Twenty-three silent homes, seven problems found

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Fictional document

Fictional document — demonstration example

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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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