

TOLL BROTHERS

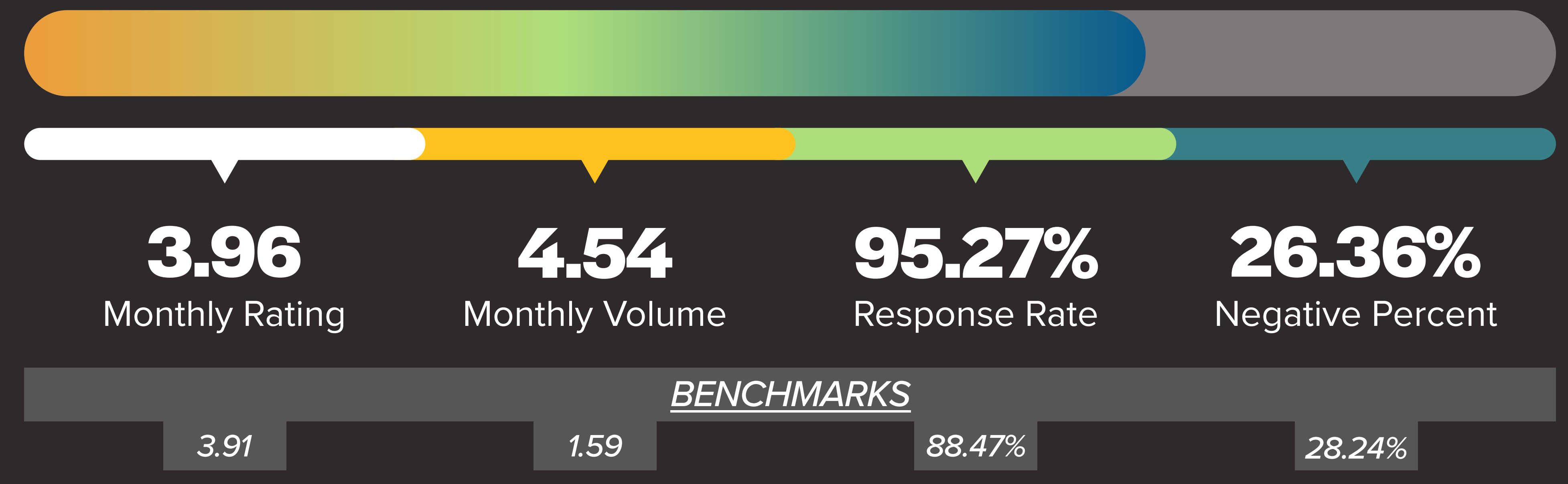
TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

