

PET FORM
Planning and Evaluation Tracking
(2011-2012 Assessment Period)

Division of: Finance & Admin Services

Person Responsible for this Division: Lynn Thornton

Department of: Admin Serv/Property Mgmt.

Person Responsible for this Form: Nora Moore

Purpose Statement To provide a positive, safe, secure, pleasant living and learning environment for all tenants (Last Reviewed - Fall 2011).

Goal Statement #1:

Rent will be collected in a timely manner.

Outcome/Objective Statement

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 (Provide Numbers and Percentages for Quantitative Data)
 - **2009-2010 Data:** Numbers = 40 out of 331 and Percentage = 12%
 - **2010-2011 Data:** Numbers = 26 out of 331 and Percentage = 8%
- Analysis
 - **Provide Previous Data/Result Analysis**
(Include if benchmark was met and how results relate to outcome statement):
For FY 2010-2011 Results indicate 8% of tenants made late payments. Results indicate that the goal was met and exceeded and there was a 4% decrease from 2009-2010 in the number of tenants paying rent late.
- Improvements
 - **List any Improvements Made in the 2010-2011 (Last Academic) Year Based on the 2009-2010 PET Results:**
Results indicate a 4% decrease from 2009-2010 in the number of tenants paying rent late.
 - **Evaluate Why Improvements Were Successful/Were Not Successful:**
With the new policy tenants now receive a three day notice to pay rent or vacate on the first business day after the 5th of each month rather than the 16th day of each month. Late fee's start to accrue on the 5th day of each month after 5:00 p.m. With the new policy tenants are paying rent sooner which decreases the number of tenants paying rent late and receiving late fees.
 - **Provide the Budget Information Needed to Make Past Improvements (Cost/Details):**
Cost to send bulk mailing \$38.76
- Recommendations/Actions for 2011-2012
 - **Person Responsible (Who will complete the action?):**
Nora Moore Property Manager
 - **Action Plan:**
The payment log is now a part of our regular business process. We will no longer continue to measure outcome.
 - **Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):**
N/A
 - **Budget Information Needed for Future Action (Cost/Details):**

Goal Statement #2:

To assure total satisfaction of all tenants.

Outcome/Objective Statement

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 (Provide Numbers and Percentages for Quantitative Data)
 - **2009-2010 Data:** Numbers = out of 54 Survey's and Percentage =s 98% rated very good or excellent
 - **2010-2011 Data:** Numbers = out of 71 Survey's and Percentage =s 97% rated very good or excellent
 - Analysis
 - **Provide Previous Data/Result Analysis**
(Include if benchmark was met and how results relate to outcome statement):
Results indicate that the Property Management customer service was very good or excellent (4 or 5)
 - Improvements
 - **List any Improvements Made in the 2010-2011 (Last Academic) Year Based on the 2009-2010 PET Results:**
An additional question regarding emergency maintenance was added to the survey.
 - **Evaluate Why Improvements Were Successful/Were Not Successful:**
The additional question added to the survey in regards to emergency maintenance lets us know how we are responding to calls received from our tenants.
 - **Provide the Budget Information Needed to Make Past Improvements (Cost/Details):**
N/A
 - Recommendations/Actions for 2011-2012
 - **Person Responsible (Who will complete the action?):**
Nora Moore Property Manager
 - **Action Plan:**
Found that the survey is valuable and we accomplished the goal. It is not necessary to continue measuring survey results.
 - **Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):**
N/A
 - **Budget Information Needed for Future Action (Cost/Details):**
N/A
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Goal Statement #3:

Connect planning and budgeting (AC Strategic Plan through 2015: Strategy 4.1).

Outcome/Objective Statement

(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):

After implementing a rental increase effective September 1, 2011 overall revenue will increase by 5% as measured by the Projected Revenue Log (AC Strategic Plan through 2015: Task 4.1.2).

- Results (Provide Numbers and Percentages for Quantitative Data)

N/A – New goal/outcome

- **2009-2010 Data:** Numbers = ____ out of ____ and Percentage =s ____%
- **2010-2011 Data:** Numbers = ____ out of ____ and Percentage =s ____%

- Analysis

N/A – New goal/outcome

- **Provide Previous Data/Result Analysis**
(Include if benchmark was met and how results relate to outcome statement):

- Improvements

N/A – New goal/outcome

- **List any Improvements Made in the 2010-2011 (Last Academic) Year Based on the 2009-2010 PET Results:**
- **Evaluate Why Improvements Were Successful/Were Not Successful:**
- **Provide the Budget Information Needed to Make Past Improvements (Cost/Details):**

- Recommendations/Actions for 2011-2012

- **Person Responsible (Who will complete the action?):** [Nora Moore Property Manager](#)
 - **Action Plan:** [Implement a rental increase](#)
 - **Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):**
[September 1, 2011](#)
 - **Budget Information Needed for Future Action (Cost/Details):** [The rental increase will raise the overall revenue by 5%.](#)
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