

Google Reviews Only
Timeframe: Q2 '23 - Q1 '24

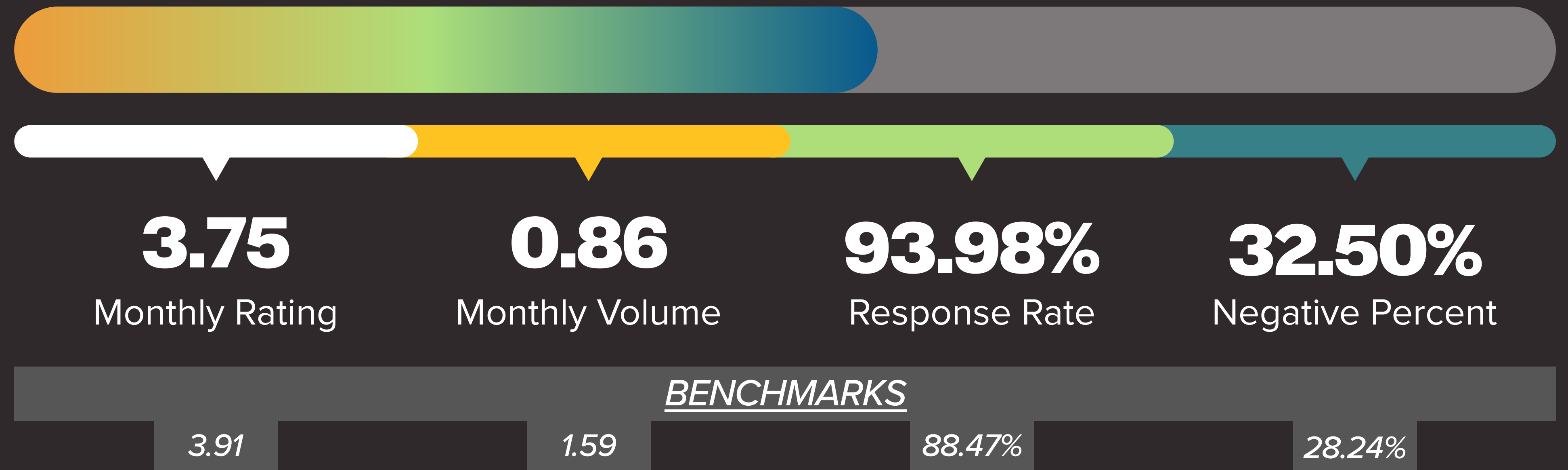
TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

