Part 1.

The following questions are questions that I would ask about the reports and forms from Wild Wood Apartments

1. How is the lease form sorted?
2. What is the current section in the lease form used for?
3. Should there be different sort options with the form?
4. Why are some lease number not in the rent payment spreadsheet?
5. Should the lease number be required when entering into the database?
6. What do B and T expense stand for?
7. What is the different between B and T expenses?
8. Is the percent field automatically figured or is it typed in?
9. Is the total expenses field automatically total or is that typed in?
10. Is the total profit field automatically total or is that typed in?

Part 2.

The following people slash groups are who I believe to be the stakeholders in the Wild Wood Apartments database:

1. Joe Kindel, manager of Eastlake Apartments
2. Managers at Wild Wood Apartments’ corporate headquarters
3. The other managers at the different Wild Wood Apartments

Part 3.

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| **Total Time**: **1 Hour.**  **Wild Wood Apartment Interview** Allow for 5 minutes for introductions |
| **Question For Time Allotted** |
| What are the most common problems with Apartment Managers 5 minutes the current system? |
| What are placed in the B expenses & T expenses? Apartment managers, Headquarter mangers 10 minutes  And what are the difference between them? |
| Why are lease number field sometimes blank? Apartment managers 2 minutes |
| Which parts if any do you like Apartment managers, Headquarter mangers 10 minutes  about the current system? |
| What happens when a tenant gives over due rent? Apartment managers 3 minutes |
| How are the current report setup? Apartment managers 5 minutes |
| What is the number one thing that Apartment managers, Headquarter mangers 10 minutes  you would like to see changed? |
| How are the forms sorted ? Headquarter mangers 3 minutes |
| Is there any thing you would like Apartment managers, Headquarter mangers 7 minutes  to be automatic? |
| Time for follow-up questions Apartment managers, Headquarter mangers 5 minutes |

Part 4.

Questionnaire for the managers of the Wild Wood Apartments

Question 1. How reliable is the current system?

1. Very reliable
2. Somewhat reliable
3. It’s okay
4. Unreliable
5. Really unreliable

Question 2. Would you be willing to list common problems with the current system?

1. Yes
2. No

Question 3. How often are missing piece of information such as lease number, name, etc., entered into the system?

1. Very often
2. Somewhat often
3. Often
4. Not often
5. Never

Question 4. If you could search the report, which search type would you like. Rank them in order

1. ­\_\_\_\_\_\_\_\_\_\_\_\_ View the reports by tenant’s name
2. \_\_\_\_\_\_\_\_\_\_\_\_ View the reports by apartment number
3. \_\_\_\_\_\_\_\_\_\_\_\_ View the reports by lease number

Question 5. Are rents, expenses, deposit amount totaled automatically?

1. Yes
2. No

Part 5.

After reviewing the Job Shadow Report about Eastlake Apartments’ manager Joe Kindel, I was able to determine two exceptions and two new rules. The single exception I was able to determine is that some managers will be more lenient towards good long staying tenant. This was determine from the situation between Joe Kindel and one of his older tenants. An unfortunate exception is that some tenants will not be able to pay their rent at all. The new business rules that were determine from this report are that there a grace period for rent along with a penalty fee after that time. The grace period as this time is five days after rent is due. A penalty fee is then added to the rent after this grace period is up.

Some new questions were a raised along with the exceptions and the new rules after reviewing the Job Shadow Report. The first new questions are the rent due the same day for all apartment complexes? Next, questions pertains to the first which is if the rent is due the same, then what are the days the rent is due? The third question pertains to the grace period, which is why is the grace period five days? The last new question is along with the paid column should there be a late and didn’t paid? All of these questions were raised from the Job Shadow Report.