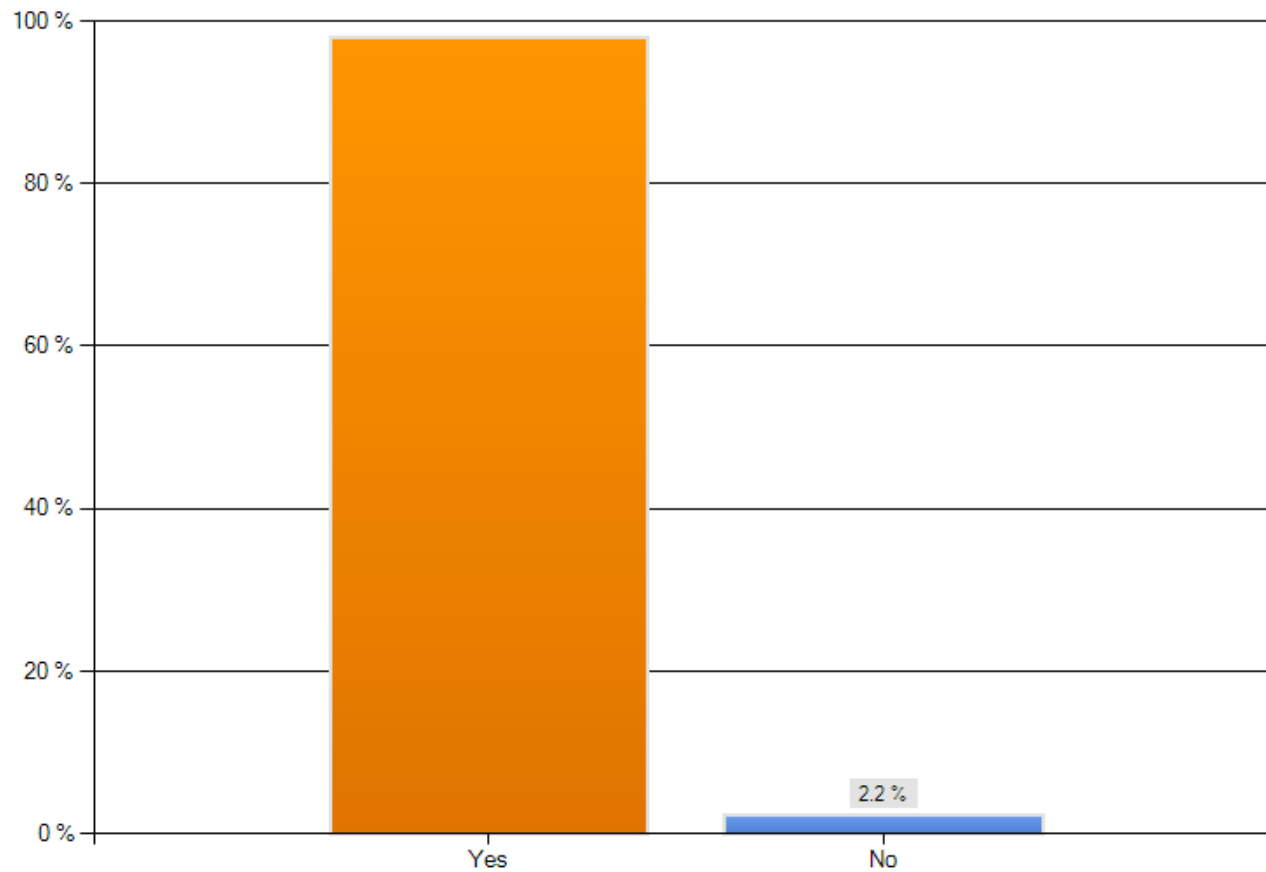




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

Based on our performance in 2012 would you refer your friends and family to Benefit National Property Management?