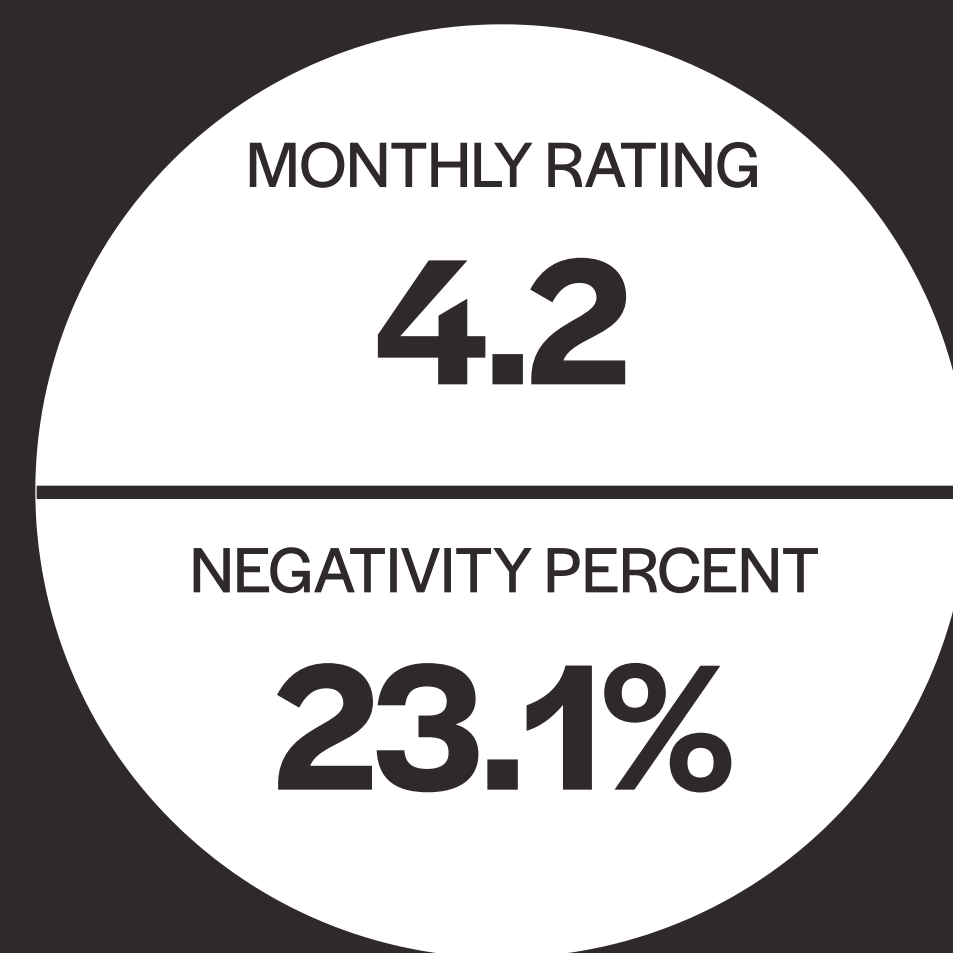
■ POSITIVE REVIEWS
■ NEGATIVE REVIEWS

| | |
|-------------------|--------|
| LEASING PROCESS | 15.73% |
| BILLING / FEES | 0.00% |
| MANAGEMENT | 13.31% |
| MOVE OUT | 1.61% |
| MAINTENANCE | 37.93% |
| MOVE IN | 3.45% |
| NOISE | 13.71% |
| MAINTENANCE STAFF | 43.68% |
| PESTS | 9.27% |
| PARKING | 6.90% |
| FRIENDLINESS | 1.21% |
| CUSTOMER SERVICE | 9.20% |
| NEIGHBORS | 11.29% |
| PRICING | 0.00% |
| HELPFULNESS | 2.30% |
| STAFF | 1.61% |
| COMMUNITY | 9.20% |
| TOUR | 13.31% |
| PROFESSIONALISM | 0.00% |
| PROPERTY MANAGER | 9.68% |
| AMBIANCE | 5.75% |
| COMMUNICATION | 2.02% |
| AMENITIES | 12.64% |
| SAFETY / SECURITY | 1.61% |
| LOCATION | 9.20% |
| AESTHETICS | 17.34% |
| CLEANLINESS | 0.00% |
| RENT | 47.18% |
| | 18.39% |
| | 6.85% |
| | 2.30% |
| | 4.03% |
| | 3.45% |
| | 8.87% |
| | 1.15% |
| | 5.65% |
| | 3.45% |
| | 2.42% |
| | 0.00% |
| | 3.63% |
| | 24.14% |
| | 21.77% |
| | 21.84% |
| | 1.21% |
| | 8.05% |
| | 19.76% |
| | 3.45% |
| | 7.26% |
| | 0.00% |
| | 6.05% |
| | 13.79% |
| | 0.81% |
| | 16.09% |

