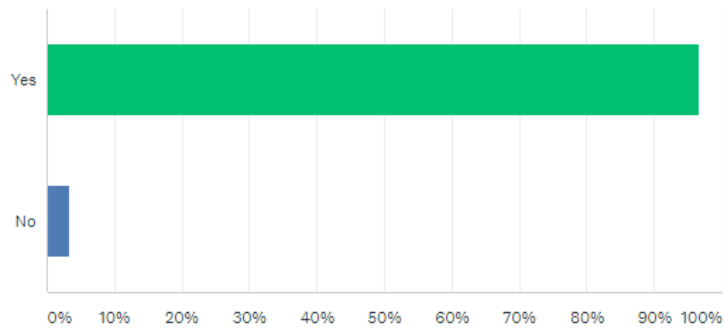


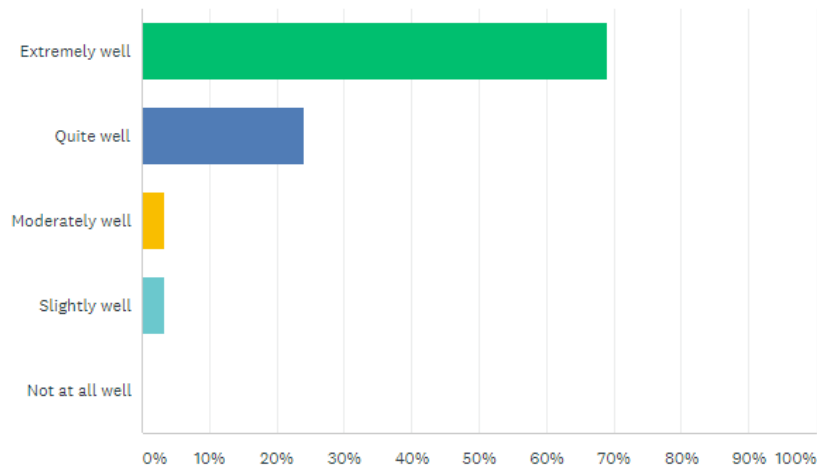


## 2018 Annual Owner Survey

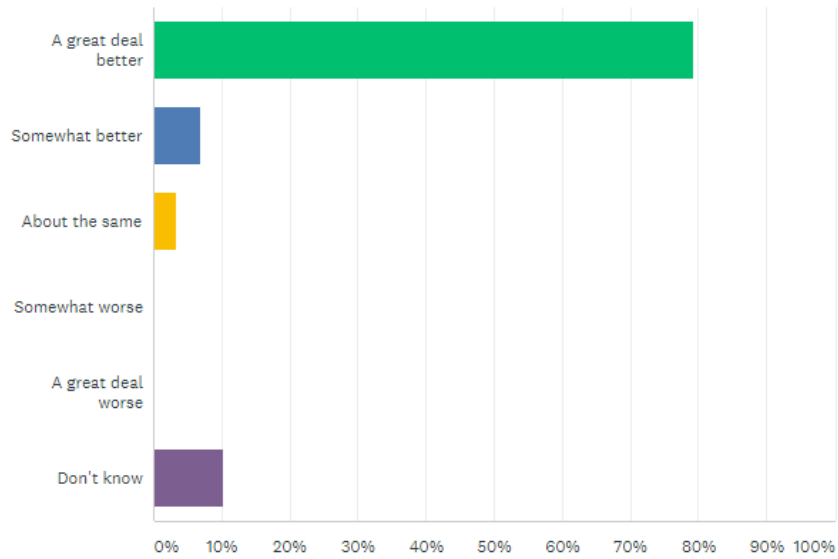
Based on our performance in 2018, are you comfortable referring friends and family to BNPM?



