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Alliance Residential Company

2014 Q4 CORE Program Community YTD Report

Preston Park



January 2015

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1-877-908-1220

EXECUTIVE SUMMARY
PROJECT OVERVIEW AND METHODOLOGY

Kingsley Associates was commissioned by Alliance Residential Company to conduct its 2014 Q4 CORE Program. The goal of the assessment was to gauge resident satisfaction throughout the Alliance Residential Company portfolio as a means of improving performance, increasing retention, maximizing portfolio value and achieving operational excellence.

Response Rates:

Community YTD Report	Respondents	Potential Respondents	Response Rate
Preston Park -- Move-in	18	66	27.3%
Preston Park -- Pre-renewal	11	67	16.4%
Preston Park -- Prospect	3	49	6.1%
Preston Park -- Service Request	91	482	18.9%
Alliance Residential Company Multifamily 2015 Portfolio	48,187	277,710	17.4%

Timeline:

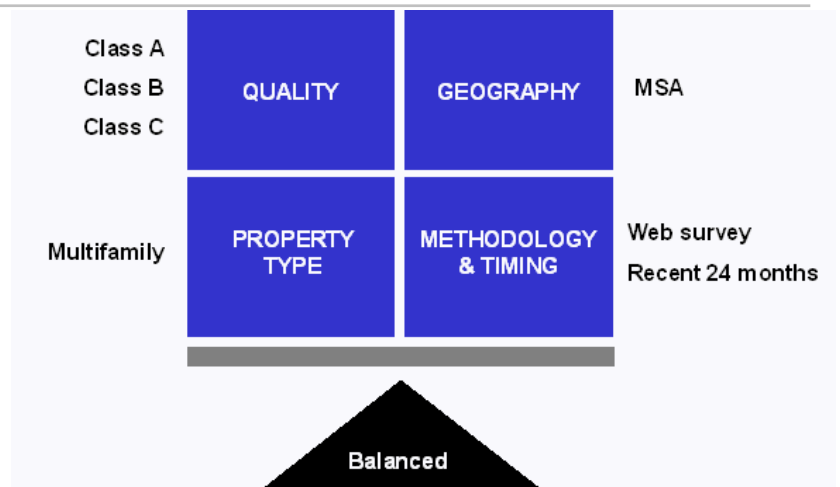


Weekly launches each Wednesday, with reminder emails sent 4 and 9 days after initial invitation.

Kingsley Index:

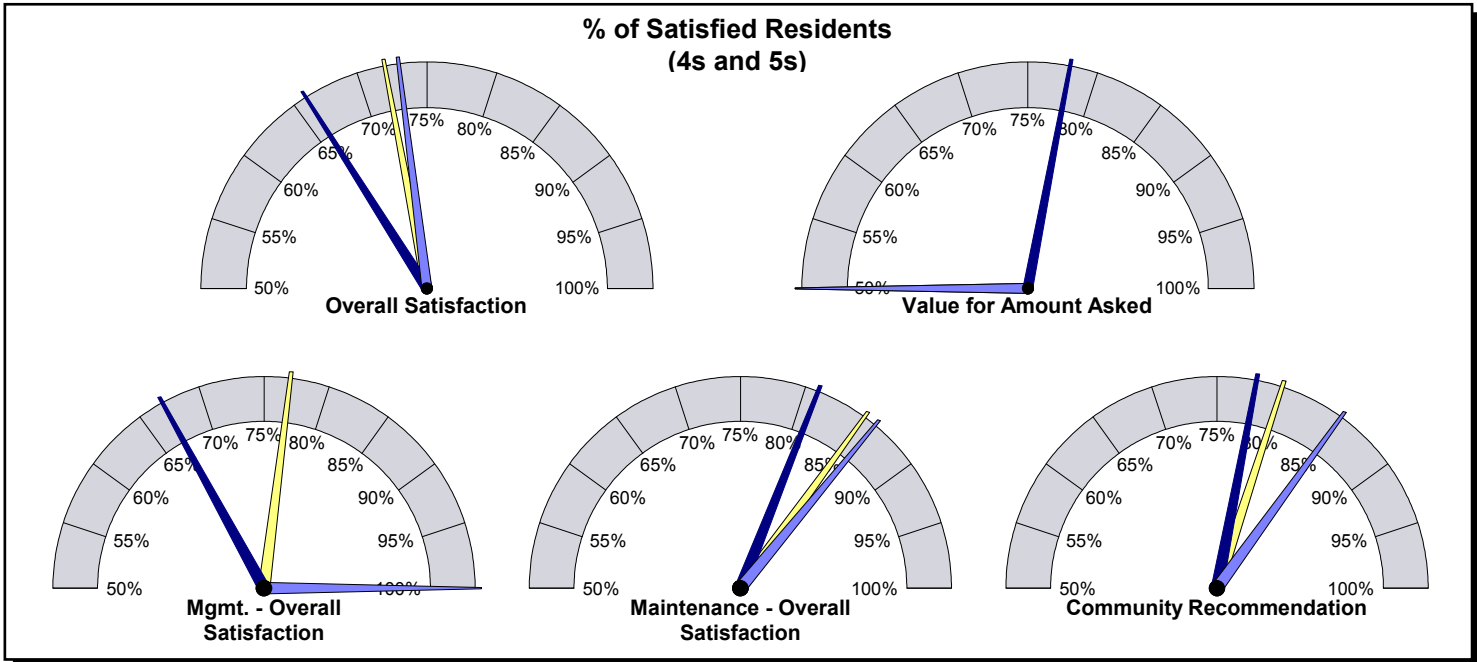
Results from the 2014 assessment are compared to the Kingsley Index, enabling Alliance Residential Company to benchmark its community and portfolio results against the largest and most comprehensive performance-benchmarking database in the industry.

Compiled from over 25 years of analyzing the performance of real estate industry leaders, the proprietary Index represents the industry standard for measuring customer satisfaction.



EXECUTIVE SUMMARY
PERFORMANCE DASHBOARD

Kingsley Associates' Key Performance Indicators (KPIs)



■ = Report percentage ■ = Kingsley Index ■ = Portfolio percentage

A needle pointing to 50% indicates that the percentage of residents rating the area 4 or 5 is 50% or less. If no needles are present in a gauge, there were no responses for that question.

