

MULTI-SITE

MAY 13, 2026

North Park maintenance communication is breaking at scheduling, arrival, and closure

North Park maintenance lead should audit every open and recently closed leak/service appointment today, call affected residents with an ETA or closure note, and track missed appointment windows plus reopened work orders for the next seven days. Three of five accepted comments point to residents being left without arrival timing, closure detail, or notification, which is costing residents time and creating repeat contacts. East Gate has two separate one-off property concerns this week: package room code failure after hours and parking lot lights by building C.

SUBMISSIONS

5

submissions

SIGNAL RATE

63%

3 filtered

FINDINGS

3

1 red · 2 yellow

IDEAS

3

Ranked by impact

EXECUTIVE BRIEF

RED PRIORITY

WHAT IS HAPPENING

North Park maintenance communication is breaking at scheduling, arrival, and closure

Three North Park comments describe the same resident-facing failure pattern: residents do not know when maintenance will arrive, whether they need to stay home, or why a work order was closed. This is a repeated theme, not a one-off.

WHY IT MATTERS

Residents are missing work, calling back, and losing trust in work order status. Leak-related work orders also carry property risk when marked complete while still active.

DO THIS WEEK

Have the North Park maintenance lead pull all open and closed leak-related work orders from the last 14 days by end of day, call each affected resident with status and next arrival window, and require a tech note before any closure. Measure missed appointment windows, work orders reopened within 72 hours, and resident calls asking for ETA for one week.

EVIDENCE

3 of 5 accepted submissions (60%) across North Park Apartments; confidence 82%.

MEASURE NEXT

Measure missed appointment windows, work orders reopened within 72 hours, and resident calls asking for ETA for one week.

VOICE OF THE CUSTOMER

“Maintenance missed my Tuesday window for the dishwasher leak and nobody texted me. I stayed home from work for nothing.”

On **North Park maintenance communication is breaking at scheduling, arrival, and closure** — 3 submissions · 60% of accepted feedback · confidence 82%

R

RED · 1 FINDING

Fix this week. Customers are leaving.

01

North Park maintenance communication is breaking at scheduling, arrival, and closure

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MENTIONS

SHARE

CONFIDENCE

TREND

3**60%****82%****new**

IMPACT

Residents are missing work, calling back, and losing trust in work order status. Leak-related work orders also carry property risk when marked complete while still active.

NEXT ACTION

Have the North Park maintenance lead pull all open and closed leak-related work orders from the last 14 days by end of day, call each affected resident with status and next arrival window, and require a tech note before any closure. Measure missed appointment windows, work orders reopened within 72 hours, and resident calls asking for ETA for one week.

“Maintenance missed my Tuesday window for the dishwasher leak and nobody texted me. I stayed home from work for nothing.”

“Call me at [phone]. The work order said completed, but the bathroom ceiling is still dripping and no one left a note.”

Y

YELLOW · 2 FINDINGS

Watch closely. Friction is mounting.

01 East Gate package room access failed after hours

One resident reports the package room code failed three nights in one week, and the office response was to wait until morning. This is a one-off comment, but the repeated nights within the comment make it worth checking quickly.

MENTIONS	SHARE	CONFIDENCE	TREND
1	20%	62%	new

IMPACT

Residents may be unable to retrieve packages outside office hours, which increases next-day office contacts and frustration.

NEXT ACTION

Have the East Gate leasing manager test the package room code after 6 pm tonight and tomorrow, reset the code if it fails, and give the after-hours call team a clear escalation contact. Measure package access complaints and after-hours access calls for the next seven days.

“The package room code failed three nights this week, and the leasing office told me to wait until morning each time.”

02 East Gate building C parking lot lights are out

One resident reports two parking lot lights near building C have been out for a week and describes feeling unsafe after 9 pm. This is a one-off safety-related comment that needs same-week handling.

MENTIONS	SHARE	CONFIDENCE	TREND
1	20%	60%	new

IMPACT

Poor lighting can reduce perceived safety for residents walking from the garage at night and may create liability exposure if left unresolved.

NEXT ACTION

Have the East Gate property manager verify the two lights by building C before tonight, place the repair request with vendor deadline, and add temporary lighting or patrol coverage until fixed. Measure days-to-repair and any safety or lighting complaints from building C residents this week.

“Two parking lot lights by building C have been out for a week, and it feels unsafe walking from the garage after 9 pm.”



What to try next

North Park same-day ETA callback rule

Residents reported missed windows, no ETA, and office uncertainty about whether they should stay home.

EXPECTED IMPACT

Fewer resident calls asking where maintenance is and fewer missed-window complaints.

EFFORT LOW

No-close rule for leak work orders without a tech note

A resident reported a bathroom ceiling still dripping after the work order was marked completed with no note left.

EXPECTED IMPACT

Lower chance of active leaks being closed too early and fewer reopened leak work orders.

EFFORT LOW

East Gate after-hours access and lighting spot check

The two East Gate comments are both after-hours resident concerns: package room access at night and dark parking near building C after 9 pm.

EXPECTED IMPACT

Faster detection of access failures and exterior light outages before residents have to report them.

EFFORT MEDIUM

DISCLAIMER

About this report

Gistback turns private feedback into an evidence-backed operating brief. Use this page as the interpretation guardrail for the findings and ideas above.

AI-ASSISTED SUMMARY

This report is generated from accepted feedback using Gistback analysis. It is designed to help operators decide what to inspect, test, or fix next; it should not replace human review.

EVIDENCE LIMITS

Counts and percentages reflect the feedback submissions accepted into this reporting window, not a statistically representative customer survey. Treat findings as directional operating signals.

PRIVACY AND COMPLIANCE

Gistback screens for obvious spam, abuse, and personal information before reporting, but this document is not legal, medical, security, or compliance advice. Review sensitive findings with the appropriate owner before external distribution.

OPERATIONAL JUDGMENT

Recommendations are framed for multi-site operations at Evergreen Living. Validate root causes on the floor, in the product, or with the responsible team before making irreversible changes.