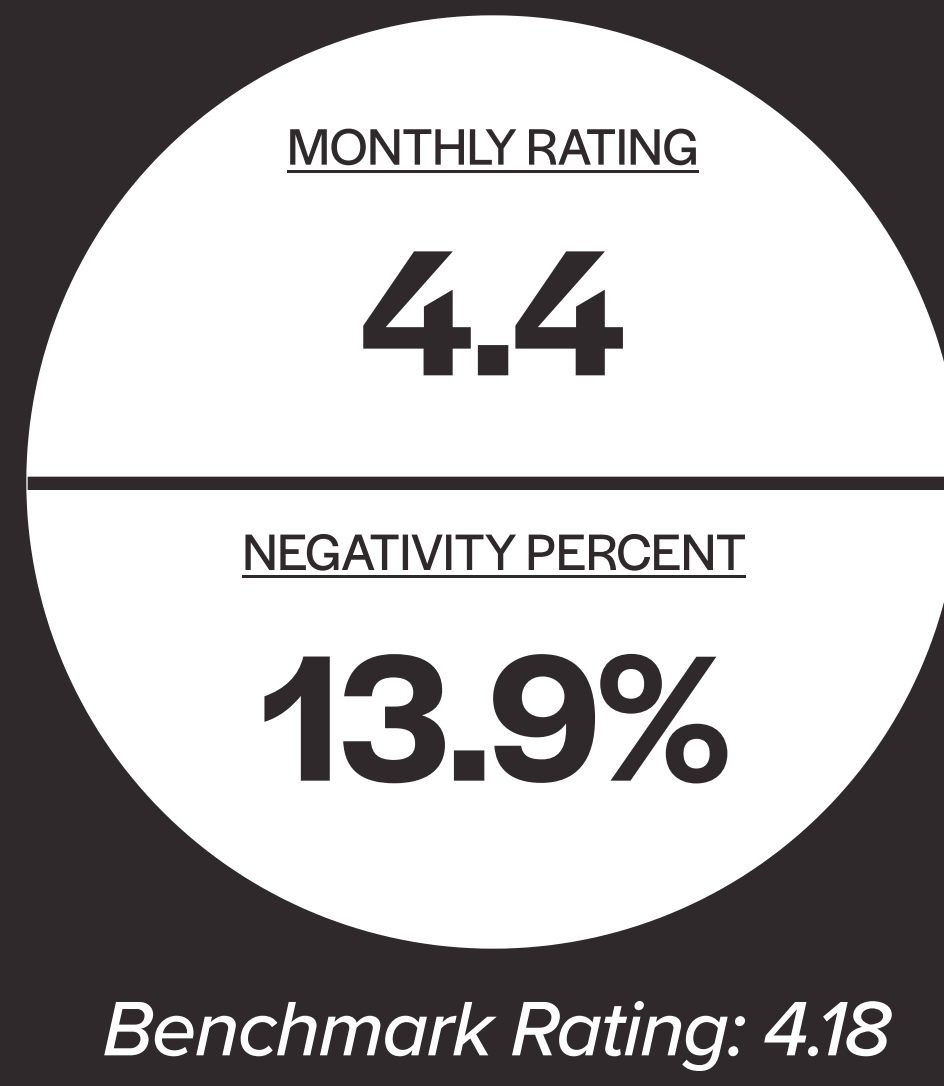
■ POSITIVE REVIEWS
■ NEGATIVE REVIEWS

LEASING PROCESS	9.99%
BILLING / FEES	7.59%
MANAGEMENT	10.79%
MOVE OUT	13.23%
MAINTENANCE	39.00%
MOVE IN	0.59%
NOISE	6.59%
MAINTENANCE STAFF	11.98%
PESTS	40.22%
PARKING	10.77%
FRIENDLINESS	8.74%
CUSTOMER SERVICE	0.90%
NEIGHBORS	5.35%
PRICING	11.51%
HELPFULNESS	2.52%
STAFF	0.19%
COMMUNITY	11.88%
TOUR	0.90%
PROFESSIONALISM	8.80%
PROPERTY MANAGER	10.21%
AMBIANCE	0.40%
COMMUNICATION	13.85%
AMENITIES	12.10%
SAFETY / SECURITY	2.79%
LOCATION	9.46%
AESTHETICS	1.20%
CLEANLINESS	8.34%
RENT	15.30%
	0.81%
	47.18%
	19.41%
	9.60%
	1.59%
	7.09%
	1.80%
	4.78%
	2.67%
	4.32%
	2.74%
	1.76%
	0.25%
	3.91%
	23.70%
	11.84%
	6.72%
	2.60%
	14.65%
	13.29%
	1.40%
	9.44%
	1.00%
	7.92%
	12.41%
	0.51%
	8.55%

