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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:

INITIAL SELECTION


PROPERTY SELECTION

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.

[SECTION SCORE AND RESPONSE RATE COMPARISON REPORT](#)

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.

Property Name	Owner	Property Address
MAIN STREET APARTMENTS	ACME Development Corporation	123 Main St., Springfield, US
COUNTRY VIEW ESTATES	SMITH PROPERTIES I	548 COUNTRY VIEW LANE, RICHMOND, VA

[REAC Home](#) | [HUD Home](#)  Additional Help


For Comments or Questions click here for the [REAC Technical Assistance Center](#)

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.

**RESIDENT
ASSESSMENT**

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SURVEY SECTION RESULTS

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

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

This screen allows you to view your Customer Satisfaction Survey Section Results. Additionally, the survey results for each question are available by single clicking on a Survey Section link below.

For additional information, single click on Additional Help.

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.

Survey Section	Your Property's Average Result	Total Average Result	Owner's Total Average Result
Maintenance and Repair	96%	85%	96%
Communication	66%	73%	66%
Safety	77%	71%	77%
Services	91%	88%	91%
Neighborhood Appearance	89%	75%	89%

Survey Section Link →

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.



RESULTS BY QUESTION

ACME Development Corporation - 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.

Maintenance and Repair

Question	Your Property's Average Result	Total Average Result	Owner's Total Average Result
Over the last year, how many times have you called for maintenance or repairs?	NI	NI	NI
If you called NON-EMERGENCY maintenance or repairs (for example: leaky faucet, broken light, etc.), the work was usually completed in:	125.0%	111.5%	125.0%
If you called for EMERGENCY maintenance or repairs (for example: toilet plugged up, gas leak, etc.), the work was usually completed in:	100.0%	106.1%	100.0%

The **RESULTS BY QUESTION** screen.

3.2.1.2 Multiple Properties

To View Multifamily Survey Scores for Multiple Properties:

Property Name Link →

INITIAL SELECTION

PROPERTY SELECTION

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.

SECTION SCORE AND RESPONSE RATE COMPARISON REPORT

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.

Property Name	Owner	Property Address
MAIN STREET APARTMENTS	ACME Development Corporation	123 Main St., Springfield, US
COUNTRY VIEW ESTATES I	SMITH PROPERTIES I	548 COUNTRY VIEW LANE, RICHMOND, VA

[REAC Home](#) | [HUD Home](#) ? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

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.

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:	Maintenance & Repair	Communication	Safety	Services	Appearance
Your Total Average Result	89	75	71	94	74
National Average Result	85	73	71	88	75

Total # of Surveys Sent	Total # of Surveys Returned	Total # of Undeliverable Surveys	Total Response Rate
734	287	0	40%
National Response Rate: 45%			


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

Sample Size Information →

MAIN STREET APARTMENTS	ACME Development Corporation	123 Main St., Springfield, US
<ul style="list-style-type: none"> ▶ View Scores per Survey Section for this Property ▶ View Sample Size and Undeliverable Mail for this Property 		
COUNTRY VIEW ESTATES I	SMITH PROPERTIES I	548 COUNTRY VIEW LANE, RICHMOND, VA
<ul style="list-style-type: none"> ▶ View Scores per Survey Section for this Property ▶ View Sample Size and Undeliverable Mail for this Property 		

[A-C] [\[G-I\]](#) [\[J-L\]](#) [\[M-P\]](#) [\[Q-T\]](#) [\[U-Z\]](#)

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.

Survey Section Score Information

MAIN STREET APARTMENTS		ACME Development Corporation		123 Main St., Springfield, US	
▶ View Scores per Survey Section for this Property					
▶	Units Managed	# of Surveys Sent	# Surveys Returned	# of Undeliverable Surveys	Response Rate
	23	18	4	0	23%

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.

MAIN STREET APARTMENTS		ACME Development Corporation		123 Main St., Springfield, US	
▶	Maintenance & Repair	Communication	Safety	Services	Appearance
	96	66	77	91	89
▶ View Sample Size and Undeliverable Mail for this Property					

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.

RESULTS BY QUESTION

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.

Maintenance and Repair

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

The **RESULTS BY QUESTION** screen.