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

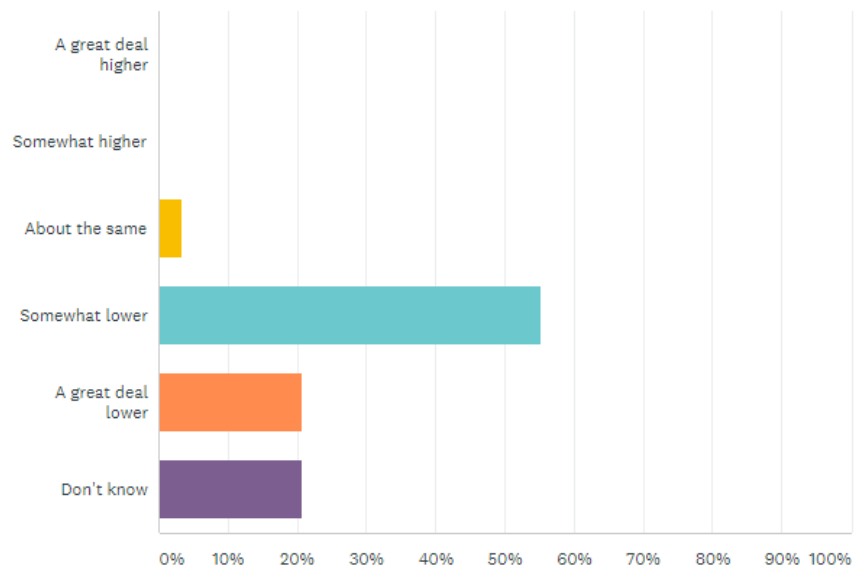


Compared to our competitors, are the quality of our services better, worse, or about the same?

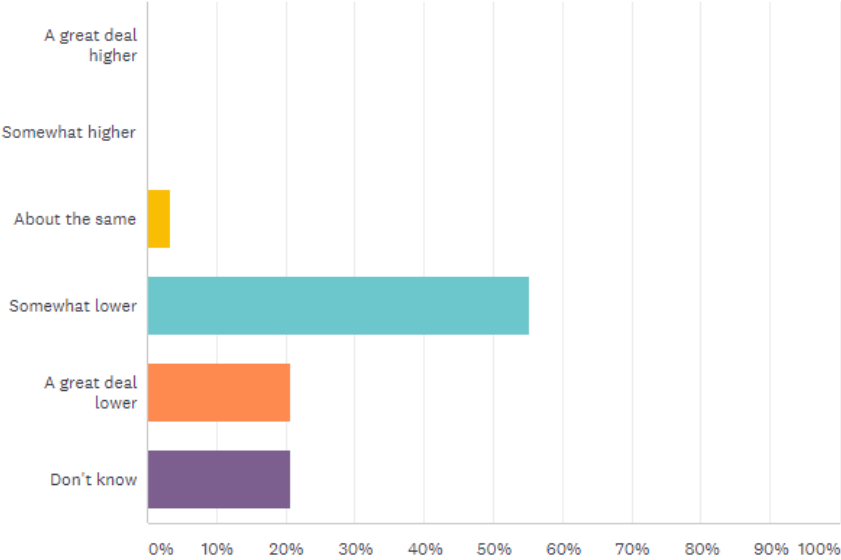


Powered by  SurveyMonkey

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

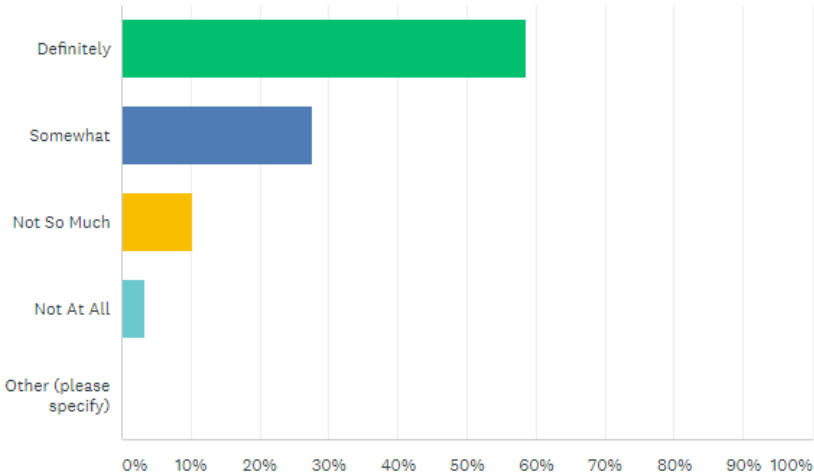


Compared to our competitors, are our prices higher, lower, or about the same?

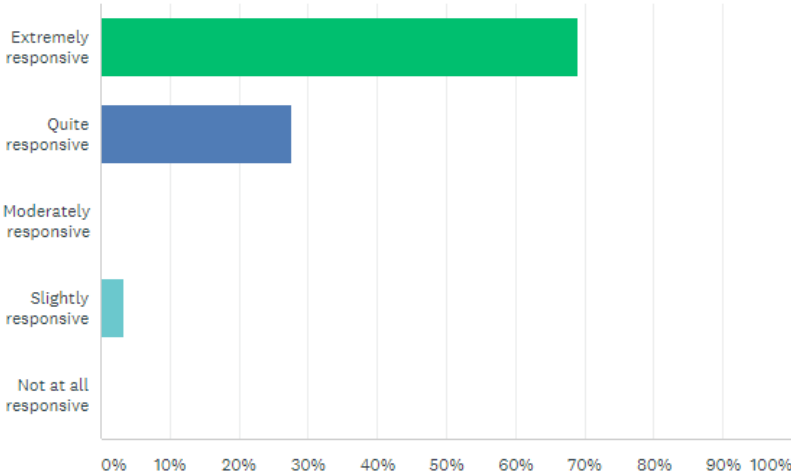


Powered by  SurveyMonkey

In 2018 we added text responses to our communication. Did these improvements impact your decision to continue as a management client this year?