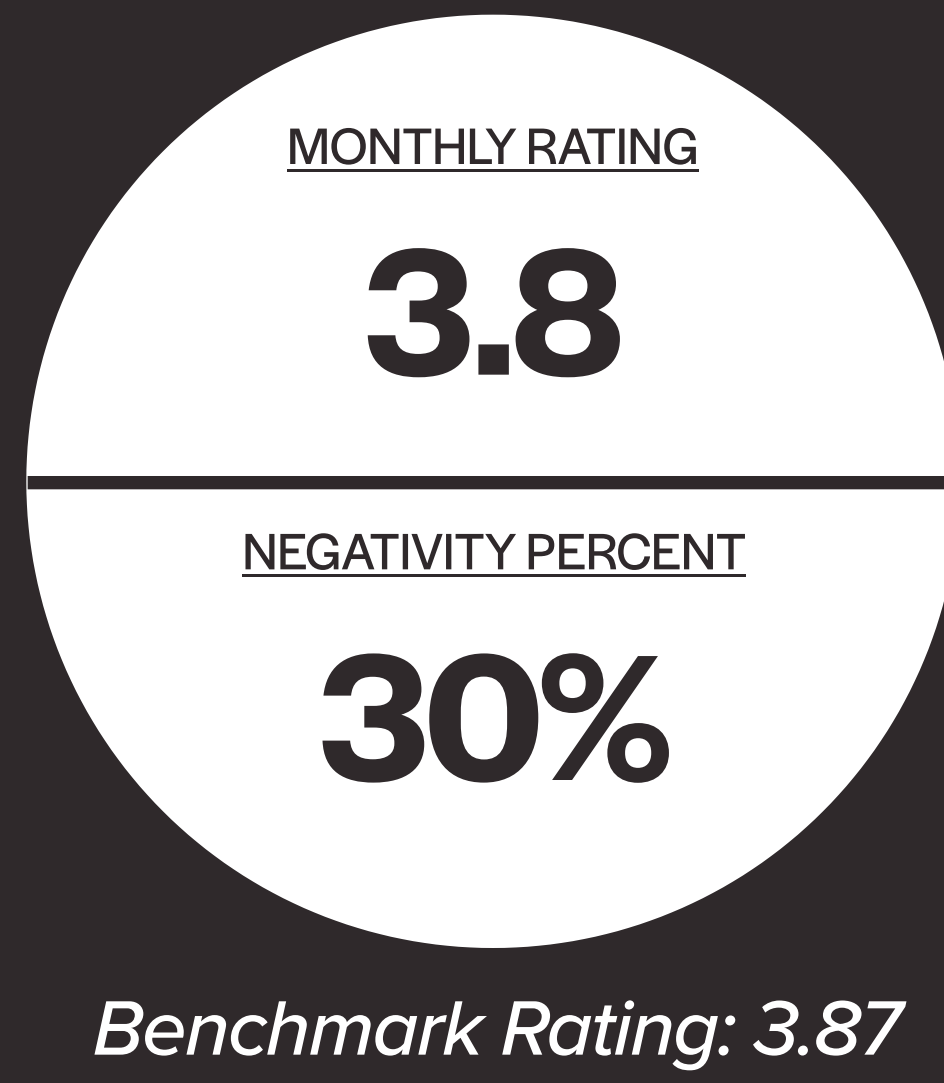
REPUTATION HEALTH SCORE: 56%



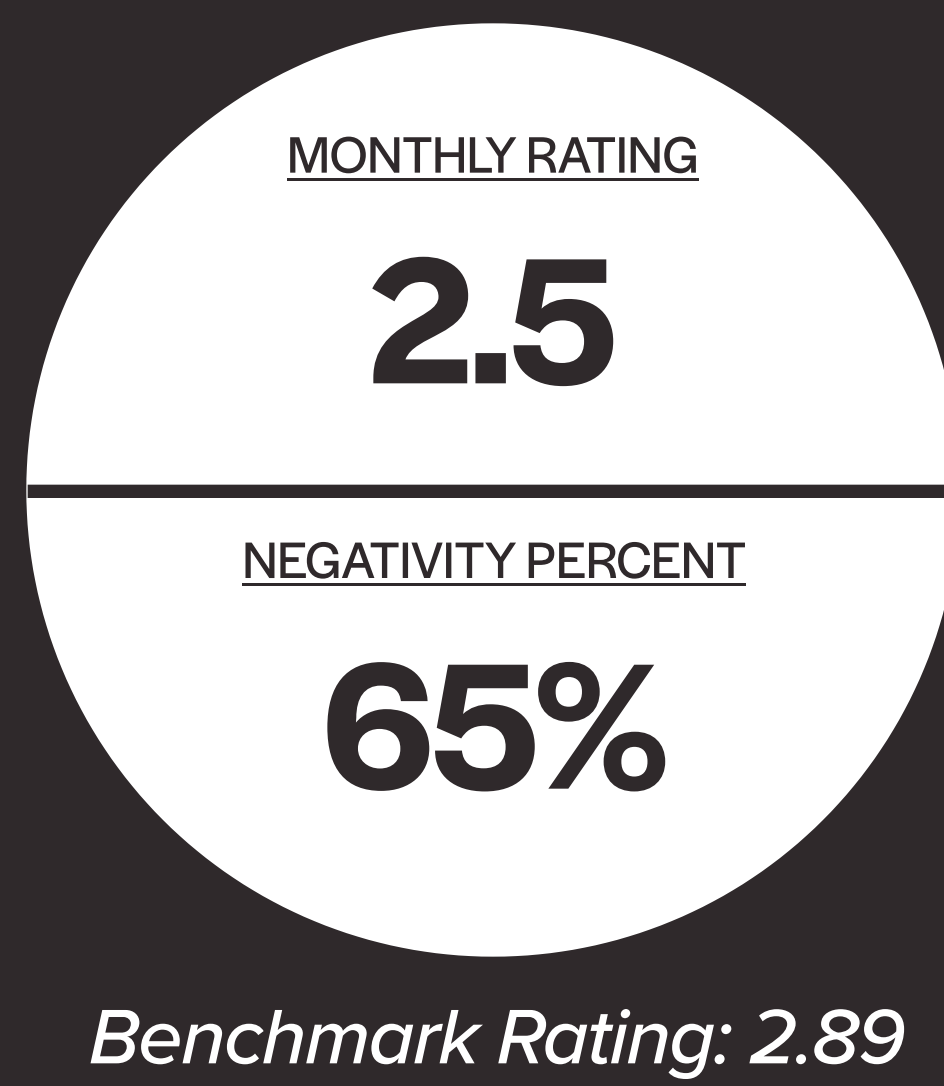
TOUR



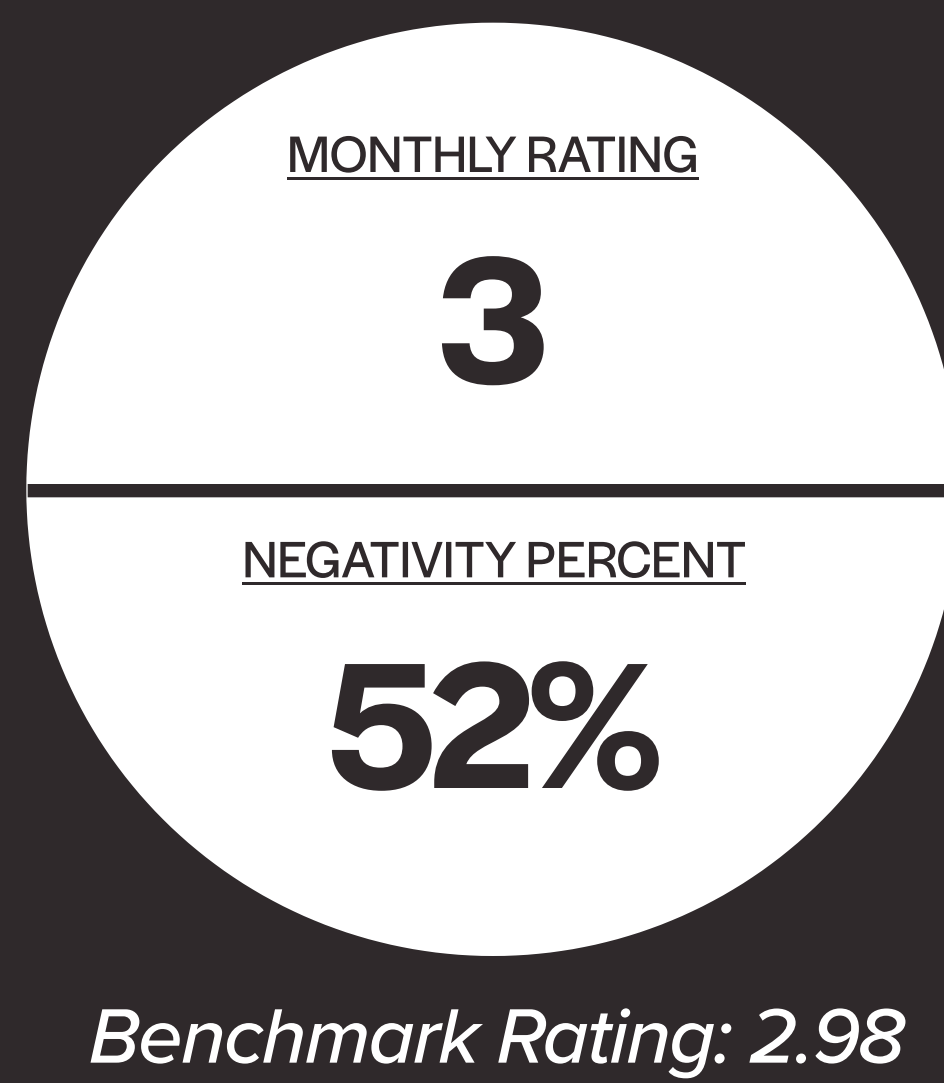
MOVE-IN



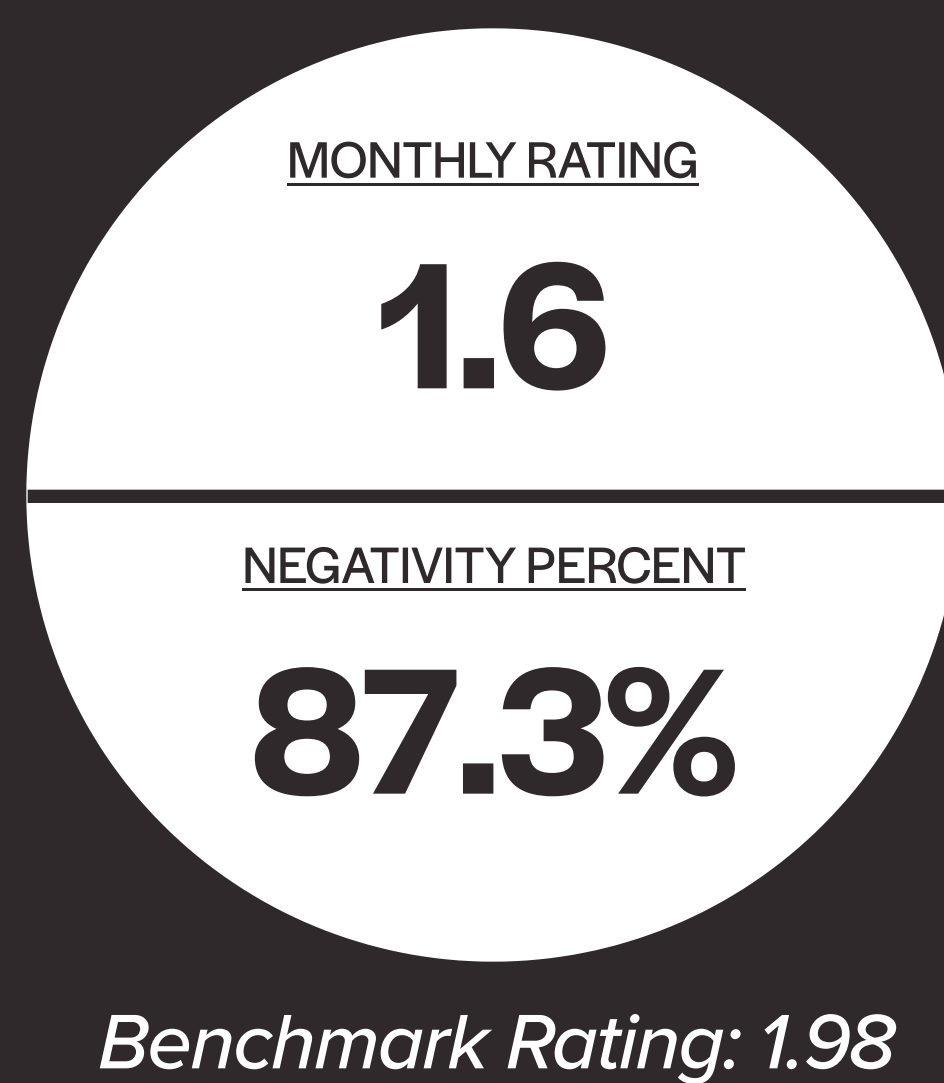
MAINTENANCE



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	+16.6% above benchmark	●
MANAGEMENT	+33.4% above benchmark	●
COMMUNICATION	+7.4% above benchmark	●
STAFF	-3% below benchmark	●
SAFETY/SECURITY	-6.1% below benchmark	●
BILLING/FEES	-0.6% below benchmark	●
PARKING	-20.1% 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	-27.3% below benchmark	●
LOCATION	-6.3% below benchmark	●
MAINTENANCE STAFF	-17.6% below benchmark	●
MAINTENANCE	-12.6% below benchmark	●
AMENITIES	-11.2% below benchmark	●
HELPFULNESS	+22.0% above benchmark	●
AESTHETICS	-10.9% 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.

