 (92 days)

$37,501
maintenance and vendor spend reviewed

152
work orders read line by line

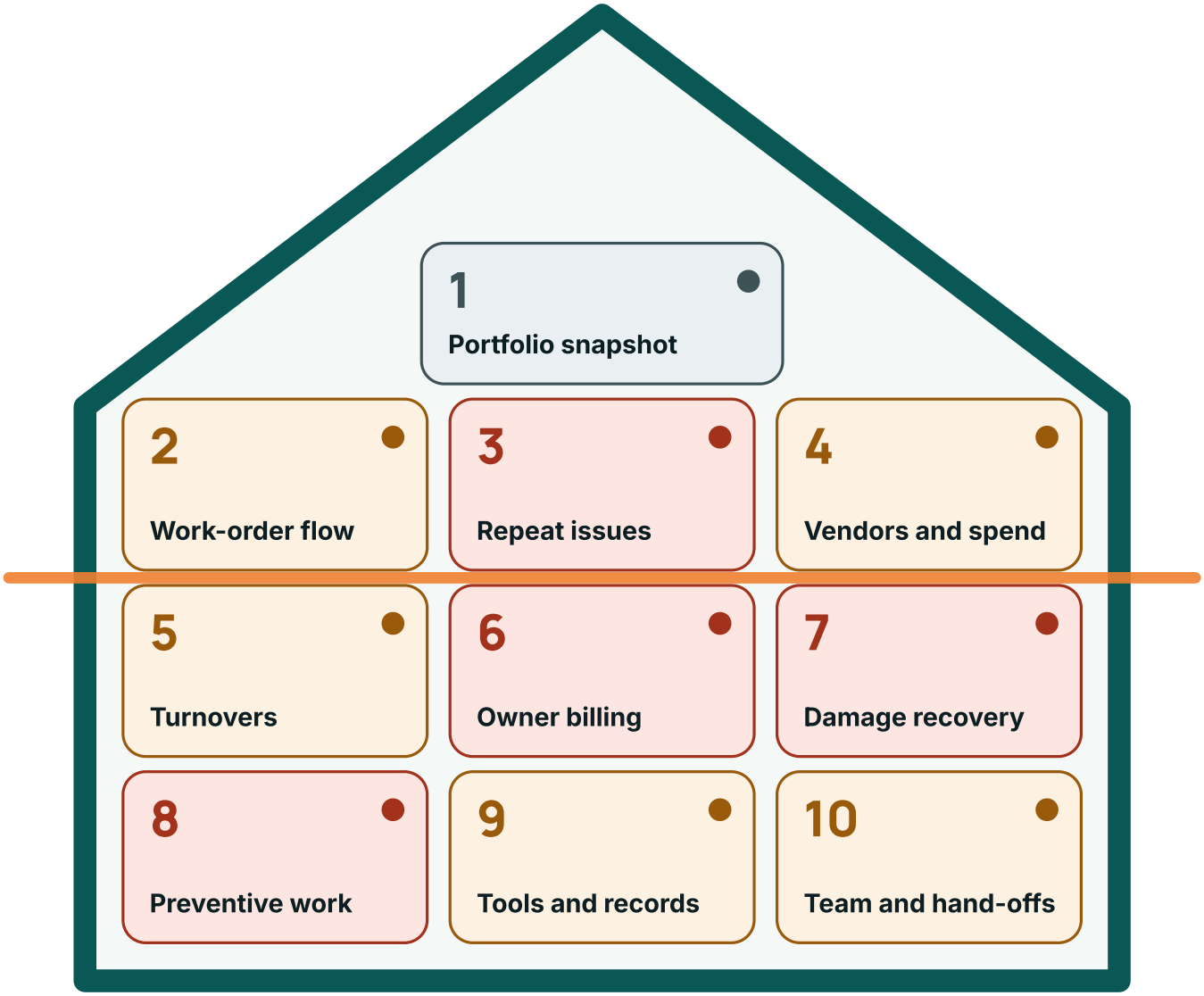
10
fixed checks

This is a sample. Sandstone Stays does not exist. The company, property codes, vendors and every figure in this report are invented to show what an Operations X-Ray looks like. The format, the checks and the level of detail are exactly what a client receives.

