

Multifamily Resident Survey Implementation

Our proven approach takes the headache out of launching new survey programs! Lean on our experts to help guide you through implementation to ensure a smooth and successful survey launch. We've broken down our six-step process and timeline for launching new multifamily resident surveys below:

Stage 1: Project Kick-Off

- Meet your Implementation Manager
- Review selected survey package
- Confirm launch date and timeline
- Review survey and data templates
- Review API(s) or resident data feed options
- Discuss reporting requirements
- Review Kingsley Portal functionality

Stage 2: Data Collection & Setup

- Complete community data sheet
- Complete API setup or report export*
- Confirm regulatory compliance**
- Submit survey customization requests***
- Test API or resident data feed

Stage 3: System Configuration

- Set up Kingsley Portal platform
- Build survey questionnaire
- Customize logo and branding***
- Generate Kingsley Index™ benchmark

Stage 4: Training & Program Review

- Test all program components
- Join ongoing, live training webinars
- Distribute pre-survey communication

Stage 5: Survey Launch

- Send Kingsley Portal logins to users
- Launch email invitations to residents
- Populate dynamic alerts, digests, and reporting from survey responses

Stage 6: Post-Launch Follow-Up

- Meet your Account Manager
- Survey performance reviews
- Continue training webinars

*Customers utilizing a report export instead of API must set up a recurring file delivery to SFTP which will require an additional 6-8 weeks.

**Requirements vary based on the customer's leaseholder residency (e.g., CASL, GDPR).

***Available only for Essentials Plus, Premium, and Premium Plus packages.

Survey Implementation Timeline



Project Kick-Off



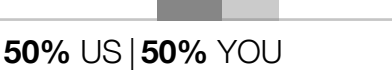
Data Collection & Setup



System Configuration



Training & Program Review



Survey Launch



Post Launch Follow Up



Ready to see the difference that Grace Hill's expert implementation and support expertise can have on your business? **Contact us today to get started!**