

CSASecure Survey Results - June 05, 2010

284 communities surveyed

1- How long have you been using CSASecure?

Answer	0	100%	Number of Responses	Response Ratio
Less than 6 months			16	22.80%
6 months to less than 1 year			14	20.80%
More than 1 year			40	57.10%
No response			0	0.00%
Totals			70	100%

Comments-

-Great Service.

-We love it

-I really like it. It has been a big help in determining who 's electric is in property's name.

-I love this report!

-I have only been at my property since November of last year.

-Love it. Tony is a joy to work with.

-At the properties I've been at I've worked with CSA Secure for about 4 years or more and the good thing is Tony has always been my contact. That is great because I know who my 'go to guy' is and I know it will get taken care of.

-it is a great tool in tracking our electric violators

-I really like it anytime I need anything I just call support and Tony Anderson is always available to assist me.

-At this site (Vista del Lago) I have had great service. my rep is VERY prompt to research and resolve any problems or simply questions I may have.

2- How would you rate your overall level of satisfaction with CSASecure?

Answer	0	100%	Number of Responses	Response Ratio
Highly satisfied			48	68.50%
Somewhat satisfied			19	27.10%
Neutral			2	2.80%
Somewhat dissatisfied			1	1.40%
Highly dissatisfied			0	0.00%
No responses			0	0.00%
Totals			70	100%

3- Are you saving time and money with CSASecure

Answer	0	100%	Number of Responses	Response Ratio
Yes			60	85.70%
No			2	2.80%

Don't know		8	11.40%
No response		0	0.00%
Totals		70	100%

Comments-

-Yes but the notices sometimes are delayed to be sent and also I will know that an apartment is already connected in tenants name and it is still showing in the report has not.

-I'm sure I will be!

-The letters are great. We can move fast and get electric out of our name.

-no, not really. we have to enter each ind. invoice anyway so we catch them pretty quick.

-We seem to catch things a lot quicker than we did before

-This is a Huge time saver... especially when you are on the Large properties!

-We know much sooner than we would otherwise if some has not transferred account.

4- If you answered yes, how many hours a month do you estimate in time savings?

Answer	0	100%	Number of Responses	Response Ratio
1-5 hours			33	47.10%
5-10 hours			16	22.80%
10-15 hours			3	4.20%
More than 15 hours			3	4.20%
Don't know			8	11.40%
Other			2	2.80%
No response			5	7.10%
Totals			70	100%

Comments-

-just passed out notices

-not sure

-As a property manager, I cannot walk 132 units daily to determine who does or does not have proper electricity and or gas. It makes it convenient to do my real job! Thank you.

-If we had to monitor on a daily bases.

-It would be extremely time consuming to try and monitor electric activity onsite.

-Without Tony's help I would be working on accounts all day and not making my bonuses!!

-hard to say time wise, but I definitely save time over sitting on hold for Green Mountain.

-I think it would help with large communities, where it can be very time consuming with the high turnover

5- How do you rate the ease of use of CSASecure 300 Report?

Answer	0	100%	Number of Responses	Response Ratio
Very easy			52	74.00%
Easy			18	26.00%
Difficult			0	0.00%
Very difficult			0	0.00%
Totals			70	100%

Comments-

-The only thing is it takes way too long for a unit to fall off the report after it has been requested for disconnect.

-The report sometimes have units that you requested to be disconnected for a while.

-Tony my account rep responds very quickly and resolution is timely

6- How do you rate the ease of use of Notice Letters?

Answer	0	100%	Number of Responses	Response Ratio
Very easy			45	71.00%
Easy			17	27.00%
Difficult			1	2.00%
Very difficult			0	0.00%
Totals			63	100%

Comments-

-I am unable to use the notice letters because they do not offer a disconnect date. I am still having to send my own letters that include a disconnect date of a minimum of 5 days following the date of the notice.

7- Would you recommend CSA Secure service to other managers?

Answer	0	100%	Number of Responses	Response Ratio
Yes			68	97.10%
No			2	2.80%
No response			0	0.00%
Totals			70	100%

8- Do you have any suggestions for improvement?**Comments-**

-No suggestions, just keep up the good work.

-Adding a disconnect date to the notice letters.

-Sometimes, units shows on the report, but when we request the disconnect, it shows that services are already in residents name prior the report was generated.

-Updating the report after the disconnect has been requested. It shows up on both reports as in community name, but the request has been put in several days ago. If they could be processed a lot faster that would be great.

-I think all is great as is

-It would be great if CSA was actually able to process disconnects with waiting for Green Mountain or whomever the provider happens to be

-Nope, not at this time.

-Yes, more timely accurate information and quicker notices.

-don't know