Vivint has proven to be a strong, dependable and reputable partner from the get-go, Evans says. “I think Vivint is head and shoulders above some of the other providers from a staffing and training point, and that sets the stage for really professional experiences with them,” Evans said.

Vivint began the relationship with Wasatch by bringing onsite leasing and maintenance teams and the regional manager who oversees the two properties to its corporate headquarters in Provo, Utah, for hands-on training. The goal of the training is not to teach them how to fix a problem with any device; it is to ensure all members of a community’s team have a keen working knowledge of the products and solutions so they are confident in the products they are promoting to future residents.

Vivint also provided invaluable assistance during the community construction process, according to Evans. “The mere fact that we can call them up and say, for instance, ‘Hey, we need this stuff done tomorrow,’ and they have a labor force that gets it done, that’s priceless. That goes a long way,” Evans said. “They’ve always been very responsive and have always been there to help us set up systems and bring us product and work with our construction team to keep an inventory of all of the items.”

And as residents have moved in and began using their smart home devices, Vivint has been quick to respond to any issues, Evans noted. Overall, the reliability of Vivint’s products and service has been top-notch, he added.

As for the impact on NOI and lease-up rates, Evans notes it’s too early to determine that, but he’s very impressed with the performance of the Vivint team and the solutions so far. “I think the one of the things that we value with Vivint the most is they are constantly growing in the product offerings they have,” Evans said. “If you’re not advancing, you’re behind. If you’re not thinking four or five steps ahead, then you’re already missing the boat. I know Vivint spends quite a bit of time and money in research and development.”