

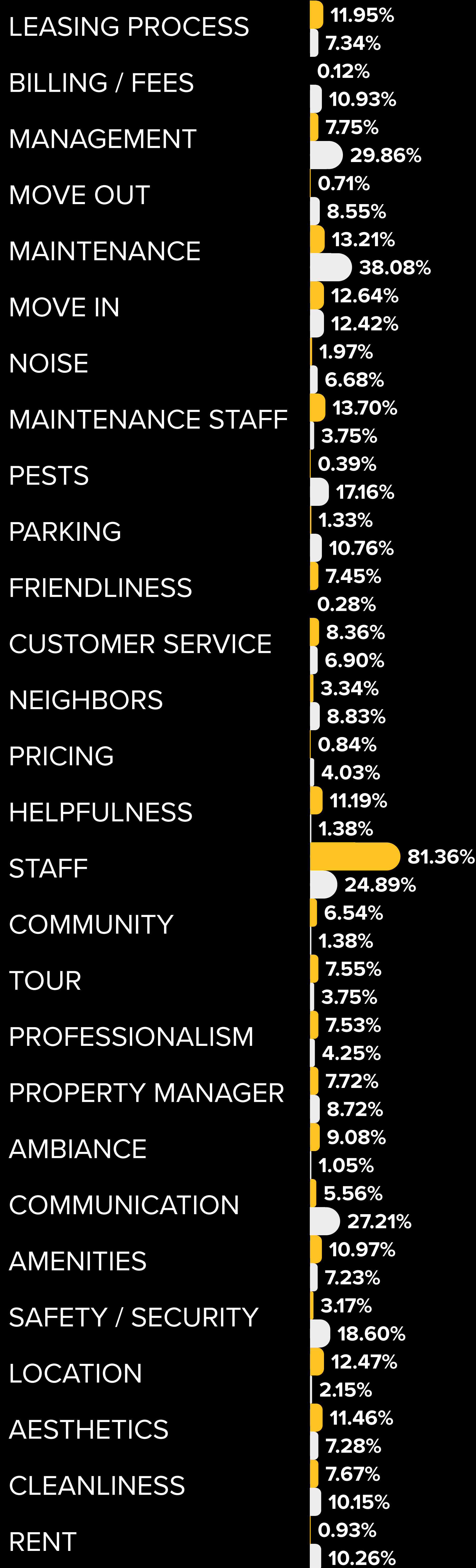


HARBOR GROUP INTERNATIONAL

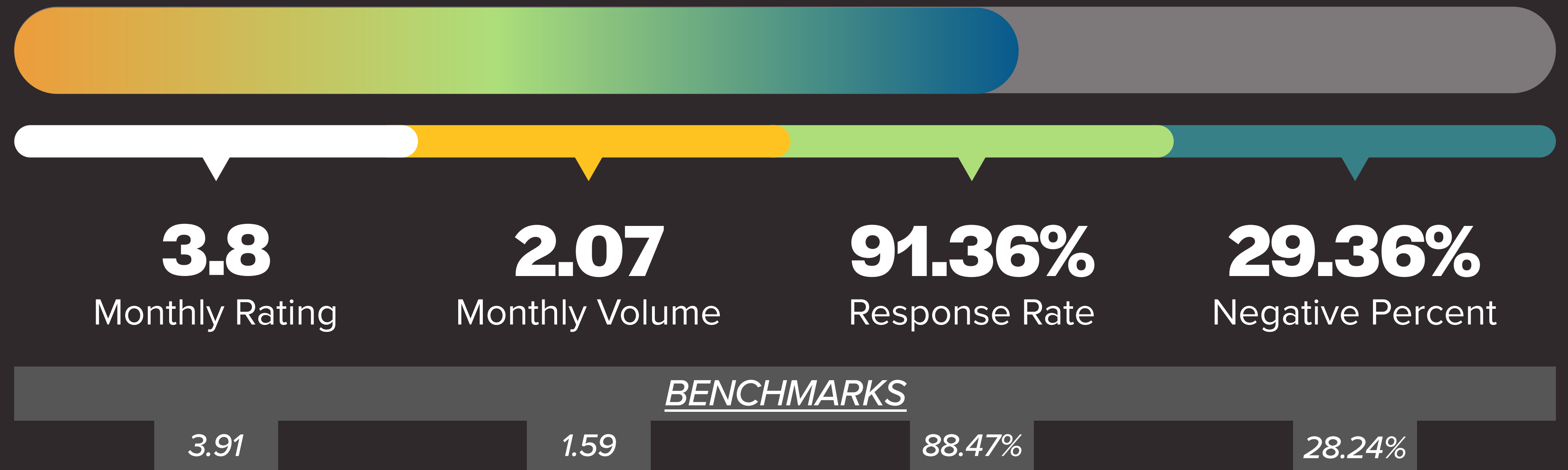
TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