Prepared by Orhun Ateş, Adivino

The X-Ray at a glance

Ten areas of the operation, one status each. The detail behind every color is in the findings section.



Not working 4 · Partly working 5 · Working 0 · Context 1

No area is fully green. The weekday operation itself is sound (see "What is already working" in the summary); the gaps sit in follow-through after a ticket is closed.

Summary

Sandstone Stays runs a tidy weekday operation. The money leaks are in what happens *after* a ticket is closed: the same faults come back, capital items are absorbed instead of billed, and almost nothing is planned ahead.

$37,501
Spend in 92 days tickets $27,826 + flat contracts $9,675

28%
of ticketed spend went on faults that came back

96%
of work orders were reactive (raised by a guest or cleaner)

$16,748
visible in your own records in one quarter (page 5)

The five findings that matter most

1. **Repeat faults.** 21 faults came back at the same property after being "fixed": 46 tickets and $7,848 in total. One AC fault alone brought HVAC A back 9 times to 3 homes. Area 3
2. **Capital items absorbed, not billed.** 8 replacements worth $5,750 that the management agreement treats as owner costs were paid by Sandstone. A further $1,120 went on repairs to appliances still under warranty. Area 6
3. **Weekend tickets wait three times longer.** Median time to assign is 4.3 hours on weekdays and 13.8 hours at weekends, when guest occupancy is highest. Areas 2, 10
4. **Paying twice for pools.** A flat monthly pool contract covers 13 homes, yet a second pool vendor was called 8 times to 5 of the same homes ($1,675), half of them for water chemistry. Area 4
5. **Guest damage is rarely recovered.** Cleaners logged 11 damage incidents. 3 claims were filed and 1 was paid. Area 7

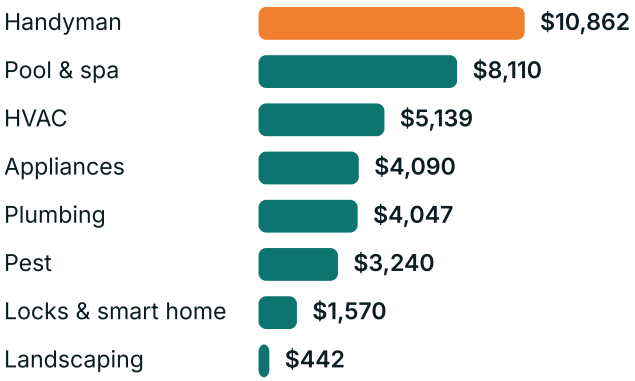
What is already working

- Weekday dispatch is fast: half of all weekday tickets have a vendor assigned within 4.3 hours.
- The flat pest contract covers every call-out. Three scorpion and ant calls cost nothing extra.
- Cleaners report issues. 58 problems were noted at turnover; the gap is in what happens next (Area 5).

Where the money goes

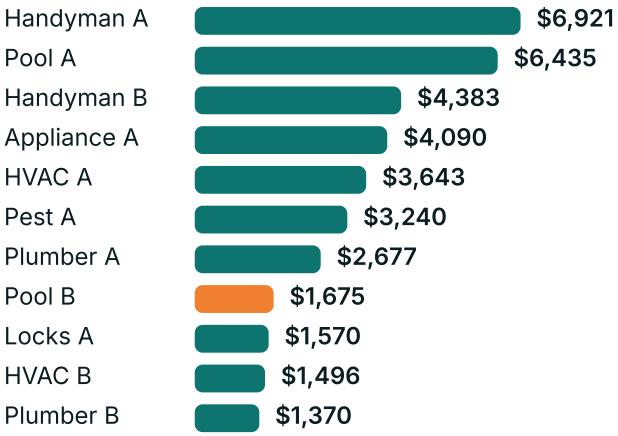
All maintenance and vendor spend from 1 June to 31 August 2026, taken from vendor bills and matched to work orders. Cleaning is reported separately in Area 5.

