



How The Mayfair brought its operations into one system with Minut Tasks



Reduced hours

spent per week on manual coordination across tasks



Protected

the guest experience in every suite from disturbances



Aligned

the team on one system for maintenance and operations

Executive Summary

Running a 32-suite aparthotel with a lean, hands-on team meant Jeanine Halum needed one clear way to track maintenance across every unit, plus real-time awareness of noise and climate issues before they reached a guest. She turned to Minut Tasks to replace a bulletin board and group texts with one shared system her team checks off from their phones, paired with Minut's noise and temperature monitoring for round-the-clock coverage.



About The Mayfair

The Mayfair on Canal blends the convenience of apartment living with the sophistication of a boutique hotel, across four historic buildings on Canal Street in the heart of New Orleans.

Restored after decades vacant, the property's 32 multi-bedroom suites suit groups and extended stays, steps from the French Quarter.

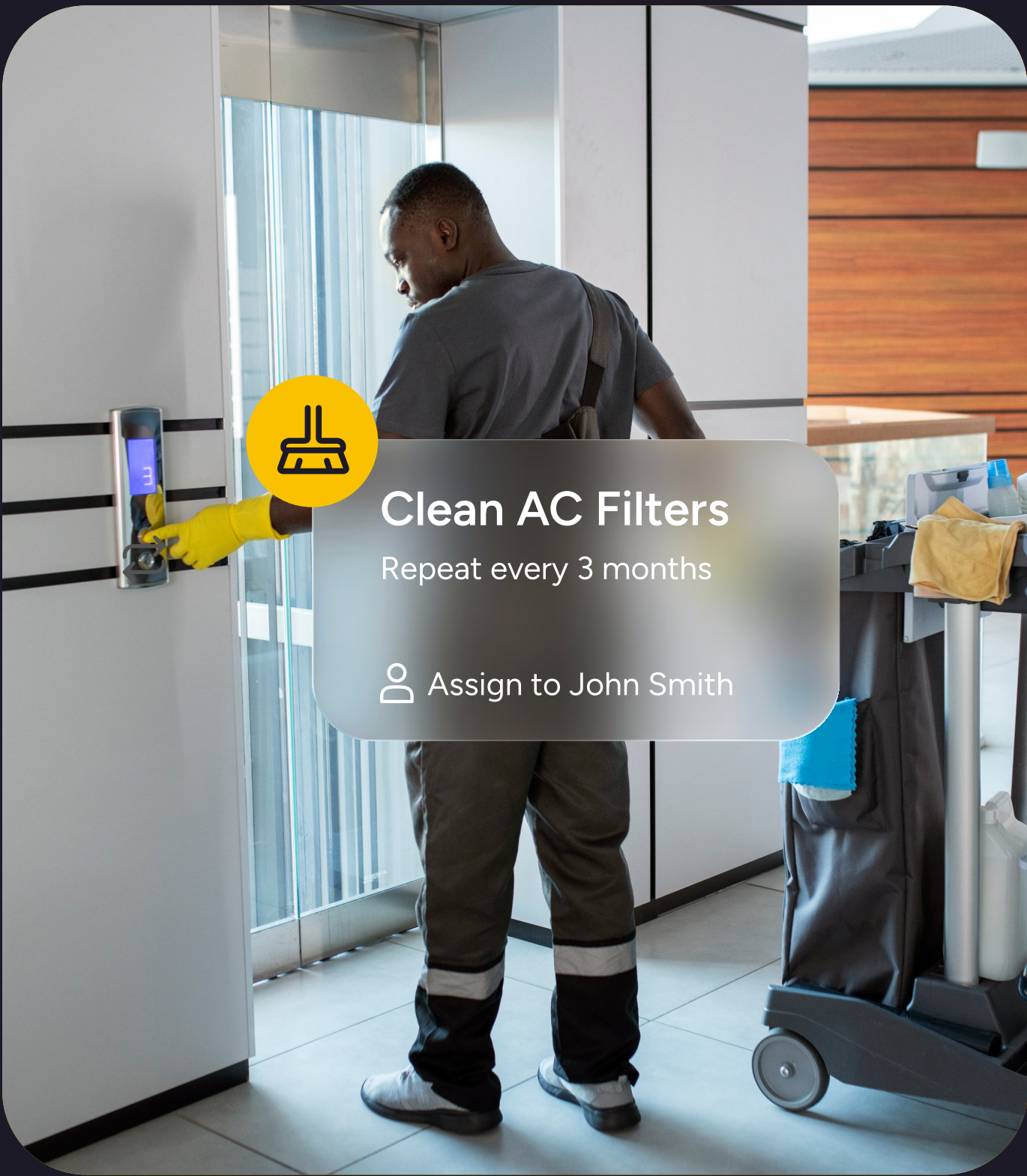
Property Manager Jeanine Halum runs day-to-day operations, using Minut to keep maintenance, noise, and climate management running smoothly across the property.

