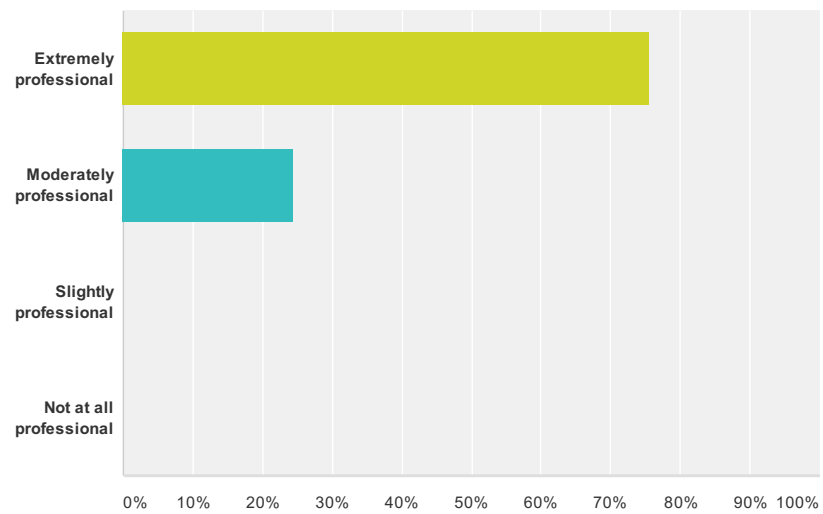




Benefit National  
PROPERTY MANAGEMENT

## 2013 Yearly Owner Survey

Q1 How professional is our company?



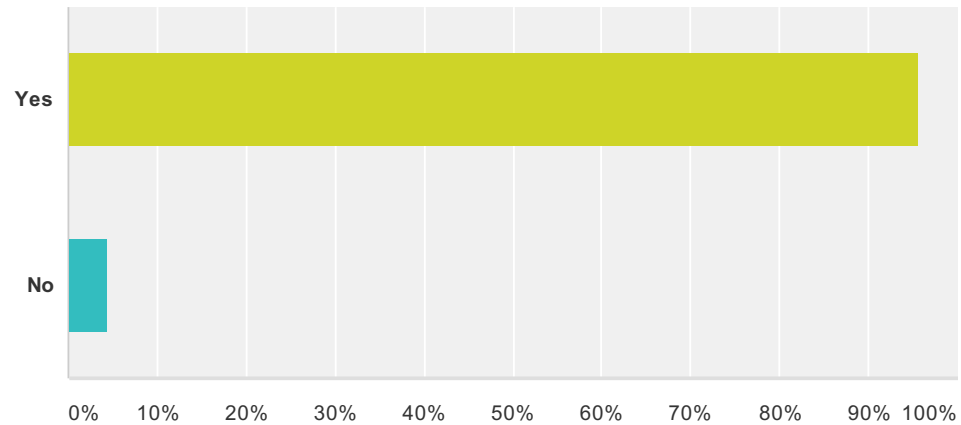
Answer Choices	Responses
Extremely professional	75.56%
Moderately professional	24.44%
Slightly professional	0.00%
Not at all professional	0.00%



Benefit National  
PROPERTY MANAGEMENT

## 2013 Yearly Owner Survey

Q2 Based on our performance, are you comfortable referring friends and family to BNPM?



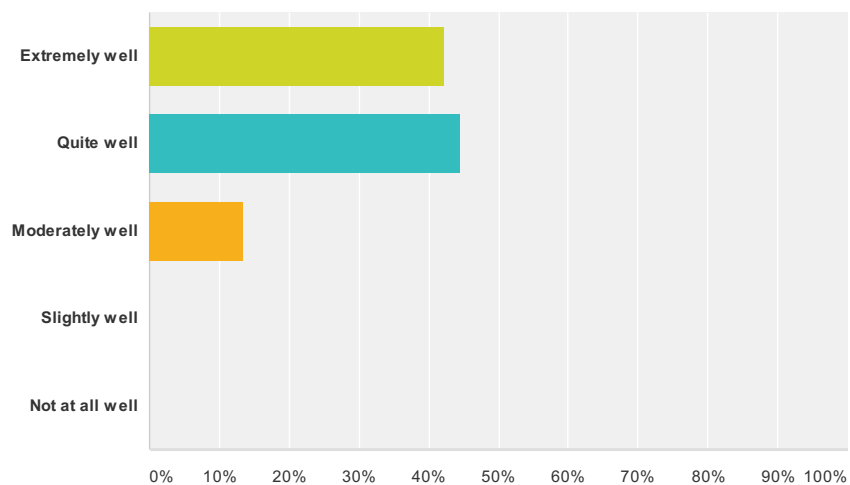
Answer Choices	Responses
Yes	95.56%
No	4.44%



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PROPERTY MANAGEMENT

## 2013 Yearly Owner Survey

Q3 How well do you feel that our company understands your needs as a property owner?