By trade



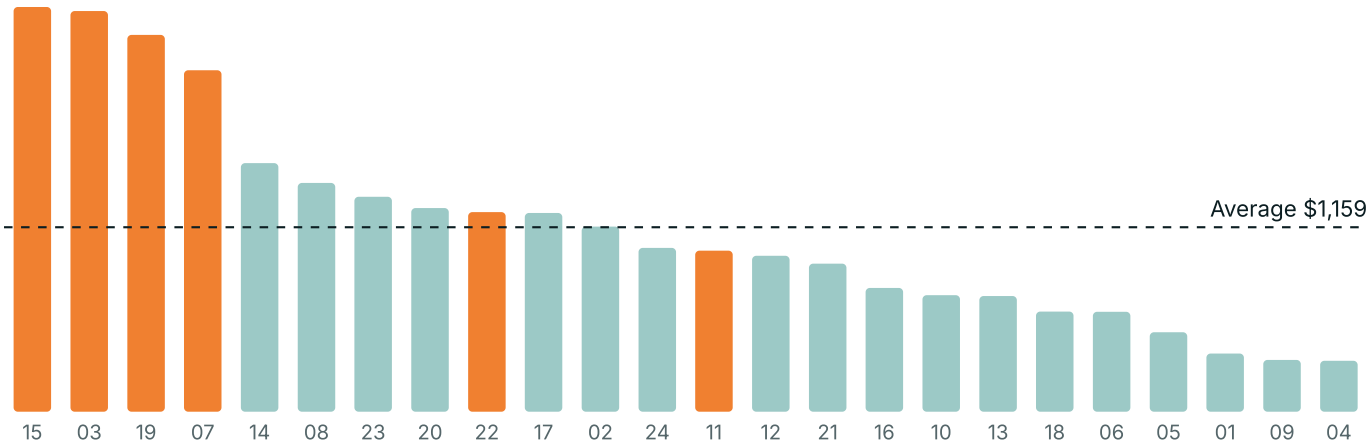
Handyman work is the largest line at 39% of ticketed spend, all billed hourly with no agreed rate card.

By vendor



Vendor names are replaced by codes in this sample. Pool A is a flat monthly contract; Pool B is per visit.

By property (ticketed spend)



Property code (SS-01 to SS-24), sorted by ticketed spend

Properties with the two repeat patterns in Area 3. The five most expensive homes carry 40% of ticketed spend, and four of them are repeat-fault homes. Size does not explain the gap: two- and three-bedroom homes cost about the same on average ($1,120 and $1,205).

What the numbers mean

Two different things on one page: amounts that are already visible in Sandstone's own records, and a simple what-if for a whole year.

Amounts visible in your records (92 days)

WHAT WE FOUND	WHERE	AMOUNT
Faults that came back after being "fixed"	Area 3	**$7,848**
Owner-billable replacements paid by the company	Area 6	**$5,750**
Repairs paid on items still under warranty	Area 6	**$1,120**
Pool chemistry visits outside the flat contract (not already counted above)	Area 4	**$410**
Guest damage repaired but not recovered	Area 7	**$1,620**
Total, with no item counted twice		**$16,748**

These are amounts already spent. They show where money went, not what you will get back. Some, such as repeat faults, may still need a proper fix.

What-if: a small change across the whole year

Sandstone spent $37,501 on maintenance and vendors in this quarter. As a rough yearly base that is about **$150,004** (quarter × 4).

5%

$7,500

a year kept in the business

$312 per property a year

10%

$15,000

a year kept in the business

$625 per property a year

Every 1%

$1,500

a year on this portfolio

$63 per property a year

This is arithmetic, not a promise. We do not forecast savings. Summer is the busiest quarter for HVAC and pools in Las Vegas, so the true yearly base is probably lower than quarter × 4.

Findings by area

Each finding uses the same format: what we saw, whether it works, why it matters and what to do. Amounts are stated only where your own records show them.

1 Portfolio snapshot

Context

WHAT WE SAW
Average ticketed spend of $1,159 per property over 92 days. The top five properties account for 40% of it. Bedroom count makes little difference; the outliers are driven by recurring faults, not by size.

WHY IT MATTERS
When a few homes carry a large share of the cost, fixing those homes properly moves the whole portfolio. Averages hide this.

RECOMMENDATION
Review the top five properties monthly as a fixed agenda item, using the per-property view in this report as the template.

SUGGESTED OWNER
Operations manager

2 Work-order flow

Partly working

WHAT WE SAW
Median time from ticket to assigned vendor is 6.2 hours overall: 4.3 hours on weekdays and 13.8 hours at weekends. 11 tickets waited more than 24 hours. 14 tickets (9%) were duplicates, usually the same problem logged once from a guest message and once from a cleaner.

