



# >> Kingsley Associates

## Q4 2011 Industry Trends – Multifamily

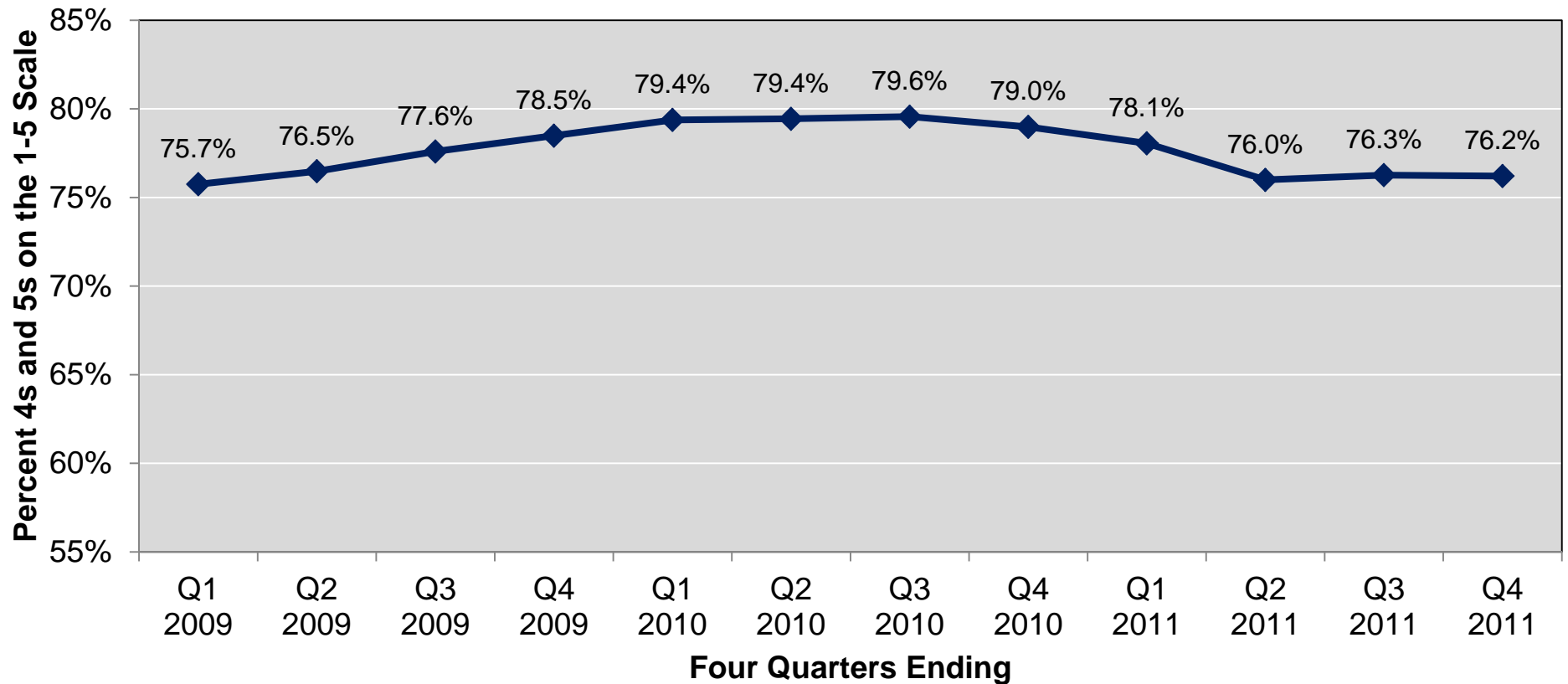
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Peggy Robinson, Vice President of Marketing  
770.908.1220 ext 244 | [probinson@kingsleyassociates.com](mailto:probinson@kingsleyassociates.com)



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# >> Overall Resident Satisfaction



