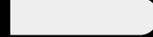


# ELME COMMUNITIES

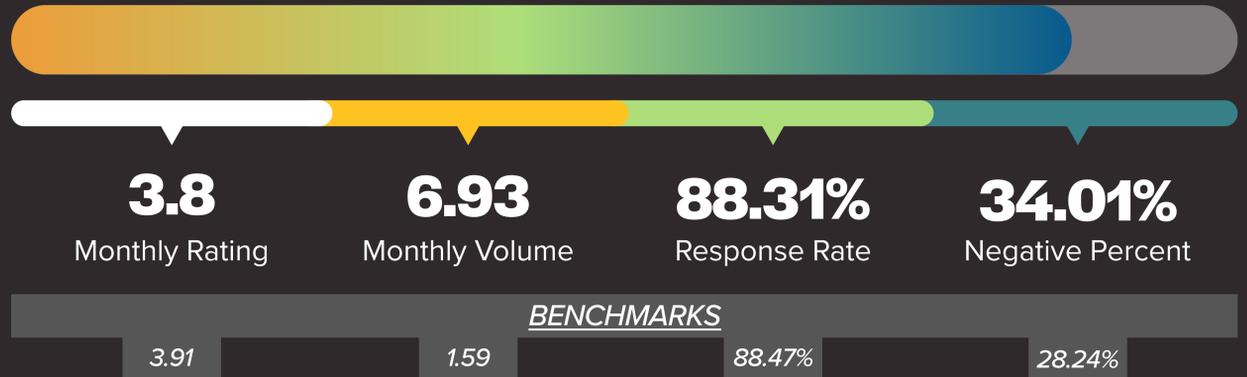
## TOPIC COMPARISON TABLE

Percentage of reviews impacted by each topic being mentioned.

 POSITIVE REVIEWS  
 NEGATIVE REVIEWS

LEASING PROCESS	11.53%
	5.44%
BILLING / FEES	0.00%
	8.46%
MANAGEMENT	8.64%
	36.56%
MOVE OUT	0.85%
	5.74%
MAINTENANCE	13.05%
	42.30%
MOVE IN	9.83%
	6.65%
NOISE	0.68%
	6.65%
MAINTENANCE STAFF	10.85%
	1.51%
PESTS	0.17%
	18.43%
PARKING	1.53%
	10.27%
FRIENDLINESS	9.32%
	0.00%
CUSTOMER SERVICE	16.10%
	7.25%
NEIGHBORS	2.20%
	11.18%
PRICING	1.36%
	7.25%
HELPFULNESS	15.42%
	0.00%
STAFF	43.05%
	14.50%
COMMUNITY	8.47%
	2.11%
TOUR	5.76%
	0.91%
PROFESSIONALISM	4.41%
	1.81%
PROPERTY MANAGER	2.37%
	0.91%
AMBIANCE	1.86%
	0.00%
COMMUNICATION	3.39%
	19.03%
AMENITIES	10.85%
	9.06%
SAFETY / SECURITY	2.71%
	13.90%
LOCATION	12.71%
	0.91%
AESTHETICS	4.41%
	0.30%
CLEANLINESS	7.12%
	16.62%
RENT	0.34%
	9.37%

## HEALTH SCORE: 86.47%



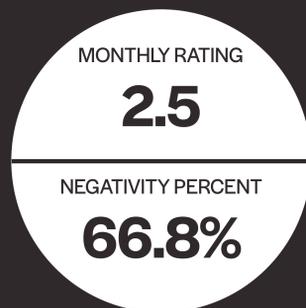
### TOUR



### 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	+21.2% above benchmark	<span style="color: red;">●</span>
MANAGEMENT	+26.8% above benchmark	<span style="color: red;">●</span>
COMMUNICATION	-15.6% below benchmark	<span style="color: green;">●</span>
STAFF	-29% below benchmark	<span style="color: green;">●</span>
SAFETY/SECURITY	-10.3% below benchmark	<span style="color: green;">●</span>
BILLING/FEES	-24.6% below benchmark	<span style="color: green;">●</span>
PARKING	-6.1% 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	-36.5% below benchmark	<span style="color: red;">●</span>
LOCATION	-10.1% below benchmark	<span style="color: red;">●</span>
MAINTENANCE STAFF	-21.7% below benchmark	<span style="color: red;">●</span>
MAINTENANCE	-4.9% below benchmark	<span style="color: orange;">●</span>
AMENITIES	-18.4% below benchmark	<span style="color: red;">●</span>
HELPFULNESS	+28.3% above benchmark	<span style="color: green;">●</span>
AESTHETICS	-59.9% below benchmark	<span style="color: red;">●</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.

CUSTOMER SERVICE	Mentioned in 16.1% of positive reviews	+86.7% above the industry benchmark
HELPFULNESS	Mentioned in 15.4% of positive reviews	+28.3% above the industry benchmark
LEASING PROCESS	Mentioned in 11.5% of positive reviews	+17.1% above the industry benchmark
FRIENDLINESS	Mentioned in 9.3% of positive reviews	+10.9% above the industry benchmark
COMMUNITY	Mentioned in 8.5% of positive reviews	+8.7% above the industry benchmark