

CSASecure Survey Results - September 2011

351 communities surveyed

1- How long have you been using CSASecure?

Answer	0	100%	Number of Responses	Response Ratio
Less than 6 months			13	17.10%
6 months to less than 1 year			15	19.70%
More than 1 year			48	63.20%
No response			0	0.00%
Totals			76	100%

Comments-

- I love it!
- Been with co for 4 months, never used CSA before
- Very helpful site.
- We use it every month
- Awesome customer service!
- I have used CSA prior and have enjoyed the information it provides, I did however have some issues when arriving at my community in regards to receiving the emailed reports, that has been corrected and I am able to stay on top of the residents in non compliance.

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

Answer	0	100%	Number of Responses	Response Ratio
Highly satisfied			50	65.80%
Somewhat satisfied			18	23.90%
Neutral			7	9.20%
Somewhat dissatisfied			1	1.30%
Highly dissatisfied			0	0.00%
No responses			0	0.00%
Totals			76	100%

3- Are you saving time and money with CSASecure

Answer	0	100%	Number of Responses	Response Ratio
Yes			58	76.30%
No			2	2.60%
Don't know			16	21.10%
No response			0	0.00%
Totals			76	100%

Comments-

-With the list of residents in non compliance we are able to bill back the residents

-We are saving a lot of money. The CSA reports are a very good indicator of skips. About 85% of the time, delivering the CSA violation letter confirms the skip and hence these can be processed quickly. Catching and processing these skips quickly saves money.

-Not sure about money but forsure saving time!

-Its awesome to see things as they're happening rather than finding the bills 3 months later.

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			34	44.70%
5-10 hours			14	18.40%
10-15 hours			3	3.90%
More than 15 hours			2	2.60%
Don't know			12	15.80%
Other			1	1.30%
No response			10	13.20%
Totals			76	100%

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

Answer	0	100%	Number of Responses	Response Ratio
Very easy			55	73.30%
Easy			20	26.70%
Difficult			0	0.00%
Very difficult			0	0.00%
Totals			75	100%

Comments-

-I don't receive the notice letters all the time.

-Sometimes we are unable to get the letters to the resident on the date that is pre-printed on the letter. If we could adjust the dates on the letters, that would be great.

-I never find the letters, do not know what I am doing wrong.




-I love it when I receive the letters via email all ready to go!! Major timesaver!!

-There is nothing to do, the report is sent to us,, and the notice letters are filled in all we have to do is deliver

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

Answer	0	100%	Number of Responses	Response Ratio
Very easy			41	60.30%
Easy			22	32.40%
Difficult			3	4.40%
Very difficult			2	2.90%
Totals			68	100%

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

Answer	0	100%	Number of Responses	Response Ratio
Yes			75	98.70%
No			1	1.30%
No response			0	0.00%
Totals			76	100%

8- Do you have any suggestions for improvement?

Comments-
<i>-If you could please send the notices with the community report again, I would greatly appreciate it. There generally isn't an issue in getting the notice letters, however, I found it more convenient when they were sent with the community report.</i>
<i>-None - you guys have it down.</i>
<i>-Yes, when residents move out and apartments become vacant, the report still show the previous residents in the reports.</i>
<i>-Need to be more accurate on when residents change the electric into thier name.</i>
<i>-It would be great if we had an interactive letter available that we could use in case we lose or delete the resident letters.</i>
<i>-No, I think it is a great program.</i>
<i>-No. I think that they are doing a great job.</i>