TIME TO ASSIGN (MEDIAN)



WHY IT MATTERS
Weekend stays are the busiest. A guest with no AC on a Saturday in July waits most of the day, and duplicates make the queue look longer than it is and hide real repeats.

RECOMMENDATION
Name a weekend dispatcher with access to the vendor list and rates. Add a duplicate check at ticket creation: same property and same trade within 72 hours is merged, not opened again.

SUGGESTED OWNER
Maintenance coordinator

3 Repeat issues

Not working

WHAT WE SAW

21 faults came back at the same property within the period: 46 tickets in total and $7,848, or 28% of ticketed spend. Two patterns stand out. **AC not cooling** at SS-07, SS-15 and SS-19: 9 visits by HVAC A for the same capacitor and refrigerant fault ($1,830), each billed as a new call-out. **Main-line clogs** at SS-03, SS-11 and SS-22: 7 visits ($1,225) split between two plumbers, so neither saw the pattern and no camera inspection was done.

SS-07, EVERY HVAC VISIT



Same AC fault, billed as a new call-out each time. Other HVAC tickets in grey.

WHY IT MATTERS

Each repeat is a call-out fee, a guest complaint risk and a review risk, while the root cause stays in place. The units at SS-07 and SS-15 may be at the end of their life, which is an owner decision nobody has been asked to make.

RECOMMENDATION

Any fault that returns within 60 days triggers a root-cause visit and, where needed, a written repair-or-replace recommendation to the owner. One plumber owns each property's drain history.

SUGGESTED OWNER

Maintenance coordinator, with owner approval

4 Vendor structure and spend

Partly working

WHAT WE SAW

11 vendors across 8 trades. Two handymen take 39% of ticketed spend, billed hourly with no rate card or time cap. Pool A is paid $6,435 for weekly service at 13 homes, yet Pool B was called 8 times to 5 of those homes ($1,675). Four of those visits ($805) were for green water, which is chemistry and normally inside a weekly service scope.

WHY IT MATTERS

Without a written scope, the flat contract and the per-visit vendor overlap and nobody checks which one should have paid. Hourly work without a rate card cannot be compared between vendors.

RECOMMENDATION

Put Pool A's scope in writing and route chemistry calls to them first. Agree a simple handyman rate card (call-out, hourly rate, minimum) and a primary and back-up vendor per trade.

SUGGESTED OWNER

Operations manager

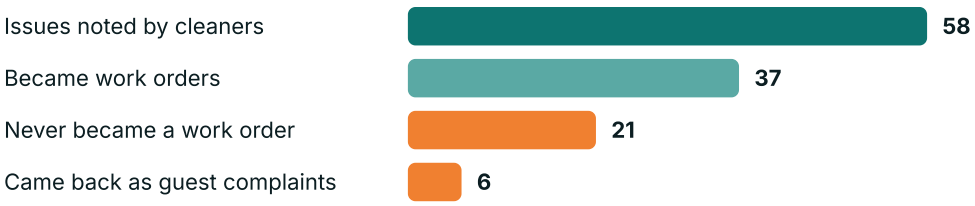
5 Turnovers and cleaning

Partly working

WHAT WE SAW

The cleaning log shows 505 turnovers at an average of $118 (from $95 for two bedrooms to $185 for five). Cleaners noted 58 maintenance issues in their turnover notes. 37 became work orders; 21 did not. Six of those 21 came back as guest complaints within two weeks.

CLEANER NOTES



WHY IT MATTERS

Cleaners are the only people in every home between stays. Issues they see but that never become tickets turn into guest complaints, at a higher cost and with review risk.

RECOMMENDATION

Give cleaners a short issue form (property, photo, one line) that creates a work order directly, instead of a free-text note at the end of the log.

SUGGESTED OWNER

Housekeeping lead

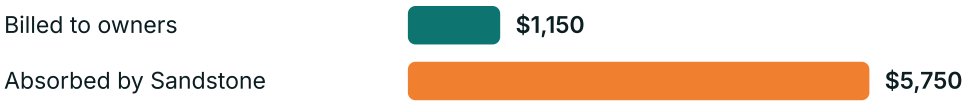
6 Owner billing and warranties

Not working

WHAT WE SAW

The management agreement makes replacements over $250 an owner cost. 8 such items worth $5,750 were paid by Sandstone and not passed on, including a fridge compressor ($1,240), a patio furniture set ($1,150) and a dryer ($980). Only 3 items ($1,150) were billed correctly. Separately, 3 appliance repairs ($1,120) were paid on items bought in 2025 and still under manufacturer warranty.