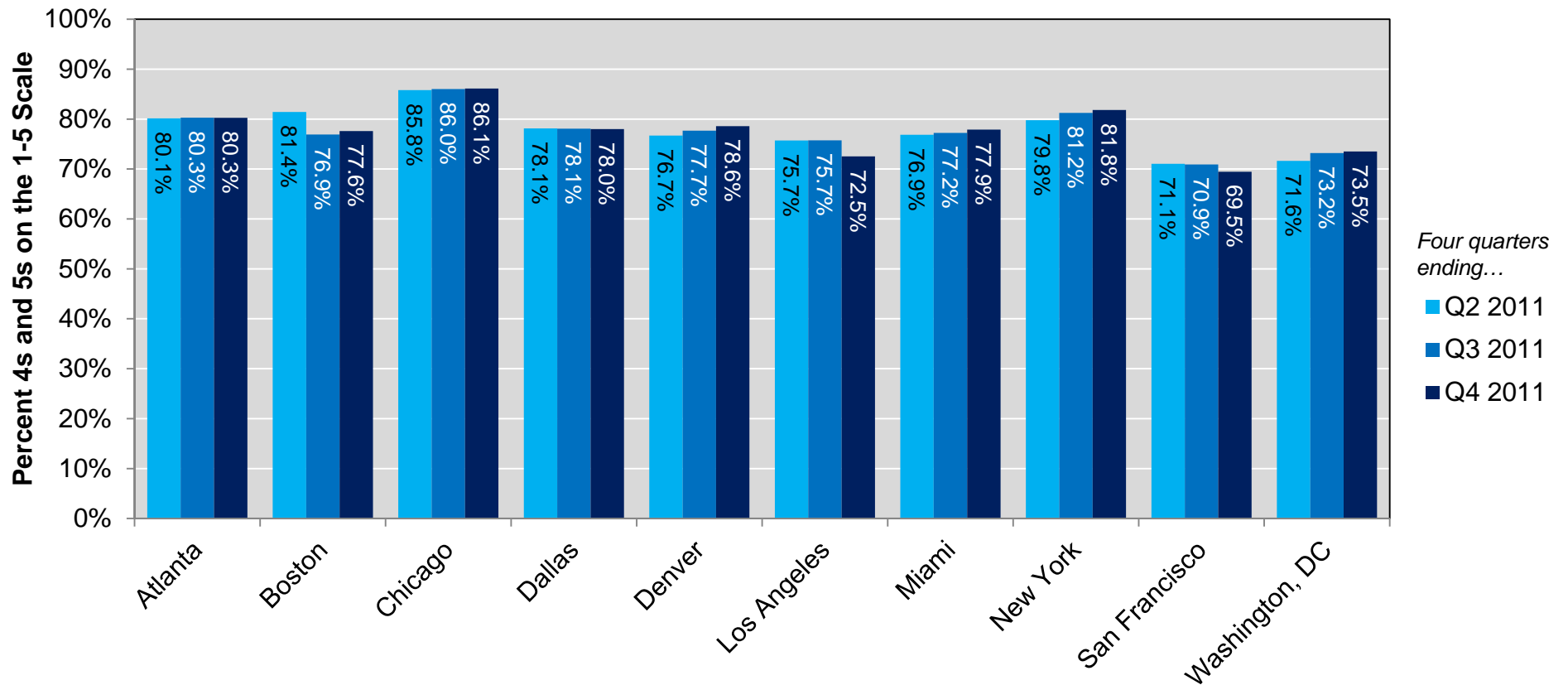
Source: Kingsley Index<sup>SM</sup>, multifamily properties nationally

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# >> Overall Resident Satisfaction by Market



