## IIVEBE COMMUNITIES

#### TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.



LEASING PROCESS

BILLING / FEES

MANAGEMENT

MOVE OUT

MAINTENANCE

MOVE IN

NOISE

MAINTENANCE STAFF

**PESTS** 

PARKING

**FRIENDLINESS** 

CUSTOMER SERVICE

NEIGHBORS

PRICING

HELPFULNESS

STAFF

COMMUNITY

TOUR

PROFESSIONALISM

PROPERTY MANAGER

AMBIANCE

COMMUNICATION

**AMENITIES** 

SAFETY / SECURITY

LOCATION

AESTHETICS

CLEANLINESS

RENT

10.53% 0.00%

0.00% 5.88%

5.26%17.65%0.00%

17.65% 26.32%

35.29% 15.79%

5.88% 0.00%

11.76% 0.00% 0.00%

0.00% 29.41%

0.00% 5.88%

5.26% 0.00%

5.26%0.00%0.00%

11.76% 0.00%

23.53%

5.26% 0.00%

57.89%

23.53% 10.53% 5.88%

5.26% 0.00%

0.00% 5.26%

5.26% 5.88% 0.00%

0.00% 0.00%

0.00%

0.00% 5.88%

21.05% 5.88%

5.26%29.41%26.32%

11.76%0.00%0.00%

15.79% 11.76%

0.00%

11.76%

# HEALTH SCORE: 31.82%

3.67 O.93 25% 39.02% Monthly Rating Monthly Volume Response Rate Negative Percent

3.91 <u>BENCHMARKS</u> 1.59

**TOUR** 

MONTHLY RATING

5\_0

NEGATIVITY PERCENT

0%

MOVE-IN

MONTHLY RATING
4.0

NEGATIVITY PERCENT
25%

## MAINTENANCE

MONTHLY RATING
2.5

NEGATIVITY PERCENT
72.7%

#### RENEWAL

NOREVIEWS

## MOVE-OUT

MONTHLY RATING
1.0

NEGATIVITY PERCENT
100%

### MINIMIZE NEGATIVITY

28.24%

88.47%

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

MAINTENANCE +1.1% above benchmark

MANAGEMENT -38.8% below benchmark

COMMUNICATION -73.9% below benchmark

STAFF +15.1% above benchmark

SAFETY/SECURITY +89.8% above benchmark

BILLING/FEES -47.6% below benchmark

PARKING -46.2% 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	-14.6% below benchmark	
LOCATION	+86.2% above benchmark	
MAINTENANCE STAFF	No Reviews	
MAINTENANCE	+91.8% above benchmark	
AMENITIES	+58.3% above benchmark	
HELPFULNESS	-56.2% below benchmark	
AESTHETICS	No Reviews	

#### 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.

CONDITION	Mentioned in 10.5% of positive reviews	+311.8% above the industry benchmark
CLEANLINESS	Mentioned in 15.8% of positive reviews	+93% above the industry benchmark
MAINTENANCE	Mentioned in 26.3% of positive reviews	+91.8% above the industry benchmark
LOCATION	Mentioned in 26.3% of positive reviews	+86.2% above the industry benchmark
AMENITIES	Mentioned in 21.1% of positive reviews	+58.3% above the industry benchmark

