

# THE CHEAT SHEET



## Insite® Move-In Surveys

This survey helps to identify if your new residents feel as though they made the right decision in choosing your community.

Source: 2017 Insite® Move-In Correlation Study

Achieving an exceptional level score comes down to 2 things:

### 1. PREPARATION

How well prepared were you for the new resident?

### 2. RECOVERY

Were you able to resolve issues once reported?

## IMPROVING SCORES FOR PREPARATION

Ensure keys and leases are ready within 24 hours of move-in.

Walking the apartment home with the move-in inspection form can help catch outstanding issues before your new resident does.

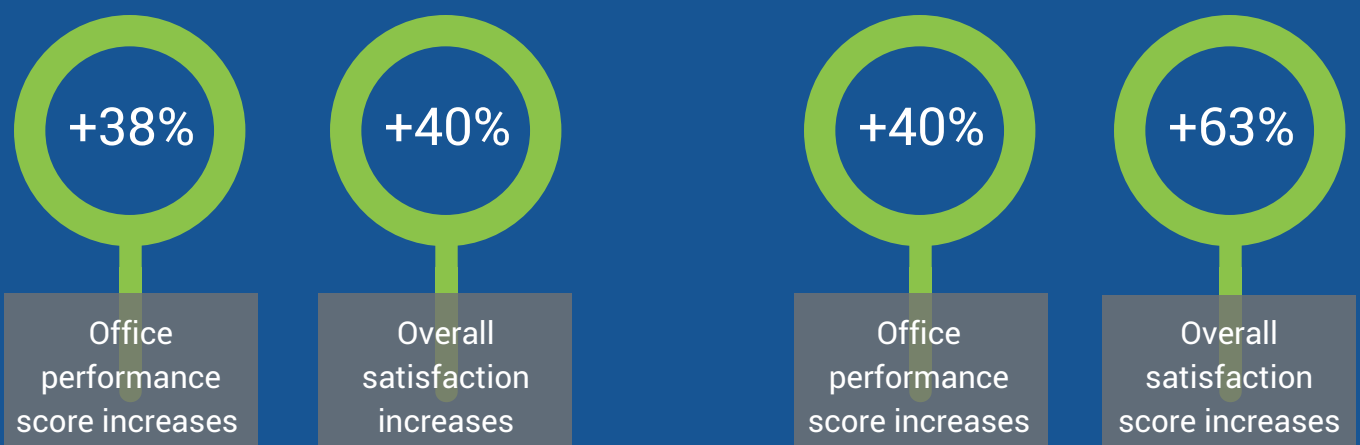


## IMPROVING SCORES FOR RECOVERY

Should something fall through the cracks and get overlooked during the final walk, it's important to resolve those issues as quickly as possible. Doing so greatly improves your chances of earning an exceptional level score.

### Resolving cleaning issues

### Resolving appliance/fixture issues



Remember, resident retention starts on day one!

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