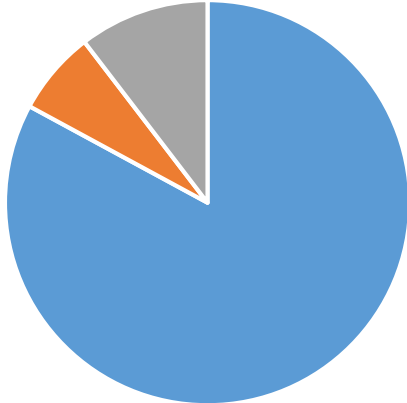
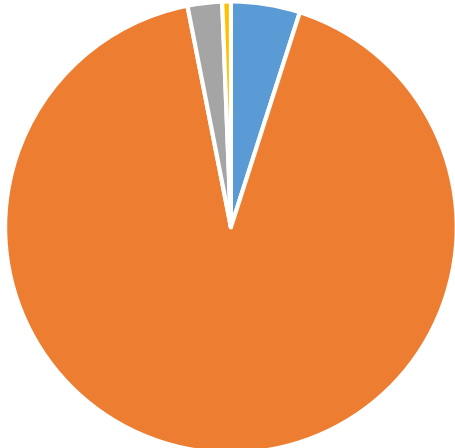


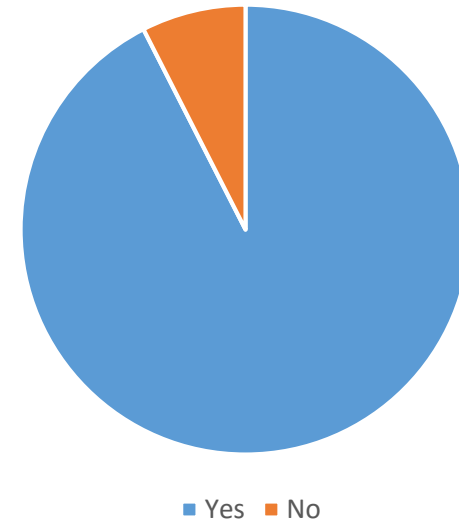
PooPrints Survey Responses

June 23, 2016

<p>Q1: Which organization are you with:</p> <table><tr><th>Answer Options</th><th>Response Percent</th><th>Response Count</th></tr><tr><td>CODO</td><td>82.9%</td><td>136</td></tr><tr><td>HOA</td><td>6.7%</td><td>11</td></tr><tr><td>Neither</td><td>10.4%</td><td>17</td></tr><tr><td colspan="2"><i>answered question</i></td><td>164</td></tr><tr><td colspan="2"><i>skipped question</i></td><td>1</td></tr></table>	Answer Options	Response Percent	Response Count	CODO	82.9%	136	HOA	6.7%	11	Neither	10.4%	17	<i>answered question</i>		164	<i>skipped question</i>		1	 <p>■ CODA ■ HOA ■ Neither</p>
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<p>Q2. How long using the PooPrints program?</p> <table><tr><th>Answer Options</th><th>Response Count</th></tr><tr><td>Less than a year</td><td>8</td></tr><tr><td>1-5 years</td><td>149</td></tr><tr><td>6-10 years</td><td>4</td></tr><tr><td>More than 10 years</td><td>1</td></tr><tr><td colspan="2"><i>answered question</i></td><td>162</td></tr><tr><td colspan="2"><i>skipped question</i></td><td>3</td></tr></table>	Answer Options	Response Count	Less than a year	8	1-5 years	149	6-10 years	4	More than 10 years	1	<i>answered question</i>		162	<i>skipped question</i>		3	 <p>■ < year ■ 1-5 yrs ■ 6-10 yrs ■ > 10 yrs</p>		
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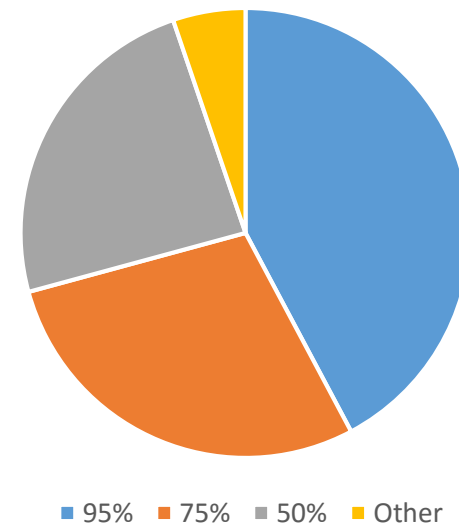
Q3. Since implementing PooPrints has dog waste decreased?