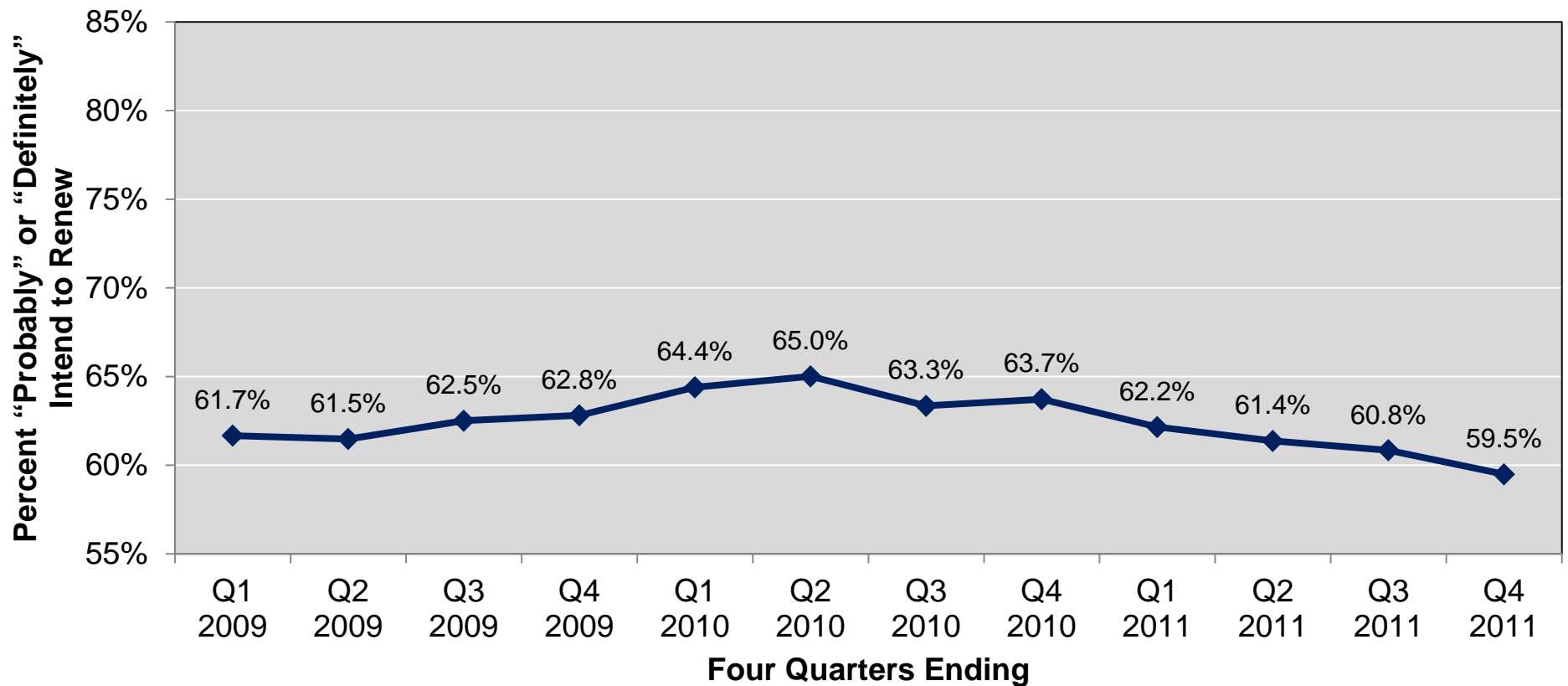
Source: Kingsley Index<sup>SM</sup>, multifamily properties