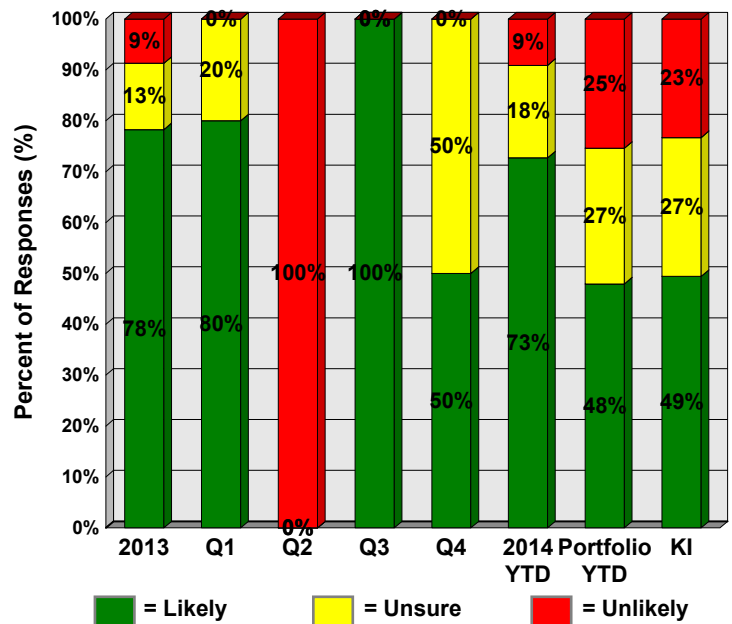
Resident Satisfaction Matrix

Assessment Category	Satisfaction Indicator
Leasing	■
Community Management	■
Maintenance	■
Community Features	■
Apartment Features	■

Satisfaction indicators represent the intra-portfolio percentile ranking.



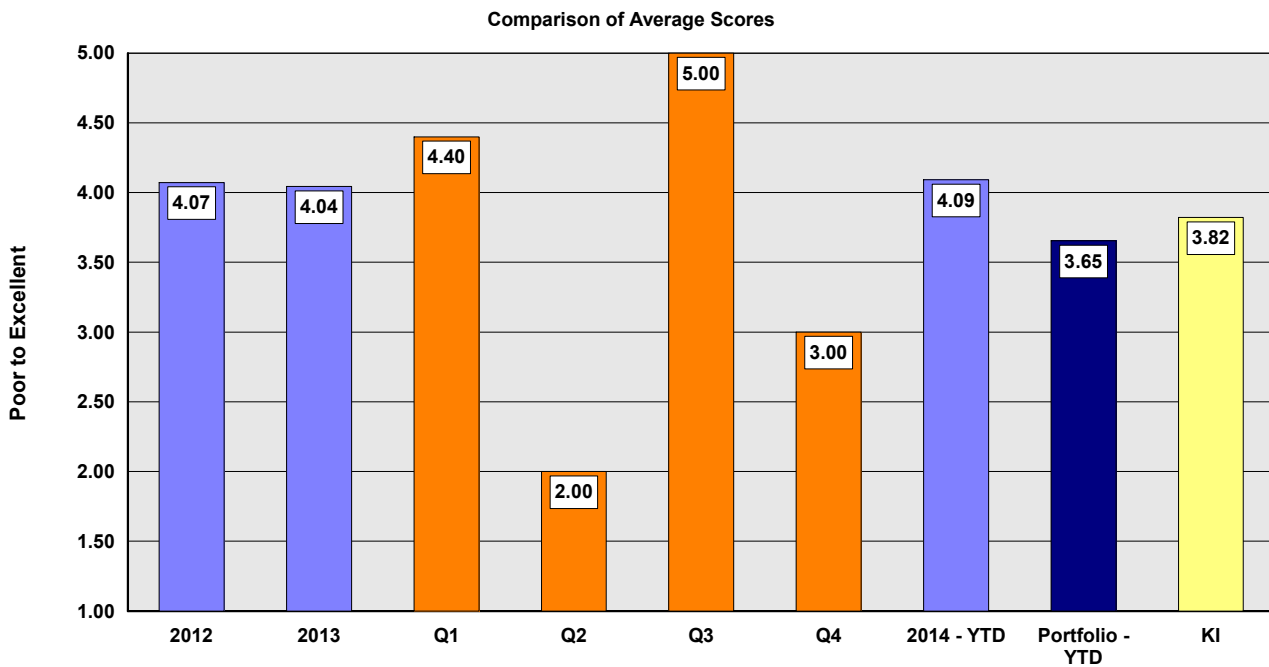
Renewal Decision



Overall Questions

Question : Overall Satisfaction
 Importance : ☆ ☆ ☆
 Question Text : *How would you rate your overall satisfaction as a resident?*

- 1 = Poor
- 2 = Fair
- 3 = Average
- 4 = Good
- 5 = Excellent



Overall Satisfaction	Number of Responses	Average Rating	Dissatisfied		Neutral	Satisfied	
			1	2	3	4	5
Preston Park 2012	28	4.07	0%	4%	21%	39%	36%
Preston Park 2013	23	4.04	0%	0%	26%	43%	30%
Q1	5	4.40	0%	0%	20%	20%	60%
Q2	1	2.00	0%	100%	0%	0%	0%
Q3	3	5.00	0%	0%	0%	0%	100%
Q4	2	3.00	0%	50%	0%	50%	0%
Preston Park 2014 - YTD	11	4.09	0%	18%	9%	18%	55%
Alliance Residential Company 2014 - YTD	6,883	3.65	7%	9%	18%	43%	23%
Kingsley Index - Multifamily		3.82	4%	8%	16%	45%	27%

Overall Questions
Comparison of Survey Types

Question : Overall Satisfaction
Importance : ☆ ☆ ☆
Question Text : *How would you rate your overall satisfaction as a resident?*

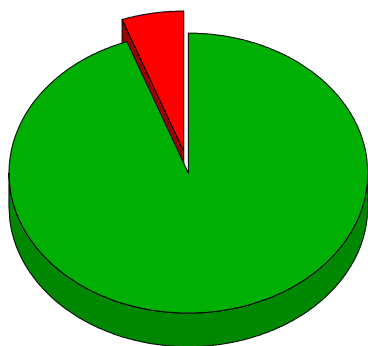
■ 1 = Poor
■ 2 = Fair
■ 3 = Average
■ 4 = Good
■ 5 = Excellent

Overall Satisfaction	Number of Responses	Average Rating	Percent 4s / 5s
Preston Park 2014 - YTD	11	4.09	73%
Alliance Residential Company 2014 - YTD	6,883	3.65	66%
Kingsley Index - Multifamily		3.82	72%
KINGSLEY INDEX - SURVEY TYPES			
Kingsley Index - Pre-renewal		3.82	72%
SURVEY TYPES			
Pre-renewal	11	4.09	73%

