

INSTRUCTIONS

You are reviewing a sample results presentation for Acme Real Estate's 2023 Tenant Survey, which includes tenant respondents from Acme's portfolio of office buildings. Please flag any errors and inconsistencies after the cover slide. You are welcome to note these items directly within the PDF or in a separate Word or Excel file.

Formatting Guidelines:

NUMBERING

Average scores are rounded to two decimal places (e.g., 4.00)

Percentage scores have no decimal places (e.g., 100%)

Differences in scores are rounded to one decimal place and include +/- sign and leading zero (e.g., +1.5%, -0.5%)

CHARTS

All charts should have clearly labeled axes and titles

Chart titles, axis titles, and legends should be centered

Number labels should be placed inside the top end of the bar

MISC

Question names are capitalized in tables and chart titles except for pronouns (e.g., Overall Satisfaction with Management)

Formatting should be as consistent as possible, including font, sizing, color, capitalization, abbreviations, alignment, etc.

Assume all numbers & calculations (score differences, etc.) are correct



Grace Hill® | KingsleySurveys

Acme Real Estate

2023 Tenant Survey

RESULTS ANALYSIS

Survey Program Overview



Survey sent to multifamily residents

Tenants with valid email addresses received up to five email invitations



Kingsley Portal utilized to track response rates, view survey transcripts, and monitor Dashboard of scores in real time

Alert emails sent to property managers for contact requests and low satisfaction

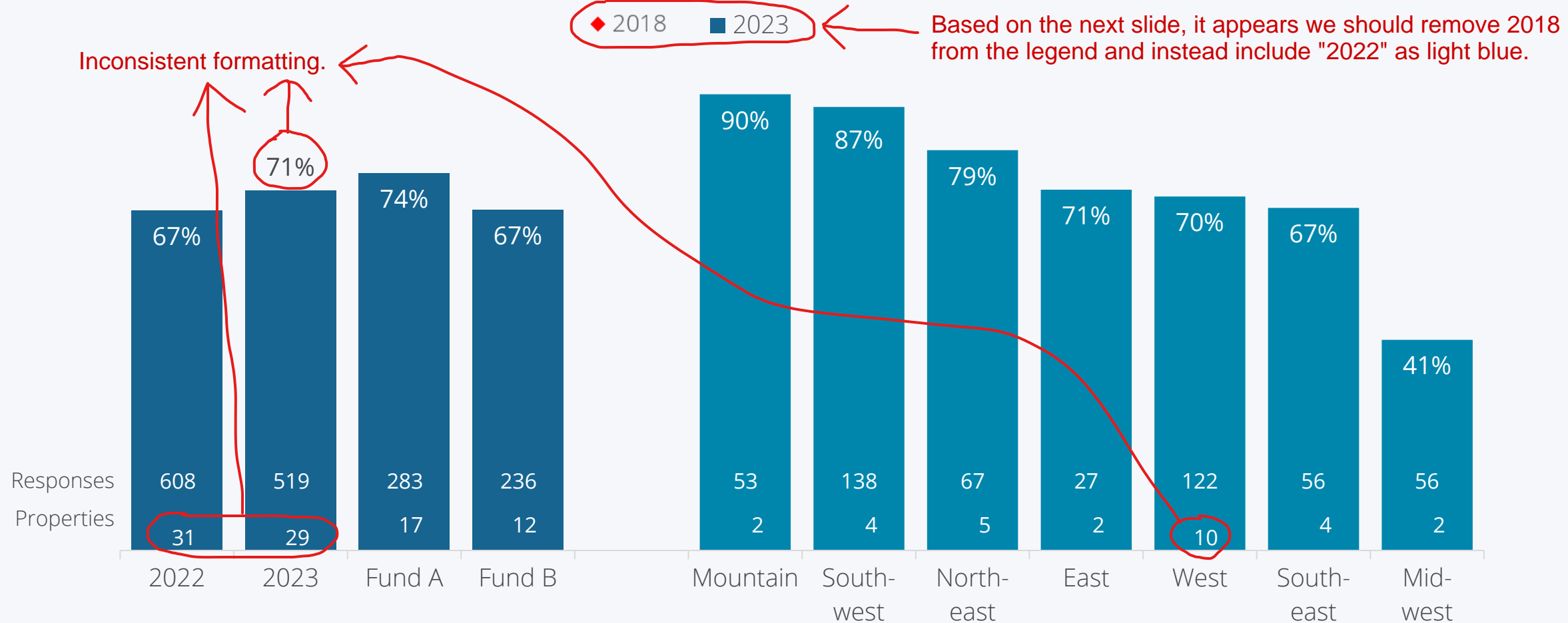
Three levels of reporting: portfolio, market, and property

