



# Twenty-three silent homes, seven problems found

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Fictional document

## Fictional document — demonstration example

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**Fictional document**, produced for demonstration. **It is the only signal no dashboard produces.**

| Finding                            | Value                          |
|------------------------------------|--------------------------------|
| Homes with no request in two years | 23                             |
| Portfolio median                   | 2.1 requests per home per year |

## The four possible readings

| Hypothesis                                 | Settled by the agent? |
|--------------------------------------------|-----------------------|
| Home in good condition, occupant satisfied | No                    |
| The occupant does not know how to ask      | No                    |
| An earlier request came to nothing         | No                    |

| Hypothesis                                 | Settled by the agent? |
|--------------------------------------------|-----------------------|
| They fear asking will be held against them | No                    |

**A tenant cannot leave the way a customer changes supplier.** A dissatisfied customer's silence shows up as a departure; a tenant's shows up as nothing at all.

## What the agent does, and does not

| Action                                    | Done? | Why                                                                |
|-------------------------------------------|-------|--------------------------------------------------------------------|
| Send the list to whoever manages the area | Yes   | With no conclusion                                                 |
| Contact the occupants itself              | No    | An approach prompted by silence can be experienced as surveillance |

| Outcome                   | Count                             |
|---------------------------|-----------------------------------|
| Courtesy visits offered   | Homes not visited in over 3 years |
| Accepted                  | 11                                |
| Unreported problems found | 7                                 |

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