Initial Experience

Question : Community Staff Greeted You
 Question Text : *Did the staff greet you appropriately and make you feel welcome when you visited the community?*

Yes	94.4%
No	5.6%
Total: 100.0%	



Distribution of Responses: Community Staff Greeted You

Responses	2014 Responses	2014 Percent (%)	2013 Percent (%)	Portfolio Percent (%)	Kingsley Index
Yes	17	94 %	100 %	93 %	--
No	1	6 %	--	7 %	--

Total Responses: 18 12 8,929

Initial Experience
Comparison of Survey Types

Question : Community Staff Greeted You
 Importance : N/A
 Question Text : *Did the staff greet you appropriately and make you feel welcome when you visited the community?*

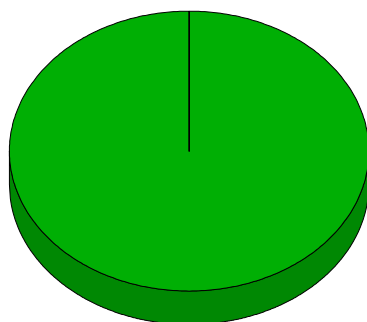
Community Staff Greeted You	Number of Responses	Dist. of Responses (%)	
		No	Yes
Preston Park 2014 - YTD	18	6%	94%
Alliance Residential Company 2014 - YTD	8,929	7%	93%
SURVEY TYPES			
Move-in	18	6%	94%

Initial Experience

Question : Lease Prepared Correctly

Question Text : *Please indicate if the lease was prepared correctly on the day of your move.*

Yes	100.0%
No	0.0%
Total: 100.0%	



Distribution of Responses: Lease Prepared Correctly

Responses	2014 Responses	2014 Percent (%)	2013 Percent (%)	Portfolio Percent (%)	Kingsley Index
Yes	18	100 %	100 %	91 %	--
No	0	0 %	--	9 %	--

Total Responses: 18 12 8,609

Initial Experience
Comparison of Survey Types

Question : Lease Prepared Correctly
 Importance : N/A
 Question Text : *Please indicate if the lease was prepared correctly on the day of your move.*

Lease Prepared Correctly	Number of Responses	Dist. of Responses (%)	
		No	Yes
Preston Park 2014 - YTD	18	0%	100%
Alliance Residential Company 2014 - YTD	8,609	9%	91%
SURVEY TYPES			
Move-in	18	0%	100%

Initial Experience

Question : Apartment Keys Ready at Move-in

Question Text : *Please indicate if the apartment keys were ready on the day of your move.*

Yes	94.1%
No	5.9%
Total:	100.0%



Distribution of Responses: Apartment Keys Ready at Move-in

Responses	2014 Responses	2014 Percent (%)	2013 Percent (%)	Portfolio Percent (%)	Kingsley Index
Yes	16	94 %	92 %	89 %	95 %
No	1	6 %	8 %	11 %	5 %

Total Responses: 17 12 8,582




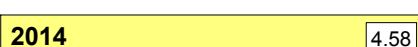
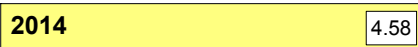



Initial Experience
Comparison of Survey Types







Question : Apartment Keys Ready at Move-in
 Importance : N/A
 Question Text : *Please indicate if the apartment keys were ready on the day of your move.*

Apartment Keys Ready at Move-in	Number of Responses	Dist. of Responses (%)	
		No	Yes
Preston Park 2014 - YTD	17	6%	94%
Alliance Residential Company 2014 - YTD	8,582	11%	89%
Kingsley Index - Multifamily		5%	95%
KINGSLEY INDEX - SURVEY TYPES			
Kingsley Index - Move-in		5%	95%
SURVEY TYPES			
Move-in	17	6%	94%

Leasing
Rating Areas

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Leasing Staff - Knowledge		Count	Avg. Rating	% 4s and 5s
Preston Park	2013  4.75	8	4.75	100%
Preston Park - YTD	2014  4.00	2	4.00	50%
Alliance Residential Company - YTD	2014  4.40	6,289	4.40	87%
Kingsley Index	2014  4.58	--	4.58	92%
KINGSLEY INDEX - SURVEY TYPES				
KI - Prospect	2014  4.58	--	4.58	92%
QUARTERS				
Q1	 5.00	1	5.00	100%
Q2	 3.00	1	3.00	0%
SURVEY TYPES				
Prospect	 4.00	2	4.00	50%

★ Leasing Staff - Made You Feel Important		Count	Avg. Rating	% 4s and 5s
Preston Park	2013  4.75	8	4.75	100%
Preston Park - YTD	2014  4.00	2	4.00	50%
Alliance Residential Company - YTD	2014  4.28	6,295	4.28	83%
QUARTERS				
Q1	 5.00	1	5.00	100%
Q2	 3.00	1	3.00	0%
SURVEY TYPES				
Prospect	 4.00	2	4.00	50%

Leasing
Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Leasing Staff - Professionalism / Courtesy		Count	Avg. Rating	% 4s and 5s
Preston Park	2013 4.88	8	4.88	100%
Preston Park - YTD	2014 4.00	2	4.00	50%
Alliance Residential Company - YTD	2014 4.47	6,287	4.47	89%
Kingsley Index	2014 4.60	--	4.60	92%
KINGSLEY INDEX - SURVEY TYPES				
KI - Prospect	2014 4.60	--	4.60	92%
QUARTERS				
Q1	5.00	1	5.00	100%
Q2	3.00	1	3.00	0%
SURVEY TYPES				
Prospect	4.00	2	4.00	50%

★ Lease Length Options Clearly Explained		Count	Avg. Rating	% 4s and 5s
Preston Park	2013 4.75	8	4.75	100%
Preston Park - YTD	2014 4.00	2	4.00	50%
Alliance Residential Company - YTD	2014 4.36	6,243	4.36	86%
Kingsley Index	2014 4.44	--	4.44	88%
KINGSLEY INDEX - SURVEY TYPES				
KI - Prospect	2014 4.44	--	4.44	88%
QUARTERS				
Q1	5.00	1	5.00	100%
Q2	3.00	1	3.00	0%
SURVEY TYPES				
Prospect	4.00	2	4.00	50%

