



>> Kingsley Associates

Q3 2011 Industry Trends – Multifamily

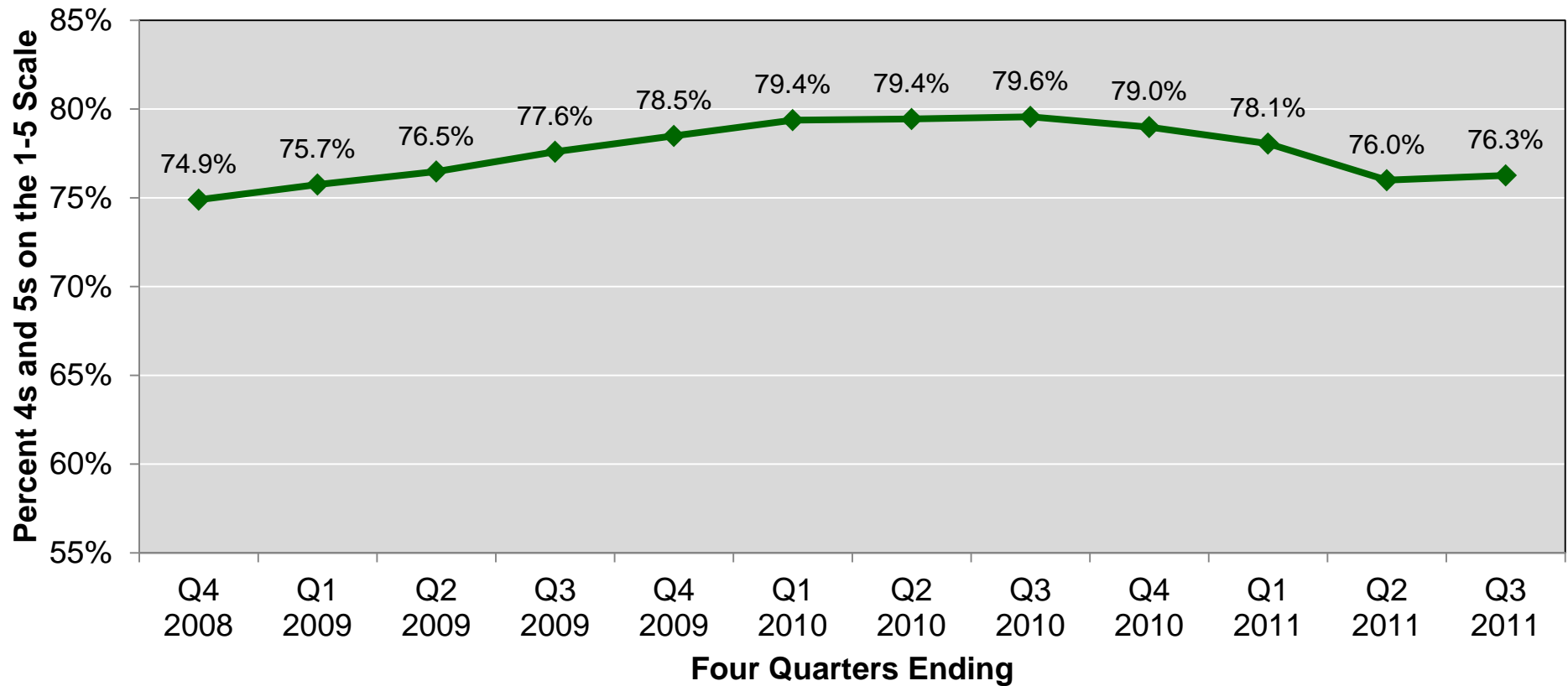
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Peggy Robinson, Vice President of Marketing
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>> Overall Resident Satisfaction