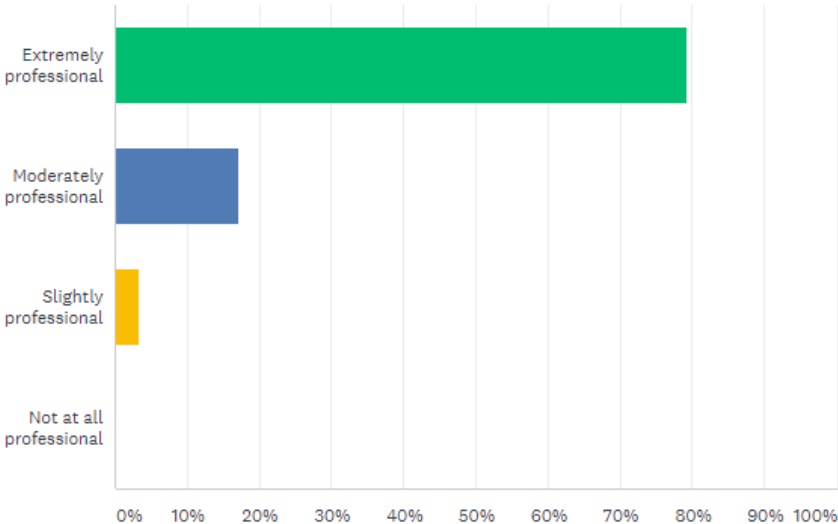


Overall, how responsive have we been to your questions or concerns about your property(s)?

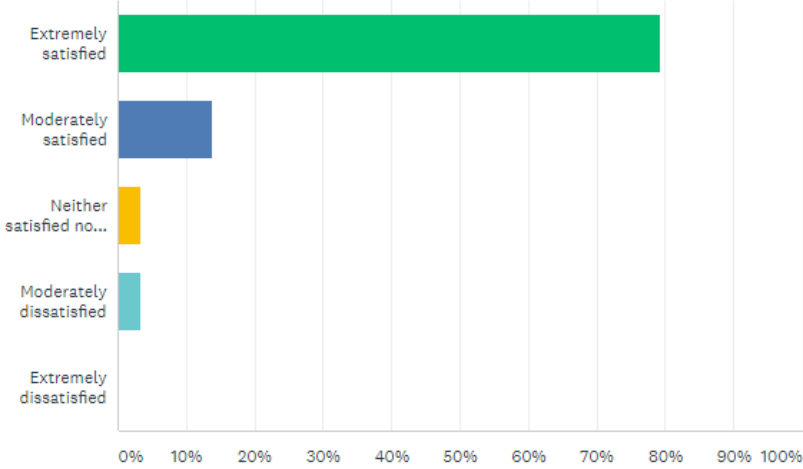


Powered by  SurveyMonkey

How professional is our company?

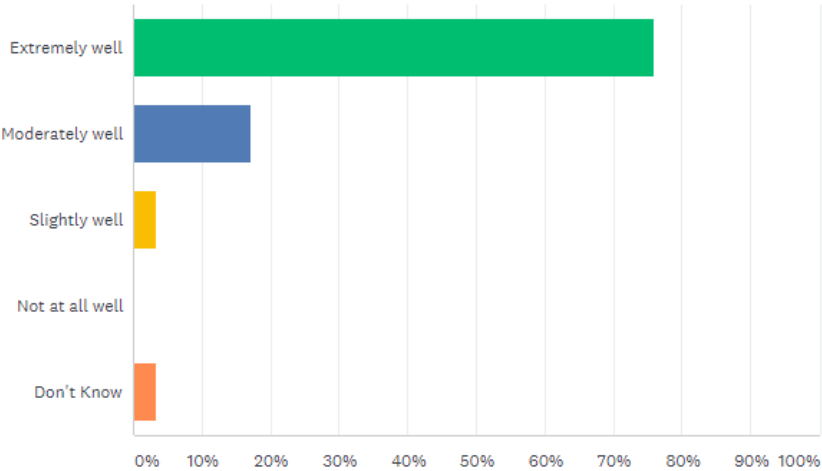


Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?



Powered by  SurveyMonkey

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



Powered by  SurveyMonkey