Community Management

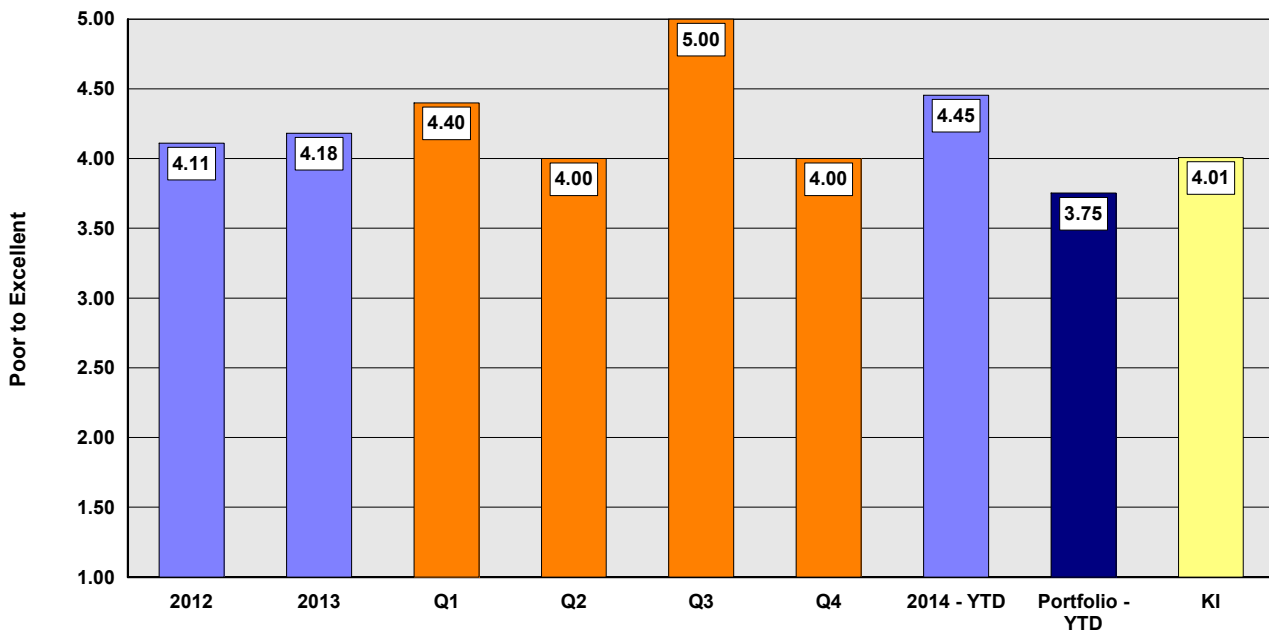
Question : Mgmt. - Overall Satisfaction

Importance : ☆ ☆ ☆

Question Text : *Please rate your overall satisfaction with management.*

- 1 = Poor
- 2 = Fair
- 3 = Average
- 4 = Good
- 5 = Excellent

Comparison of Average Scores



Mgmt. - Overall Satisfaction	Number of Responses	Average Rating	Dissatisfied		Neutral	Satisfied	
			1	2	3	4	5
Preston Park 2012	27	4.11	0%	0%	22%	44%	33%
Preston Park 2013	22	4.18	5%	0%	18%	27%	50%
Q1	5	4.40	0%	0%	0%	60%	40%
Q2	1	4.00	0%	0%	0%	100%	0%
Q3	3	5.00	0%	0%	0%	0%	100%
Q4	2	4.00	0%	0%	0%	100%	0%
Preston Park 2014 - YTD	11	4.45	0%	0%	0%	55%	45%
Alliance Residential Company 2014 - YTD	6,623	3.75	9%	9%	15%	32%	35%
Kingsley Index - Multifamily		4.01	5%	6%	12%	36%	40%

Community Management
Comparison of Survey Types












Question : Mgmt. - Overall Satisfaction
Importance : ☆ ☆ ☆
Question Text : *Please rate your overall satisfaction with management.*

■ 1 = Poor
■ 2 = Fair
■ 3 = Average
■ 4 = Good
■ 5 = Excellent

Mgmt. - Overall Satisfaction	Number of Responses	Average Rating	Percent 4s / 5s
Preston Park 2014 - YTD	11	4.45	100%
Alliance Residential Company 2014 - YTD	6,623	3.75	67%
Kingsley Index - Multifamily		4.01	77%
KINGSLEY INDEX - SURVEY TYPES			
Kingsley Index - Pre-renewal		4.01	77%
SURVEY TYPES			
Pre-renewal	11	4.45	100%





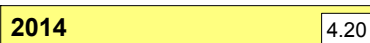






Community Management
 Rating Areas

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★★ Mgmt. - Responsiveness		Count	Avg. Rating	% 4s and 5s
Preston Park	2012  4.04	28	4.04	75%
Preston Park	2013  4.29	21	4.29	81%
Preston Park - YTD	2014  4.20	10	4.20	90%
Alliance Residential Company - YTD	2014  3.77	6,570	3.77	68%
Kingsley Index	2014  4.04	--	4.04	76%
KINGSLEY INDEX - SURVEY TYPES				
KI - Pre-renewal	2014  4.04	--	4.04	76%
QUARTERS				
Q1	 4.00	4	4.00	100%
Q2	 4.00	1	4.00	100%
Q3	 5.00	3	5.00	100%
Q4	 3.50	2	3.50	50%
SURVEY TYPES				
Pre-renewal	 4.20	10	4.20	90%