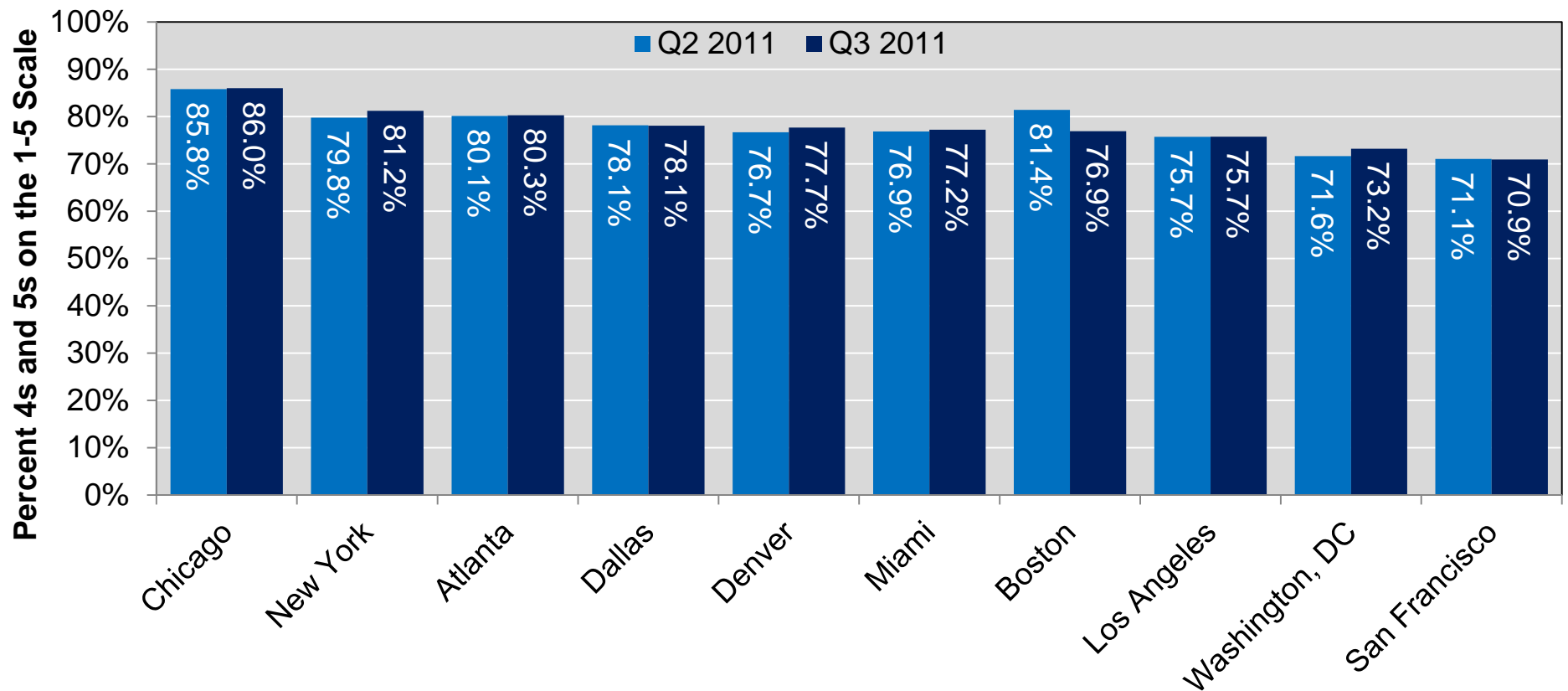
Source: Kingsley IndexSM, multifamily properties nationally

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>> Overall Resident Satisfaction by Market



