



# DWECK PROPERTIES

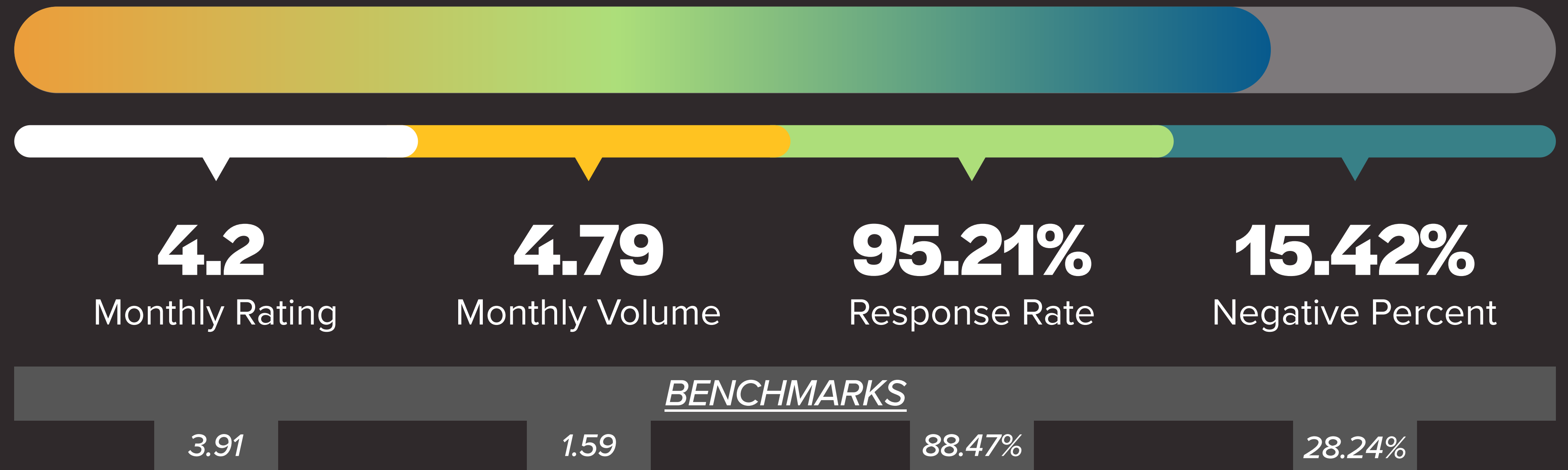
## TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

