



CSASecure Survey Results - May 01, 2008

1- How long have you been using CSASecure ?

Answer	0	100%	Number of Responses	Response Ratio
Less than 6 months			22	47.00 %
More than 6 months			25	53.00 %
No Responses			0	0.00 %
Totals			47	100%

2- Are you saving time and money with CSASecure identifying violators ?

Answer	0	100%	Number of Responses	Response Ratio
Yes			45	96.00 %
No			1	2.00 %
No Responses			1	2.00 %
Totals			47	100%

3- 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			24	51.00 %
5-10 Hours			15	32.00 %
10-15 Hours			2	4.00 %
More than 15 Hours			5	11.00 %
No Responses			1	2.00 %
Totals			47	100%

Comments-

- we only have a few every now and then
- absolutely love CSASecure and Tony Anderson- they have made the process of maintaining our vacant utility loss.
- It really enables us to manage more efficiently.
- Thank god for you all,we can track these people
- THIS IS AWESOME AND I LOVE IT
- Great. Allows me to pin point also which bills to look for when we get them to bill back our violators too!

4- How valuable is the CSASecure Community Status report(Scale of 1-10) ?


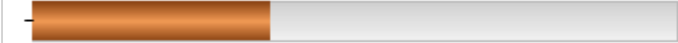
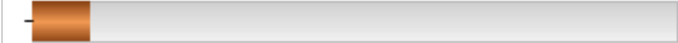
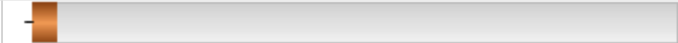
Answer	0	100%	Number of Responses	Rating Score*
			47	88.00 %
Totals			47	100%

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Comments-

- *The only reason it doesn't help that much is because TXU does not use them.*
- *You did not define whether 10 was high, or 1 was high.*
- *We had always stayed on top of our electric bills*
- *The only thing that would make it better is being able to schedule disconnects here as well as auditing.*
- *This is such a great tool... very helpful!!*
- *I LOVE USING THIS*
- *YOU ARE THE BEST. THANK YOU FOR THE GREAT SERVICE. HOPEFULLY #10 MEANS EXCELLANT! JJ JANTX*
- *I look forward to receiving it each week.*



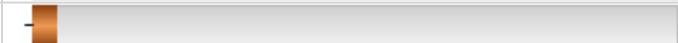
5- Who reviews the CSASecure Report ?

Answer	0	100%	Number of Responses	Response Ratio
Community Director			37	49.00 %
Assistant Community Director			28	37.00 %
Leasing Consultant			7	9.00 %
Other			3	4.00 %
Totals			75	100%


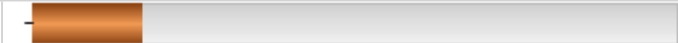
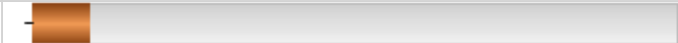

Comments-

- *Team effort*

6- Has CSASecure improved your Vacant Electric Cost Recovery Program ?

Answer	0	100%	Number of Responses	Response Ratio
Yes			43	91.00 %
No			2	4.00 %
No Responses			2	4.00 %
Totals			47	100%

7- Would you like for CSASecure to generate a final violation bill that can easily be printed on site ?

Answer	0	100%	Number of Responses	Response Ratio
Yes			35	74.00 %
No			8	17.00 %
NA			4	9.00 %
No Responses			0	0.00 %
Totals			47	100%


Comments-

- *All the other letters offered are extremely efficient*
- *Not sure because we already do vacant recovery on our Ocuis statements. I don't want to confuse anyone or double charge them.*

- I just came back to Woodscape and this is a great program.

- Unsure. Would like to see what it looks like though.

8- If you are using CSASecure pre-formatted notice letters, how valuable is this service to you ?

Answer	0	100%	Number of Responses	Rating Score*
			47	50.00 %
Totals			47	%

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Comments-

- Did not define whether 10 or 1 was the highest on the scale

- Have not used CSASecure pre-formatted notice letters.


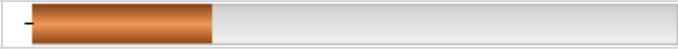

- I WOULD LIKE TO USE THOSE

- only use to ones sent automatically

- WHEN IT WORKS, GREAT!!!

- Another great time saving feature.

9- If you are not using CSASecure pre-formatted notice letters, would you like to add this feature to your service at no additional cost? (Violation notices are automatically generated and e-mailed to you for printing) ?

Answer	0	100%	Number of Responses	Response Ratio
Yes			34	72.00 %
No			13	28.00 %
No Responses			0	0.00 %
Totals			47	100%




Comments-

- We already use it.

- We have a system that works but that would be great too!

- THAT WOULD BE GREAT

10- In addition to marketing the services of your current electric partner, would you like to offer violators an option for an affordable prepaid electric service that requires no deposits, no credit check, no contract and no cancellation fees ?


Answer	0	100%	Number of Responses	Response Ratio
Yes			25	53.00 %
No			22	47.00 %
No Responses			0	0.00 %
Totals			47	100%

Comments-

- Any little bit will help!






- Sounds interesting. Don't know if that would be a good sell on our community, however I think that would be a great option at other communities.

11- Would you recommend CSASecure to other managers/owners (1-10) ?

Answer	0	100%	Number of Responses	Rating Score*
			47	91.00 %
Totals			47	100%

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12- How do we rate on the following attributes ?

Answer	1	5	Number of Responses	Rating Score*
Technical Support			47	4.30
Professionalism			46	4.40
Timley responses to your questions			46	4.40
Quality of our product			46	4.40
Understanding your needs			46	4.30
Totals			231	%

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Comments-

- *You Rock!*
- *Have not required yet*
- *I can truely say I thing they are awesome!*
- *Great customer service*

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

- *join the Corpus Christi Apartment Association...Everyone can benifit with your program! Toni Davis, Past President CCAA*
- *I think having a basic letter system on esite would be very valuable. That way we ca decide when a resident gets each letter*
- *Being able to schedule disconnects/reconnects with this program would make it most efficient.*
- *No suggestions at this time.*
- *We would like a way to view all red tags on the community.*