



Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Finance & Admin Services

Person Responsible: Lynn Thornton

Department of: Admin Serv/Property Mgmt

Person Responsible: Nora Moore

Purpose Statement: To provide a positive, safe, secure, pleasant living and learning environment for all tenants.

Goal Statement #1: Rent will be collected in a timely manner.

Objectives/Outcomes (including assessment tools and standards):

After creating and informing tenants of a new rent policy only 10% of tenants will make late payments as measured by the payment log.

Results: FY09-10

Time Frame 9/1/09 to 6/30/10

September 39 late tenants (39/331) = 12%

June 26 late tenants (26/331) = 8%

Use of Results (including improvements and revisions):

Analysis: FY09-10

Results indicate a decrease from FY08/09 in the number of tenants paying rent late.

Plan of Action:

Results indicate efforts continue to be effective. Effective July 1, 2010 a new policy will be put in place. 3 Day notice to pay rent or vacate will no longer be delivered and be effective on the 16th day of each month.

NEW POLICY

3 Day notice to pay rent or vacate will be delivered and be effective on the first business day after the 5th day of each month.

With the change in policy the number of tenants paying rent should continue to decrease.

Goal Statement #2: To assure total satisfaction of all tenants.

Objectives/Outcomes (including assessment tools and standards):

Tenants vacating will fill out an Exit Survey with 90% of the respondents rating the Property Management customer service very good or excellent (4 or 5).

Results: FY09-10

Time Frame 9/01/09 to 6/30/10

Total number of surveys 45

(99% rated very good or excellent)

Use of Results (including improvements and revisions):

Analysis: FY09-10

Results indicated that the Property Management customer service was very good or excellent (4 or 5) an increase of 4% from FY08-09.

Plan of Action:

The exit survey will be reviewed. Changes will be made to improve the survey. Continue submitting problems to the Physical Plant Supervisor outlining areas needing improvement.