LOVE COMMUNITIES

TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

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0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

0.00%

25.00%

14.29%

14.29%

12.50%

25.00%

28.57%

37.50%

14.29%

12.50%

14.29%

12.50%

14.29%

28.57%

25.00%

50.00%

28.57%

25.00%

14.29%



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

14.29%
0.00%
0.00%
0.00%
0.00%
0.00%
14.29%
14.29%
0.00%

57.14%

HEALTH SCORE: 37.15%

1.59

3.21 O.54 66.67% Algorithm Response Rate Senchmarks

BENCHMARKS

TOUR

3.91

MONTHLY RATING

5.0

NEGATIVITY PERCENT

0%

MOVE-IN

MONTHLY RATING

5.0

NEGATIVITY PERCENT

0%

MAINTENANCE

3.2

NEGATIVITY PERCENT

50%

RENEWAL



MOVE-OUT



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-18.1% below benchmarkMANAGEMENT-50.5% below benchmarkCOMMUNICATION-36.6% below benchmarkSTAFFNo ReviewsSAFETY/SECURITY-7.8% below benchmarkBILLING/FEESNo ReviewsPARKING+30.6% 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	-44.7% below benchmark	
LOCATION	No Reviews	
MAINTENANCE STAFF	No Reviews	
MAINTENANCE	+264.3% above benchmark	
AMENITIES	No Reviews	
HELPFULNESS	No Reviews	
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.

UNIT	Mentioned in 25% of positive reviews	+878.1% above the industry benchmark
NEIGHBORS	Mentioned in 25% of positive reviews	+678.1% above the industry benchmark
COMMUNICATION	Mentioned in 25% of positive reviews	+376.2% above the industry benchmark
MAINTENANCE	Mentioned in 50% of positive reviews	+264.3% above the industry benchmark
CLEANLINESS	Mentioned in 25% of positive reviews	+205.6% above the industry benchmark