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# >> Renter Renewal Intent



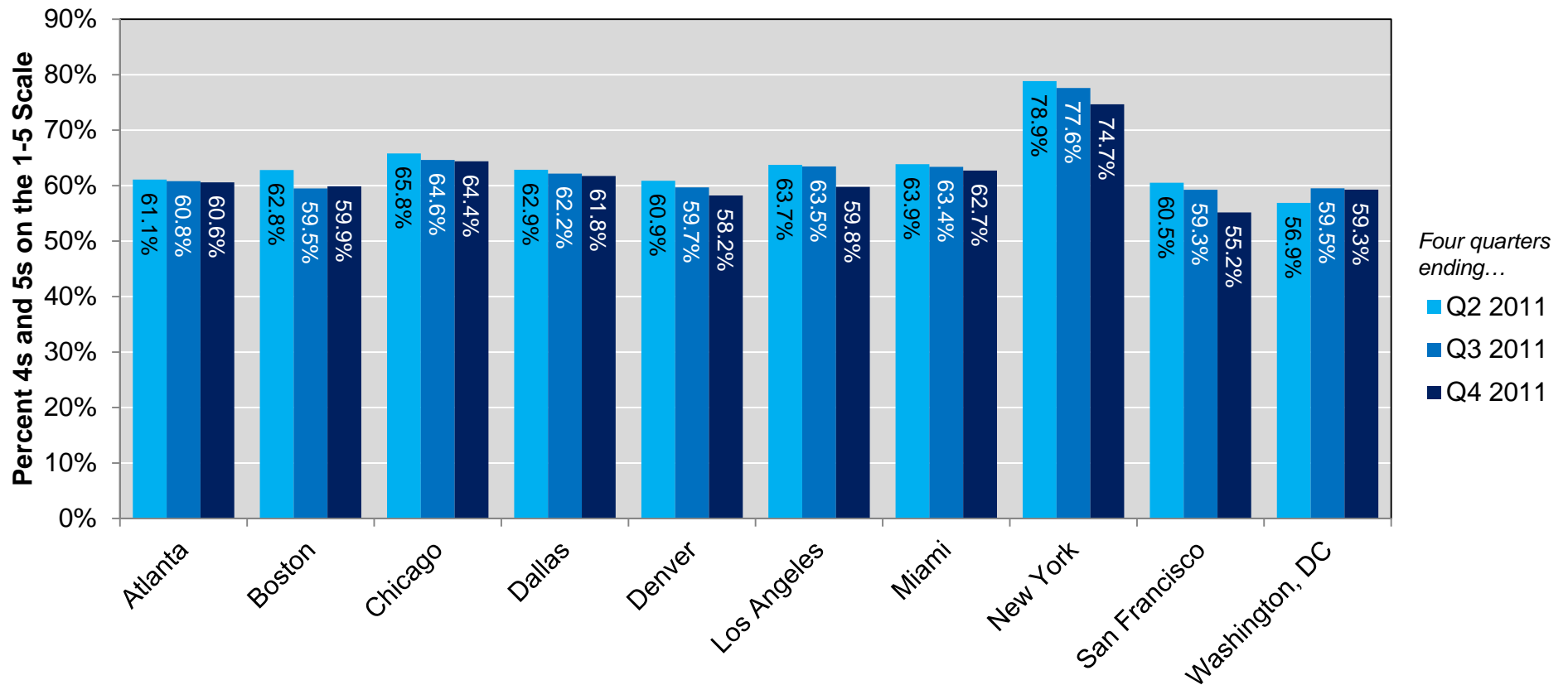
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# >> Renewal Intent by Market



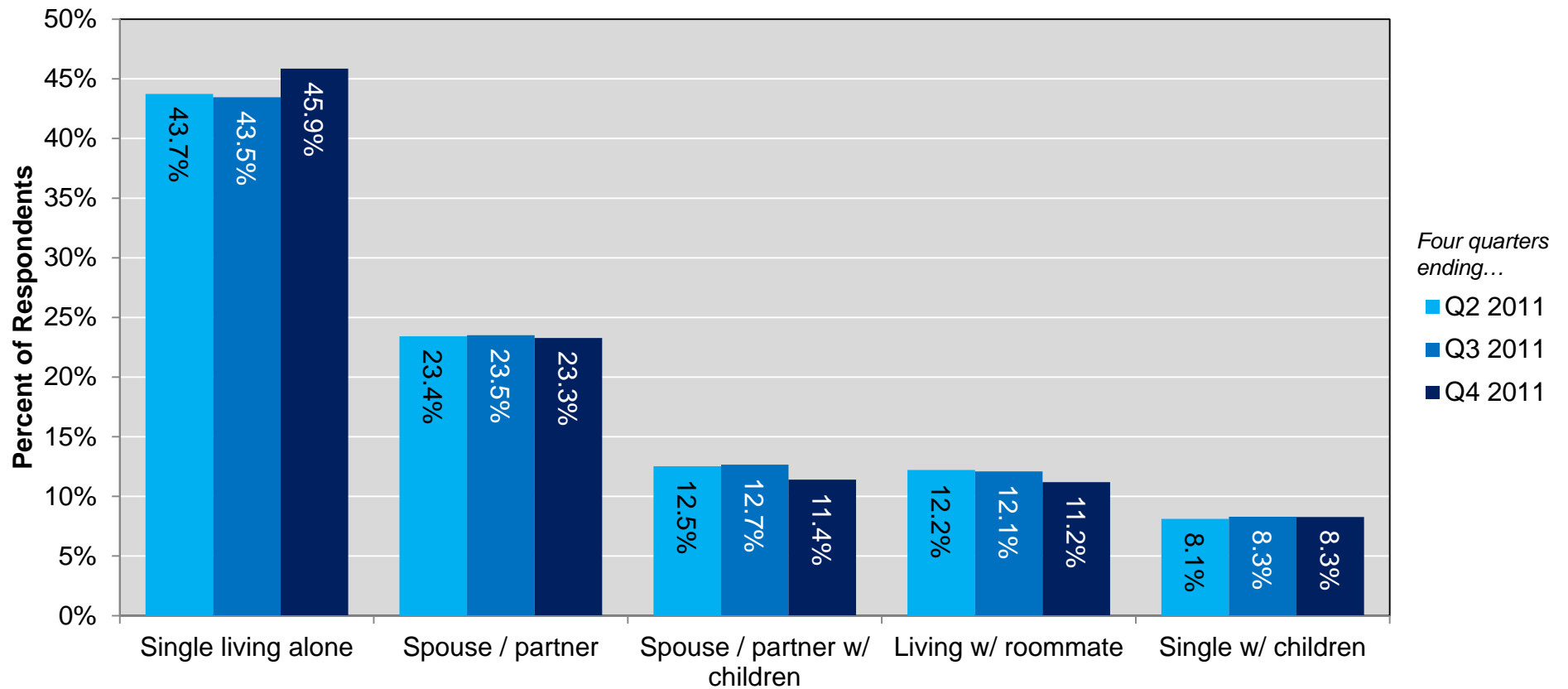
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# >> Living Arrangement



