

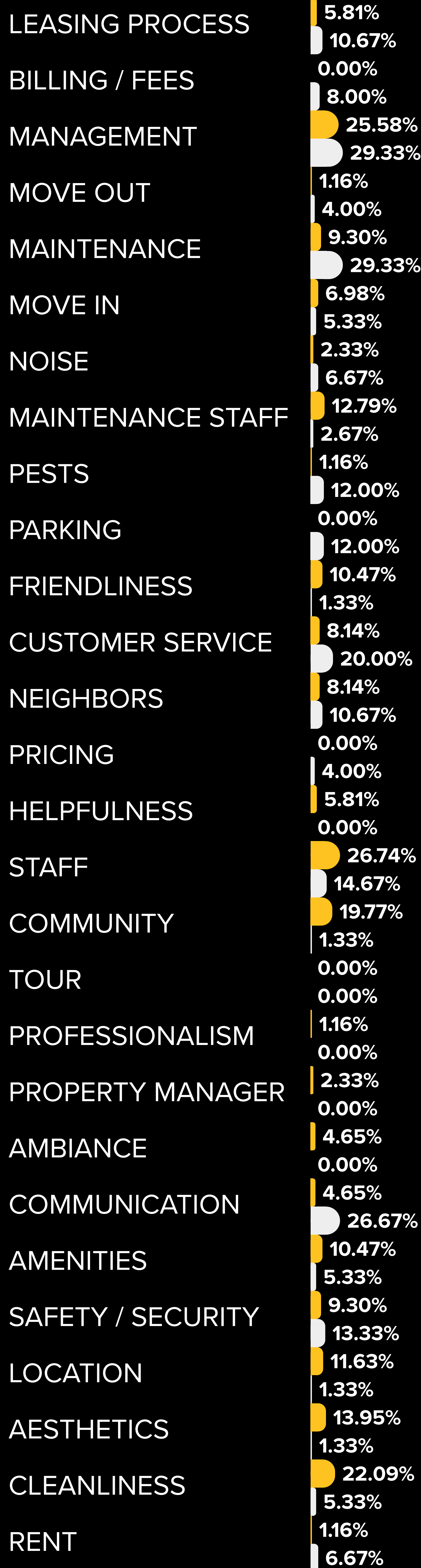


# HUMPHREY MANAGEMENT

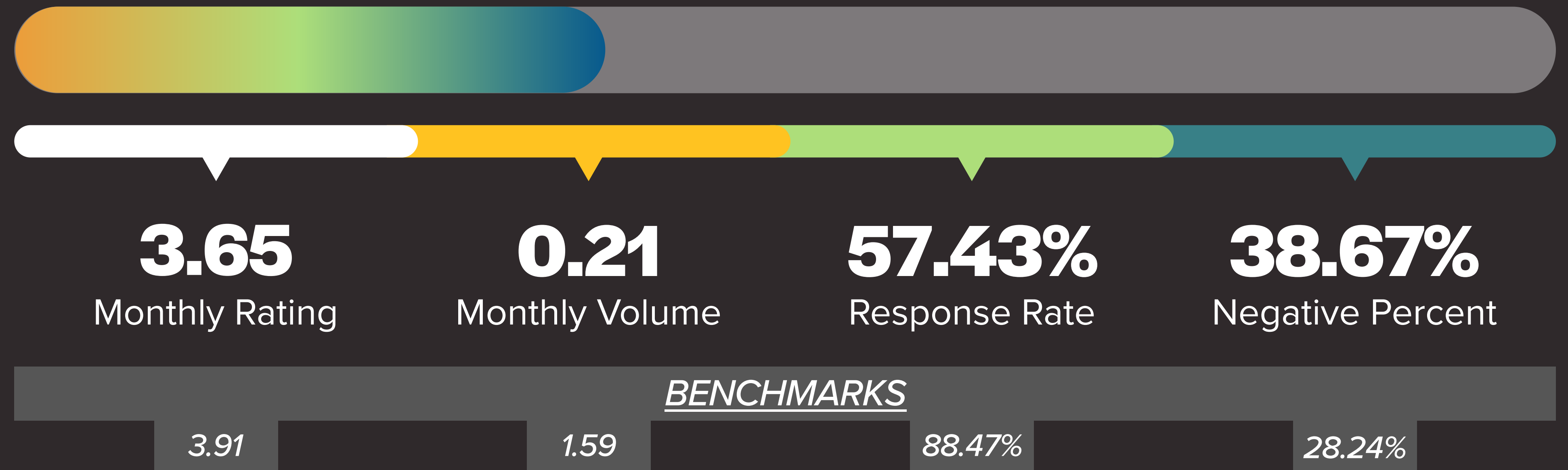
## TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