Answer Options	Response Percent	Response Count
Yes	92.5%	149
No	7.5%	12
<i>answered question</i>		161
<i>skipped question</i>		4



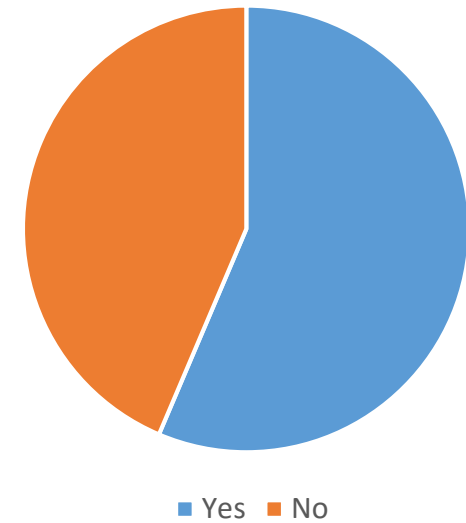
Q4. By what percent?

Answer Options	Response Percent	Response Count
95%	44.5%	65
75%	30.1%	44
50%	25.3%	37
Other	5.5%	8
<i>answered question</i>		146
<i>skipped question</i>		19



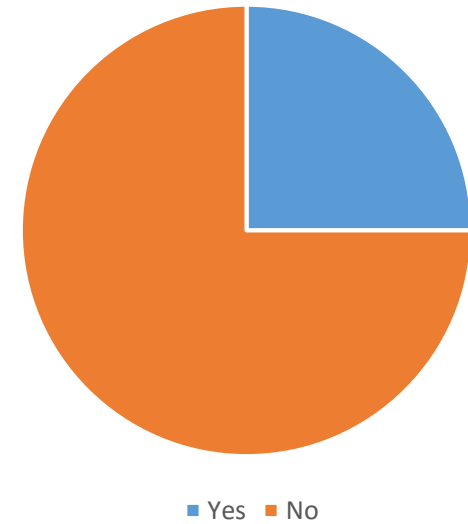
Q5. Are you now able to increase the number of pets living on the property due to a decrease in dog waste?

Answer Options	Response Percent	Response Count
Yes	56.4%	88
No	43.6%	68
<i>answered question</i>		156
<i>skipped question</i>		9



Q6. Has your pet policy changed due to the positive effects of the PooPrints program?

Answer Options	Response Percent	Response Count
Yes	25.0%	39
No	75.0%	117
<i>answered question</i>		156
<i>skipped question</i>		9



Q7. If yes, how?

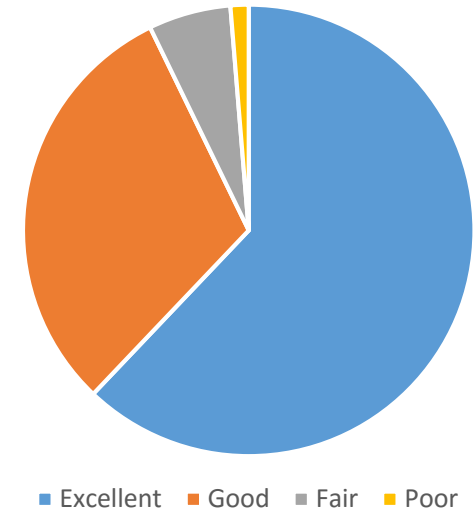
Answer Options	Response Count
	34
<i>answered question</i>	34
<i>skipped question</i>	131

See responses in Appendix A

Q8 .What is your level of satisfaction with the PooPrints program?