OWNER-BILLABLE ITEMS



WHY IT MATTERS

This is money already spent from the company's margin. Whether to recover past items is a decision for you and your owners; the fix is to stop it happening at ticket close.

RECOMMENDATION

Add two questions when a ticket is closed: "Is this owner-billable?" and "Is this item under warranty?". Keep a simple warranty register by property with purchase date and receipt.

SUGGESTED OWNER

Accounts, with the maintenance coordinator

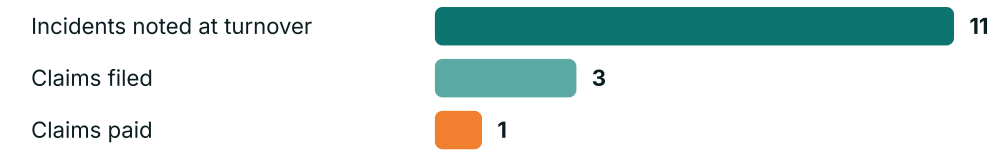
7 Damage recovery

Not working

WHAT WE SAW

11 guest damage incidents were noted in cleaning logs, with repair costs of $1,860. Claims were filed for 3. One was paid ($240). The other 8 were repaired and absorbed, mostly because photos were not taken at turnover or the platform deadline had passed.

DAMAGE, NOTE TO PAYMENT



WHY IT MATTERS

Damage that is not documented at checkout cannot be claimed later. The cost of the repair is already in the maintenance spend above.

RECOMMENDATION

Make photos part of the turnover routine when damage is found, and file within the platform deadline. Track each incident from note to claim to outcome.

SUGGESTED OWNER

Housekeeping lead, with guest services

8 Preventive maintenance

Not working

WHAT WE SAW

96% of work orders were raised by a guest or a cleaner. Only 6 came from planned inspections. There is no HVAC service schedule: the 32 HVAC tickets all arrived in the hottest three months, and filter changes are logged only when a guest reports a problem.

WHERE TICKETS CAME FROM



WHY IT MATTERS

In the Las Vegas summer, an AC failure is the most expensive kind of ticket: urgent rates, guest refunds and reviews. Most of it can be scheduled in spring.

RECOMMENDATION

A recurring calendar: HVAC service before May, filters quarterly, pool and pest on contract, irrigation checks in spring and autumn.

SUGGESTED OWNER

Maintenance coordinator

9 Tools and records

Partly working

WHAT WE SAW	Work orders live in the work-order tool, bills in accounting, the vendor list in a spreadsheet and most dispatch conversation in a vendor chat group. 18% of vendor bills had no matching work order. Fault descriptions are free text, so the same problem is written several ways.
WHY IT MATTERS	Bills without tickets cannot be checked against the work done, and free-text faults make repeats hard to spot. Every finding in Area 3 had to be found by hand.
RECOMMENDATION	Require a work-order number on every vendor bill. Use a short fixed list of fault types per trade alongside the free-text description.
SUGGESTED OWNER	Operations manager

10 Team and hand-offs

Partly working

WHAT WE SAW	One coordinator dispatches every ticket on weekdays. At weekends a virtual assistant covers, without the vendor rates or the authority to approve work over $300, so tickets wait for Monday or for a call back.
WHY IT MATTERS	The weekend delay in Area 2 is a hand-off problem, not a vendor problem. It also puts the whole operation on one person.
RECOMMENDATION	Write a one-page weekend playbook: who to call per trade, approval limit, and when to wake the manager. Give the weekend cover the same vendor list and rates.
SUGGESTED OWNER	Operations manager

Priority list

Every recommendation, ranked so that low-effort, high-impact changes come first. Effort assumes the tools Sandstone already uses.

