Report card

Marcus Lee - property manager

Week of Nov 23 - Nov 24

Generated Nov 24, 2026 2:10 PM

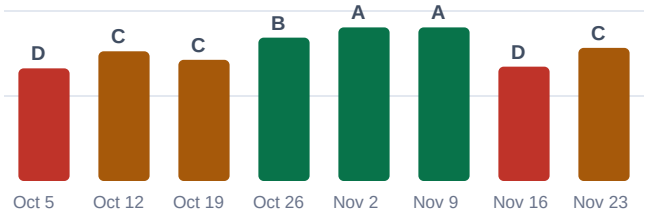
C

78 / 100

This week so far

up 11 on last week (D, 67)

SCORE, LAST 8 WEEKS



THE FOUR MEASURES

First response
4 of 4 on target - median 40 min
100%
last week 57%
expected 90% - 30% of grade

Deadlines met
1 of 2 before the deadline
50%
last week 57%
expected 90% - 30% of grade

Handled without the owner
2 messages by Marcus, 1 by the owner
67%
last week 89%
expected 90% - 20% of grade

First-time right
0 sent back of 2
100%
last week 75%
expected 90% - 20% of grade

THE WEEK IN NUMBERS

4	2	1	1	1	6
new tickets	marked completed	closed	over the line	owner takeovers	open, 1 past deadline

WHAT TO WORK ON

Went over the line - 1

- No heat - Sarah

Where the owner messaged the tenant - 1

- 40 Oak Avenue - Unit 3 (1 message)

HOW IT IS MEASURED

First response (30%): new tickets actioned on target - Emergency 1 hour, Urgent 4 hours, Routine 1 business day. Deadlines met (30%): deadlines that fell this week, met if the job was completed or closed before it. Handled without the owner (20%): the manager's messages to tenants against the owner's; building notices are left out. First-time right (20%): completions signed off without being sent back. A 90+, B 80+, C 70+, D 60+, F below. Read from each ticket's history and the message log; phone calls are not seen.