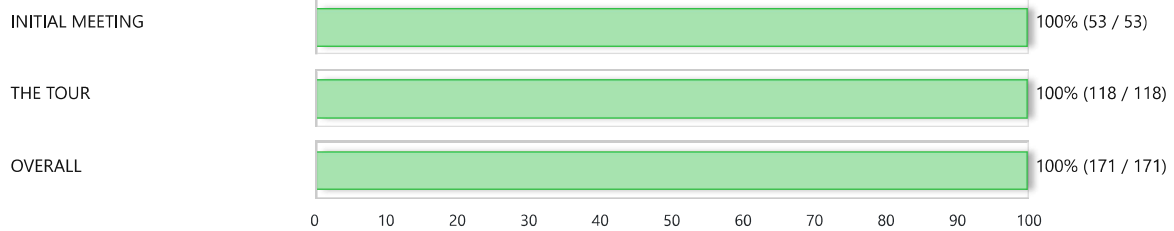


Current Score



Score Details



PAA - Leasing Evaluation

Date of Visit	05/01/2025
Location Name	to check score
Sales Representative	to check score
Shopper Name	to check score
Overall Score	100% (171 / 171)

Upon arrival, was the office open?

5/5

- ☒ Yes
☐ No

Did the consultant acknowledge you immediately?

5/5

- ☒ Yes
☐ No

Did the Consultant: (Check all that apply under score column)

8/8

- ☒ Greet you
☒ Introduce themselves
☒ Ask your name
☒ Remember your appointment
☐ None of the above

Did the Consultant: (Check all that apply under score column)

16/16

- ☒ Ask or confirm what type of apartment you needed
☒ Ask or confirm the date of move-in
☒ Ask or confirm your budget
☒ Ask or confirm occupants
☒ Ask or confirm if you were bringing a pet with you
☒ Ask or confirm how you found out about the property
☒ Ask or confirm the reason for your move
☒ Ask or confirm your contact information
☐ None of the above

Did the consultant explain the pet policy if you stated you were bringing a pet?

5/5

- ☒ Yes
☐ No
☐ NA

Did the Consultant: (Check all that apply under score column)

10/10

- ☒ Smile
☒ Create rapport
☒ Have an organized work space
☒ Give you undivided attention
☒ Listen to your needs
☐ None of the above

Did the Consultant: (Check all that apply under score column)

4/4

- ☒ Provide you with a physical brochure or virtual property presentation
☒ Discuss the staff and dedication to their residents
☐ None of the above

Was the Fairhousing Guidelines poster displayed in a location you noticed.

- ☒ Yes
☐ No

NOTES (detail anything marked No):

to check score

Did the Consultant address you by name during the presentation?

5/5

- ☒ Yes
☐ No

Was the tour route: (Check all that apply under score column)

12/12

- ☒ Clean and well-lit
☒ Sidewalks and hallways clean
☒ Free of debris
☒ Smelled good
☒ Elevator and/or stairwells clean
☒ All signage well maintained (including amenity signage if applicable and unit number)
☐ None of the above

Did the Consultant show the amenities?

2/2

- ☒ Yes
☐ No

Did the Consultant explain the benefits of the amenities?

2/2

- ☒ Yes
☐ No

Were the amenities clean and in working condition?

2/2

- ☒ Yes
☐ No

List amenities that were shown. Also, please provide how you were toured. Via golf cart, car, walk, etc.

Which apartment type were you shown?

5/5

- ☒ Model or Vacant
☐ Virtual apartment tour
☐ No apartment shown

Model or Vacant Tour:

22/22

- ☒ Front door painted and clean
☒ Baseboards and trim painted and clean
☒ Walls freshly painted and free of marks
☒ Lights on
☒ Free of debris
☒ Floors cleaned or newly vacuumed
☒ Smelled pleasant
☒ Temperature pleasant
☒ Appliances clean
☒ Countertops clean and maintained
☒ Bathroom clean
☒ Blinds open and operational (mark if NA)
☒ Balcony clean (mark if NA)

After the tour, did the Consultant: (Check all that apply on score column)

16/16

- ☒ Relate apartment to your needs
☒ Overcome objections
☒ Create a sense of urgency
☒ Ask you if you wanted to leave a deposit to hold the apartment
☒ Point out positives of the apartment
☒ Review the cost and any additional fees for the renting of the apartment
☒ Ask you to complete an application
☒ Try and schedule a return visit
☐ None of the above

If you said no, to holding an apartment, were you asked why?

2/2

- ☒ Yes
☐ No
☐ NA

Were you discouraged at any point during the shop to not lease an apartment with your requests for urgency?

- ☒ Yes
☐ No

FAIR HOUSING QUESTIONS: When you asked what type of people live here, expressed a need to be in a safe community, and/or asked if there are a lot of little children who live here, how did the consultant respond? (List the question asked and the response given)

to check score

Based on the apartment/property/community features would you lease an apartment at this location?

25/25

- ☒ Yes
☐ No

Did you receive a follow-up email/phone call within 2 days?

25/25

- ☒ Yes
☐ No

NOTES (detail where the agent missed the mark):

to check score