

CASE STUDY

Improving Employee Performance and Resident Satisfaction

Leading nationwide multifamily property management company integrates policies, training and assessment to impact key property and portfolio performance metrics.

OVERVIEW

This successful real estate investment and services firm manages a nationwide portfolio of approximately 53,000 apartment units in more than 26 key metropolitan areas. As an industry leader, the company is always focused on innovations that will enhance owner revenue and maximize asset value.

CHALLENGE

The company sought to improve employee performance and impact resident satisfaction. They needed to put in place a more unified learning and development program that increased employee training engagement in order to ensure:

- Expert delivery of customer service.
- Skilled execution of actions key to overall performance.
- Consistent, scalable operating best practices.

COMPANY PROFILE

Units: 50,000+

Employees: 1,400+

Metros Served: 26

Years in Business: 40+



SOLUTION

The company worked with Grace Hill to build an integrated talent management solution, enabling the company to tie policies (what employees need to know) to training (what employees need to learn), and followed up with assessment (how employees are performing).

- Implemented PolicyPartner digital policies to improve awareness and understanding of key operational practices.
- Used Vision (LMS) to increase training engagement and employee knowledge.
- Instituted KingsleySurveys to assess operational performance and customer satisfaction.

“When we rolled out PolicyPartner and integrated it with our training in Vision, I could see our team improving. I got fewer and fewer questions about how to do things that were key to performance.”

— National Director of Learning & Development

PRODUCTS USED

- ✓ **PolicyPartner**
Technology-enabled policy management for operational excellence
- ✓ **VISION**
Learning management system for enhanced professional development
- ✓ **KingsleySurveys**
Data, assessment, and insights for property and portfolio performance

Year-Over-Year Results

Improved Employee Engagement & Performance

- 2.75x** per week employee training
- 135%** increase in course completions
- 77%** training compliance rate (23% YoY increase)
- 584** policies active

Increased Resident Satisfaction

- 8%** increase in satisfaction with management communication
- 6%** increase in satisfaction with initial leasing experience
- 3%** increase in satisfaction with maintenance

