

CASE STUDY

From a One Man Operation to Over 60,000 Homes: How Trestle Management Group Grew to 310 Communities & Over 60,000 Homes with Vantaca's Configurable Solutions

CHALLENGE

Jim Baska, President of Trestle Management Group, didn't set out to build one of the largest management companies in Phoenix. His career began in the home-building industry alongside his father-in-law, but his entrepreneurial drive led him to pursue something of his own.

"I really wanted to spread my own wings and get into something where I could build my own thing," Jim explains. While hiring community management companies for their home builds, he thought to himself, "I can do this better than anyone else." After three years of learning the ropes in Seattle, Jim and his family returned to Phoenix and launched Trestle Management Group in 2010.

The road to success wasn't without its challenges. "I was a one-man show at the start—doing all the accounting, inspections, board meetings—everything," Jim explains. As the business grew, Jim quickly realized that his legacy software couldn't keep up. "It was cheap and easy to get into, but it was very archaic. We knew by year four we needed something cloud-based that could grow with us and provide more automation and transparency."

The on-prem legacy system restricted flexibility, requiring staff to be in-office to access data. Trestle pushed through these limitations for years, but by 2020, the need for change was undeniable.

310
COMMUNITIES
60,000+
HOMES

Trestle Management Group has become one of the largest locally owned and operated management companies in the Phoenix market, managing 310 communities and over 60,000 homes. The team has expanded to more than 80 members across three offices and continues to hire regularly.

SOLUTION

In 2020, Trestle Management Group transitioned to Vantaca, drawn by its robust configurability, automation, and continuous improvement.

“I’d say the biggest things that stood out were the configuration and automation. We could create custom action items exactly to our specifications, and the software automatically communicated with homeowners, which took a lot off our plate,” Jim explains.

The timing of the switch was critical. Trestle went live on Vantaca in February 2020, just weeks before the COVID-19 pandemic hit. “We didn’t skip a beat,” Jim recalls. “With our old system, we had to be in the office to access the software. Vantaca allowed us to work remotely without any issues. It was honestly a godsend.”

Vantaca also enhanced Trestle’s onboarding process, streamlining client transitions and enabling professional communication with board members and homeowners. “We can send out portal invitations weeks before we officially take over, and it gives us a professional first impression,” Jim shares.

RESULT

Since implementing Vantaca, Trestle has grown to manage 310 communities and over 60,000 homes, supported by a team of more than 80 members across three offices becoming one of the largest management companies in Phoenix.

“We’ve seen crazy growth, and Vantaca has a lot to do with it,” Jim says. “It’s allowed us to onboard clients more efficiently, add team members faster, and manage operations more smoothly.”

Trestle’s team has embraced Vantaca’s capabilities, recognizing how the software enhances their productivity. “Our team members appreciate the software because once they understand it, they see how much more efficiently they can do their jobs,” Jim notes.

One standout feature has been Vantaca’s community portals, which provide unparalleled transparency. “The Vantaca Home portal has been a game-changer. It gives board members a level of transparency that helps build trust, and it allows homeowners to manage their accounts without needing to call in as often. It’s the baseline of our service offering now,” Jim emphasizes.

LOOKING AHEAD

Vantaca's commitment to continuous improvement is a key reason Trestle plans to grow with the platform. "What we bought four years ago isn't the same software we have today—it's evolved, and that was critical for us," Jim explains.

As Trestle continues to scale, Vantaca remains an essential tool in delivering efficient, transparent, and professional service. "Vantaca has played a big part in our growth, and we're excited to see where it takes us next," Jim says.