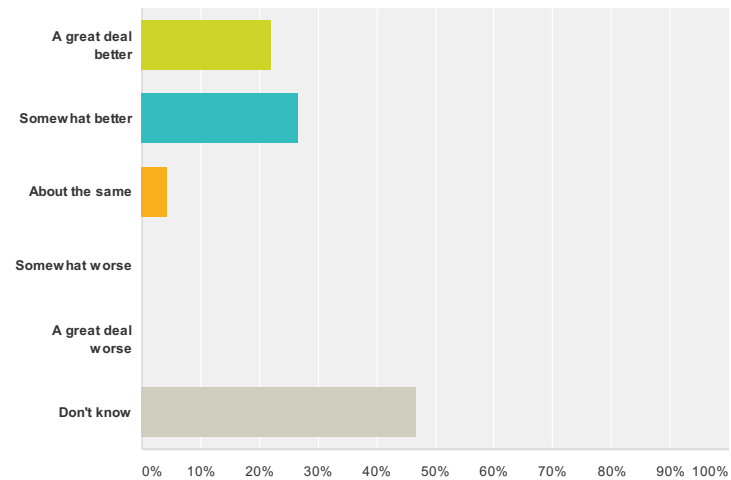


Answer Choices	Responses
Extremely well	42.22%
Quite well	44.44%
Moderately well	13.33%
Slightly well	0.00%
Not at all well	0.00%



## 2013 Yearly Owner Survey

Q4 Compared to our competitors, are the quality of our services better, worse, or about the same?



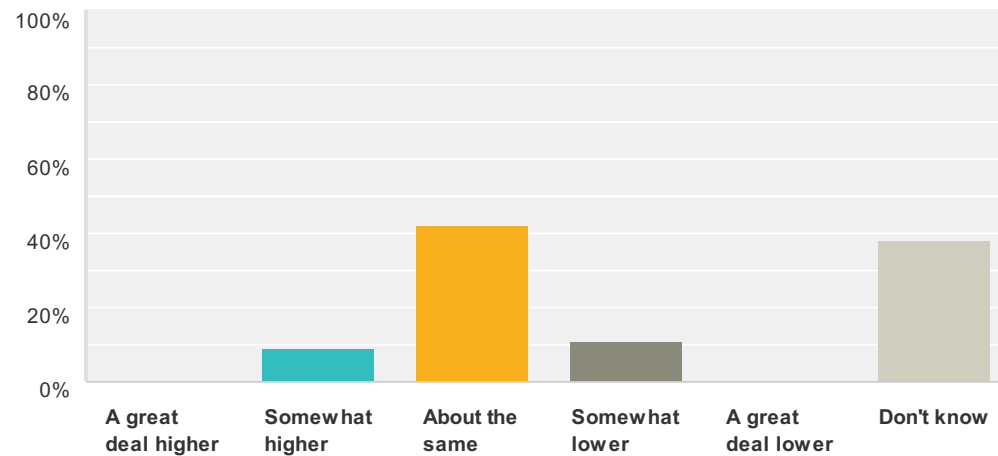
Answer Choices	Responses
A great deal better	22.22%
Somewhat better	26.67%
About the same	4.44%
Somewhat worse	0.00%
A great deal worse	0.00%
Don't know	46.67%



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## 2013 Yearly Owner Survey

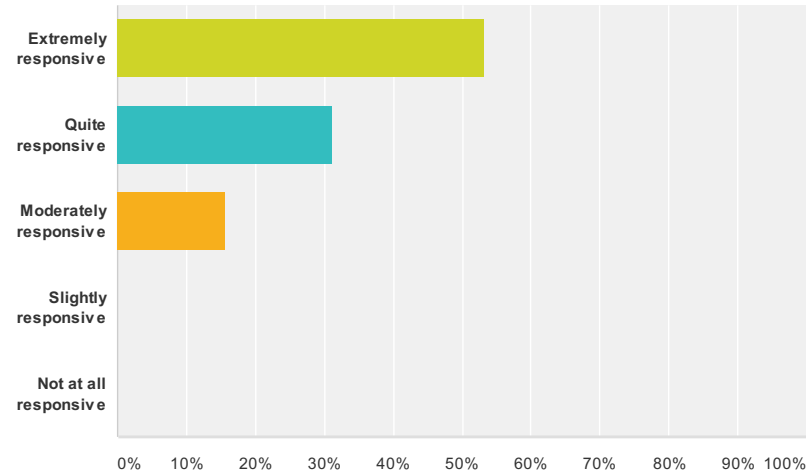
Q5 Compared to our competitors, are our prices higher, lower, or about the same?





## 2013 Yearly Owner Survey

Q6 Overall, how responsive have we been to your questions or concerns about your property(s)?