Use Case #1

Turning scattered maintenance work into one clear system

The challenge

Before Minut Tasks, maintenance ran off a bulletin board in the back of house and a printed checklist of recurring jobs, checked off by hand. Staff texted updates each morning to report what they'd handled the night before. Recurring work like AC filter changes, paint touch-ups, and pest control lived across paper, texts, and word of mouth. Staff missed jobs without realising it.



"Before, we were using spreadsheets, word of mouth, texting it, checking things off a bulletin board. It just wasn't as organized as it could have been."

Jeanine Halum
Property Manager

The solution

Jeanine moved her team's maintenance work into Minut Tasks, managing everything from unit-level jobs to building-wide upkeep like roof and gutter cleaning in one place. Her staff, who carry the Minut app for monitoring, now check off work from their phones instead of a paper list, with every task visible to the whole team.

The results

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Fewer

missed jobs that slip through the cracks

↓

Less hours

spent per week on manual coordination across tasks

✓

Aligned

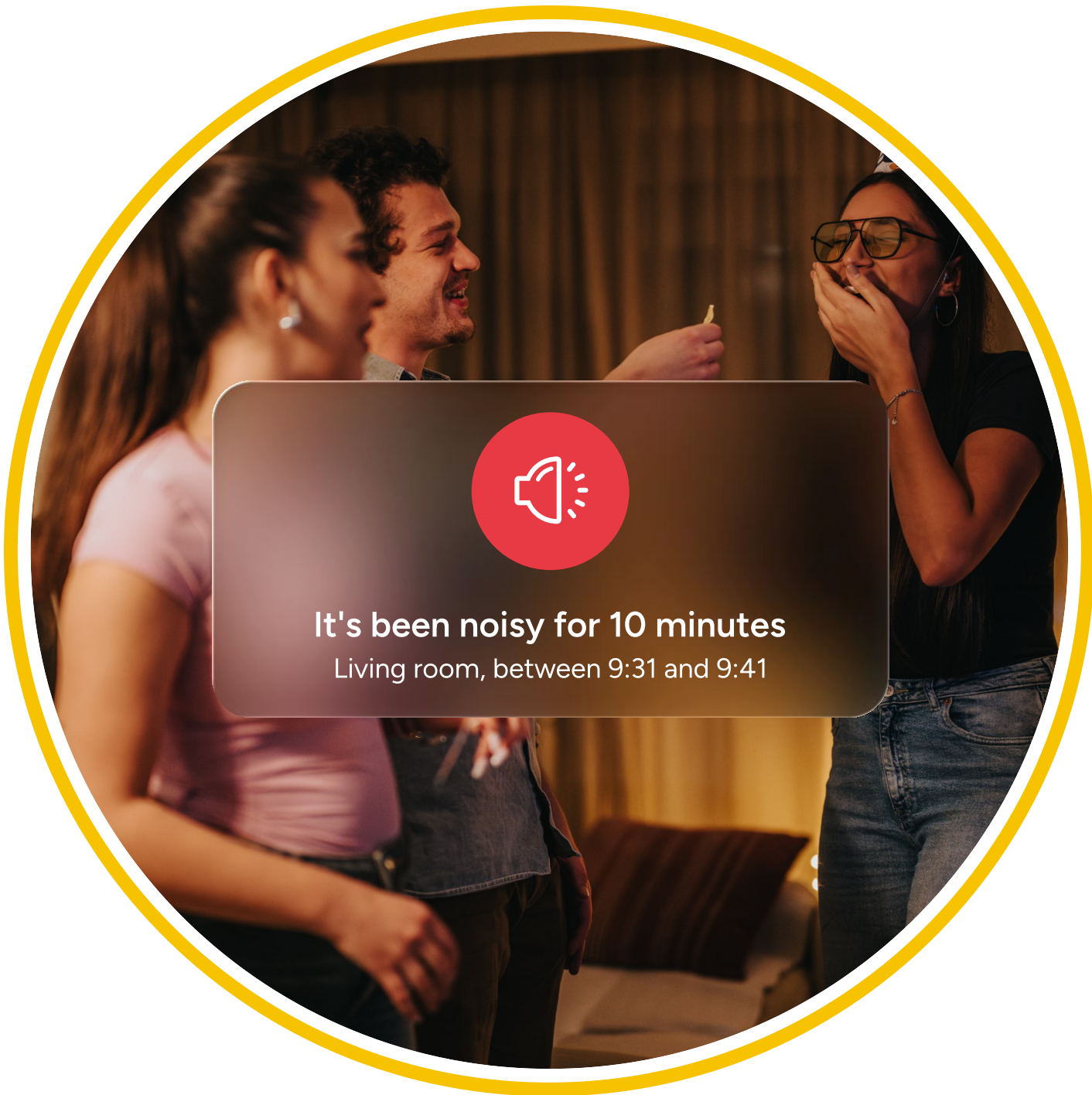
across the team as staff can see status of each task

