

OBJECTIVE ELEMENTS (60% of Available Incentive Fee)

1) Maintenance Response and Completion Times (20% of Available Incentive Fee)

Service request timeliness will account for twenty percent (20%) of the Available Incentive Fee (the "**Response Time Portion**"). Maintenance Response and Completion Times are to be measured by level of urgency, as follows:

- Routine services request responses and completion (15% of Available Incentive Fee [i.e. 75% of the Response Time Portion]) (the "**Routine Request Portion**"). Routine calls will be responded to and completed by the end of the next business day of submission of the request, parts pending; provided, however, that due to the anticipated backlog of deferred maintenance items as of the Effective Date of the Property Management Agreement, (a) for the first two (2) months after the Effective Date, Manager shall have seven (7) full days to respond to and complete such service requests, parts pending, (b) from the beginning of the third (3rd) calendar month after the Effective Date until the end of the sixth (6th) calendar month after the Effective Date, Manager shall have five (5) full days to respond to and complete such service requests, parts pending.
- Emergency service request responses (5% of Available Incentive Fee [i.e. 25% of the Response Time Portion]) (the "**Emergency Request Portion**"). Emergency service calls consist of correcting failures in service or facilities that endanger residents or the property. Emergency calls will be responded to within thirty minutes during business hours and work will continue until the situation is addressed or downgraded to a routine service request. After hours emergency service requests will be responded to within one hour with work continuing until complete or downgraded to a routine service request. If the resident is not home, the thirty-minute timeframe noted above will only be applicable if the Property Management Plan authorizes the Property Manager to enter the home to respond to the emergency in the absence of the resident, permission granted or not. The following requests will be considered emergencies:
 - Power outages
 - Plumbing stoppages
 - Sewer back up
 - Commode stoppages (in a one-bathroom home)
 - Water penetration inside a dwelling
 - Heating or air conditioning outage in extreme temperatures
 - Broken locks
 - Gas leaks
 - Fire

Manager's call center will be operated Monday through Friday from 7:00 a.m. to 7:00 p.m. During all other hours, calls to the Call Center will be forwarded to an answering service whose representatives will take the calls and forward emergency requests to on-call Manager maintenance operations staff. In each instance, response times will be tracked based on time stamp logs maintained by Manager and input into the Service Track system. The response times will be measured by the percentage of work orders that are timely responded to in accordance with the time limitations established above; provided, however, that responses to and completion

of routine and emergency service requests will not be considered untimely in any of the following circumstances:

- a. the resident is not at home and/or Manager cannot otherwise access the Unit during the applicable timeframe;
- b. the resident elects to make an appointment with Manager with respect to such service request (in which case the completion time will be based upon Manager's observance of scheduled appointments);
- c. it is necessary for Manager to order specific parts in connection with such service request, unless those parts are typically kept in stock;
- d. it is necessary for Manager to hire a third-party subcontractor to perform the work required in connection with such service request; or
- e. the problem giving rise to such service request is not reasonably susceptible to being remedied or resolved within the applicable timeframe in the ordinary course of business in accordance with the standard of care required of Manager in accordance with the Property Management Agreement, provided Manager timely responds to the call and thereafter diligently pursues such remedy or resolution to completion.

The Response Time Portion of the Available Incentive Fee will be determined based on the following scale:

Maintenance Requests		Percentage of Timely Responses				
		Below 70%	70%-76.9%	77%-84.9%	85%-91.9%	92% or more
Percentage of Response Time Portion of Incentive Fee Payable	Routine Requests	0%	25%	50%	75%	100%
	Emergency Requests	0%	25%	50%	75%	100%

As an example, if Manager timely responds to 78% of Routine Requests and 92% of Emergency Requests in a particular quarter, Manager would have earned 50% of the Routine Request Portion (i.e. 7.5% of the Available Incentive Fee) and 100% of the Emergency Request Portion (i.e. 5.0% of the Available Incentive Fee), for a total Response Time Portion of 12.5% of the Available Incentive Fee with respect to such quarter.