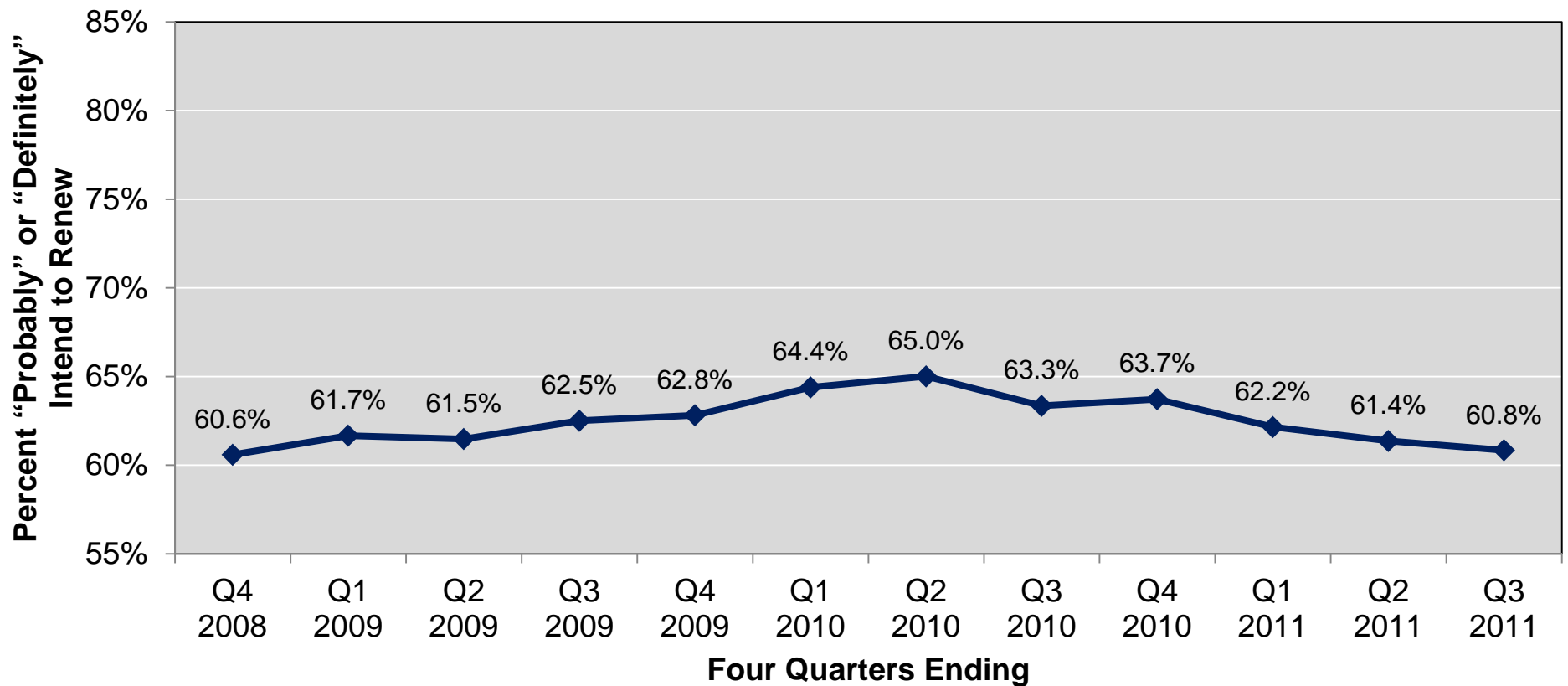
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>> Renewal Intent



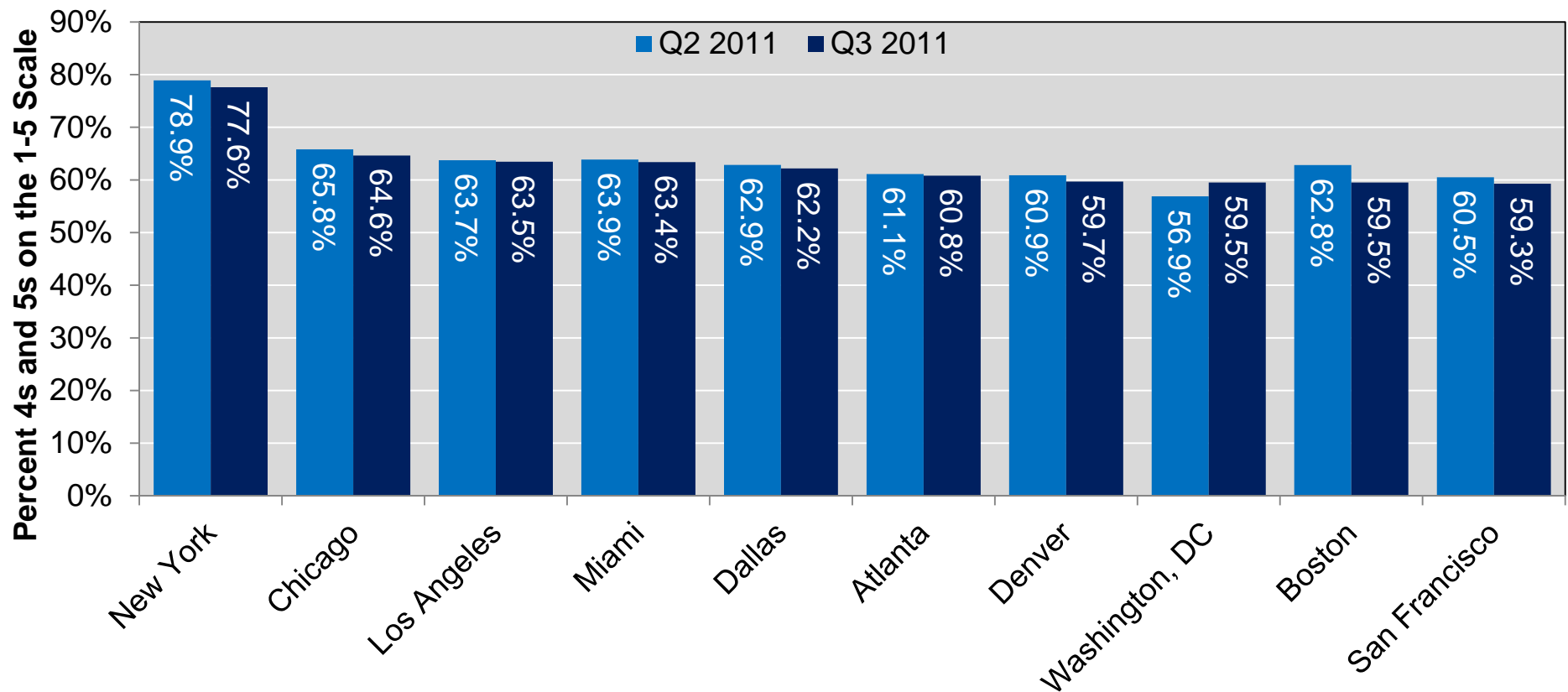
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>> Renewal Intent by Market



