**Wild Wood Stakeholders and Questionnaire**

* **Questions on forms and reports**

1. Do you trust these spreadsheets to be accurate? Why or why not?
2. What problems do the apartment managers bring up most often with filling out their spreadsheets and quarterly reports?
3. What do “B Expense” and “T Expense” represent?
4. Besides rent payments, how are the other expenses tracked? Insurance, new tenant cleaning, etc..
5. What are the date ranges that define each quarter?
6. How are receipts for maintenance or other expenses kept and transferred to headquarters?
7. How are new lease numbers developed and how are old lease numbers and lease details stored?
8. Where are the original lease documents accessed, stored and transferred if necessary?
9. Are maintenance, cleaning and lease records stored by individual apartment number?
10. What are the rules regarding late payments?
11. How are security deposits determined?

* **Wild Wood Stakeholders**

1. Wild Wood Corporate Managers
2. Wild Wood Apartment Managers
3. Wild Wood Human Resources Department (onboarding new employees)
4. Wild Wood IT (onboarding new employees and maintenance)
5. Wild Wood Legal
6. Wild Wood Accounting

* **Apartment Manager Interview Plan Questions**

1. What do you like best about the current setup of spreadsheets and reports?
2. What about your job causes you the most headaches or the most stress?
3. Would you take me through your new tenant process?
4. What problems do you run into when gathering information on new tenants to begin a new lease?
5. Outside of the spreadsheet and quarterly reports, what other records do you keep?
6. What problems do you think would be eliminated from your responsibilities after switching to a database?
7. Would you take me through the process of scheduling and recording maintenance on any given apartment?
8. What part of apartment maintenance is most difficult to keep organized?
9. Do you keep originals or copies of the maintenance related expense receipts?
10. How do you arrange for receiving monthly rent payments?
11. Do you have penalties for late payments and are they always enforced?
12. Are their any exceptions to the main way you receive rental payments?
13. Do you keep records for the deposits that are made from the rent collection?
14. What is the hardest part about managing rent payments?
15. Would you take me through how you close out a lease?
16. How do you keep record of past tenant information?
17. Can you easily access past tenant information if needed?
18. What, if any concerns, do you have about switching to use a database from the current setup?

* **Wild Wood Apartment Managers Questionnaire**

1. What area of your job responsibilities do you find most difficult to complete?
2. Managing Leases
3. Maintenance
4. Managing monthly rent
5. Completing quarterly reports
6. In order from 1 to 4, 1 being most difficult and 4 being least difficult, rate the order of which business data is most difficult to keep track of accurately.

\_\_\_ Tenant Information

\_\_\_ Lease records

\_\_\_ Rent payments

\_\_\_ Maintenance Records

1. True or False:

\_\_\_ I feel that switching to a database will allow me to manage more efficiently

1. Problems with keeping accurate records result most often from:
2. duplicate data
3. limits of using spreadsheets
4. archiving on computer
5. information gathering
6. My biggest concern with switching to using a database is:
7. Receiving proper training
8. Transferring current information into database
9. It will be too rigid for some situations
10. Having to work to learn new processes

* **Exceptions to Business Rules**

1. Some tenants are late on their rent but are not charged with the $100 late fee.
2. Some tenants habitually do not pay their rent on time or are behind by a few months and eviction must be determined.

* **Additional Questions after Shadowing**

1. How is eviction determined?
2. What situations allow for rent to be paid late.