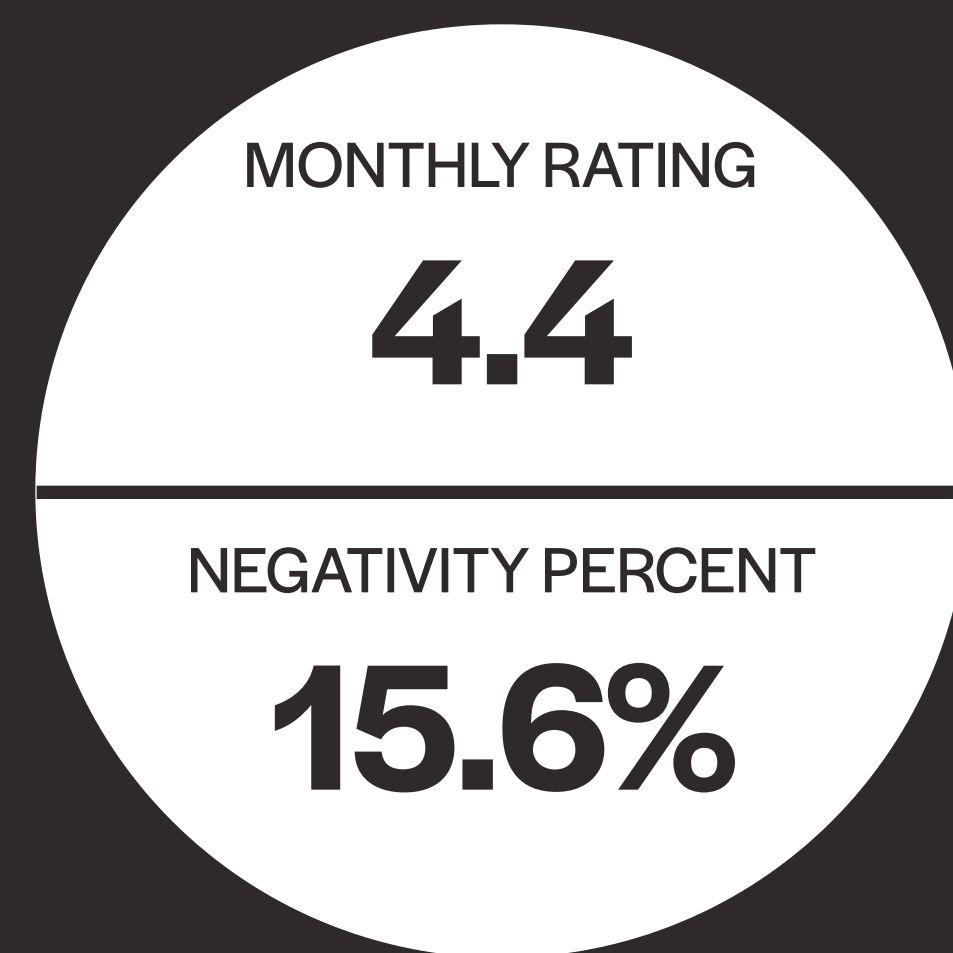
 POSITIVE REVIEWS  
 NEGATIVE REVIEWS

LEASING PROCESS	16.03%
BILLING / FEES	8.06%
MANAGEMENT	0.00%
MOVE OUT	7.66%
MAINTENANCE	12.02%
MOVE IN	26.61%
NOISE	0.56%
MAINTENANCE STAFF	5.65%
PESTS	21.25%
PARKING	31.85%
FRIENDLINESS	10.81%
CUSTOMER SERVICE	5.24%
NEIGHBORS	1.21%
PRICING	9.27%
HELPFULNESS	20.41%
STAFF	2.42%
COMMUNITY	0.28%
TOUR	4.84%
PROFESSIONALISM	1.58%
PROPERTY MANAGER	14.92%
AMBIANCE	10.62%
COMMUNICATION	0.81%
AMENITIES	12.21%
SAFETY / SECURITY	5.65%
LOCATION	3.54%
AESTHETICS	6.85%
CLEANLINESS	1.12%
RENT	11.29%
	14.26%
	0.40%
	46.60%
	13.71%
	15.28%
	0.81%
	2.33%
	1.61%
	5.03%
	1.21%
	2.52%
	1.21%
	1.40%
	0.00%
	3.82%
	13.71%
	16.03%
	8.47%
	3.45%
	10.89%
	23.30%
	2.02%
	3.45%
	0.81%
	8.95%
	6.05%
	0.75%
	8.47%