#	RECOMMENDATION	AREA	EFFORT	IMPACT	SUGGESTED OWNER
1	Root-cause rule for faults that return within 60 days	3	Low	High	Maintenance coordinator
2	Owner-billable and warranty questions at ticket close	6	Low	High	Accounts
3	Weekend dispatcher and one-page playbook	2, 10	Low	High	Operations manager
4	Written scope for the flat pool contract	4	Low	Medium	Operations manager
5	HVAC service before summer and quarterly filters	8	Medium	High	Maintenance coordinator
6	Cleaner issue form that creates work orders	5, 7	Medium	Medium	Housekeeping lead
7	Damage photos and claim tracking	7	Low	Medium	Housekeeping lead
8	Handyman rate card; primary and back-up vendor per trade	4	Medium	Medium	Operations manager
9	Work-order number on every vendor bill	9	Low	Medium	Accounts
10	Duplicate check at ticket creation	2	Low	Low	Maintenance coordinator
11	Fixed fault-type list per trade	9	Medium	Low	Operations manager
12	Monthly review of the five most expensive properties	1	Low	Medium	Operations manager

The first three can be in place within two weeks without new software.

30 / 60 / 90 day plan

The priority list laid out over one quarter. The first month needs no new software, only decisions and a few written rules.

Days 1–30

RULES AND QUICK FIXES

Root-cause rule for faults that return within 60 days
Maintenance coordinator · Area 3

Owner-billable and warranty questions at ticket close
Accounts · Area 6

Weekend dispatcher and one-page playbook
Operations manager · Area 2, 10

Written scope for the flat pool contract
Operations manager · Area 4

Damage photos at turnover; claim tracking
Housekeeping lead · Area 7

Work-order number on every vendor bill
Accounts · Area 9

SET-UP HELP, IF WANTED
Work-order tracker and triage

Days 31–60

RECORDS AND VENDORS

Cleaner issue form that creates work orders
Housekeeping lead · Area 5

Warranty register by property
Accounts · Area 6

Handyman rate card; primary and back-up vendor per trade
Operations manager · Area 4

Duplicate check at ticket creation
Maintenance coordinator · Area 2

SET-UP HELP, IF WANTED
Vendor register; owner charge-back and warranty tracker

Days 61–90

PLAN AHEAD, THEN MEASURE

Recurring calendar: spring HVAC service, quarterly filters
Maintenance coordinator · Area 8

Fixed fault-type list per trade
Operations manager · Area 9

Monthly review of the five most expensive properties
Operations manager · Area 1

Day 90: re-run the key numbers
Operations manager · Area All

SET-UP HELP, IF WANTED
Recurring maintenance calendar; Monthly Vendor & Repeat-Fault Report

What to measure at day 90

28%	13.8 h	3 of 11	96%
share of ticketed spend on faults that came back	median time to assign at weekends	owner-billable items actually billed	work orders that were reactive

Today's figures, as the baseline. The same exports, run again, show whether the changes held. The Monthly Vendor & Repeat-Fault Report tracks these four every month, if you want it.

Data gaps

Records that did not exist or could not be checked. A missing record is a finding in itself.

RECORD	WHAT WE FOUND	WHY IT MATTERS
Warranty register	Does not exist. Warranty status was rebuilt from appliance invoices for 2025 purchases only.	Older items may also be under warranty; we could not check.
Damage claims	Partial. Taken from platform emails; no internal log.	Outcome of 2 of the 3 claims had to be inferred.
Preventive schedule	Does not exist.	Reactive and planned work cannot be compared over time.
Vendor bills without work orders	18% of bills.	Those bills could not be checked against the work done.
Cleaning issue notes	Free text in the cleaning log.	Issues were matched to tickets by hand; a few may be missed.

Method and data received

Exports received: work orders (152 rows), vendor bills, vendor list with trade and pay basis, cleaning log, portfolio list and owner statements for June to August 2026. No logins were used. No guest or owner names were received; properties are identified by code only. Raw files are deleted within 30 days of the walkthrough call.

What happens next

We go through this report together in a 60-minute call. You decide what to act on. If you want help putting a recommendation in place, each one maps to a set-up module built inside the tools you already use: work-order tracker and triage (Areas 2, 3, 9), vendor register (Area 4), owner charge-back and warranty tracker (Areas 6, 7) and recurring maintenance calendar (Area 8). After that, the Monthly Vendor & Repeat-Fault Report re-runs the key checks each month from the same exports, so you can see whether the fixes held. Nothing is assumed.