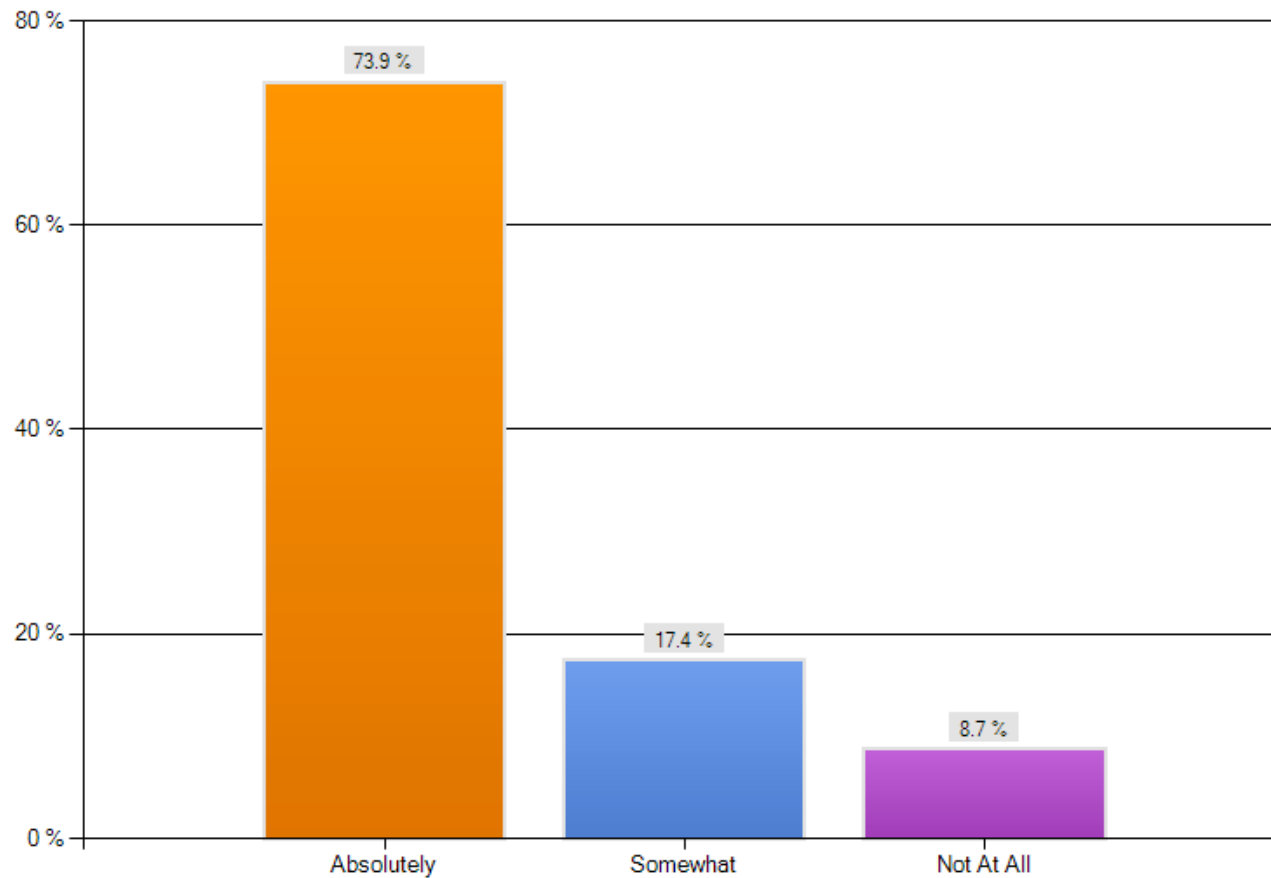




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

Was making your year end statements and 1099s available in your online portal for the 1st time this year a valuable feature?