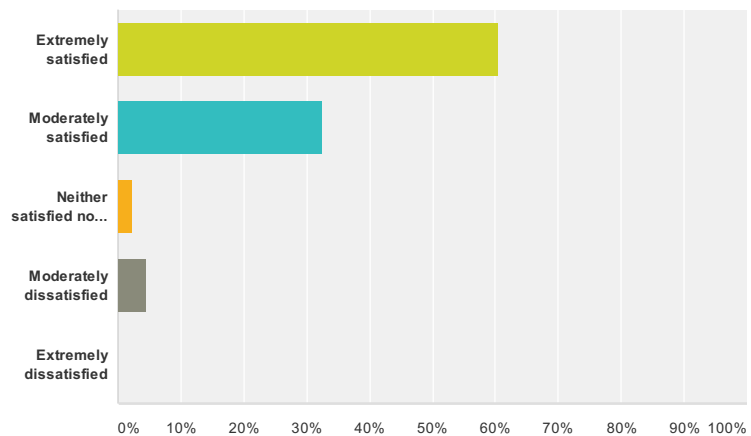
Answer Choices	Responses
Extremely responsive	53.33%
Quite responsive	31.11%
Moderately responsive	15.56%
Slightly responsive	0.00%
Not at all responsive	0.00%



Benefit National  
PROPERTY MANAGEMENT

## 2013 Yearly Owner Survey

Q7 Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?



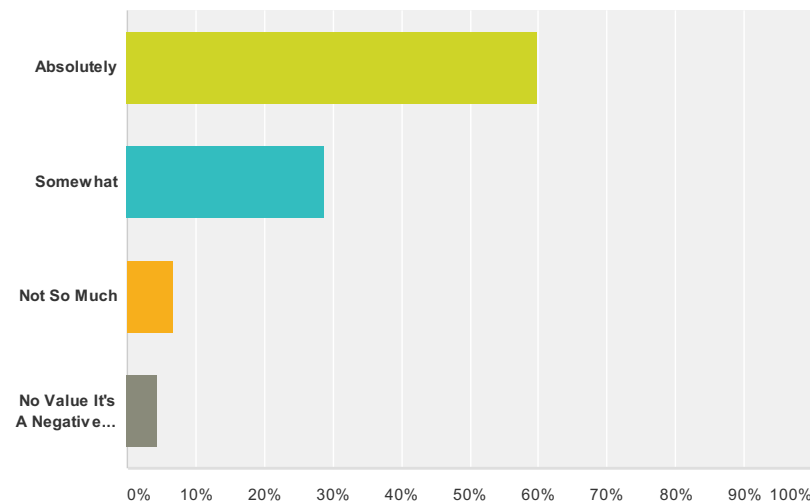
Answer Choices	Responses
Extremely satisfied	60.47%
Moderately satisfied	32.56%
Neither satisfied nor dissatisfied	2.33%
Moderately dissatisfied	4.65%
Extremely dissatisfied	0.00%



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## 2013 Yearly Owner Survey

**Q8** In 2013 we implemented a feature in your owner portal that allows you to actively view how many times your home has been shown to a prospective tenant during the marketing process. In your opinion is this feature a valuable tool?



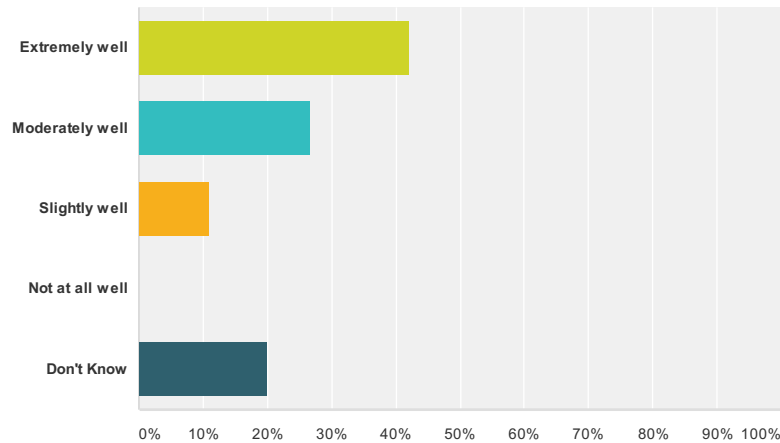
Answer Choices	Responses
Absolutely	60.00%
Somewhat	28.89%
Not So Much	6.67%
No Value It's A Negative Feature	4.44%





## 2013 Yearly Owner Survey

Q9 In the event of an error/mistake on our part, how well would you say we do in terms of speed and result in rectifying the issue?



Answer Choices	Responses
Extremely well	42.22%
Moderately well	26.67%
Slightly well	11.11%
Not at all well	0.00%
Don't Know	20.00%