Use Case #2

Protecting the guest experience with real-time noise awareness

The challenge

The Mayfair aims to provide every guest with a comfortable experience when they stay. With multi-bedroom suites often attracting larger groups, a loud night in one suite could easily disturb the guests staying next door.



"We have guests that are neighbouring each other, so if a unit is being loud, we want to make sure that the guests next door aren't disturbed. It was really important for us to have that noise awareness."

Jeanine Halum
Property Manager

The solution

Minut's noise monitoring runs around the clock, alerting the team the moment a unit gets too loud. The team carry mobile phones on their person with the Minut app installed, and can investigate as soon as a noise alert notification is received, preventing further escalation.

The results

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Resolved

noise disruptions before they become complaints

🏠

Protected

the guest experience in every suite from disturbances

🔊

Prevented

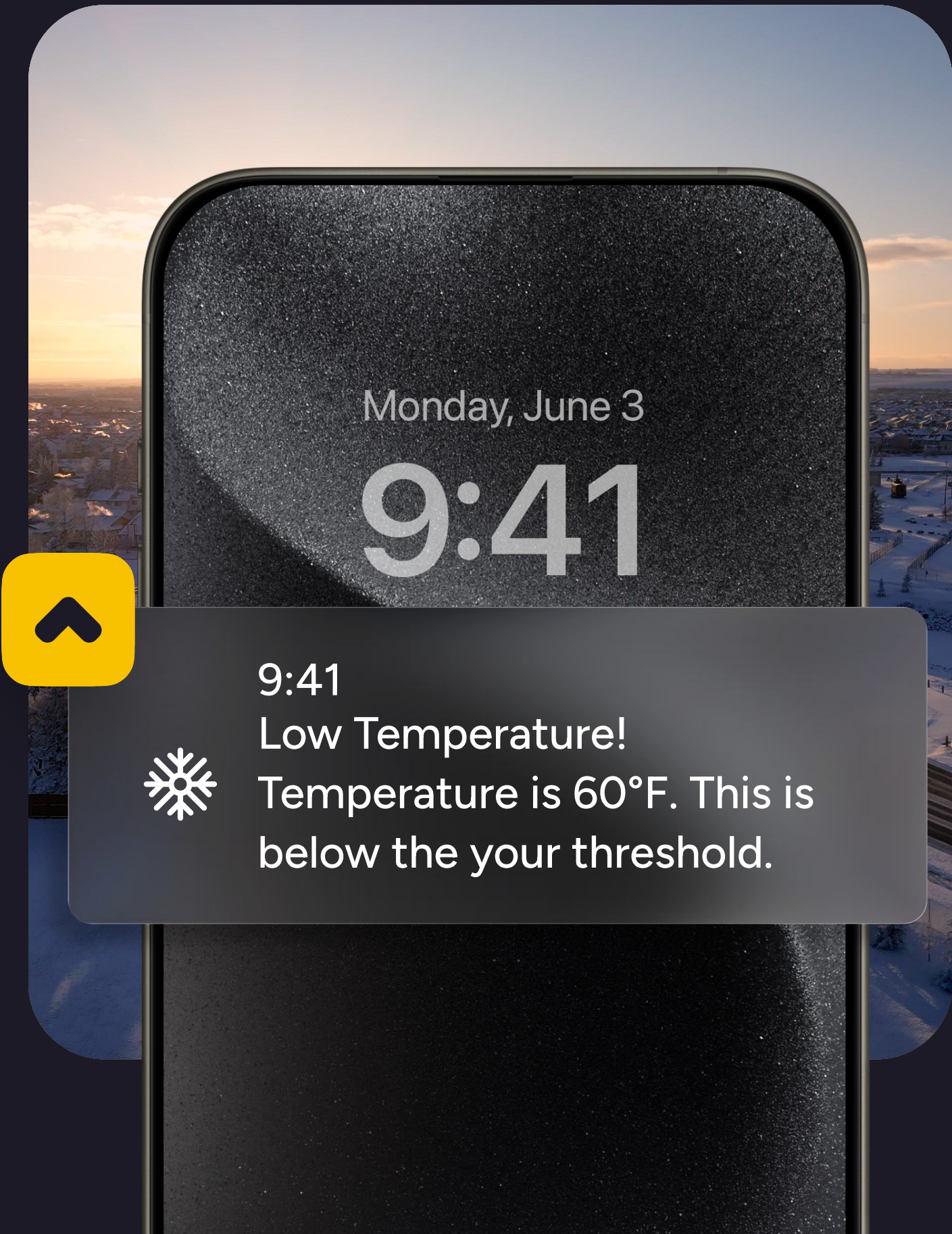
noise disturbances leading to negative reviews

Use Case #3

Catching climate issues before guests ever notice

The challenge

A comfortable room matters as much as a quiet one. The Mayfair needed a way to catch a unit running too hot or too cold before it affected a guest, whether that meant a mechanical issue with the AC or a setting left over from a previous stay. Left unaddressed, an incoming guest could check into a room that wasn't ready, and an empty unit left running would waste energy the whole time it sat vacant.



