

# “When Are Apartment Residents Home?”

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*It is easier to contact residents when they are home and easier to undertake repairs when they are away. Here are some scheduling tips to make life easier for both apartment managers and their customers.*

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Apartment residents are busy. Management staff are busy. If apartment managers know their residents' schedules, life can be simpler for all involved.

Managers want to know when their residents are home, so they can be contacted if necessary. And to get the best attendance at social events and meetings, it helps to know when people are likely to be home and available. But managers don't want to disturb their residents. Waking them up with a phone call or knock on the door is not the best way to foster good relationships.

It is also helpful to know when residents are away from home. It is better to do repairs and maintenance when the fewest people are around. And when apartment residents are not home, it can be useful to know if they are at work – where they might be reachable in an emergency – or elsewhere.

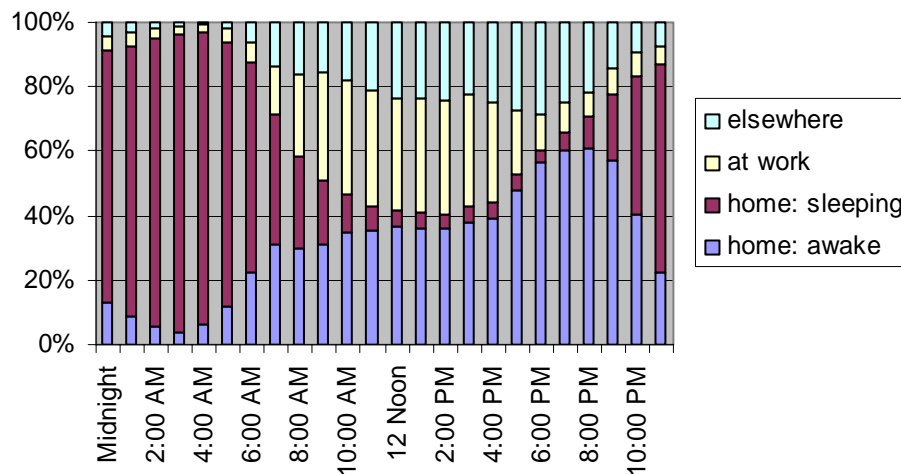
Over time, experienced managers get a feel for the unique rhythm of their property and their residents' schedules. But what are the typical experiences? Data from a new national survey (see box for details) provide some useful benchmarks.

It is no surprise that where apartment residents are, and what they are doing, depends on the day of the week and the hour of the day. Chart 1 and the other charts have the same layout, and give the distributions by hour of the day. For example, Chart 1 shows that Monday through Friday, between midnight and 1 AM, 91 percent of adult apartment residents are home, but almost all of them are asleep. In contrast, between 2pm and 3pm, only about 40 percent are home, and those away are about equally divided between being at work and being elsewhere.

So if apartment managers want to catch residents at home, and awake, during the week it is best to do so in the early evening – between the hours of 7 and 9, when 60 percent are available. What about dinner? To avoid getting someone up from the table, best not to call between 6pm and 7pm, the most likely time for people to be sitting down, according to other results from this survey.

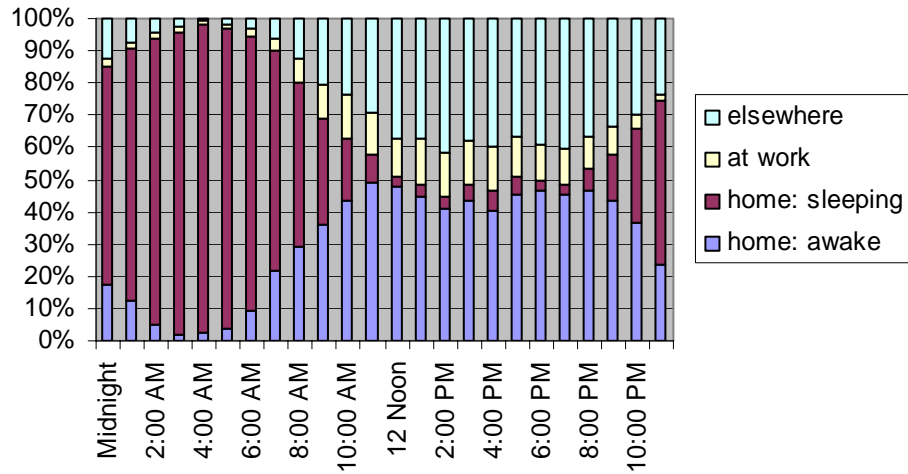
For scheduling repairs, apartments are emptiest the longest on weekdays. Between 9am and 5 pm, over half of all adult residents are away. Most of those who are away are at work, if you need to reach them in an emergency.

