5 OPPORTUNITIES PRESENTED BY RESIDENTS



Follow Up Quickly

Residents expect answers to their questions within 24 hours.

"I haven't heard back"



Timely Resolution

Residents expect quick resolutions to their issues.

"It took 3 days for someone to show up"



Treat Residents with Respect

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

"10 minutes before anybody said hello"



Meet Expectations

Make sure what you leased is what you offer.

"Fitness room is dirty and machines are broken"



Discuss Issues Only Once

"Residents hate repeating themselves. Address issues immediately.

"I've submitted my service request 4 times"

Source: Ellis Resident Surveys





ELLIS, MAKING RESIDENTS HAPPY ONE TAIL WAG AT A TIME