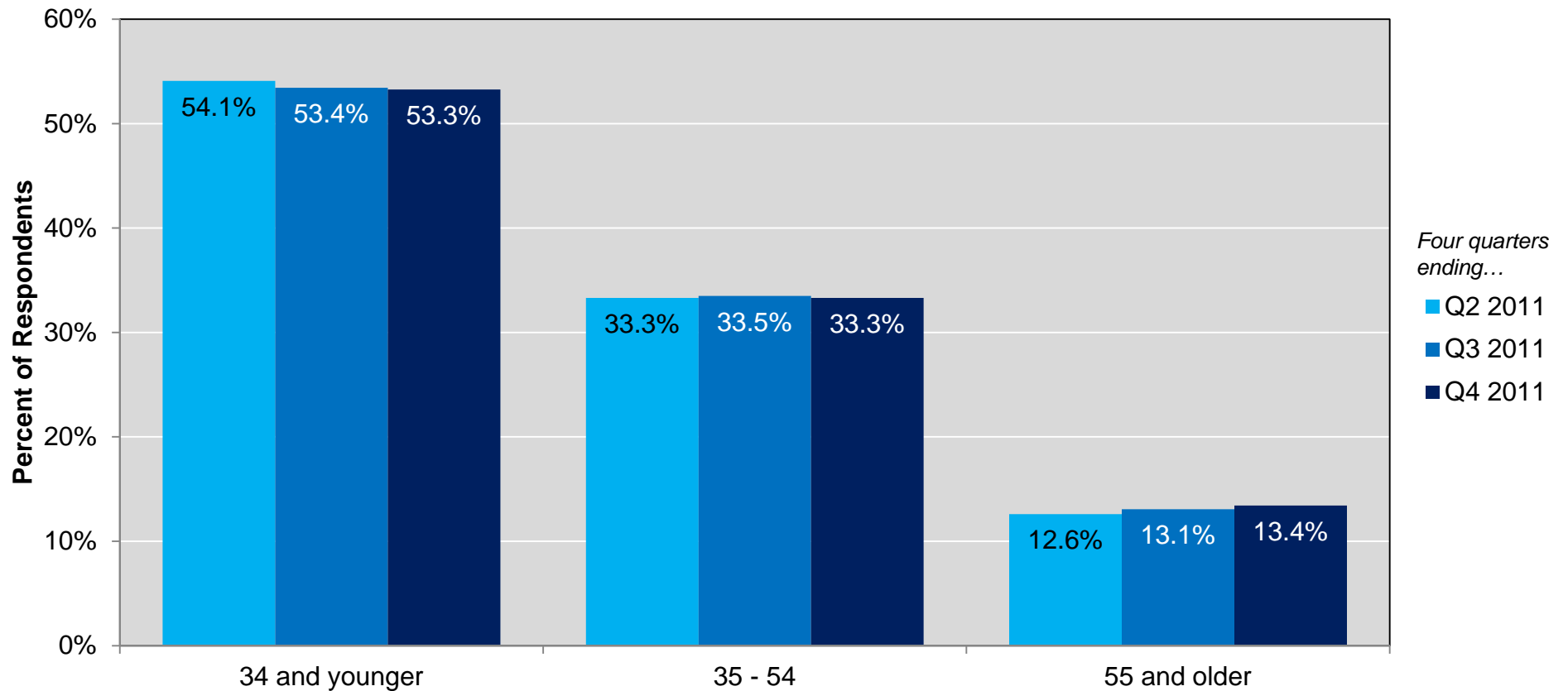
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# >> Age Group