MANAGEMENT	Mentioned in 13.2% of positive reviews	+52% above the industry benchmark
CUSTOMER SERVICE	Mentioned in 13.9% of positive reviews	+49.9% above the industry benchmark
HELPFULNESS	Mentioned in 15.3% of positive reviews	+22% above the industry benchmark
FRIENDLINESS	Mentioned in 10.2% of positive reviews	+15% above the industry benchmark
COMMUNITY	Mentioned in 9.6% of positive reviews	+12.9% above the industry benchmark

How Multifamily Manages Reputation

If your reputation strategy isn't improving your Google rankings and driving quality leases, you don't have a strategy. We help PMCs & operators take a proactive approach to show off resident experience, drive leases through local search and save onsite resources with centralized technology and services. For Widewail, reputation management is a performance-marketing strategy, not PR.

Select Clients:



INVITE

Increase new reviews on Google and other review platforms with an automated SMS process



ENGAGE

Leverage our expert team of responders with review response managed services



ENGAGE PLUS

Social media engagement response managed services



INVITE VIDEO

Collect video testimonials from your residents with an automated SMS process



LISTINGS

Monitor and update community listing information on Google and other key directories from a single dashboard

Integrations

Powering Automation:



Widewail property management clients generate **1.5x more reviews** per month than industry average

Average rating for **Widewail property management clients is a 4.28** on Google. Industry average: 3.91.