

BURKENTINE

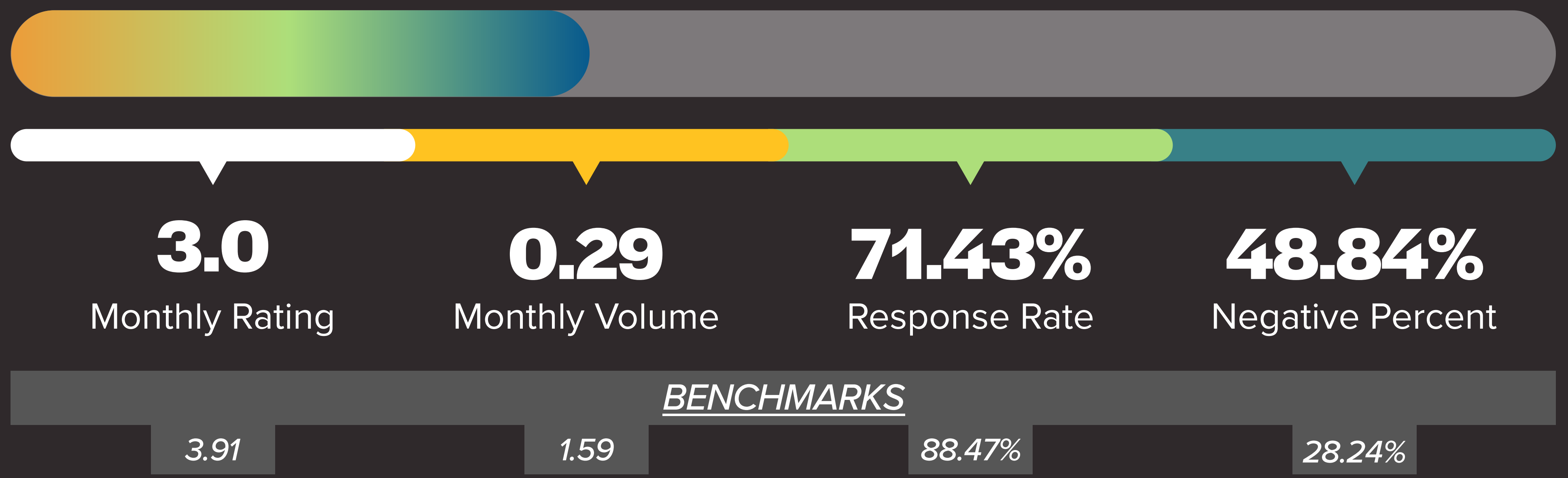
HEALTH SCORE: 37.44%

TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

POSITIVE REVIEWS
 NEGATIVE REVIEWS

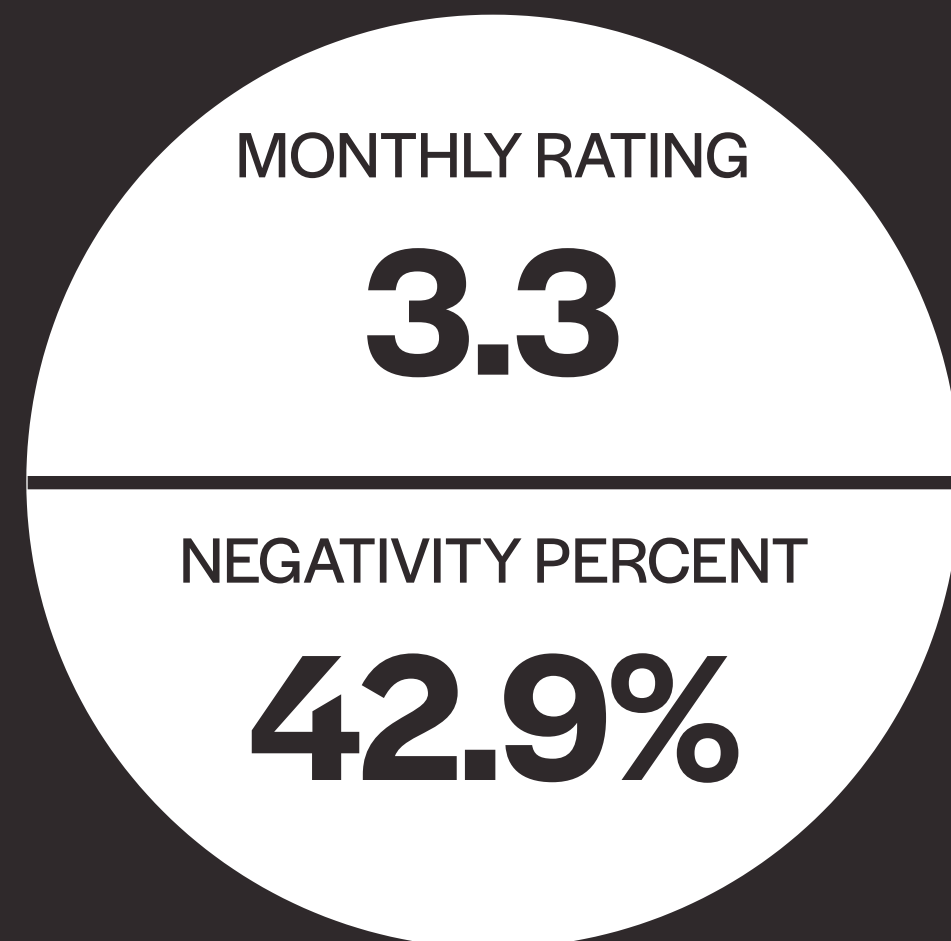
LEASING PROCESS	5.26%
BILLING / FEES	11.11%
MANAGEMENT	0.00%
MOVE OUT	0.00%
MAINTENANCE	33.33%
MOVE IN	0.00%
NOISE	5.56%
MAINTENANCE STAFF	10.53%
PESTS	16.67%
PARKING	15.79%
FRIENDLINESS	16.67%
CUSTOMER SERVICE	0.00%
NEIGHBORS	5.56%
PRICING	0.00%
HELPFULNESS	5.56%
STAFF	15.79%
COMMUNITY	47.37%
TOUR	0.00%
PROFESSIONALISM	5.26%
PROPERTY MANAGER	5.56%
AMBIANCE	0.00%
COMMUNICATION	0.00%
AMENITIES	22.22%
SAFETY / SECURITY	0.00%
LOCATION	16.67%
AESTHETICS	31.58%
CLEANLINESS	5.56%
RENT	21.05%
	22.22%
	5.26%
	0.00%
	5.26%
	5.56%



TOUR



MOVE-IN



MAINTENANCE



RENEWAL



MOVE-OUT



MINIMIZE NEGATIVITY

*The 7 topics most often mentioned in **negative** reviews. Below benchmark is preferred, meaning the group has fewer negative mentions of each topic.

MAINTENANCE	-52.2% below benchmark	
MANAGEMENT	+15.6% above benchmark	
COMMUNICATION	-1.4% below benchmark	
STAFF	No Reviews	