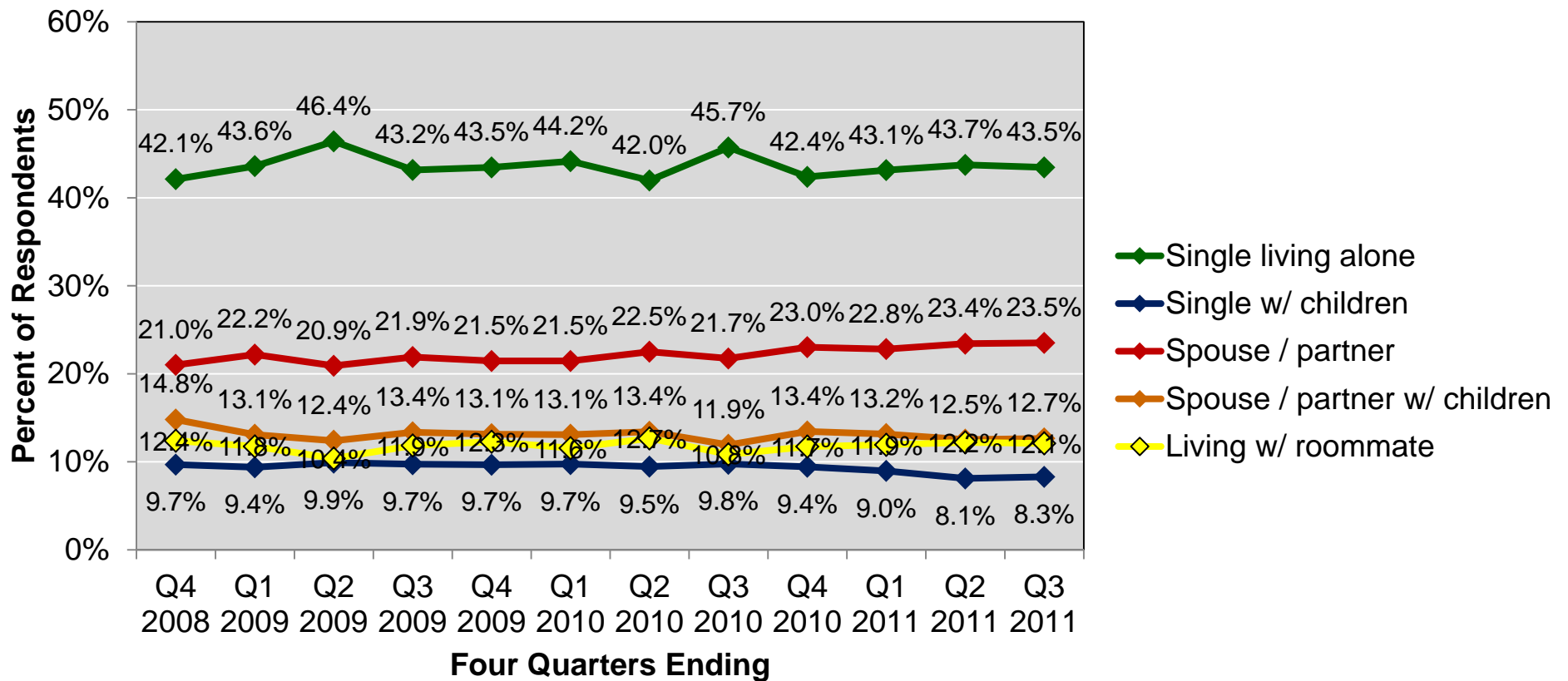
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>> Living Arrangement