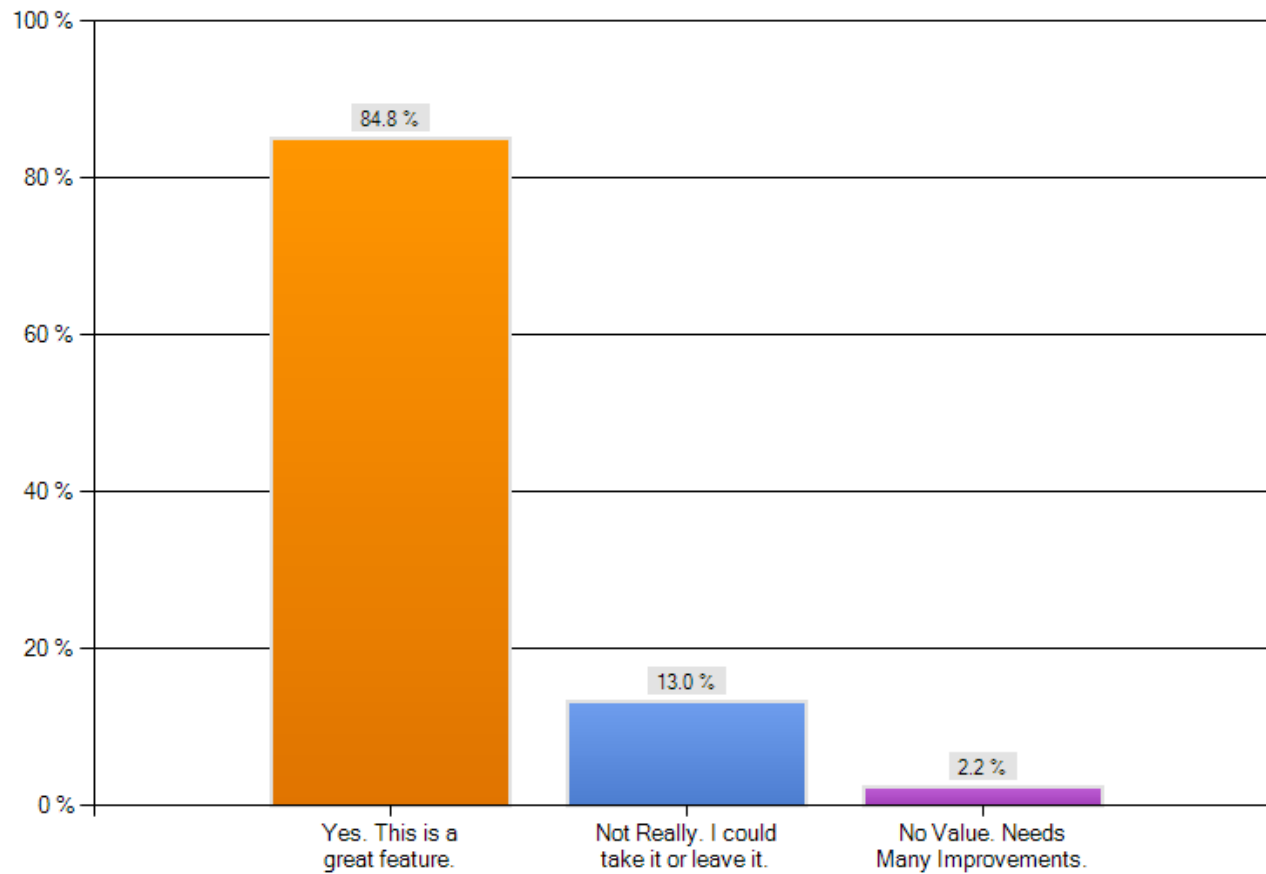




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

In 2012 we implemented an online portal feature allowing you to view details of Repair Requests made on your home. Is this a valuable feature in your opinion?

