



## Planning and Evaluation Tracking

College Year: 2008-2009

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 Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Rent will be collected in a timely manner.	1. After informing tenants of the rent policy and increasing the late fees only 10% of tenants will make late payments as measured by the payment log.	<u>FY07-08</u> 1. Time Frame 9/1/07 to 8/31/08  September 77 late tenants $(77/332) = 23\%$  August 55 late tenants $(55/332) = 17\%$  <u>FY06-07</u> 1. Time Frame 3/1/07 to 8/31/07  March 73 late tenants $(73/336) = 22\%$  August 67 late tenants $(67/336) = 20\%$	1. <b>Analysis:</b> Results indicate that there was a considerable decrease in the number of tenants paying rent late.  <b>Action Plan:</b> Results indicate efforts were effective. Will Continue to measure the late payment log for the FY08-09.

<p>2. To assure total satisfaction of all tenants.</p>	<p>2. 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).</p>	<p><u>FY07-08</u>  2. Time Frame 9/01/07 to 8/31/08</p> <p>Total number of surveys 67  (94% rated very good or excellent)</p> <p><u>FY06-07</u>  2. Time Frame 9/1/06 to 8/31/07</p> <p>Total number of surveys 44  (93% rated very good or excellent)</p>	<p>2. <b>Analysis:</b>  Results indicated that the Property Management customer service was very good or excellent (4 or 5).</p> <p><b>Action Plan:</b>  Report of problems will continue to be submitted to the Physical Plant Supervisor outlining areas needing improvement.</p>
<p>3. Convert all tenants to a Texas Apartment Association Lease.</p>	<p>3. After sending notification offering tenants the choice to convert to the Texas Apartment Association lease, 100% of tenants will choose to be converted. Progress is indicated on the Lease conversion spread sheet.</p>	<p><u>FY07-08</u>  3. Time Frame 11/29/07 to 8/31/08</p> <p>126 tenants need the lease conversion  76 tenants have chosen the new lease.  (76/126) = 60%</p>	<p>3. <b>Analysis:</b>  Results indicated 40% of tenants remain in order to complete the lease conversion.</p> <p><b>Action Plan:</b>  A number of tenants did not respond to the notifications sent. We are now sending the required paper work needing filled out to the tenants by mail. We are receiving a better response. We will continue with the lease conversion project until 100% of tenants are converted to the new lease.</p>