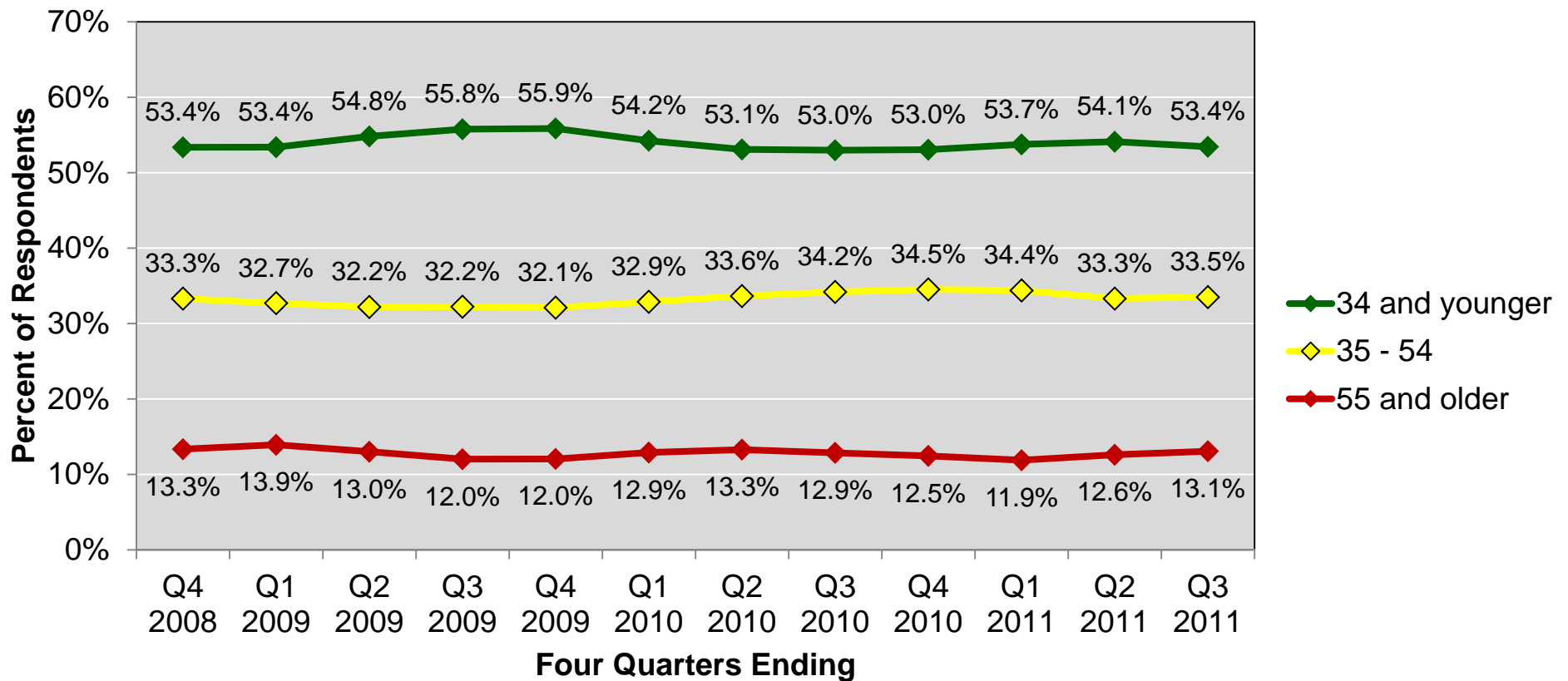
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>> Age



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- Fund structuring and fee benchmarking
- Portfolio performance scorecards
- Time and motion studies

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