Response Rates

Response rates decline from prior year, driven by increases in East and West regions



Response Rates by Fund and Region - Time Trend

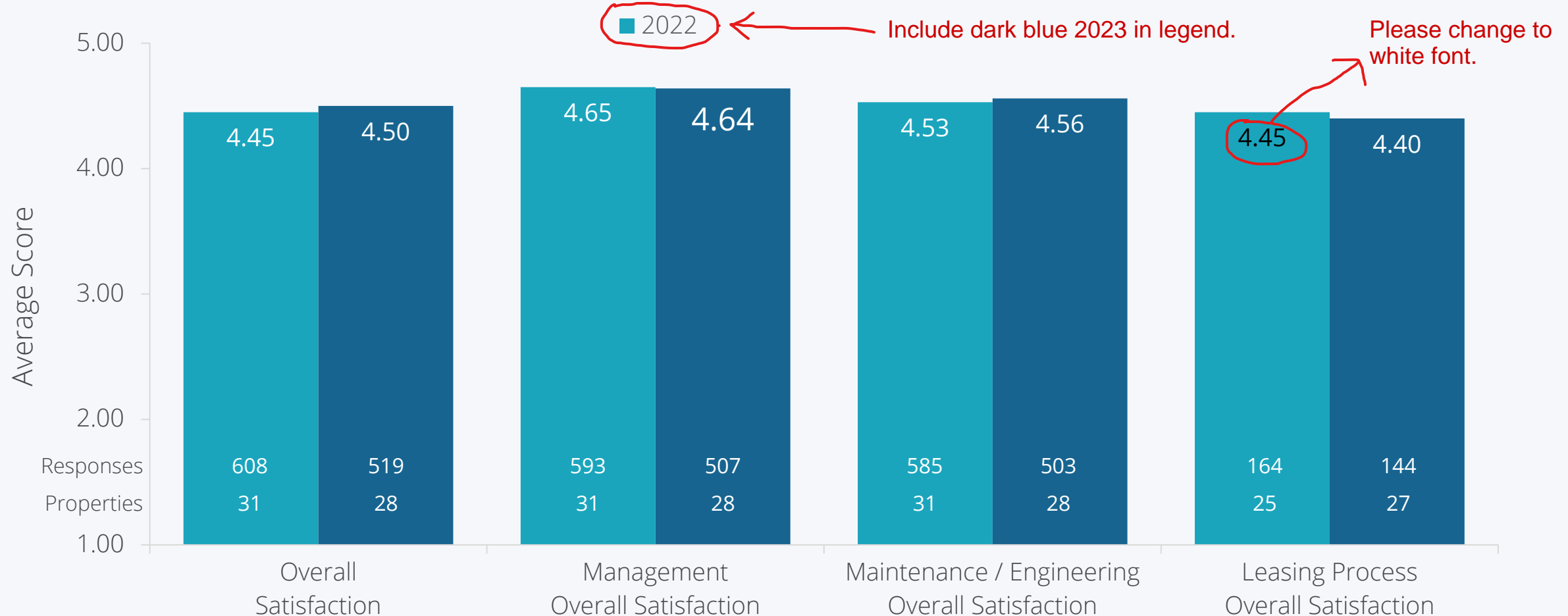


Key Performance Indicators

Overall Satisfaction improves from prior year



Key Performance Indicators - Time Trend



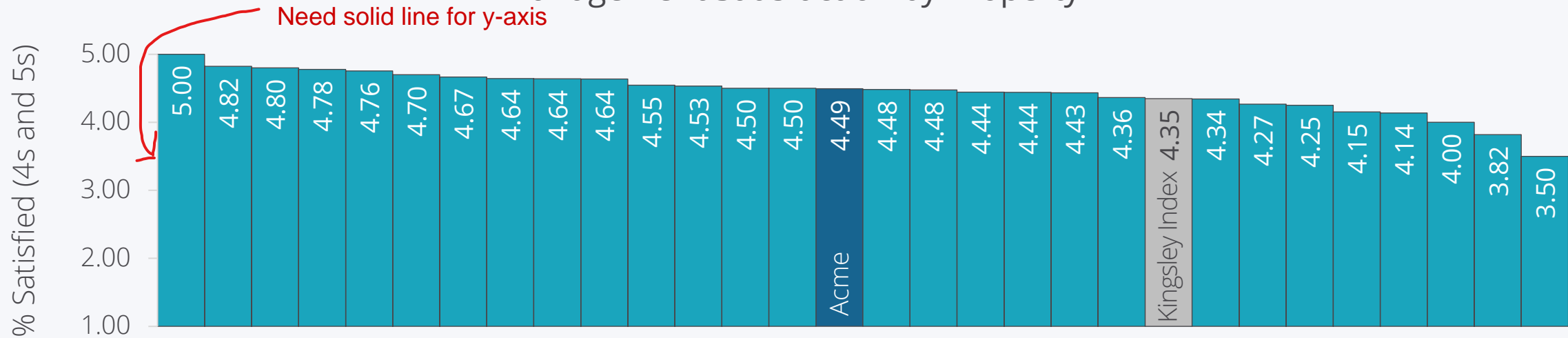
Leasing Satisfaction



Twenty-one of 28 of properties outperform the Index in leasing satisfaction

29 properties total

Management Satisfaction by Property



Top Five Properties (n≥10)	Score	Region	New vs. Legacy
Property 12 (n=17)	5.00	West	Legacy
Property 6 (n=25)	4.82	West	Legacy
Property 3 (n=45)	4.80	S. East	Legacy
Property 19 (n=30)	4.78	Midwest	Legacy
Property 8 (n=28)	4.76	Northeast	Legacy

Top Five Properties (N≥10)	Score	Region	New vs. Legacy
Property 7 (n=15)	4.15	N. East	Legacy
Property 11 (n=9)	4.14	East	Legacy
Property 18 (n=26)	4.00	Midwest	Legacy
Property 10 (n=22)	3.82	Southeast	Legacy
Property 1 (n=11)	3.50	West	Legacy

table should have solid black lines

