3.2  Multifamily Housing

3.2.1  View Survey Scores

3.2.1.1  Single Property

3.2.1.2  Multiple Properties
3.2 Multifamily Housing

3.2.1 View Survey Scores

REAC provides Multifamily properties with survey results to help owners, management agents, and HUD asset managers use the results as a management tool. The Customer Satisfaction Survey helps property managers incorporate feedback from their customers into their management decisions. Each of the five (5) survey sections receives a score ranging from 0-100%. A breakdown of Survey Scores by section and by question is available at both single and multiple Properties, allowing Multifamily owners to better identify areas in need of improvement.

3.2.1.1 Single Property

To View a Multifamily Survey Score for a Single Property:

Step 1: Click on the Property Name link, displayed under Option 2 on the INITIAL SELECTION screen.

Result: The SURVEY SECTION RESULTS screen is displayed.
The Owner’s Total Average Result column is not displayed for Single-Property Owners.

**Step 2:** To view question-level information, click on the link corresponding to the desired survey section, such as Maintenance and Repair.

**Result:** The RESULTS BY QUESTION screen is displayed.
The RESULTS BY QUESTION screen.

ACME Development Corporation - MAIN STREET APARTMENTS
123 Main St., Springfield, US

Survey Sample Date: **August 28, 2002**
Survey Sample Time: **05:44 PM**

The table below lists your Property’s survey section results by question.

**NOTE:**
The **Total Average Result** is the average survey result for all properties included in the Survey.
The **Owner’s Total Average Result** is the average survey result for all of the Owner’s properties included in the Survey.

<table>
<thead>
<tr>
<th>Maintenance and Repair</th>
<th>Your Property’s Average Result</th>
<th>Total Average Result</th>
<th>Owner’s Total Average Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over the last year, how many times have you called for maintenance or repairs?</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>If you called NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in.</td>
<td>125.0%</td>
<td>111.5%</td>
<td>125.0%</td>
</tr>
<tr>
<td>If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was usually completed in.</td>
<td>100.0%</td>
<td>106.1%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
3.2.1.2 Multiple Properties

To View Multifamily Survey Scores for Multiple Properties:

**Step 1:**
Click on the **SECTION SCORE AND RESPONSE RATE COMPARISON REPORT** link, displayed under **Option 1** on the **INITIAL SELECTION** screen.

**Result:** The **SECTION SCORE AND RESPONSE RATE COMPARISON REPORT** screen is displayed.

**Option 1:** If you are managing more than one property, select the Section Score and Response Rate Comparison Report below to view multiple property results together.

**Option 2:** The Properties listed are the surveyed properties registered to you. To view a single Property’s Survey Section Results, single click on the Property’s Name in the table below.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Owner</th>
<th>Property Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAIN STREET APARTMENTS</td>
<td>ACME Development Corporation</td>
<td>123 Main St., Springfield, US</td>
</tr>
<tr>
<td>COUNTRY VIEW ESTATES I</td>
<td>SMITH PROPERTIES I</td>
<td>548 COUNTRY VIEW LANE, RICHMOND, VA</td>
</tr>
</tbody>
</table>

For Comments or Questions click here for the [REAC Technical Assistance Center](#).
### Step 2: (Optional)

To view Sample Size information for a property, click the button next to **View Sample Size and Undeliverable Mail for this Property**.

**Result:** The Property section is expanded to display Sample Size and Undeliverable Mail information.

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**SECTION SCORE AND RESPONSE RATE COMPARISON REPORT**

Survey Sampled Month/Day/Year: **August 28, 2002**  
Survey Sampled Time: **05:44 PM**  
Current Date: **05/20/2004**

This screen allows you to view your Customer Satisfaction Survey Section results and your Customer Satisfaction Survey Response Rate information for each of your specific Survey Section:

<table>
<thead>
<tr>
<th>Survey Section:</th>
<th>Maintenance &amp; Repair</th>
<th>Communication</th>
<th>Safety</th>
<th>Services</th>
<th>Appearance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Total Average Result</td>
<td>89</td>
<td>75</td>
<td>71</td>
<td>94</td>
<td>74</td>
</tr>
<tr>
<td>National Average Result</td>
<td>85</td>
<td>73</td>
<td>71</td>
<td>88</td>
<td>75</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total # of Surveys Sent</th>
<th>Total # of Surveys Returned</th>
<th>Total # of Undeliverable Surveys</th>
<th>Total Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>734</td>
<td>287</td>
<td>0</td>
<td>40%</td>
</tr>
</tbody>
</table>

**National Response Rate: 45%**

To view each property's Survey Score, Sample Size and Undeliverable Mail information, single click on the blue arrow below.

**MAIN STREET APARTMENTS**  
ACME Development Corporation  
123 Main St., Springfield, US

- View Scores per Survey Section for this Property
- View Sample Size and Undeliverable Mail for this Property

**COUNTRY VIEW ESTATES I**  
SMITH PROPERTIES I  
549 COUNTRY VIEW LANE, RICHMOND, VA

- View Scores per Survey Section for this Property
- View Sample Size and Undeliverable Mail for this Property

[A-Z] [0-9] [U.L. [M.P]] [Q-T] [U-Z]
Step 3:  
(Optional)  
To view Survey Section Score information for a property, click the button next to View Scores per Survey Section for this Property.  

Result: The Property section is expanded to display Sample Size and Undeliverable Mail information.

Step 4:  
(Optional)  
To view Question-level information for a Property, click the Score link for the desired Survey Section.  

Result: The RESULTS BY QUESTION screen is displayed.
MAIN STREET APARTMENTS  
123 Main St., Springfield, US

Survey Sampled Date: August 28, 2002  
Survey Sampled Time: 05:44 PM

The table below lists your Property's survey section results by question:

**NOTE:**  
The Total Average Result is the average survey result for all properties included in the Survey.  
The Owner's Total Average Result is the average survey result for all of the Owner's properties included in the Survey.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your Property's Average Result</th>
<th>Total Average Result</th>
<th>Owner's Total Average Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over the last year, how many times have you called for maintenance or repairs?</td>
<td>NI</td>
<td>NI</td>
<td>NI</td>
</tr>
<tr>
<td>If you called NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:</td>
<td>125.0%</td>
<td>111.5%</td>
<td>125.0%</td>
</tr>
</tbody>
</table>

The RESULTS BY QUESTION screen.