"It'll detect if the room is too cold or too hot, which means either something's going on with the AC, or a guest has it set too high or too low. That's really good to catch, especially if we have a guest checking in soon and there's an AC issue we need to address."

Jeanine Halum
Property Manager

The solution

Minut's temperature monitoring flags when a unit runs hotter or colder than expected, letting the team catch and correct any AC issues before the next guest checks in. The same monitoring helps at checkout too, catching units left running so the team can remotely adjust them and cut energy waste in vacant suites.

The results

 **Reduced**
energy wastage in
vacant units

 **Resolved**
AC issues before guests
check in

Future planning

The team's focus now is growth: more booking channels and more direct bookings, building on the property's first two years. Guest satisfaction remains her team's top priority.

"Minut is always on top of things, implementing and rolling out new features. It just doesn't stop at noise awareness. There's always something being optimized or handled."

Jeanine's relationship with Minut goes beyond using the product. Her feedback has directly led to features now used by every Minut Tasks customer, including grouping repeating tasks so they don't overwhelm a large portfolio, assigning tasks to specific people, and separating building-wide work from unit-level jobs.

Want to learn more?

Minut gives enterprise property teams the clarity and control they need to stay ahead of risk, standardize operations, and deliver safer, more seamless guest and resident experiences.



Book a demo with our team >

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