Community Management
 Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

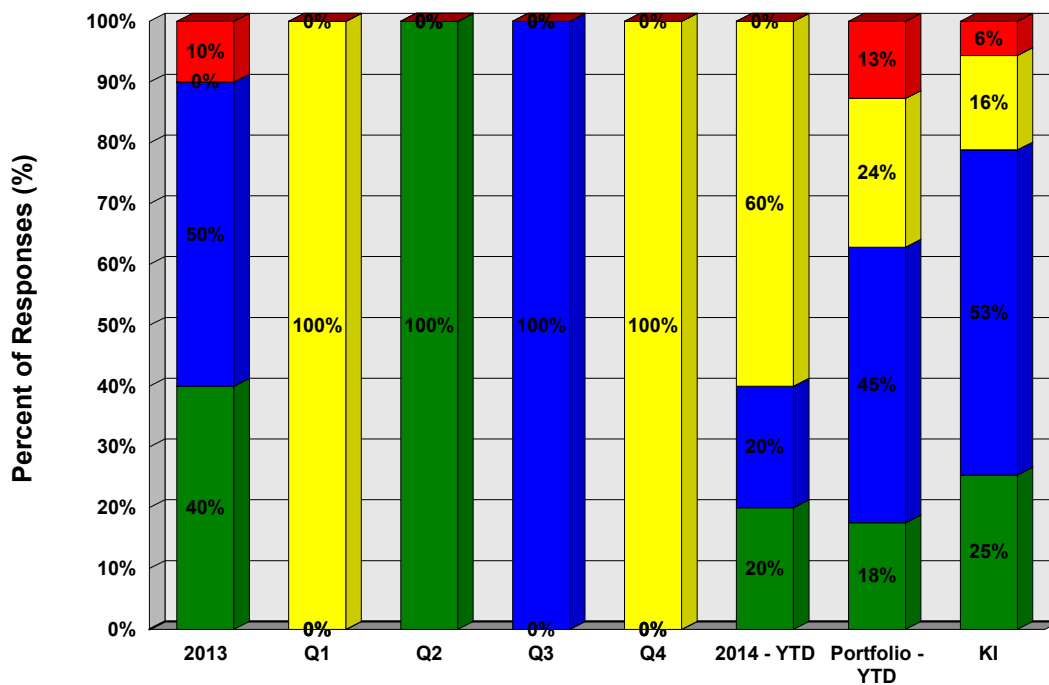
★★ Mgmt. - Professionalism / Courtesy		Count	Avg. Rating	% 4s and 5s
Preston Park	2012  4.18	28	4.18	86%
Preston Park	2013  4.14	22	4.14	73%
Preston Park - YTD	2014  4.60	10	4.60	100%
Alliance Residential Company - YTD	2014  3.96	6,543	3.96	73%
Kingsley Index	2014  4.20	--	4.20	82%
KINGSLEY INDEX - SURVEY TYPES				
KI - Pre-renewal	2014  4.20	--	4.20	82%
QUARTERS				
Q1	 4.25	4	4.25	100%
Q2	 4.00	1	4.00	100%
Q3	 5.00	3	5.00	100%
Q4	 5.00	2	5.00	100%
SURVEY TYPES				
Pre-renewal	 4.60	10	4.60	100%

Community Management

Question : Community Management Response Time
Importance : N/A
Question Text : *How long does it generally take management to respond to non-emergency calls?*

- 48+ hours
- 24-48 hours
- 2-24 hours
- Within 2 hours

Distribution of Responses: Community Management Response Time



Community Management Response Time	Number of Responses	Distribution of Responses (%)			
		48+ hours	24-48 hours	2-24 hours	Within 2 hours
Preston Park 2013	10	10 %	0 %	50 %	40 %
Q1	2	0 %	100 %	0 %	0 %
Q2	1	0 %	0 %	0 %	100 %
Q3	1	0 %	0 %	100 %	0 %
Q4	1	0 %	100 %	0 %	0 %
Preston Park 2014 - YTD	5	0 %	60 %	20 %	20 %
Alliance Residential Company 2014 - YTD	5,426	13 %	24 %	45 %	18 %
Kingsley Index - Multifamily		6 %	16 %	53 %	25 %

Community Management
Comparison of Survey Types

Question : Community Management Response Time
 Importance : N/A
 Question Text : *How long does it generally take management to respond to non-emergency calls?*

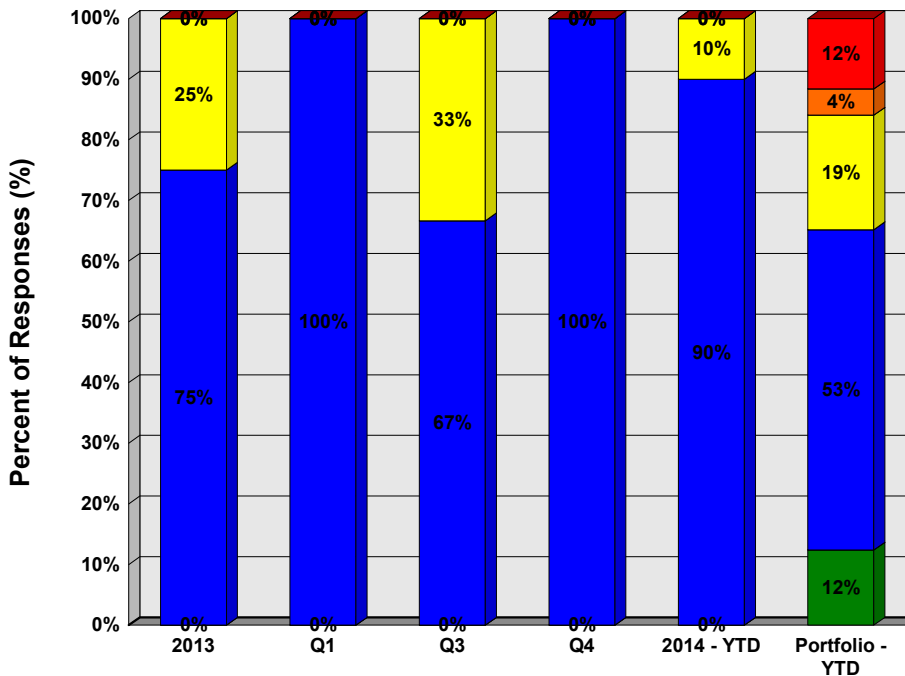
Community Management Response Time	Number of Responses	Distribution of Responses (%)			
		48+ hours	24-48 hours	2-24 hours	Within 2 hours
Preston Park 2014 - YTD	5	0 %	60 %	20 %	20 %
Alliance Residential Company 2014 - YTD	5,426	13 %	24 %	45 %	18 %
Kingsley Index - Multifamily		6 %	16 %	53 %	25 %
KINGSLEY INDEX - SURVEY TYPES					
Kingsley Index - Pre-renewal		6 %	16 %	53 %	25 %
SURVEY TYPES					
Pre-renewal	5	0 %	60 %	20 %	20 %

Community Management

Question : Current Contact with Community Management
Importance : N/A
Question Text : *What frequency of communication do you currently receive from management?*

- Once a week
- Once a month
- Once a quarter
- Twice a year
- Never

Distribution of Responses: Current Contact with Community Management



Current Contact with Community Management	Number of Responses	Distribution of Responses (%)				
		Never	Twice a year	Once a quarter	Once a month	Once a week
Preston Park 2013	4	0 %	0 %	25 %	75 %	0 %
Q1	5	0 %	0 %	0 %	100 %	0 %
Q3	3	0 %	0 %	33 %	67 %	0 %
Q4	2	0 %	0 %	0 %	100 %	0 %
Preston Park 2014 - YTD	10	0 %	0 %	10 %	90 %	0 %
Alliance Residential Company 2014 - YTD	6,662	12 %	4 %	19 %	53 %	12 %