Want this for your own portfolio? Start with a free review of your public listings at **adivino.org**, or write to orhun@adivino.org.

Appendix: the evidence

The work orders behind the main findings, as they appear in Sandstone's own records. Dates are day/month, 2026.

A. AC not cooling: same fault, 9 visits, $1,830

WORK ORDER	DATE	PROPERTY	VENDOR	DESCRIPTION	AMOUNT
WO-1001	13/06	SS-07	HVAC A	AC not cooling - capacitor/refrigerant	$185
WO-1002	02/07	SS-07	HVAC A	AC not cooling - capacitor/refrigerant	$240
WO-1003	29/07	SS-07	HVAC A	AC not cooling - capacitor/refrigerant	$195
WO-1004	17/08	SS-07	HVAC A	AC not cooling - capacitor/refrigerant	$185
WO-1005	21/06	SS-15	HVAC A	AC not cooling - capacitor/refrigerant	$195
WO-1006	20/07	SS-15	HVAC A	AC not cooling - capacitor/refrigerant	$195
WO-1007	10/08	SS-15	HVAC A	AC not cooling - capacitor/refrigerant	$185
WO-1008	06/07	SS-19	HVAC A	AC not cooling - capacitor/refrigerant	$240
WO-1009	03/08	SS-19	HVAC A	AC not cooling - capacitor/refrigerant	$210

B. Main-line clogs: same fault, 7 visits, two plumbers, $1,225

WORK ORDER	DATE	PROPERTY	VENDOR	DESCRIPTION	AMOUNT
WO-1010	10/06	SS-03	Plumber B	Slow drain / clog - main line	$175
WO-1011	11/07	SS-03	Plumber A	Slow drain / clog - main line	$165
WO-1012	23/06	SS-11	Plumber B	Slow drain / clog - main line	$190
WO-1013	22/07	SS-11	Plumber A	Slow drain / clog - main line	$165
WO-1014	20/08	SS-11	Plumber B	Slow drain / clog - main line	$165
WO-1015	01/07	SS-22	Plumber A	Slow drain / clog - main line	$190
WO-1016	06/08	SS-22	Plumber B	Slow drain / clog - main line	$175

C. Owner-billable replacements paid by Sandstone: 8 items, $5,750

WORK ORDER	DATE	PROPERTY	VENDOR	DESCRIPTION	AMOUNT
WO-1038	28/07	SS-01	Handyman A	Replace smoke detectors (all)	$210
WO-1032	04/07	SS-05	Appliance A	Oven igniter	$290
WO-1035	15/08	SS-08	Appliance A	Fridge compressor	$1,240
WO-1033	23/07	SS-12	Appliance A	Dryer replacement	$980
WO-1036	20/06	SS-14	Handyman A	Replace patio furniture set	$1,150
WO-1034	01/08	SS-17	Appliance A	Microwave replacement	$460
WO-1037	07/07	SS-20	Handyman A	Replace blinds (3 rooms)	$640
WO-1039	08/08	SS-23	Handyman A	Fence repair after wind	$780

D. Repairs paid on items under warranty: 3 items, $1,120

WORK ORDER	DATE	PROPERTY	VENDOR	DESCRIPTION	AMOUNT
WO-1029	11/06	SS-04	Appliance A	Dishwasher not draining	$320
WO-1030	28/06	SS-10	Appliance A	Fridge ice maker	$385
WO-1031	15/07	SS-21	Appliance A	Washer error code	$415

E. Pool B visits to homes already on Pool A's flat contract: 8 visits, $1,675

WORK ORDER	DATE	PROPERTY	VENDOR	DESCRIPTION	AMOUNT
WO-1021	15/06	SS-02	Pool B	Spa heater fault	$260
WO-1022	18/07	SS-02	Pool B	Green water / chemistry	$260
WO-1023	26/06	SS-06	Pool B	Pump not priming	$175
WO-1024	09/07	SS-09	Pool B	Green water / chemistry	$150
WO-1025	12/08	SS-09	Pool B	Pump not priming	$175
WO-1026	31/07	SS-13	Pool B	Pump not priming	$260
WO-1027	19/06	SS-16	Pool B	Green water / chemistry	$175
WO-1028	21/08	SS-16	Pool B	Green water / chemistry	$220