

CIT 111 - Wild Wood Scenario

Stakeholders and Questionnaire

Example Questions

- What does “current” mean?
- Do the start date and end date refer to the length of the lease?
- Is each lease attached to only one person?
- In the rent payment, why are some lease numbers missing?
- What constitutes a late payment?
- Is there a fine or penalty for a late payment?
- Is there a grace period?
- At what point do you take other action, like eviction?
- In the maintenance request form, what does “Res Date” stand for?
- What is meant by “BExpense” and “TExpense”?
- What are the “Types” of problems?
- How do you determine what is a building expense and what is a tenant’s expense?
- Do you have a rule about how soon a problem must be resolved?
- What do you mean by “No. Changing Tenants”?
- What is the difference between maintenance and repairs
- What is involved in “New Tenant Cleaning”?
- What is meant by wages? Is that for the manager?

Stakeholders

The company (hq), managers, renters/lessees

Interview Plan

Allow time for introductions

Company Representatives: What are a couple of things that you most want to get out of this database?

Managers: What is the hardest part about your job? What part of the report takes the most time? How do you handle maintenance requests?

Renters: How do you think this database will affect your relation to WW Apartments? Have you had any issues with incorrect allocation of payment or maintenance requests?

Questionnaire for Managers – MC questions – provide options and other

- How do you keep track of payments?
- How much time do you currently spend filling out monthly reports?
- Rank items about the functions of a database in order of importance like tracking rental payment, tracking lease agreements, tracking tenants, tracking maintenance, generating monthly reports.

- How many maintenance requests per month?
- How many changes in tenants each month?

Exceptions from Job Shadowing information

- Tenant that pays late but always pays
- Older tenant that needs until the 10th due to check timing

Some **rules** to consider from the reports going forward

- Rents are due on the first
- Five day grace period
- \$100 penalty after five days
- Maintenance handled locally