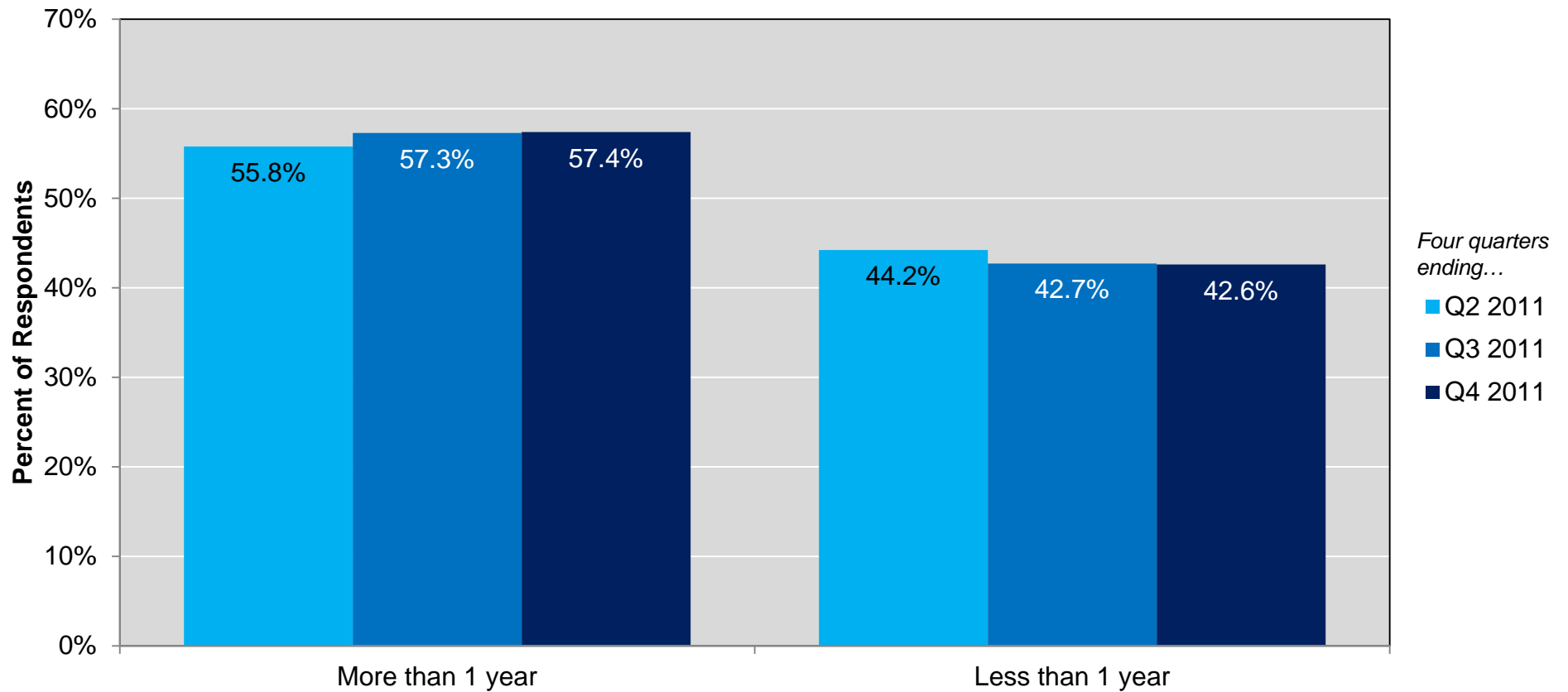
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# >> Length of Residence