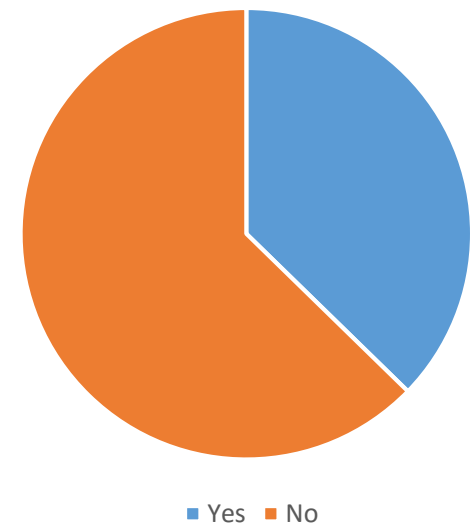
Answer Options	Response Percent	Response Count
Excellent	62.1%	95
Good	30.7%	47
Fair	5.9%	9
Poor	1.3%	2
Comments (please specify):		42
	<i>answered question</i>	153
	<i>skipped question</i>	12

Note: Comments are found in Appendix B



Q9. Would you be inclined to still allow pets without the PooPrints program ?

Answer Options	Response Percent	Response Count
Yes	37.3%	57
No	62.7%	96
	<i>answered question</i>	153
	<i>skipped question</i>	12



Please share any other comments you might have regarding the PooPrints program?		See responses in Appendix C
Answer Options	Response Count	
	67	
<i>answered question</i>	67	
<i>skipped question</i>	98	

Appendix A: Pet policy changes since adding PooPrints (from question 7)

Comments related to changes in pet policy since adding PooPrints
Added fee for positive results.
Dogs need approval and DNA is to be done before the dog is permitted on sight
Enforcement of pets being restricted to certain areas for walking. Waste outside these areas can be tested and residents know this. Just by the threat of this, compliance has been very good.
Everyone knows we have a Clean Community and LOVE it.
I still need my in-service as was promised. I can't begin.
I was not here before the pooprints. however i believe that the hoa was considering NOT allowing dogs on property at all. now the policy is dogs allowed up to 40 lbs
increased deposit and fee policy if sample has a match
It has dramatically reduced pet waste issues
Just increased pet fees- nothing changed to the number of pets allowed per unit
Larger fine for not picking up.
less fining required
Mandatory HOA requirement to register each canine per unit, as well as, costs for registration and fine schedule amended in the declaration.
Owners and renters are now allowed to have two dogs instead of one per unit
People are
People are more conscientious
Tenants know "I will find out whose dog it is!" and they'll be fined. Tenants don't have to worry about taking a walk or having a picnic in the grass - it's 100% free from dog waste.
The amount of the fee that we charge per pile matched.
there is a fine if a waste sample matches a resident's dog
We actually started allowing pets (dogs) at the same time as implementing the PooPrints program.
We added all poo prints recommended ad ons
we allow more dogs

Comments related to changes in pet policy since adding PooPrints
We allow pets at all 7 properties now
We are able to collect more income, justified by the great experience residents have due to our poo prints program.
We are able to have better compliance on pet registration
We began using it 2 years ago and we do not have a problem with pet waste here.
We changed out pet policy after learning about PooPrints. Dog waste is now at a minimum at our property
We charge a fee associated with any dropping found which improves our revenue.
We have 98 dogs on the property!!! We did increase pet rent by \$5
We have a new policy written into the lease showing the amount of fines provided the penalty for pet waste.
We have added a fee for confirmed dog waste.
We have allowed more pets than before
We have increased the one time pet fee to cover the cost of the testing
We've allowed dogs even though the owner never wanted to due to tenants not cleaning up after them.

Appendix B: Comments about program satisfaction from question 8.

Program satisfaction comments
Absolutely love Poo Prints!! On August 15, 2012, my staff and I combed through the property picking up all the waste all over the property. We picked up over 200 piles of pet waste on that day and we actually used to pay a company to come every week to clean up dog waste all of the property. Even with paying a company, there were that many piles!! Since then, you can actually walk any where on the property and not step in dog waste!
An easier and more user-friendly online portal for entering in pet and resident information would be a significant improvement.
At first our main issue was shipping labels to have our maintenance teams return the samples, but that has been streamlined and is much better
Before we used PooPrints, we were constantly getting reports from our tenants of dog waste not being picked up throughout our property. People were stepping in it, tracking in inside - into the hallways, elevators, common areas and apartments! It was so disgusting! Then you have the infamous tenant who claims "IT WASN'T MY DOG!" So in 2011, we decided to try PooPrints. We no longer have dog waste problems, but if we get a report that there is dog waste, I simply take a sample, clean up the mess and send it off for analysis. When the results come back, I inform the tenant that the DNA testing came back with a 100% match to their dog. That's it! It's very simple and easy to use! I often speak to other housing facilities and I highly recommend using PooPrints!
Charles, in Nebraska, is extremely helpful and very timely with questions/requests/orders.
DNA analysis of samples takes quite a while
Ernie has always been great, every PooPrints rep I've ever spoken to has been great!
Every one is great to work with at PooPrints
Everybody just loves that we have poo prints in place
Expensive
From the day we sent letters out to our residents explaining the Poo Print Program we were joining, the residents started picking up after their dogs. It's been great.
Great selling point! People love that we enforce this!
Have been disappointed in some of the increases in fees and variations depending on market. Also have had better experiences with certain representatives than with others. If this was not the case, would have given an excellent rating.
High cost