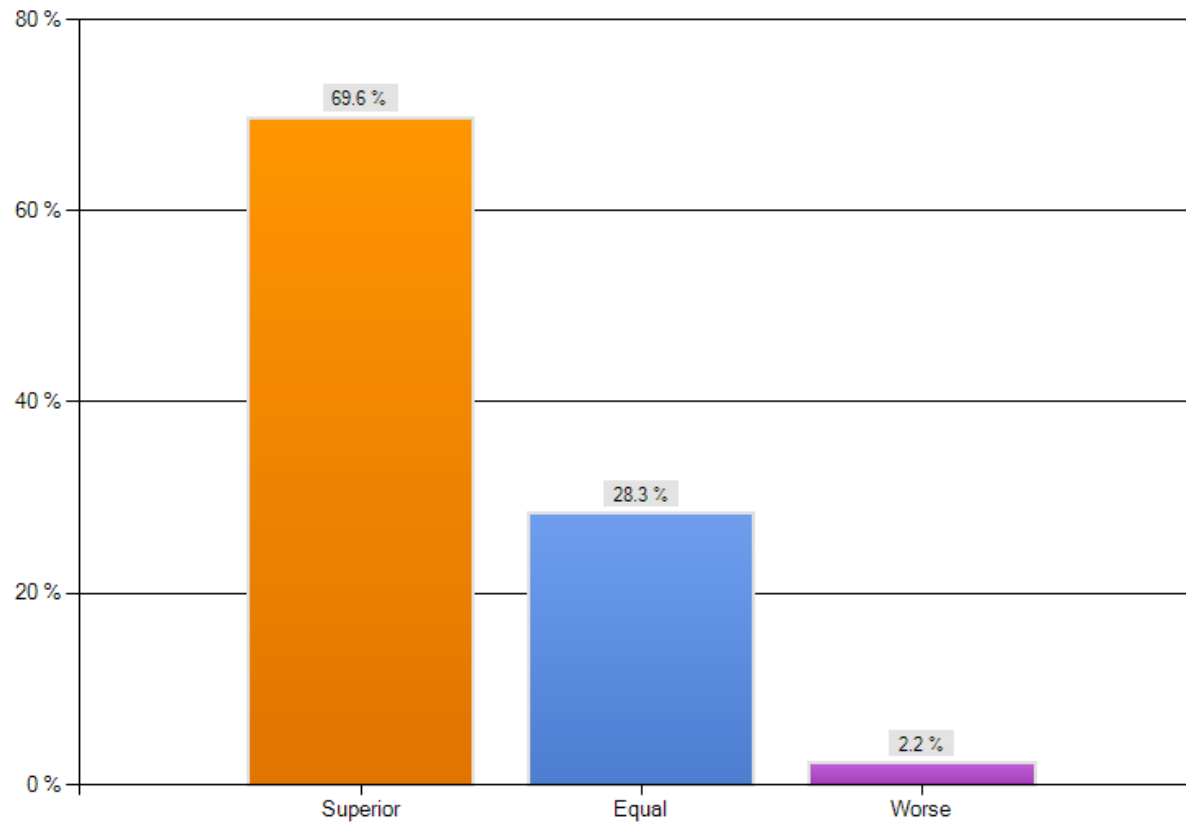




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

If you've had experience with another management company in the past, how would you rate us overall as compared to the other company?