Community Management
Comparison of Survey Types

Question : Current Contact with Community Management
 Importance : N/A
 Question Text : *What frequency of communication do you currently receive from management?*

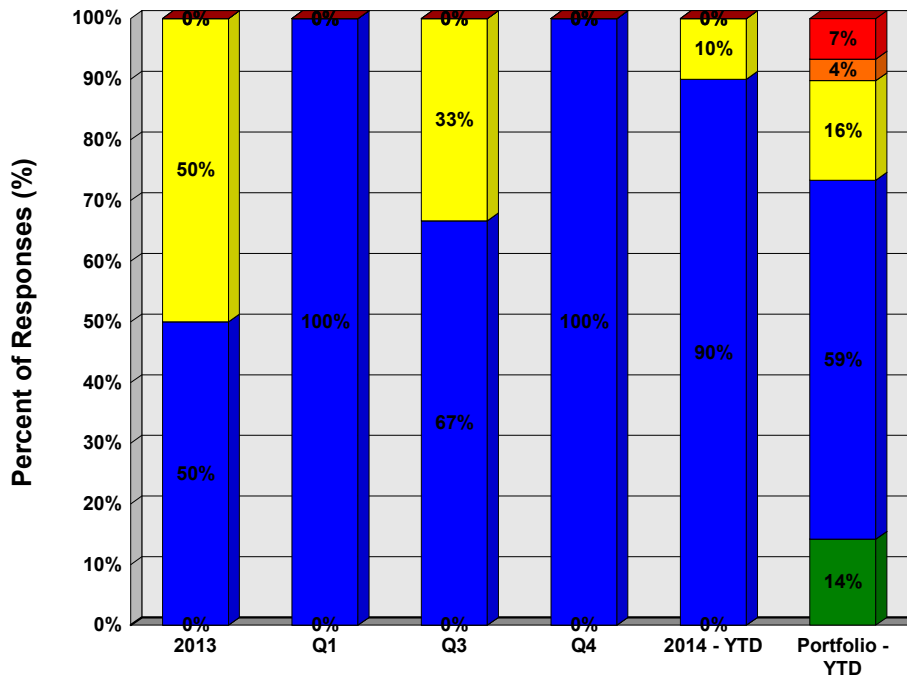
Current Contact with Community Management	Number of Responses	Distribution of Responses (%)				
		Never	Twice a year	Once a quarter	Once a month	Once a week
Preston Park 2014 - YTD	10	0 %	0 %	10 %	90 %	0 %
Alliance Residential Company 2014 - YTD	6,662	12 %	4 %	19 %	53 %	12 %
SURVEY TYPES						
Pre-renewal	10	0 %	0 %	10 %	90 %	0 %

Community Management

Question : Preferred Contact with Community Management
Importance : N/A
Question Text : *What frequency of communication do you prefer to receive from management?*

- Once a week
- Once a month
- Once a quarter
- Twice a year
- Never

Distribution of Responses: Preferred Contact with Community Management



Preferred Contact with Community Management	Number of Responses	Distribution of Responses (%)				
		Never	Twice a year	Once a quarter	Once a month	Once a week
Preston Park 2013	4	0%	0%	50%	50%	0%
Q1	5	0%	0%	0%	100%	0%
Q3	3	0%	0%	33%	67%	0%
Q4	2	0%	0%	0%	100%	0%
Preston Park 2014 - YTD	10	0%	0%	10%	90%	0%
Alliance Residential Company 2014 - YTD	6,584	7%	4%	16%	59%	14%

Community Management
Comparison of Survey Types

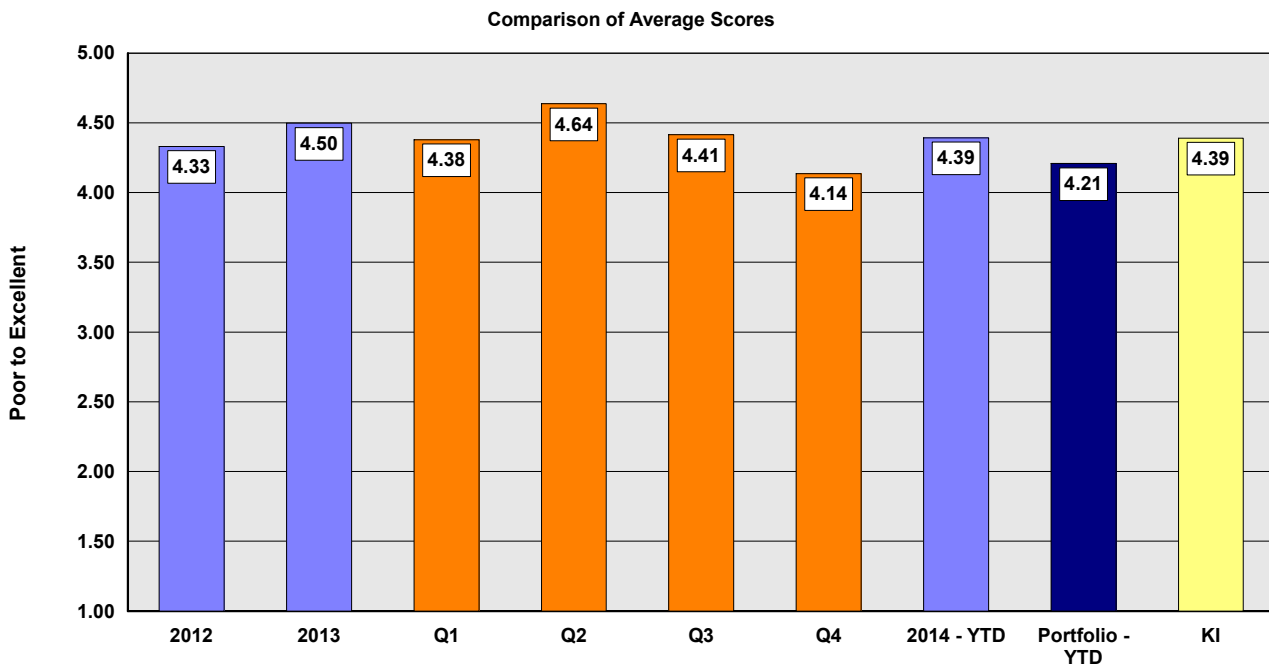
Question : Preferred Contact with Community Management
 Importance : N/A
 Question Text : *What frequency of communication do you prefer to receive from management?*

