

# Property-Level Accountability Mapping (Separate Report)

Owner map from property outcome -> bucket -> manager -> metric -> escalation

## A) Property Accountability Matrix

Property	Buckets	Primary Owner(s)	Core Metrics	Escalation Rule
Whisper Valley at Quartier	Management/Leasing + Accounting Hub	Dylan / Johnny-Teresa	NOI, occupancy, delinquency, concessions	Escalate to Russ at >48h blocker
Villas on Turtle Creek	Management/Leasing + Accounting Hub + Field	Dylan + Gerardo/Jeremy + Johnny-Teresa	NOI, CO-path blockers, install throughput	Escalate to Russ at >48h blocker
NWA Phase 3 Lots	Material Procurement + Field + Legal Close Land	Tracy + Gerardo/Jeremy + David/Tracy	Material red list, inspections, close conditions	Escalate to COO (Zac) at >24h; Russ at >48h
Little Rock Pipeline	Legal Close Land + Accounting Hub	David/Tracy + Johnny/Teresa	Closing readiness, capital routing, HUD conditions	Escalate to Russ on any date-critical slip

## B) Required Weekly Owner Inputs (per property)

- Planned vs completed key tasks (with % completion)
- Top 3 blockers + owner + due-by hour + blocker age
- NOI variance and drivers (occupancy, concessions, delinquency, expense spikes)
- Next 7-day commitments by bucket owner
- Executive decisions needed (max 3)

## C) Escalation Ladder (standardized)

- 0–24h blocker: bucket owner resolves within team
- >24h blocker: escalate to COO (Zac) and paired owner
- >48h blocker: escalate to Russ with recovery action + new due-by time
- Repeat blocker (2x): process fix required before next release

## Reference links

Weekly Executive Roll-Up:

[https://files.187.124.227.42.nip.io/files/Weekly\\_Executive\\_Rollup\\_NOI\\_and\\_Operations\\_v1.pdf](https://files.187.124.227.42.nip.io/files/Weekly_Executive_Rollup_NOI_and_Operations_v1.pdf)

NOI Automation Summary:

[https://files.187.124.227.42.nip.io/files/NOI\\_Automation\\_Summary\\_Dylan\\_v1.pdf](https://files.187.124.227.42.nip.io/files/NOI_Automation_Summary_Dylan_v1.pdf)

8-Bucket Notifications:

[https://files.187.124.227.42.nip.io/files/eight\\_buckets\\_dashboard\\_with\\_notifications\\_v1.html](https://files.187.124.227.42.nip.io/files/eight_buckets_dashboard_with_notifications_v1.html)