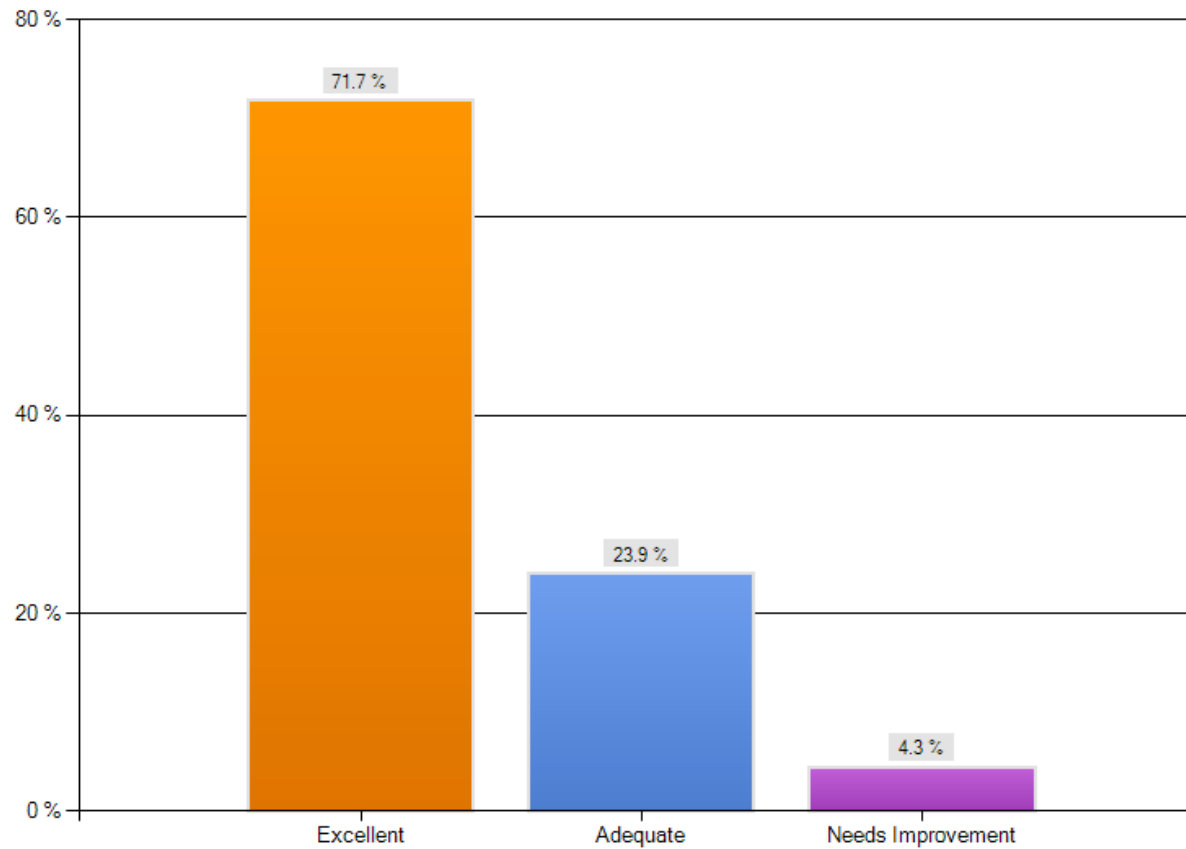




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

How would you rate our ability to get your property leased in the quickest time possible?