 POSITIVE REVIEWS  
 NEGATIVE REVIEWS



## HEALTH SCORE: 38.26%



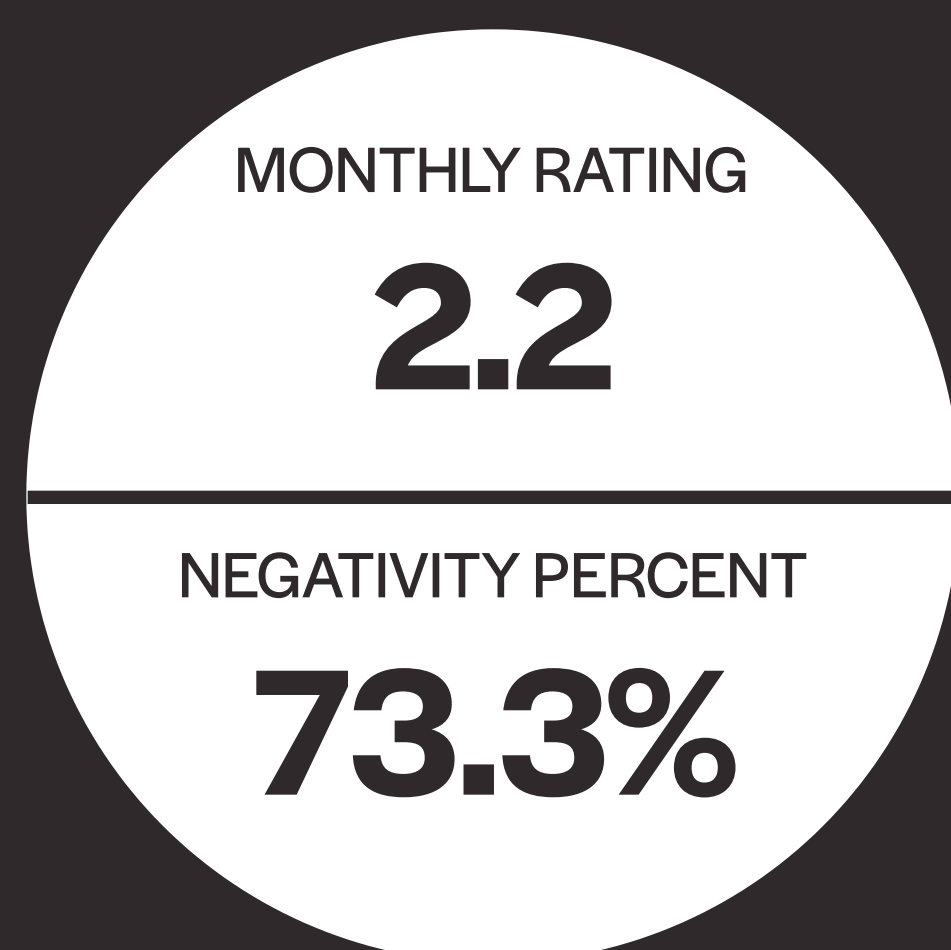
### TOUR



### 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	-16% below benchmark	<span style="color: green;">●</span>
MANAGEMENT	+1.7% above benchmark	<span style="color: orange;">●</span>
COMMUNICATION	+18.3% above benchmark	<span style="color: red;">●</span>
STAFF	-28.2% below benchmark	<span style="color: green;">●</span>
SAFETY/SECURITY	-14% below benchmark	<span style="color: green;">●</span>
BILLING/FEES	-28.7% below benchmark	<span style="color: green;">●</span>
PARKING	+9.7% above benchmark	<span style="color: red;">●</span>

### 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	-60.6% below benchmark	<span style="color: red;">●</span>
LOCATION	-17.7% below benchmark	<span style="color: red;">●</span>
MAINTENANCE STAFF	-7.6% below benchmark	<span style="color: red;">●</span>
MAINTENANCE	-32.2% below benchmark	<span style="color: red;">●</span>
AMENITIES	-21.3% below benchmark	<span style="color: red;">●</span>
HELPFULNESS	-51.6% below benchmark	<span style="color: red;">●</span>
AESTHETICS	+27% above benchmark	<span style="color: green;">●</span>

### 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 8.1% of positive reviews	+260% above the industry benchmark
MANAGEMENT	Mentioned in 25.6% of positive reviews	+201.9% above the industry benchmark
SAFETY/SECURITY	Mentioned in 9.3% of positive reviews	+184.7% above the industry benchmark
CLEANLINESS	Mentioned in 22.1% of positive reviews	+170.1% above the industry benchmark
COMMUNITY	Mentioned in 19.8% of positive reviews	+153.6% above the industry benchmark