

5 OPPORTUNITIES PRESENTED BY RESIDENTS



Follow Up Quickly

Residents expect answers to their questions within 24 hours.



Timely Resolution

Residents expect quick resolutions to their issues.



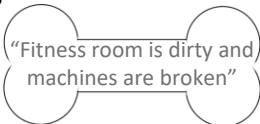
Treat Residents with Respect

All residents want to feel respected and important as a customer. Make them feel special.



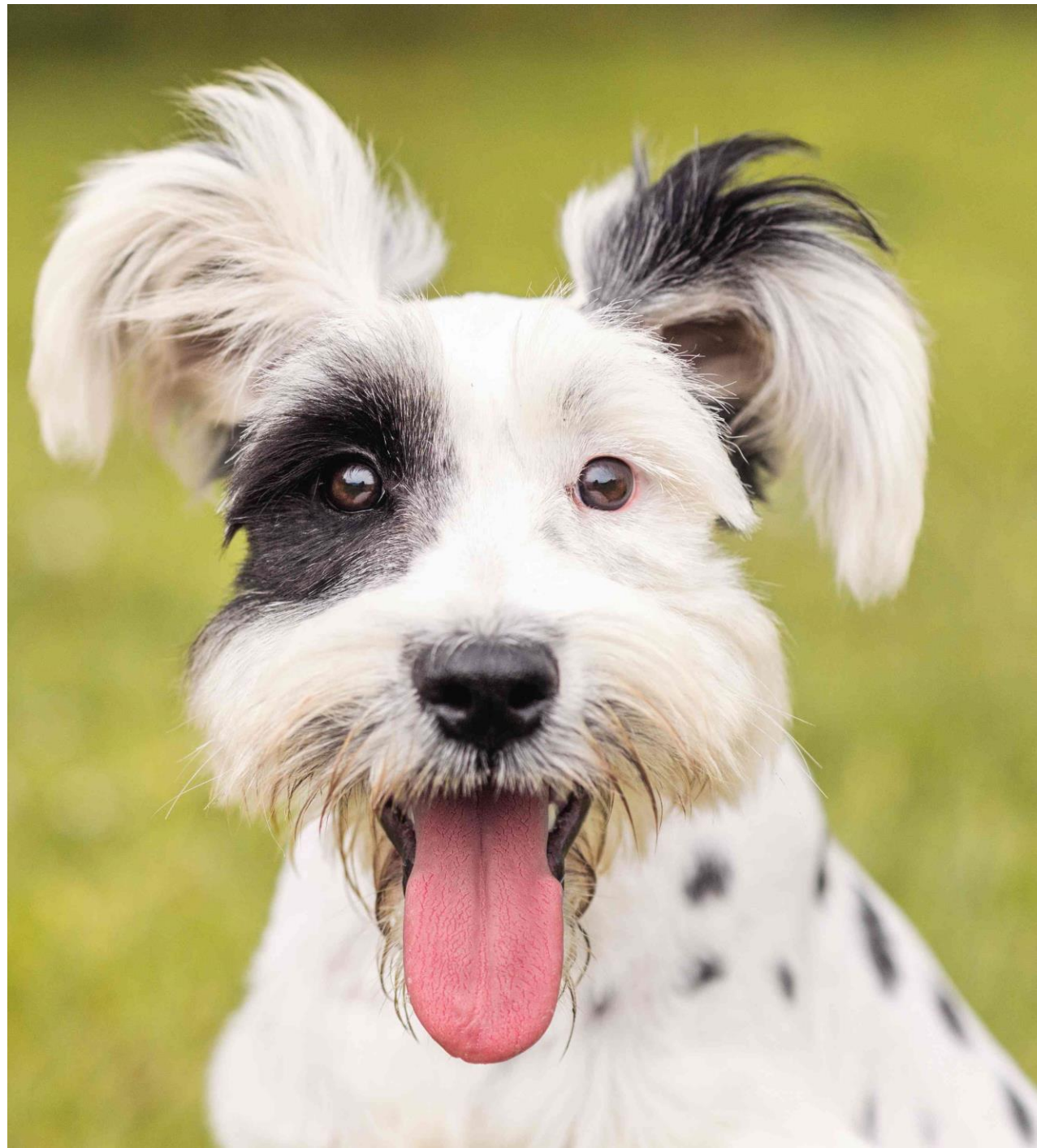
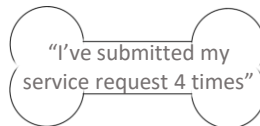
Meet Expectations

Make sure what you leased is what you offer.



Discuss Issues Only Once

Residents hate repeating themselves. Address issues immediately.



Source: Ellis Resident Surveys