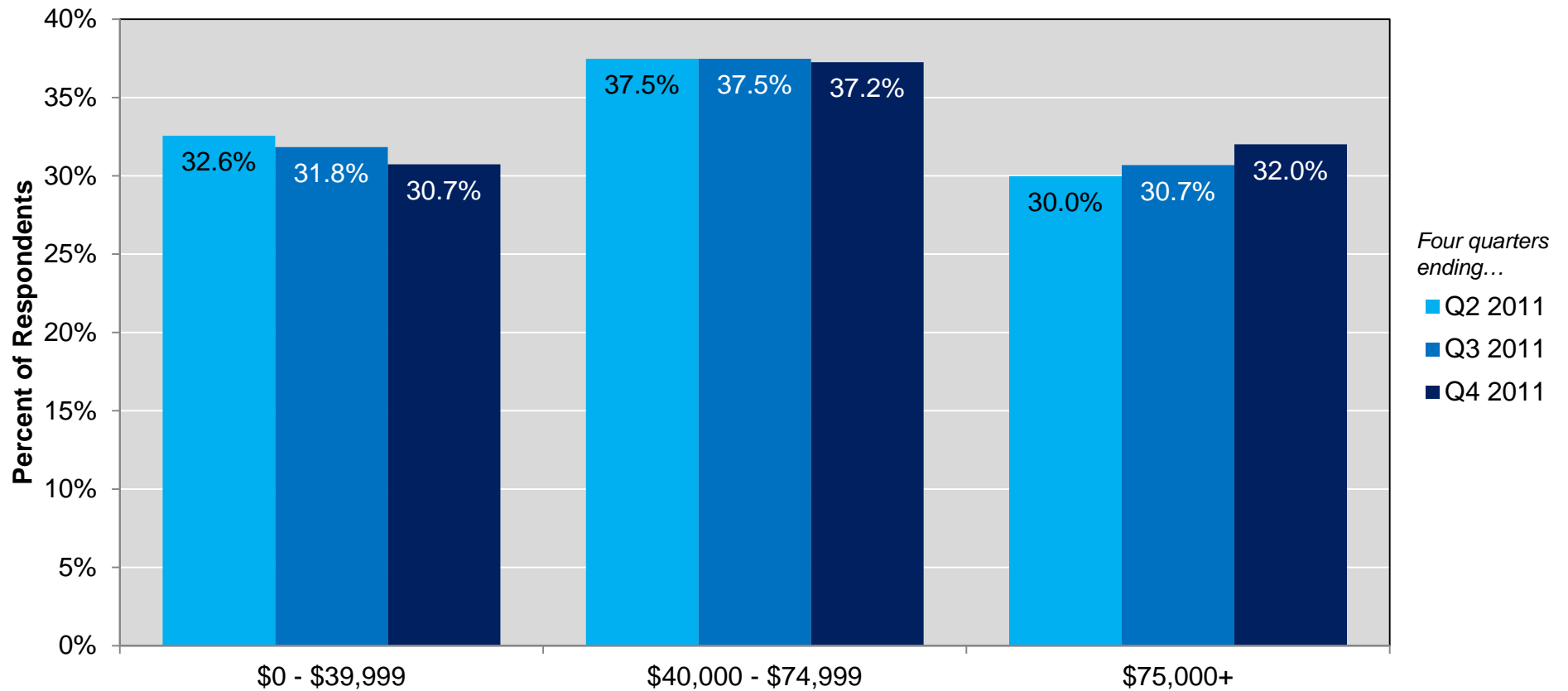
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# >> Household Income



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- Portfolio performance scorecards
- Time and motion studies

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- Succession planning
- Competitive positioning assessments
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