Preferred Contact with Community Management	Number of Responses	Distribution of Responses (%)				
		Never	Twice a year	Once a quarter	Once a month	Once a week
Preston Park 2014 - YTD	10	0 %	0 %	10 %	90 %	0 %
Alliance Residential Company 2014 - YTD	6,584	7 %	4 %	16 %	59 %	14 %
SURVEY TYPES						
Pre-renewal	10	0 %	0 %	10 %	90 %	0 %

Maintenance

Question : Maintenance - Overall Satisfaction
 Importance : ☆
 Question Text : *Please rate your overall satisfaction with maintenance.*

- 1 = Poor
- 2 = Fair
- 3 = Average
- 4 = Good
- 5 = Excellent



Maintenance - Overall Satisfaction	Number of Responses	Average Rating	Dissatisfied		Neutral	Satisfied	
			1	2	3	4	5
Preston Park 2012	112	4.33	1%	2%	9%	40%	48%
Preston Park 2013	159	4.50	2%	3%	5%	25%	65%
Q1	29	4.38	3%	3%	7%	24%	62%
Q2	22	4.64	0%	9%	0%	9%	82%
Q3	29	4.41	7%	3%	0%	21%	69%
Q4	22	4.14	9%	5%	9%	18%	59%
Preston Park 2014 - YTD	102	4.39	5%	5%	4%	19%	68%
Alliance Residential Company 2014 - YTD	32,412	4.21	7%	4%	8%	24%	58%
Kingsley Index - Multifamily		4.39	4%	3%	7%	22%	64%

Maintenance
Comparison of Survey Types






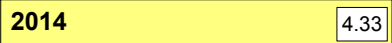







Question : Maintenance - Overall Satisfaction
Importance : ☆
Question Text : *Please rate your overall satisfaction with maintenance.*

■ 1 = Poor
■ 2 = Fair
■ 3 = Average
■ 4 = Good
■ 5 = Excellent

Maintenance - Overall Satisfaction	Number of Responses	Average Rating	Percent 4s / 5s
Preston Park 2014 - YTD	102	4.39	86 %
Alliance Residential Company 2014 - YTD	32,412	4.21	81 %
Kingsley Index - Multifamily		4.39	86 %
KINGSLEY INDEX - SURVEY TYPES			
Kingsley Index - Service Request		4.41	87 %
Kingsley Index - Pre-renewal		4.30	85 %
SURVEY TYPES			
Service Request	91	4.42	88 %
Pre-renewal	11	4.18	73 %

Maintenance
Rating Areas

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Maintenance - Responsiveness		Count	Avg. Rating	% 4s and 5s
Preston Park	2012  4.22	112	4.22	85%
Preston Park	2013  4.42	158	4.42	87%
Preston Park - YTD	2014  4.33	102	4.33	86%
Alliance Residential Company - YTD	2014  4.18	32,188	4.18	80%
Kingsley Index	2014  4.41	--	4.41	87%
KINGSLEY INDEX - SURVEY TYPES				
KI - Pre-renewal	2014  4.33	--	4.33	85%
KI - Service Request	2014  4.43	--	4.43	88%
QUARTERS				
Q1	 4.34	29	4.34	86%
Q2	 4.59	22	4.59	95%
Q3	 4.45	29	4.45	86%
Q4	 3.91	22	3.91	77%
SURVEY TYPES				
Pre-renewal	 4.36	11	4.36	91%
Service Request	 4.33	91	4.33	86%





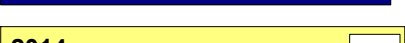
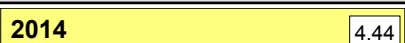





Maintenance
Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Maintenance - Professionalism / Courtesy		Count	Avg. Rating	% 4s and 5s
Preston Park	2012 4.43	114	4.43	90%
Preston Park	2013 4.62	159	4.62	94%
Preston Park - YTD	2014 4.55	101	4.55	90%
Alliance Residential Company - YTD	2014 4.42	31,980	4.42	87%
Kingsley Index	2014 4.58	--	4.58	92%
KINGSLEY INDEX - SURVEY TYPES				
KI - Pre-renewal	2014 4.47	--	4.47	89%
KI - Service Request	2014 4.61	--	4.61	93%
QUARTERS				
Q1	4.54	28	4.54	86%
Q2	4.68	22	4.68	91%
Q3	4.62	29	4.62	97%
Q4	4.36	22	4.36	86%
SURVEY TYPES				
Pre-renewal	4.55	11	4.55	82%
Service Request	4.56	90	4.56	91%

Maintenance
Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Maintenance - Quality of Work		Count	Avg. Rating	% 4s and 5s
Preston Park	2012  4.21	86	4.21	83%
Preston Park	2013  4.47	135	4.47	90%
Preston Park - YTD	2014  4.46	91	4.46	86%
Alliance Residential Company - YTD	2014  4.32	25,377	4.32	84%
Kingsley Index	2014  4.44	--	4.44	88%
KINGSLEY INDEX - SURVEY TYPES				
KI - Service Request	2014  4.44	--	4.44	88%
QUARTERS				
Q1	 4.46	24	4.46	83%
Q2	 4.76	21	4.76	95%
Q3	 4.38	26	4.38	81%
Q4	 4.25	20	4.25	85%
SURVEY TYPES				
Service Request	 4.46	91	4.46	86%

Maintenance
Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

★ Maintenance - Notification of Completed Work		Count	Avg. Rating	% 4s and 5s
Preston Park	2012 4.33	86	4.33	86%
Preston Park	2013 4.41	135	4.41	87%
Preston Park - YTD	2014 4.39	89	4.39	87%
Alliance Residential Company - YTD	2014 4.33	25,280	4.33	85%
Kingsley Index	2014 4.61	--	4.61	93%
KINGSLEY INDEX - SURVEY TYPES				
KI - Service Request	2014 4.61	--	4.61	93%
QUARTERS				
Q1	4.21	24	4.21	79%
Q2	4.71	21	4.71	95%
Q3	4.36	25	4.36	88%
Q4	4.32	19	4.32	84%
SURVEY TYPES				
Service Request	4.39	89	4.39	87%

