Questions about Forms

(Referring to the first form) So the “deposit,” is that what they have already paid ahead? What is current?

What about these people who don’t have a lease number? How are those numbers generated?

On the maintenance tracker, what is B expense? And T is the total expense?  
Are the tenants ever billed for repairs?

On this report, how is “Changing Tenants” calculated?

Why are all these reports from 2013; where is the data from this year? (kidding)

List of Stakeholders

The apartment managers (20)

Upper level management / HQ

Questions for Interview

Time limit: 1 hour

1. c- So how long have you been doing this? (0.5 minutes)
2. o- What was it like when you started; how did you pick up from the last manager? (3 minutes)
3. c- How do you lease the apartments? (3.5 minutes)
4. c- What forms do the tenants fill out? (2 minutes)
5. o- What is it like moving tenants in to their apartments? (3 minutes)
6. o- Are there any challenges to keeping track of the apartments? (2 minutes)
7. c- How do you receive payments? (3.5 minutes)
8. c- How do you handle overdue rent? (3 minutes)
9. o- What about organizing the information on the tenants? (2 minutes)
10. o- With the maintenance and repairs, are there any challenges with keeping track of those files? What are they? (3.5 minutes)
11. c- How do you file the reports? (3 minutes)
12. c- How do you report your hours and performance? (2.5 minutes)
13. o- What would you like to see in a database for recording and organizing the data? (4 minutes)
14. o- What about for reporting it? (4.5 minutes)
15. o- Are there any other records that you keep? (5 minutes)
16. o- I originally suggested that the database would not be used for processing transactions, but what do you think about it being part of the system? Perhaps it wouldn’t take payments, but it could be connected and store the information of them. (3 minutes)
17. o- What are your feelings about the development of the database? (4 minutes)
18. o- Are there any other thoughts that you have about how it should be set up? (8 minutes)

Questionnaire Elements

How many tenants do you manage?

<drop down ranges> / or [manual entry, must be a whole number]?

Rate the ease of handling records:

(1 = effortless, 2 = easy, 3 = mostly easy, 4 = somewhat difficult, 5 = difficult, 6 = very difficult, 7 = nearly impossible)

Please explain the main reasons for your response:

[]

Rate the ease of submitting reports:

(1 = effortless, 2 = easy, 3 = mostly easy, 4 = somewhat difficult, 5 = difficult, 6 = very difficult, 7 = nearly impossible)

Please explain the main reasons for your response:

[]

Rank the importance of each of the following features for a database:

\_\_ Sorting options

\_\_ Customizable reports

\_\_ Detailed histories

(1, 2, and 3)

Rank the importance of each of the following features for a database:

\_\_ Smooth workflow

\_\_ Stability

\_\_ Aesthetics

(1, 2, and 3)

Are there any other comments or suggestions you want to leave?

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Notes from Job Shadow

5-day grace periods are applied to rent due. There is a $100 late fee applied after that.

There needs to be an override to extend grace periods. There should be a flag indicating that a note on a renter exists.

Evicting renters can be very difficult. – not sure how a database can help with this yet.

It might be helpful to set alerts for tasks that need to be completed.