Policy: Shopping Reports

Persons Affected

All property office personnel

Purpose

To understand how shopping reports are utilized to evaluate leasing effectiveness, reinforce training and to help guide management in implementing goals.

Shopping Reports can be used as a learning tool.

Policy

- Shopping reports are used to routinely assess team members, in new associate training, properties with challenges, and additionally as needed.
- Shopping reports are a snapshot of a person’s performance, but can be insightful for learning references. A person’s effectiveness is not evaluated by one shop, but rather a combination of shops conducted, as well as their performance and ability to lease apartments on a daily and monthly basis.
- Richman Property Services Inc. contracts a professional company to complete an independent shop with the goal of obtaining reports that are fair and accurate.
- After receiving a shopping report, if you feel it is inaccurate, advise your Property Manager of the areas in question. Your manager will review your information and contact National Training Coordinator to work together and conduct an assessment.
- An 80% overall shopping report score is the minimum expectation for Richman Property Services, Inc. associates.
- If a score of 65% or below is received on a shopping report, the associate will be re-shopped within 30 days. In the event that a score below 65% is received on the follow-up report, the associate will be subject to management review and possible disciplinary measures.

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