Maintenance
Rating Areas, continued

Scale: 1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent

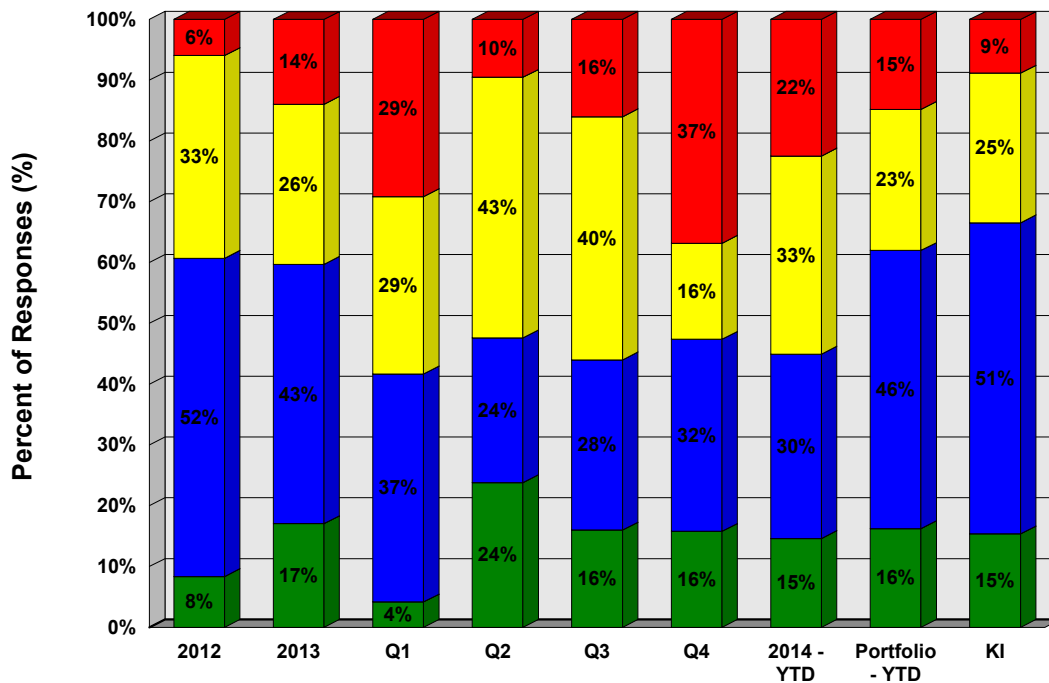
★ Cleanliness After Maintenance Work is Performed		Count	Avg. Rating	% 4s and 5s
Preston Park	2012 4.27	85	4.27	85%
Preston Park	2013 4.47	136	4.47	89%
Preston Park - YTD	2014 4.45	87	4.45	87%
Alliance Residential Company - YTD	2014 4.41	25,129	4.41	87%
Kingsley Index	2014 4.61	--	4.61	93%
KINGSLEY INDEX - SURVEY TYPES				
KI - Service Request	2014 4.61	--	4.61	93%
QUARTERS				
Q1	4.39	23	4.39	83%
Q2	4.57	21	4.57	90%
Q3	4.50	24	4.50	92%
Q4	4.32	19	4.32	84%
SURVEY TYPES				
Service Request	4.45	87	4.45	87%

Maintenance

Question : Maintenance Response Time
 Importance : N/A
 Question Text : *How long does it generally take maintenance to respond to non-emergency calls?*

- 48+ hours
- 24-48 hours
- 2-24 hours
- Within 2 hours

Distribution of Responses: Maintenance Response Time



Maintenance Response Time	Number of Responses	Distribution of Responses (%)			
		48+ hours	24-48 hours	2-24 hours	Within 2 hours
Preston Park 2012	84	6 %	33 %	52 %	8 %
Preston Park 2013	129	14 %	26 %	43 %	17 %
Q1	24	29 %	29 %	38 %	4 %
Q2	21	10 %	43 %	24 %	24 %
Q3	25	16 %	40 %	28 %	16 %
Q4	19	37 %	16 %	32 %	16 %
Preston Park 2014 - YTD	89	22 %	33 %	30 %	15 %
Alliance Residential Company 2014 - YTD	25,081	15 %	23 %	46 %	16 %
Kingsley Index - Multifamily		9 %	25 %	51 %	15 %

Maintenance
Comparison of Survey Types

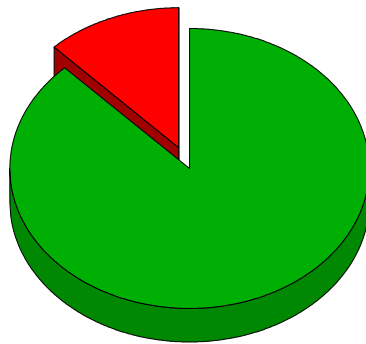
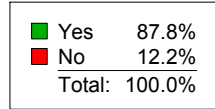
Question : Maintenance Response Time
 Importance : N/A
 Question Text : *How long does it generally take maintenance to respond to non-emergency calls?*

Maintenance Response Time	Number of Responses	Distribution of Responses (%)			
		48+ hours	24-48 hours	2-24 hours	Within 2 hours
Preston Park 2014 - YTD	89	22 %	33 %	30 %	15 %
Alliance Residential Company 2014 - YTD	25,081	15 %	23 %	46 %	16 %
Kingsley Index - Multifamily		9 %	25 %	51 %	15 %
KINGSLEY INDEX - SURVEY TYPES					
Kingsley Index - Service Request		9 %	25 %	51 %	15 %
SURVEY TYPES					
Service Request	89	22 %	33 %	30 %	15 %

Maintenance

Question : Maintenance - Work Completed to Your Satisfaction

Question Text : *Was the work completed to your satisfaction?*



Distribution of Responses: Maintenance - Work Completed to Your Satisfaction

Responses	2014 Responses	2014 Percent (%)	2013 Percent (%)	Portfolio Percent (%)	Kingsley Index
Yes	79	88 %	92 %	86 %	91 %
No	11	12 %	8 %	14 %	9 %

Total Responses: 90 133 25,389

Maintenance
Comparison of Survey Types

Question : Maintenance - Work Completed to Your Satisfaction
 Importance : N/A
 Question Text : *Was the work completed to your satisfaction?*

Maintenance - Work Completed to Your Satisfaction	Number of Responses	Dist. of Responses (%)	
		No	Yes
Preston Park 2014 - YTD	90	12%	88 %
Alliance Residential Company 2014 - YTD	25,389	14%	86 %
Kingsley Index - Multifamily		9%	91 %
KINGSLEY INDEX - SURVEY TYPES			
Kingsley Index - Service Request		9%	91 %
SURVEY TYPES			
Service Request	90	12%	88 %

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