**Chart 1: Location and Activity of Adult Apartment Residents by Hour: Monday through Friday**

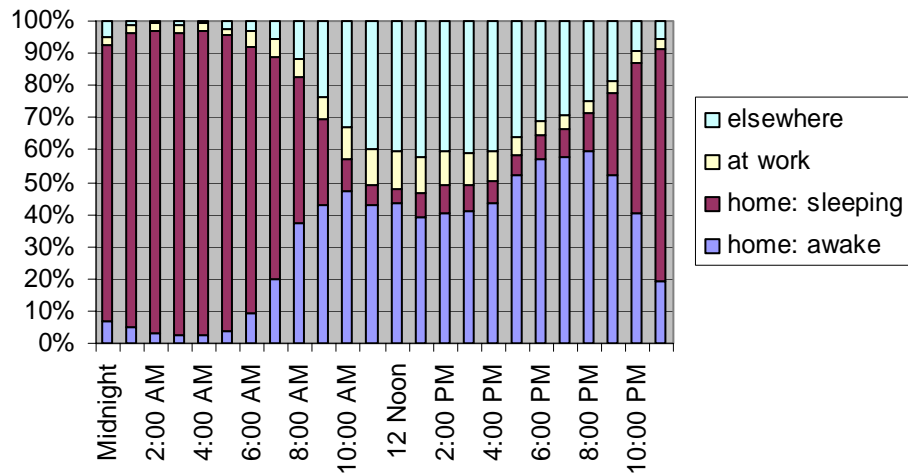


Weekends are different. On Sunday, residents catch up on sleep, logging 10.0 hours, compared to 9.2 on Saturday and only 8.7 on weekdays. (The survey question includes both “sleeping” and “sleeplessness” time.) Don’t start those projects too early on Saturday (Chart II), and especially on Sunday (Chart III), when nearly half of all adult apartment residents are sleeping until 8am. If managers want to catch residents at home and awake on weekends, any time from late morning until about 9pm on Saturdays is equally likely to find them home; on Sundays the best time is late afternoon into early evening. And if it is the weekend and managers need to find away-from-home residents in an emergency, good luck. They are scattered all over. (The two most common locations in the “elsewhere” category are on the road and at some else’s home).

**Chart II: Location and Activity of Adult Apartment Residents by Hour: Saturday**



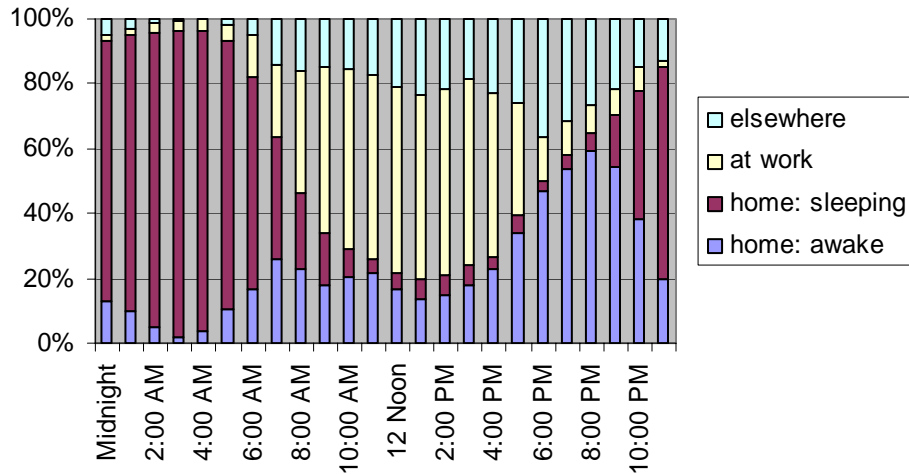
**Chart III: Location and Activity of Adult Apartment Residents by Hour: Sunday**



*-- Young Singles: On the Go*

Schedules depend on lifestyles. Non-elderly (under age 50) singles occupy about one-third of all apartments, more than any other demographic group. It is tougher to find these singles at home, as they log more hours at work and elsewhere than do apartment residents overall. (See the data table.) The best bet is a bit later in the evening than for other residents, but no later than 10 pm.

**Chart IV:  
Location and Activity of Young Single Apartment Residents by Hour:  
Monday-through-Friday**



*-- Apartment Residents: In the Mainstream*

As in many other ways, apartment residents are similar in their time use to those who reside in houses. (See data table.) One way in which they differ is in their almost daily contact with those who manage and maintain their housing. Both apartment residents and the professionals managing their apartment community can benefit from managers knowing their customers schedules.

<b>How and Where Apartment Residents Spend Time (hours per day)</b>						
<u>location/activity</u>	All Adults			Young Singles M-F	Seven-Day Average	
	M-F	Saturday	Sunday		All Apartment Adults	All Adults in All Housing Types
home: awake	7.7	7.4	7.7	5.6	7.6	7.9
home: sleeping	8.7	9.2	10.0	8.5	8.9	8.5
at work	4.1	1.9	1.4	6.2	3.5	3.3
elsewhere	3.6	5.6	4.9	3.7	4.0	4.3
Total (midnight to midnight)	24.0	24.0	24.0	24.0	24.0	24.0

*All of the statistics in this report are Hartrey Advisors tabulations of data from the 2003 American Time Use Survey, conducted by the U.S. Census Bureau for the U.S. Department of Labor. The tabulations are based on a nationally representative sample of 999 adults who rent apartments in multi-unit buildings. The bars in the charts give the percentage of total minutes of all apartment residents spent at the specified location/activity during the specified hour. In the charts, "home:awake" includes those who work at home. More information on the American Time Use Survey is available at [www.bls.gov/tus](http://www.bls.gov/tus)*

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