



# Results From Working With *Rehr Consulting*

Updated November 27, 2018

Category	Situation	Rehr Consulting's Task	Action	Result
<b>Communication</b>	Resident challenges: <ul style="list-style-type: none"> <li>• Parking constraints</li> <li>• Pet waste</li> <li>• Smoking on property</li> </ul> Property challenges <ul style="list-style-type: none"> <li>• Communication channels with residents and community</li> </ul>	Consider potential solutions and/or resolutions..	Develop presentation to potentially address a one-size-fits-all communication channel with residents.  Present potential method to set expectations at move-in.	'Working on the business, not in the business'.  A single, dependable communication channel to all residents revealed to not exist.  Discussions about leadership, communicating from a leadership position.
<b>Market Research</b> <b>Market Analysis</b> <b>Data Analysis</b>	Property must assess market survey (July, 2018) data.  Upcoming Managers Meeting.	Review survey data.  Discuss meeting agenda with Property Manager..	Independent market data research; create infographic.  Analyze and assess market survey data (given to Rehr Consulting).  Create Market Survey Analysis Report.	Identified market trends over last 6 months.  Competitive analysis (of apartment community in the identified market).  Statistical analysis from which data-driven decisions may be made.



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<b>Business System development</b>	Need for a Market Survey Data Analysis template.	From updated data (late-Sept, 2018), create Excel templates from which future analyses and assessments may take place.	Create Excel template with automated data population, visual data, and tools from which to assess data.	New tool for apartment community.  Basis for Excel training.
<b>Leadership Development</b>	Property Management company defines leadership through concepts delivered in a specific leadership book.	Read book, understand philosophy.	Write book report with leadership assessment based upon theory, independent research.	Start of ongoing discussions about leadership theory, vision, tools and activities.
<b>Managerial Accounting</b>  <b>Budgeting</b>  <b>Continuous Improvement assessment</b>  <b>Operations Forecasting</b>	Property's annual budget pushed down from property management-level to property level.	Support development of FY2019 operating budget.	Review Accounts Payable data, April-October, 2018.	Analysis and assessment of property-level business system, procurement and operations activities.  Identified continuous improvement potential.  Educated guess as to how property management company wants to progress as a company (scale out).



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<b>Leadership Development</b>	Personnel turnover.  Outdated social media depiction of property.	Review job description, identify potential changes for publication.  Review blurb, identify potential changes.	Provide suggested edits to existing job description, blurb.	Tangible examples of how the property management's vision, assumptions, beliefs and expectations (VABEs) may be used in all messaging no matter the situation, or medium.