## HEALTH SCORE: 81.51%



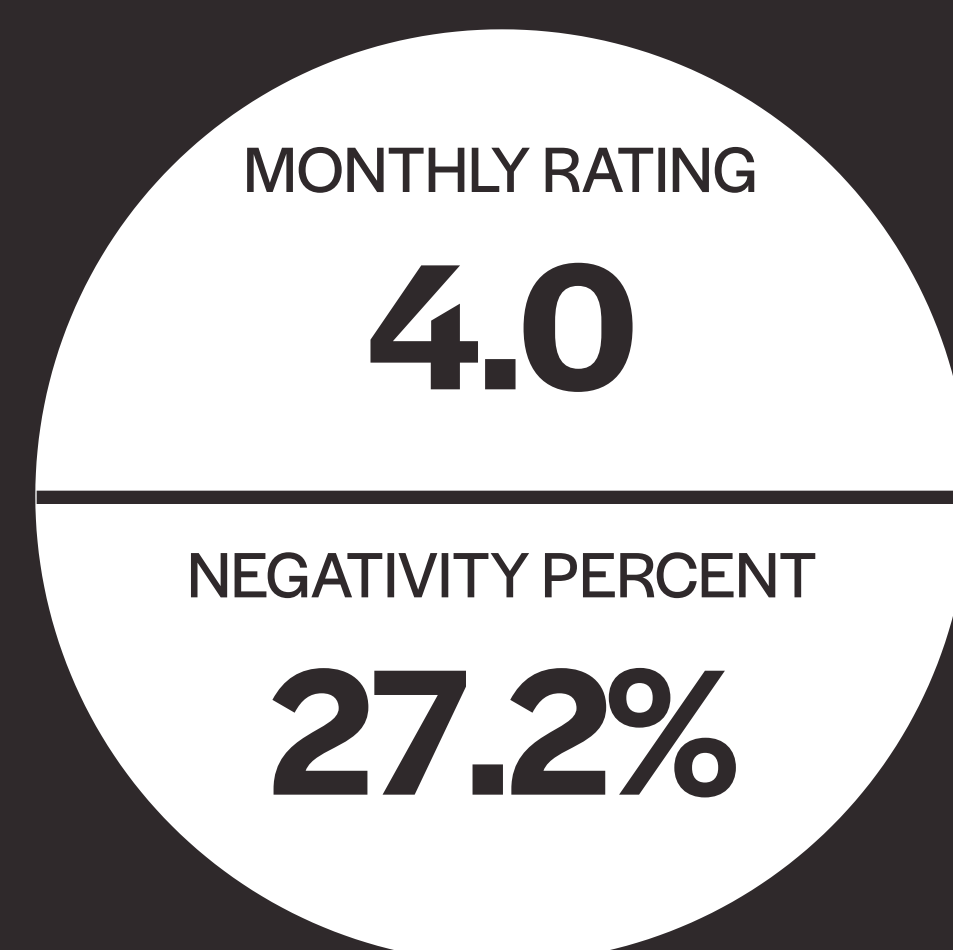
### TOUR



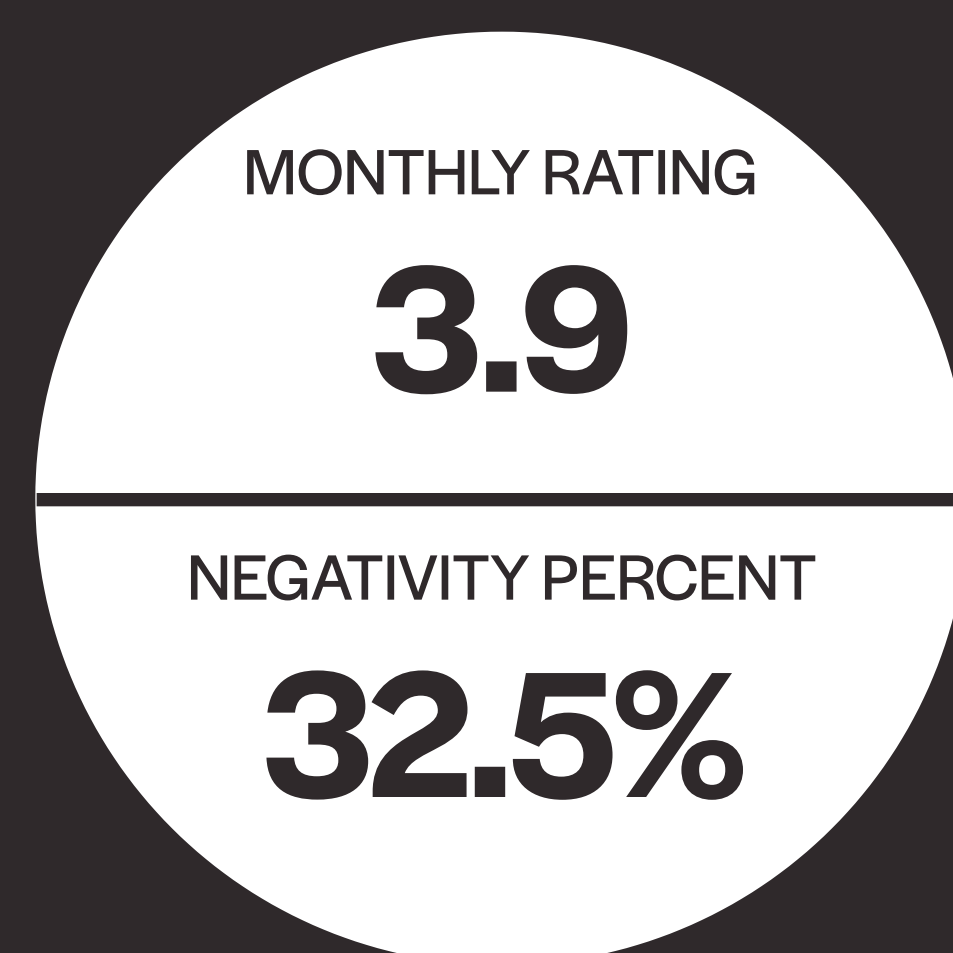
### MOVE-IN



### 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	-8.7% below benchmark	●
MANAGEMENT	-7.7% below benchmark	●
COMMUNICATION	-39.2% below benchmark	●
STAFF	-32.9% below benchmark	●
SAFETY/SECURITY	-29.7% below benchmark	●
BILLING/FEES	-31.7% below benchmark	●
PARKING	+36.4% 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	-31.3% below benchmark	●
LOCATION	+64.8% above benchmark	●
MAINTENANCE STAFF	+47.4% above benchmark	●
MAINTENANCE	+54.8% above benchmark	●
AMENITIES	+20.5% above benchmark	●
HELPFULNESS	+18.6% above benchmark	●
AESTHETICS	-68.6% 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.

COMMUNITY	Mentioned in 15.3% of positive reviews	+96.1% above the industry benchmark
LOCATION	Mentioned in 23.3% of positive reviews	+64.8% above the industry benchmark
LEASING PROCESS	Mentioned in 16% of positive reviews	+62.8% above the industry benchmark
MAINTENANCE	Mentioned in 21.2% of positive reviews	+54.8% above the industry benchmark
MAINTENANCE STAFF	Mentioned in 20.4% of positive reviews	+47.4% above the industry benchmark