Multifamily Property Selection

Viewing Survey Results for a Multifamily Property

Description: A Multifamily property owner/agent can review RASS Multifamily Score information for each of their properties, both by survey section and by individual question. Within the **"Initial Selection – Property Selection"** screen there is a link entitled Property Name, which allows the owner/agent to view survey results for that particular property.

INITIAL SELECTION – PROPERTY SELECTION SCREEN

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INITIAL SELECTION

PROPERTY SELECTION

Option 1 area

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

SECTION SCORE AND RESPONSE RATE COMPARISON REPORT

Option2: 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.

Option 2 area

Property Name	Owner	Property Address
OAKTURN VILLAGE APARTMENTS	Oakturn Manor Partnership	25 Tanner Ct. Williamstown, ML
BRISCOE APARTMENTS	Briscoe Retirement Center	2383 Barker Road Wilson Ridge, NP
MULBERRY COURT	Mulberry Court, Inc.	123 Tatum Lane Youngston, MK
HANNAH LANE CENTER	Hannah Lane, Ltd.	7894 Fullerton Ct. Romanville, TK
VISTA TOWERS	Vista Towers Corp.	1983 Fordston Pkwy Nicholstown, PM
CHAUNCY PLACE	The Chauncy Center	1991 Maytown Ave. Earlton, QM
APPLEGATE COURT	Applegate, Inc.	1996 Bryant Lane McTepester City, HA
HOCKENBERRY MANOR	Hockenberry Partnership	2003 Waiting Lane Marchville, WS

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Option 1 area: This area allows you to select the Section Score and Response Rate Comparison Report, which gives you the ability to view all section scores and response rate comparisons for each property under your jurisdiction.

Option 2 area: This area allows you to view individual property survey results. The option area provides a table that lists the property's name, owner, and address.

The following steps demonstrate how to view Multifamily survey section information:

INITIAL SELECTION – PROPERTY SELECTION SCREEN – PROPERTY NAME TABLE		
Property Name	**Owner**	**Property Address**
_____	Oakturn Manor Partnership	25 Tanner Ct. Williamstown, ML
BRISCOE APARTMENTS	Briscoe Retirement Center	2383 Barker Road Wilson Ridge, NP
	Mulberry Court, Inc.	123 Tatum Lane Youngston, MK
HANNAH LANE CENTER	Hannah Lane, Ltd.	7894 Fullerton Ct. Romanville, TK
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Property name link →

Step 1: Single click on a Property Name link in the **"Initial Selection-Property Selection Screen-Property Name Table"**.

The **"Survey Section Results"** screen is displayed for the property you selected:

SURVEY SECTION RESULTS SCREEN

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SURVEY SECTION RESULTS

VILLAGE APARTMENTS

Survey Sampled Date: **May 04, 2001**
Survey Sampled Time: **09:40 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 link →

Survey Section	Your Property's Average Result	Total Average Result	Owner's Total Average Result
Maintenance and Repair	62%	87%	62%
Communication	54%	78%	54%
Safety	78%	86%	78%
Services	92%	97%	92%
Neighborhood Appearance	77%	82%	77%

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Additional Help

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SURVEY SECTION RESULTS SCREEN – SURVEY SECTION TABLE

Survey Section	Your Property's Average Result	Total Average Result	Owner's Total Average Result
Maintenance and Repair	62%	87%	62%
Communication	54%	78%	54%
Safety	78%	86%	78%
Services	92%	97%	92%
Neighborhood Appearance	77%	82%	77%

Section name link

Survey Section: This is the name of the section of the Multifamily Survey for which the results are displayed.

Your Property's Average Result: This is the average result for this survey section among all surveyed tenants.

Total Average Result: This is the average survey result for all properties surveyed during the current survey cycle.

Owner's Total Average Result (this column is not displayed for single-property owners)**:** This is the average survey result for all properties under owner's jurisdiction that were included in the Multifamily Survey during the current survey cycle.

Step 2: To view the question-by-question results for a particular section in the Multifamily Survey, click on one of the section name links (ex. Maintenance and Repair) in the survey section table on the **"Survey Section Results"** screen.

The **"Results by Question"** screen is displayed:

RESULTS BY QUESTION SCREEN

Question: This column allows you to see instructions about how to view your property results **by Question** in the survey.

Your Property's Average Results: This is your Multifamily Property Survey Results broken down by section area.

Total Average Result: This is the average of survey results for all properties included in the Survey.

Owner's Total Average Result: This is the average of survey results for all properties under the owner/agent's jurisdiction that were included in the Survey.

RESULTS BY QUESTION SCREEN – NOTES AREA

Maintenance and Repair | Communication | Safety | Services | Neighborhood Appearance

Notes area   →   ◉ Notes (To view notes, single click the arrow.)

Step 3:   Single click on the ◉ drop-down arrow icon to view the notes section of the **"Results by Question screen – with Notes Section."**

The following information is displayed on the **"Results by Question"** screen:

RESULTS BY QUESTION SCREEN – WITH NOTES SECTION

Results by Question instructional information