Summit Residential Management | Fictional company | 850 units | 4 properties | 90-day evidence window

DEMONSTRATION ONLY: All records, observations, ratings and financial values below are invented for presentation. They are not a validated OHS v1.0 run, an official scoring crosswalk, or a client outcome.

Sample Operational Health Score (OHS™)

Assessment boundary

Maintenance request-to-resolution workflow, including approval routing, vendor escalation and exception handling. Supporting records are hypothetical. No enterprise-wide assurance is implied.

Illustrative result

58 / 100 | Demonstration composite only. Five equal-weight illustrative process categories are used below solely to explain a scorecard; they do not replace VistaVetta's frozen five-dimensional OHS construct or production weights.

Illustrative process category	Example rating	Demonstration observation
Request intake & tracking	55 / 100	Duplicate entries and inconsistent ticket categorization
Approval ownership	60 / 100	Approval thresholds exist but escalation is uneven
Vendor coordination	50 / 100	Incomplete acknowledgement and follow-up records
Exception management	65 / 100	Backlog is visible but aged items lack consistent closure
Reporting & review	60 / 100	Monthly reports omit repeat work and unresolved exceptions

How the example composite is calculated

(55 + 60 + 50 + 65 + 60) ÷ 5 = 58. This simple arithmetic is for illustration only; production OHS scoring uses governed item weights, applicability, evidence rules, critical exposures and maturity logic.

Illustrative evidence register

ID	Evidence item / status	Interpretation
EV-01	Maintenance ticket extract | synthetic operating record	Repeated entry appears in a subset of cases
EV-02	Approval procedure | synthetic policy	Formal thresholds documented, inconsistent application
EV-03	Vendor response log | synthetic operating record	Missing acknowledgement timestamps
EV-04	Exception backlog | synthetic operating record	Aged exceptions lack recorded owners

Evidence and assurance limitations

The examples distinguish policy statements from operating records. No independent assessor ratings, adjudication, QA approval, frozen evidence snapshot, or actual client records were used. No maturity band or critical-exposure designation is asserted.

Illustrative recommended actions

1. Establish a single authoritative maintenance ticket identifier. 2. Define approval owners and escalation thresholds. 3. Require vendor acknowledgements and overdue alerts. 4. Review exception backlog weekly and document closure evidence.

Next validation step

Run the complete controlled OHS v1.0 item-level workflow against a frozen synthetic case with two independent assessors and independent QA before using any production score or maturity classification.