

SEPTEMBER 2026 • SCORECARD

SAMPLE — ILLUSTRATIVE DATA

Riverbend Apartments

 48 units · Midland, Michigan · Statement and distribution delivered **October 8, 2026** (standard: by the 10th)

95.8%

 Occupancy at month end
 46 of 48 units leased

98.6%

 Rent collected
 of rent billed for September

78%

 Renewal rate
 28 of 36 expiring, last 12 months

4.6 / 5

 Resident satisfaction
 31 work-order surveys

Our standards, and how we did

AREA	OUR STANDARD	SEPTEMBER	RESULT
Owner statement	Statement and distribution by the 10th	Delivered October 8	● Met
Owner communication	Same-day response to calls and emails	11 of 11 same day	● Met
Resident communication	Same-day response to calls, texts and portal messages	142 of 146 same day (97%)	● 4 missed
After-hours coverage	On-call team member answers nights, weekends, holidays	3 calls answered; avg 6 min to callback	● Met
Emergency maintenance	Vendor dispatched within 1 hr; on site within 4 hrs	3 of 3; avg 25 min dispatch, 1 hr 50 min on site	● Met
Urgent maintenance	Same-day response; resolved or a plan within 24 hrs	9 of 9 same day; all resolved or planned in 24 hrs	● Met
Routine maintenance	Same-day response; done within 3 business days or dated	38 of 41 same day; 41 of 41 done or dated	● 3 missed
Leasing	Same-day response; listed within 48 hrs; decision within 2 business days	27 of 27; listed in 1 day; decisions in 1.3 days	● Met
Turns	Make-ready complete within 7 days of move-out	1 turn, finished in 5 days	● Met
Inspections	Photo move-in/out; annual interior; quarterly exterior	4 photo reports; Q3 exterior walk Sept 24	● Met
Renewals	Offer at 90 days; personal follow-up at 60	7 of 7 offers; 5 of 5 follow-ups	● Met
Spending authority	Owner approves anything above the agreed limits	1 item approved by you before work	● Met

Misses: 4 resident messages and 3 routine requests arrived Friday night of Labor Day weekend and were answered Tuesday morning. Weekend portal coverage has been added.

Maintenance

Work orders opened / closed	52 / 49
Open at month end (2 waiting on parts)	7
Completed by our technicians / outside vendors	31 / 18
Satisfaction survey average (31 of 49 returned)	4.6 / 5

Top move-out reasons (trailing 12 months)

Bought a home	4
Job relocation	3
Rent increase	2
Needed a larger unit	2
Other / no reason given	1

Leasing and renewals

Leases expiring in September: renewed / moved out	4 / 1
Vacant units at month end (days vacant)	2 (9, 23)
Applications: approved / declined / pending	3 / 2 / 1
Delinquent balances over 30 days	1 (\$1,275)

Notes from your manager

- Water heater in Unit 14 replaced (\$3,150), approved by you Sept 12 before work started.
- Both vacant units are listed and showing; Unit 7 has an approved applicant moving in October 15.
- Both "rent increase" move-outs were at one price point; a smaller January step comes with October's statement.

This is a sample. Your scorecard reports your building's actual numbers from our work-order, leasing and survey records, with every statement.

Want a metric added? Call or email and we'll answer the same day.

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