



Case Study #2

Data Collection Dates: August 1-31

Wilmoth Group, Fishers, Indiana
 Doors Under Management: 1200
 PM Software: Buildium

Data Set Description	Raw #	%	Notes
Number of report requests processed:	110	100%	
Number of reports completed:	97	92%	
Number of reports uncompleted:	13	12%	5 report = no response from tenant or LL. 4 reports = past LL does not give rental history reports 3 reports = no record of the tenant. 1 report = tenant had not given notice
Number of Flagged Reports	24	25%	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.	43	45%	38 Reports were completed in under 1 hour. 13 reports were completed in 10 minutes or less.
Number of reports completed in 2-8 hrs.	27	28%	Combined with reports in the previous row, 57% of reports were complete in under 8 hours
Number of reports completed in 8-12 hrs.	8	8.25%	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.	10	10.5%	
Number of reports that took more than 36 hrs.	8	8.25%	
Tenant-caused Damage and Money Owed	\$9,801		These charges/damages will not show up on a credit report.
Number of reports with Trash & Furniture Haul-out	5		These issues will not show up on a credit report
Number of reports with Pet Violations	1		These issues will not show up on a credit report
Number of reports with Late Fees and Fines	7		These issues will not show up on a credit report

Report completion times are based on an 8-hour work day and do not include weekends.