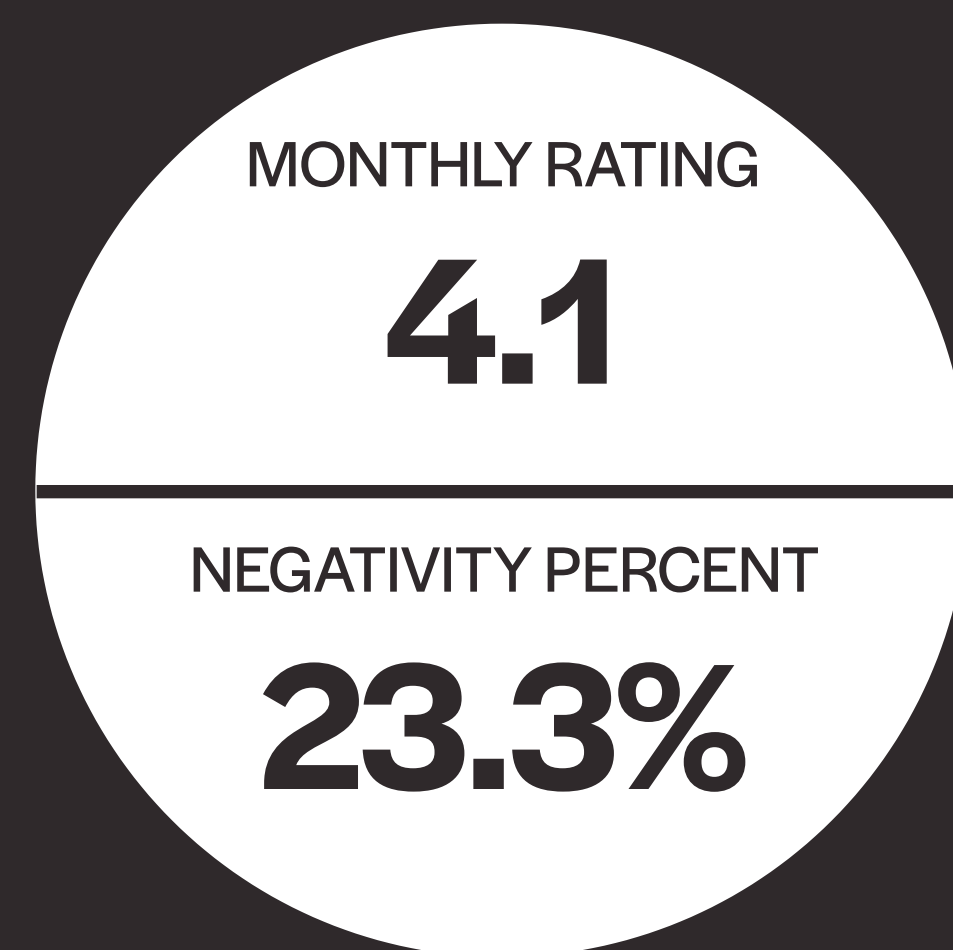
HEALTH SCORE: 73.21%



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 | +25.1% above benchmark | ● |
| MANAGEMENT | +31.6% above benchmark | ● |
| COMMUNICATION | +7.1% above benchmark | ● |
| STAFF | -10% below benchmark | ● |
| SAFETY/SECURITY | -48.1% below benchmark | ● |
| BILLING/FEES | -48.8% below benchmark | ● |
| PARKING | -16% 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 | -30.4% below benchmark | ● |
| LOCATION | +39.8% above benchmark | ● |
| MAINTENANCE STAFF | -18.5% below benchmark | ● |
| MAINTENANCE | -0.1% below benchmark | ● |
| AMENITIES | +63.7% above benchmark | ● |
| HELPFULNESS | +44.2% above benchmark | ● |
| AESTHETICS | -33.9% below 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.

| | | |
|-----------------|--|--------------------------------------|
| TOUR GUIDE | Mentioned in 7.3% of positive reviews | +436.8% above the industry benchmark |
| UNIT CONDITION | Mentioned in 4.4% of positive reviews | +73.5% above the industry benchmark |
| AMENITIES | Mentioned in 21.8% of positive reviews | +63.7% above the industry benchmark |
| LEASING PROCESS | Mentioned in 15.7% of positive reviews | +59.7% above the industry benchmark |
| FRIENDLINESS | Mentioned in 13.3% of positive reviews | +58.3% above the industry benchmark |