

Importance Report

	Rank*	Pct Including in Top 3	Satisfaction Score	Situation
Follow-up after problems are reported to be sure that they have been resolved	1	58.1%	71.0	Critical
Quality of maintenance work	2	41.9%	76.7	Important
Follow-up on maintenance requests to ensure satisfaction	3	38.7%	62.1	Critical
Safety	4	35.5%	91.0	Good
Overall level and quality of service you are receiving	5	32.3%	78.7	
Landscaping	6	19.4%	69.0	Important
Parking	6	19.4%	72.3	Important
Current pet policies	8	12.9%	74.0	
Exterior lighting	8	12.9%	70.3	
Condition of parking areas, sidewalks and common areas	10	9.7%	80.0	Review
Frequency of contact and communications	11	6.5%	84.5	Review
Maintenance of entry ways and common areas	13	0.0%	80.7	Review

* Notes regarding Rank: Items with same Percent are given equal rank. If no respondents indicated an item was important, item is given a rank of 13.

Situation	Description
Critical	Item is in top 3 for Importance and Satisfaction Score is less than 75. Critical items should be addressed first.
Important	Item is in top 3 for Importance, and Satisfaction Score is between 75 and 80, OR item is in top 6 for Importance, and Satisfaction Score is less than 75.
Excellent	Item is in top 3 for Importance and Satisfaction Score is 80 or more.
Good	Item is in top 6 for Importance and Satisfaction Score is 80 or more.
Review	Item is in bottom 7 for Importance, and Satisfaction Score is 80 or more. Review these items to determine if resources should be re-directed to Critical or Important items.
Monitor	Item is in bottom 4 for Importance and Satisfaction Score is between 75 and 80. Monitor these items to be certain resources should not be re-directed to Critical or Important items.
No score	Item was not rated on REACT survey.
(No entry)	Item does not fit in one of the above categories. Address Critical and Important items first, then strive to get all items' scores in the CEL Very Good or Excellent range.