



1020 SW Taylor St. Suite 585 Portland OR 97205

Resident Engagement Client Timeline

ASSESS • INFORM • INSTALL • MEASURE

Month 1	Month 2 & 3	Month 4
Start up and determine program design	Survey/Event/Competition	Determine Results and Celebrate Successes
Property team (Resident Services Property Management, Maintenance) meets with MPower Determine timeline Determine best survey strategy Choose internal resident champion Select campaign items	Resident event/meeting, maybe invite an expert Provide incentives Determine commitment Reporting to residents Offer reminders and Resident and Maintenance Benefit forms Signs that provide information	Continued communication Signs that provide information Celebration Event Incentives End with survey Provide results to residents