 POSITIVE REVIEWS
 NEGATIVE REVIEWS



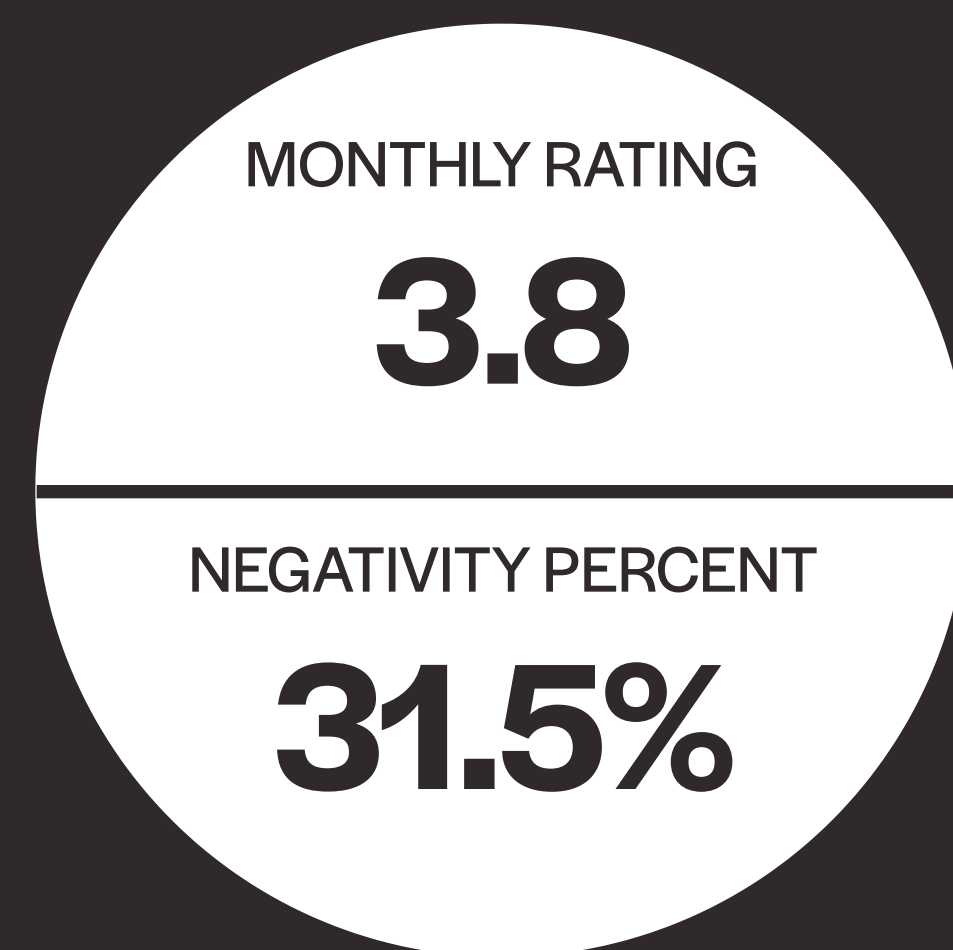
HEALTH SCORE: 65.15%



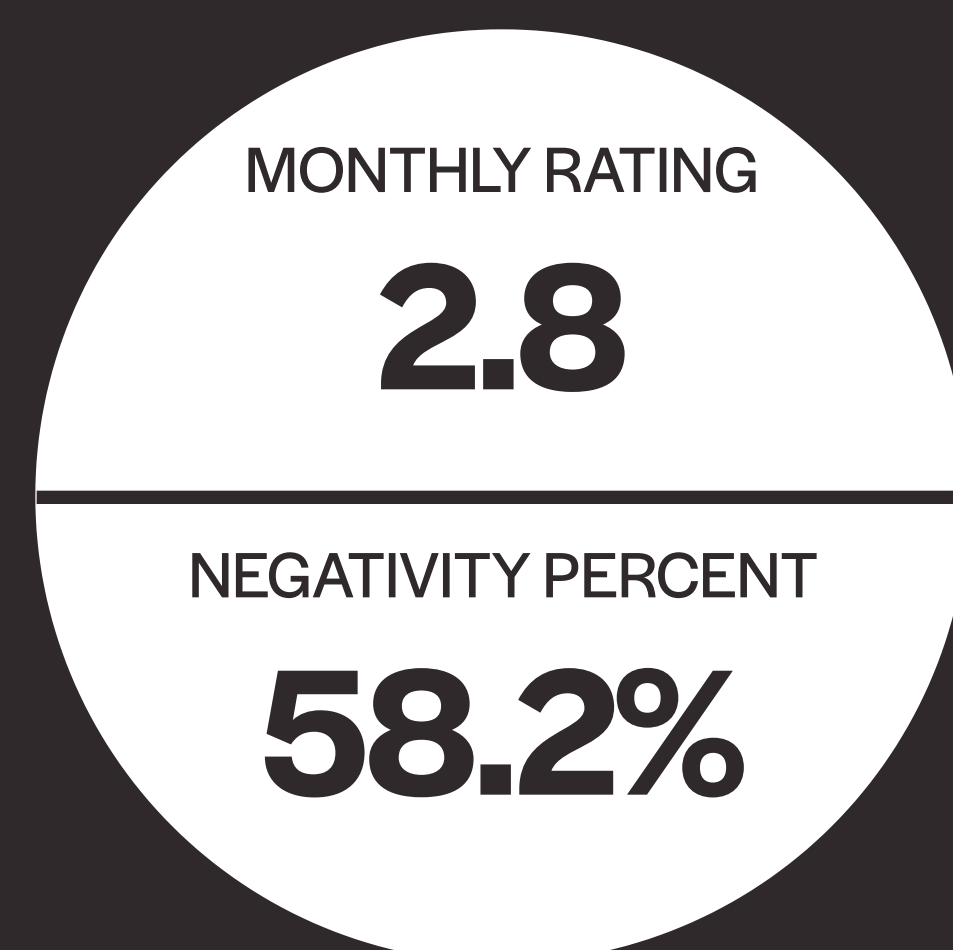
TOUR



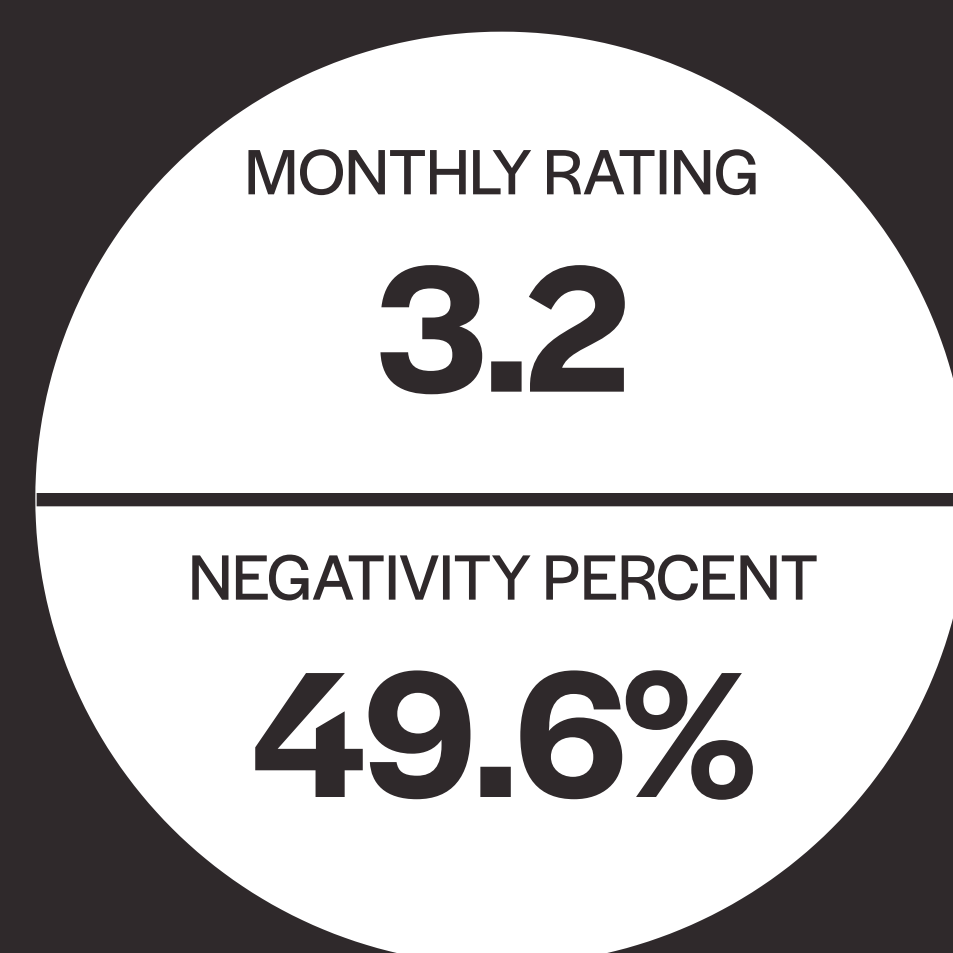
MOVE-IN



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	+9.1% above benchmark	●
MANAGEMENT	+3.5% above benchmark	●
COMMUNICATION	+20.7% above benchmark	●
STAFF	+21.8% above benchmark	●
SAFETY/SECURITY	+20% above benchmark	●
BILLING/FEES	-2.7% below benchmark	●
PARKING	-1.6% below 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	+20% above benchmark	●
LOCATION	-11.8% below benchmark	●
MAINTENANCE STAFF	-1.1% below benchmark	●
MAINTENANCE	-3.8% below benchmark	●
AMENITIES	-17.5% below benchmark	●
HELPFULNESS	-6.9% below benchmark	●
AESTHETICS	+4.3% 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.

PROPERTY MANAGER	Mentioned in 7.7% of positive reviews	+40.9% above the industry benchmark
AMBIANCE	Mentioned in 9.1% of positive reviews	+38.4% above the industry benchmark
PROFESSIONALISM	Mentioned in 7.5% of positive reviews	+32.6% above the industry benchmark
LEASING PROCESS	Mentioned in 12% of positive reviews	+21.4% above the industry benchmark
STAFF	Mentioned in 81.4% of positive reviews	+20% above the industry benchmark