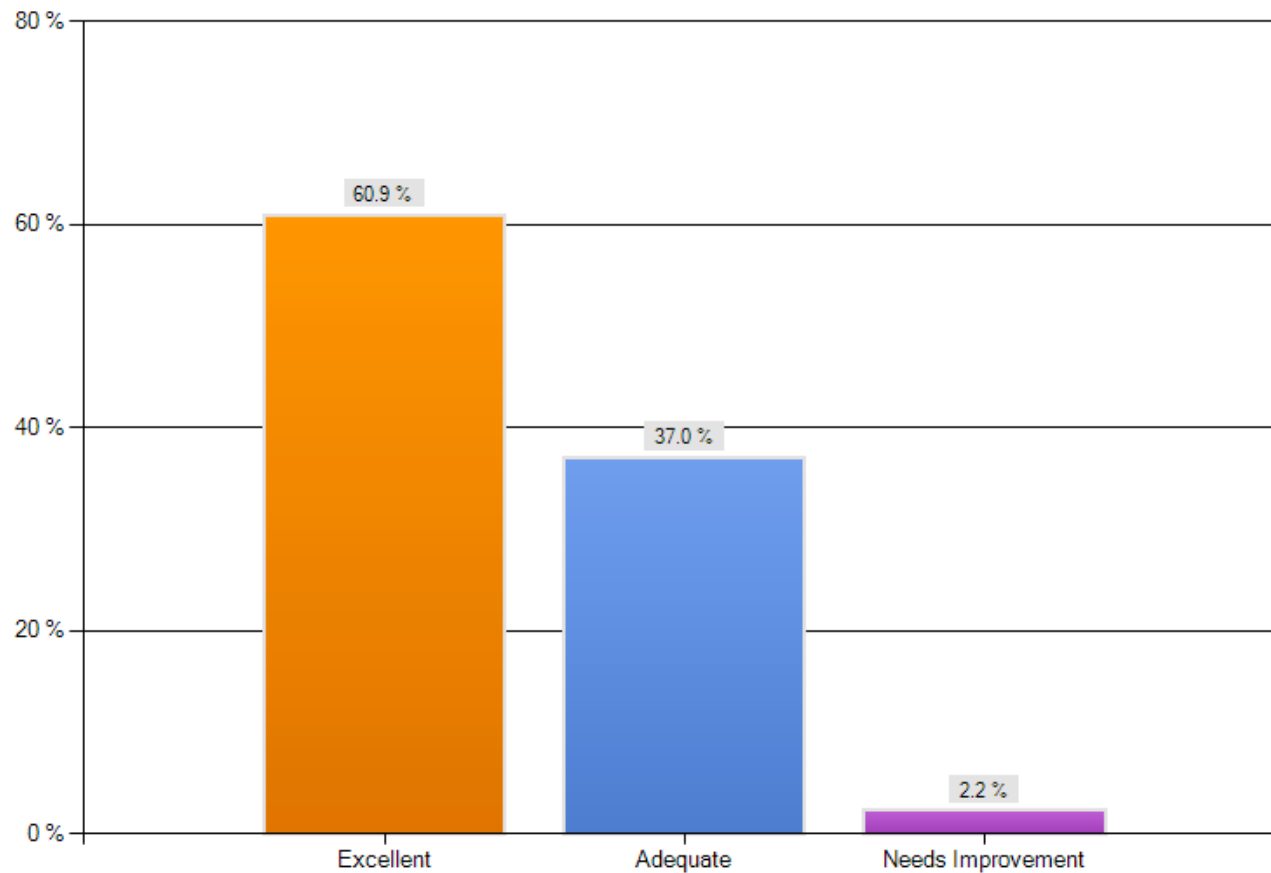




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

Do you feel that our fees are in line with the quality and quantity of the services provided to you?

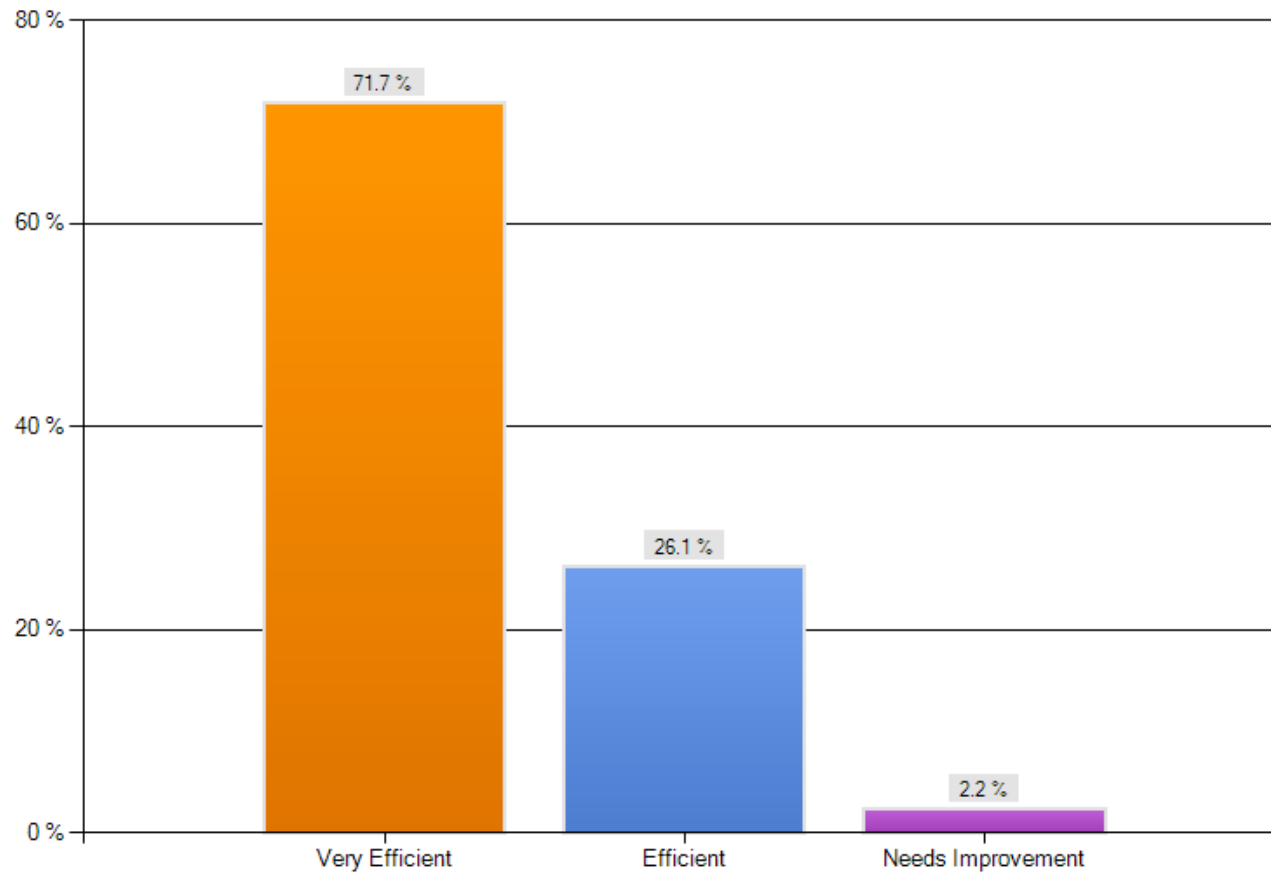




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

How would you rate our speed in addressing any questions or inquiries you have as a client?

