

# ALTERRA PROPERTY GROUP

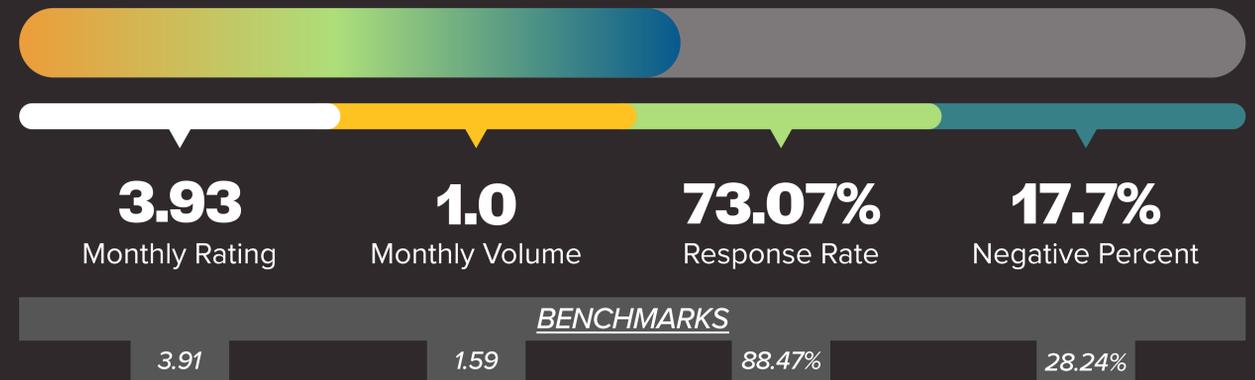
## TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

 POSITIVE REVIEWS  
 NEGATIVE REVIEWS

LEASING PROCESS	7.48%
BILLING / FEES	0.00%
MANAGEMENT	7.48%
MOVE OUT	0.93%
MAINTENANCE	6.54%
MOVE IN	41.18%
NOISE	6.07%
MAINTENANCE STAFF	1.47%
PESTS	0.93%
PARKING	19.12%
FRIENDLINESS	5.14%
CUSTOMER SERVICE	1.47%
NEIGHBORS	0.00%
PRICING	4.41%
HELPFULNESS	1.87%
STAFF	7.35%
COMMUNITY	4.21%
TOUR	0.00%
PROFESSIONALISM	3.27%
PROPERTY MANAGER	4.41%
AMBIANCE	3.27%
COMMUNICATION	4.41%
AMENITIES	2.34%
SAFETY / SECURITY	5.88%
LOCATION	4.21%
AESTHETICS	0.00%
CLEANLINESS	28.04%
RENT	5.88%
	9.35%
	1.47%
	5.14%
	0.00%
	1.87%
	2.80%
	1.47%
	4.21%
	0.00%
	3.74%
	11.76%
	34.11%
	8.82%
	3.27%
	7.35%
	43.93%
	0.00%
	19.16%
	1.47%
	14.95%
	11.76%
	0.47%
	4.41%

# HEALTH SCORE: 53.92%



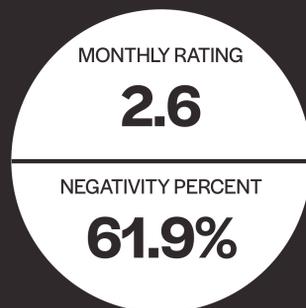
## TOUR



## MOVE-IN



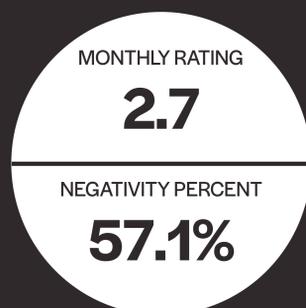
## MAINTENANCE



## 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	+18% above benchmark	<span style="color: red;">●</span>
MANAGEMENT	+37.7% above benchmark	<span style="color: red;">●</span>
COMMUNICATION	-47.8% below benchmark	<span style="color: green;">●</span>
STAFF	-71.2% below benchmark	<span style="color: green;">●</span>
SAFETY/SECURITY	-52.6% below benchmark	<span style="color: green;">●</span>
BILLING/FEES	-60.7% below benchmark	<span style="color: green;">●</span>
PARKING	-32.8% below benchmark	<span style="color: green;">●</span>

## 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	-58.7% below benchmark	<span style="color: red;">●</span>
LOCATION	+210.7% above benchmark	<span style="color: green;">●</span>
MAINTENANCE STAFF	-62.9% below benchmark	<span style="color: red;">●</span>
MAINTENANCE	-52.3% below benchmark	<span style="color: red;">●</span>
AMENITIES	+156.5% above benchmark	<span style="color: green;">●</span>
HELPFULNESS	-65% below benchmark	<span style="color: red;">●</span>
AESTHETICS	+74.4% above benchmark	<span style="color: green;">●</span>

## 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.

APPLIANCES	Mentioned in 3.7% of positive reviews	+747.5% above the industry benchmark
EVENTS	Mentioned in 14% of positive reviews	+357.2% above the industry benchmark
UNIT CONDITION	Mentioned in 10.8% of positive reviews	+320.5% above the industry benchmark
LOCATION	Mentioned in 43.9% of positive reviews	+210.7% above the industry benchmark
AMENITIES	Mentioned in 34.1% of positive reviews	+156.5% above the industry benchmark