SAFETY/SECURITY	+7.5% above benchmark	
BILLING/FEES	No Reviews	
PARKING	+1.6% above benchmark	

MAXIMIZE POSITIVITY

*The 7 topics most often mentioned in **positive** reviews. Above benchmark is preferred, meaning the group has more positive mentions of each topic.

STAFF	-30.2% below benchmark	
LOCATION	+123.4% above benchmark	
MAINTENANCE STAFF	+14% above benchmark	
MAINTENANCE	-23.3% below benchmark	
AMENITIES	No Reviews	
HELPFULNESS	+31.3% above benchmark	
AESTHETICS	+91.6% above benchmark	

TOP 5 TOPICS ABOVE BENCHMARK

These are **your** standout topics. Of the 49 topics Widewail studied, your group outperforms industry benchmarks in these topics by a significant margin.

NEIGHBORHOOD	Mentioned in 15.8% of positive reviews	+598.3% above the industry benchmark
UNIT CONDITION	Mentioned in 15.8% of positive reviews	+517.7% above the industry benchmark
AESTHETICS	Mentioned in 21.1% of positive reviews	+91.6% above the industry benchmark
FRIENDLINESS	Mentioned in 15.8% of positive reviews	+87.8% above the industry benchmark
MOVE-IN	Mentioned in 15.8% of positive reviews	+43% above the industry benchmark