Correlation with Overall Satisfaction

Management performance areas constitute six of top ten areas most correlated to overall satisfaction



Top Ten Performance Areas Most Correlated with Overall Satisfaction

Correlation

Overall Satisfaction	2023	KI	Diff. to 2022	Diff. to KI
Overall Satisfaction	4.49	4.34	+1.0%	+3.4%

Drivers of Overall Satisfaction	2023	KI	Diff. to 2022	Diff. to KI
Management - Overall Satisfaction	4.65	4.53	+0.1%	+2.8%
Management - Problem Resolution	4.52	4.41	-0.5%	+2.5%
Transition - Overall Transition Process	4.25	--	+2.2%	--
Management - Communication	4.63	4.48	+0.6%	+3.3%
Mgmt. - Responsiveness	4.68	4.56	+0.9%	+2.6%
Mgmt. - Accessibility	4.64	4.53	+0.9%	+2.5%
Management - Accommodation of Special Requests	4.6	4.49	+0.4%	+2.4%
Satisfaction with new ownership	3.95	--	+7.2%	--
Transition - Communication During the Transition	4.14	--	0.7%	--
Leasing - Overall Satisfaction	1.96	2.11	0.2%	-9.8%

Satisfaction with New Ownership

correct to 4.60

correct to +0.9% and +0.4%