



Case Study #1

Data Collection Dates: August 1-31

Reeder Properties, Logan, Utah
Doors Under Management: 500-1000
PM Software: Appfolio

Data Set Description	Raw #	%	Notes
Number of report requests processed:	114	100%	
Number of reports completed:	106	93%	
Number of reports uncompleted:	8	7%	3 reports = no record of the tenant. 2 reports = tenant withdrew their application. 1 report = no response from tenant or LL. 1 report = change of software and no tenant data. 1 report = tenant not on lease
Number of Flagged Reports	7	6%	Flagged Report Notes: 1) LL owns property and is related to the tenant. 2) LL does not own the property but lives at the address. 3) LL does not own the property, has no PM affiliations and does not live at the address.
Fastest time for a report to be completed			3 minutes
Number of reports completed in under 2 hrs.	45	42%	42 Reports were completed in under 1 hour. 13 reports were completed in 10 minutes or less.
Number of reports completed in 2-8 hrs.	16	15%	Combined with reports in the previous row, 57% of reports were complete in under 8 hours
Number of reports completed in 8-12 hrs.	19	18%	Combined with reports in the previous 2 rows, 75% of reports are completed in under 12 hours
Number of reports completed in 12-28 hrs.	14	13%	
Number of reports that took more than 36 hrs.	13	12%	
Tenant-caused Damage and Money Owed	\$8,433		These charges/damages will not show up on a credit report.
Trash and Furniture Haul-out	1		These issues will not show up on a credit report
Pet Violations	1		These issues will not show up on a credit report
Late Fees and Fines	0		These issues will not show up on a credit report