Program satisfaction comments
I do not understand how this system works when most of the poo left behind is from owners of pets from outside this community.
I feel the program would be more effective for our property if we did not have a hotel next to us. Hotel guests tend to bring their pets onto our property and fail to pick up after them resulting in a lot of no matches.
I have new kits sitting on my desk. I need to start, but wasn't given any instruction or in-service.
I particularly liked the fact that we could identify a dog after one month - the waste sample originally came back from your lab as 'no match', but then the resident registered her dog, and we could match the sample to her dog. good feature to catch 'late comers'.
I would like packaging to mail samples.
It is way too expensive for no matches
It works but is a very expensive program.
It's easy to swab pups and get all of the information sent over. We have yet to have to test any messes left behind by owners, but because of the policy I do believe it keeps owners responsible for clean up
Love the company, the service and the cute lingo you use in your emails :)
Max Aligood is an amazing partner! Always available, responsive, and supportive to our community needs.
Please adjust so we do not have to hunt for the dn number associated with the dog when a sample is matched.
Poo Prints is efficient and organized in the way that they process pets and waste. They make it very straightforward to get all of the pets registered; when we send a dog waste sample in, they are efficient about processing and getting back to us with the match-up. This makes it simple for us to communicate to the pet owner and implement fines as needed.
PooPrints is amazing!
Prices are getting a little high
spring came with little to no dog waste on the yards. Typically, it would have been disgusting. Our lawn person also monitors the yards for waste continually.
still have not caught anyone
Thank you!
The process is simple -- so that's good. The price is high for processing.
The testing becomes a bit expensive when the dog/owner cannot be identified. In that case the Condo Association has to eat the \$59.95 testing.

Program satisfaction comments
The website and ordering system seems a little outdated.
Time between sample being sent and results being reported could be shorter? Otherwise we are very pleased with the program.
We are not yet completely on board, but just the announcement that we are changing the House Rules to accommodate PooPrints has reduced the offenders to a smaller number.
We are waiting for registration kits
We couldn't be happier with the results of implementing Poo Print at our apartments.
We get a lot of non matches
We have loved having this program- it was fairly easy to implement and now that everyone is on board the community is much cleaner and it helps our non-pet owner residents feel more satisfied that the grounds are consistently clean. We LOVE IT!!
We haven't had to use the program very much because of its deterrent aspects.
We only allow dogs that meet the requirements of service dog or companion dog, with proper documentation. We do not understand the process for getting the poo kit, website is difficult to register.

Appendix C: Other comments about the PooPrints program (from question 10)

Other comments about the program
A great deterrent
A no-brainer!
All apartment communities should implement this program!
As long as residents are bringing their dogs in for DNA testing this program is awesome!
Best change in pet policy we could have ever made!!
Definitely reduced the number of pet waste piles on the property.
Easy to use and holds residents accountable. Very happy with it!
Excellent program with excellent results.
Excellent program!
Great program keeps everyone honest! People who do not have pets like the program as well. It's a great selling point.
Great Program we love the service and Richard is a pleasure to work with
Great program with instant results!
Great program. Can't imagine not using it to control pet waste on the property.
Great service, and always prompt with response times.
I am a pet owner and the manager here. with pooprints I don't have to geuss whos poo is whos. I love it thank you.
I am disappointed in how long it takes to get results back after they are sent in.
I appreciate the quick responses and courtesy always given by Nick.
I don't like that the individual distributors create their own pricing. The cost of swabs and testing has increased exponentially over the years and we may get to a point where we cannot afford to keep the program. Not every sample results in a match so testing becomes costly. Without testing the program is useless.
I have none
I love it!
I love this program, it has removed conflicts between neighbors and arguments with our residents regarding them taking responsibility for not picking up after their pets.
I think it is a genius idea and very happy that we have it.
I think it is a wonderful idea. No follow thru!