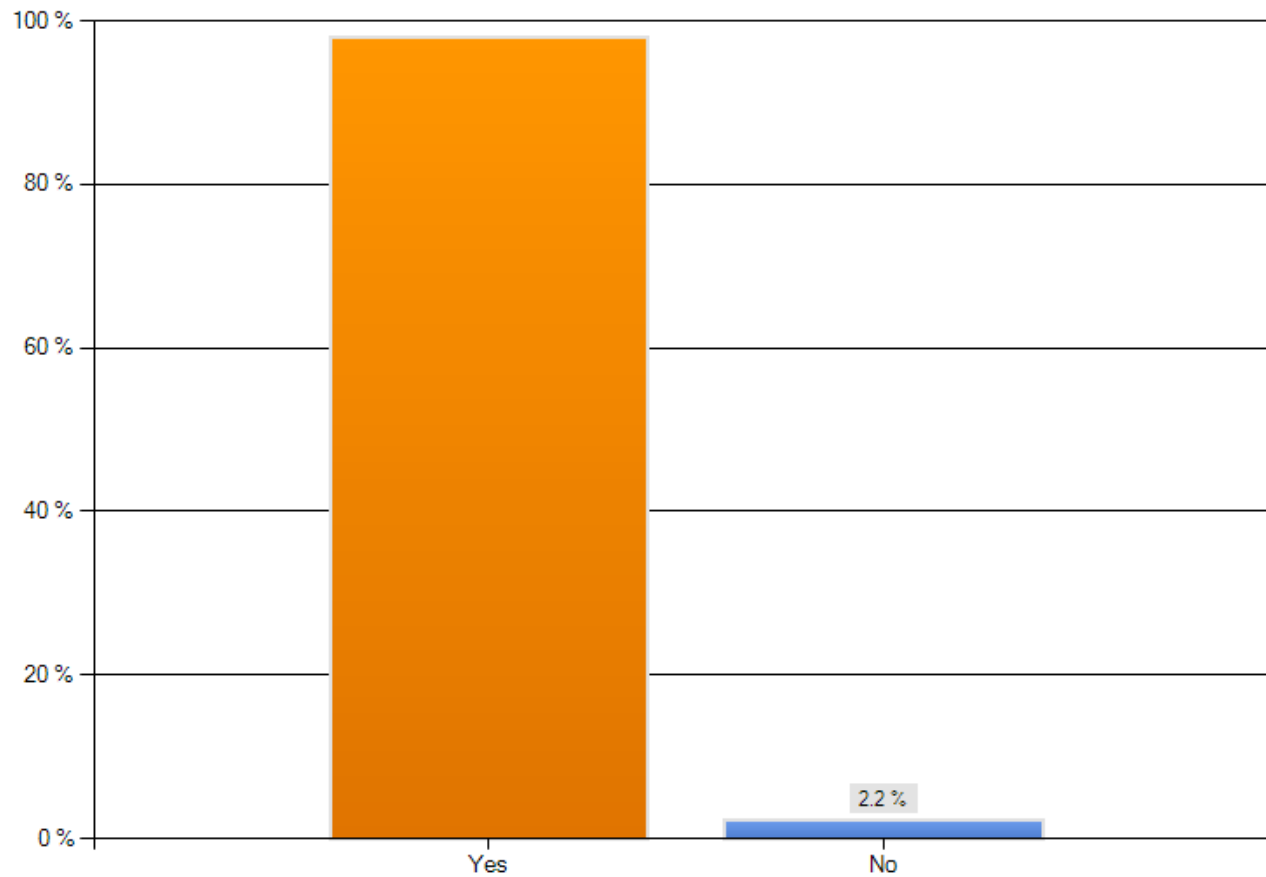




Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

Do you feel that our "Certified Funds Only" policy for rent payments enables us to provide you your rent money more quickly than if personal tenant checks were accepted?





Benefit National
PROPERTY MANAGEMENT

2012 Yearly Owner Survey

Do you feel that the automated e-mail notifications regarding your property is a valuable service?

