

# Leasing

Since last month

## Average Days Unrented

12.9 days

Occupancy and renewal rates slightly declined, leading to a **44.4%** increase in vacant units. Average days unrented is now tracked at **12.9 days**, establishing a key performance baseline. The drop in renewals **(-12.2%)** is a primary concern impacting vacancy.

### Occupancy Rate

▼ 0.53%

98.3%

prev: 98.8%

### Lease Renewal Rate

▼ 12.24%

76.8%

prev: 87.5%

### Vacant Unrented Units

▲ 44.44%

26.0

prev: 18.0

### Vacancy Loss Amount

\$17.6K

## Recommendations

- ✓ Investigate the 12.2% drop in renewals to identify root causes and immediately implement targeted resident retention strategies.
- ✓ Prioritize leasing efforts on the increased vacant units to mitigate rising vacancy loss and stabilize occupancy.

Go to leasing



# Work Orders

Since last month

## Avg Time To Complete

▼ 46.74%

# 5.6 days

prev: 10.5 days

Work order efficiency has improved, with completion time down **46.7%**. However, this is overshadowed by a **155.8%** surge in open work orders, creating a significant backlog. This suggests a potential bottleneck in maintenance coordination across the 960-unit portfolio.

## Total Work Orders

▼ 37.98%

# 619.0

prev: 998.0

## Open Work Orders

▲ 155.81%

# 220.0

prev: 86.0

## Avg Work Order Cost

▼ 2.21 %

# \$1.74K

prev: \$1.78K

## Completed Work Orders

▼ 55.26%

# 374.0

prev: 836.0

## Recommendations

- ⊙ Immediately address the 155.8% spike in open work orders to prevent service level decline and tenant dissatisfaction.
- ⊙ Review maintenance staffing structure; the single portfolio-wide coordinator for 7 properties may be a bottleneck contributing to the growing backlog.

[Go to work orders](#) ▶

# Financials (Accrual)

Since last month

## Total Income

▼ 1.71%

**\$1.88M**

prev: \$1.91M

## Net Operating Income

▲ 32.63%

**\$1.46M**

prev: \$1.1M

## Total Expense

▼ 24.94%

**\$1.14M**

prev: \$1.51M

## Operational Expenses

▼ 47.99%

**\$424.44K**

prev: \$815.72K

Net Operating Income surged **32.6%**, driven by a remarkable **48.0%** reduction in operational expenses. This strong cost control offset a minor **1.7%** dip in total income, which correlates with the slight decrease in occupancy.

## Recommendations

- ✔ Validate the 48% operational expense reduction to confirm it reflects efficiency gains, not deferred essential maintenance, which could create future costs.
- ✔ Address the 1.7% income dip by focusing on leasing strategies to improve occupancy and renewal rates.

[Go to financials \(accrual\)](#) ▶

# Prospects

Since last month

## Avg Days To First Contact

▲ 63.10%

1.1 days

prev: 2.9 days

## Conversion Rate

▼ 56.30%

1.8%

prev: 4.2%

## Applications

▼ 11.29%

55.0

prev: 62.0

## Avg Days To Convert

▲ 9.29%

4.6 days

prev: 5.1 days

Prospect response time improved significantly, with days to first contact dropping by **63.1%**. Paradoxically, this efficiency did not yield results, as the conversion rate fell by **56.3%** and applications decreased by **11.3%**, indicating a potential issue with lead quality or sales process.

## Recommendations

- ✔ Investigate the 56.3% conversion rate collapse; analyze lead sources and review the sales follow-up process beyond the first contact.
- ✔ Boost top-of-funnel marketing efforts to counteract the 11.3% decline in applications and ensure a healthy pipeline.

Go to prospects ▶