Other comments about the program
I will admit that I was skeptical about the program when we started however I couldn't be more happy with the program and HIGHLY recommend PooPrints.
If anyone asked me, hands down I would say it is worth the time, the cost and I would implement it again if I had the chance. I wish I did it sooner. Its a great selling point to our community and only the people who are the problem have complained, but its easy to overcome their objections!
It is very easy to use.
I've gotten used to it, but the dashboard/website for entering pets could be updated. But still works fine!
Love the program. There are a lot of non-matches at our properties and we are fairly diligent about unauthorized animals as we are completely pet friendly.
My only concern was recently we had an old poo sample that was matched with DNA that was added to our file after the poo sample was sent in, but it was a sample from like 9 months ago. The dog was DNA'd well before that. Hard for me to send a letter and charge a fee from a violation that long ago. Not sure how often you run against unmatched samples, but hopefully a lot sooner than that and this was a fluke
OK program
Our community is beautiful. It is great to be able to walk in the grass and not have to look down all the time. Although it isn't perfect pet waste has lowered so much.
Our program has been in place since the property opened. It works so well that it is part of our leasing presentation. Pet owners and non-pet owners are equally pleased with the results.
Our rep is fantastic and the program is easy!!
Our residents love how clean it is.
PooPrints hasn't been as effective as we originally thought. We have had more non-matches than matches despite following the swabbing procedures perfectly.
residents will DNA without question
sometimes I am concerned the swab kits we send in do not have enough DNA on them. Always concerned that we are not getting feedback on incorrect swabs.
Takes to long to receive results sometimes.
Thanks for all you do. By far one of my favorite vendors.
The amount of money spent for registration kits and sampling seems unreasonable.

Other comments about the program
The best thing we have done for our complex. We have had several fines issued and residents are very much aware that any droppings will be tested and if we have a match \$500.00 fines are issued immediately
The four samples we sent for testing came back with accurate results which we feel has had a positive impact on all pet owners to obey the local pet policy
The prices keep going up. I would like to see a fixed rate based on the # of pets at the property.
The staff is very responsive & we have had an overall positive experience with this product
this has helped a lot with our pet waste problems!
This is the best program! It eliminated the problem pet owners who ignored their pet waste, no matter where they were! Great program and I use it on all the associations, COA and HOA that I manage.
This program has changed the game for us. We truly love the program
this program is not working for this association.
User friendly - in gathering the DNA sample, mailing it in, registering the dogs online & sending in feces samples...all super easy & effective
Very effective, excellent program
Very pleased with the program and very glad we started using PooPrints! It's made a world of difference.
Very satisfied with how clean Poo Print has made the community. People are taking responsibility for their pets waste and it is no longer an issue. Would recommend to anyone having issues with pet waste in their community.
We are a 161 unit luxury residential (non rental) condominium property. Our pet policy requires all dogs to be DNA tested.
We are excited with this new program and have had a great feedback since implementing the program.
We are in need a 3-4 kits to have on hand.
We are very pet friendly and very customer focused. We see the Poo Prints program as an added benefit to control pet waste, which prior to Poo Prints was a major source of concern from residents. This program works as long as the onsite team members are diligent in swabbing new dogs and sending off samples immediately!
We have had good success
We have not implemented it at this property yet, however, I used it at another property and it was amazing how it keeps people accountable.
we just started the program, so we have not been able to see the total effects of it yet, but everything we have seen so far seems very positive.
We love the program. Ernie Jones has been fantastic to work with.

Other comments about the program
We will use this on every site from now on.
We've been very pleased with the program and service.
When emails are sent with results, can you just include the details (dog name location, time) in the email? Thanks!
When it works it is great. There are a lot of fees at every step in the program.
Where is there a test for felines
Works just like it says! Helped our property stay beautiful and holds residents accountable. Would recommend it to anyone in the industry.