

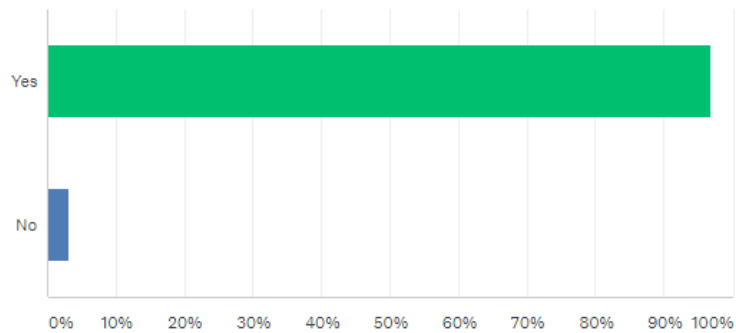


Benefit National

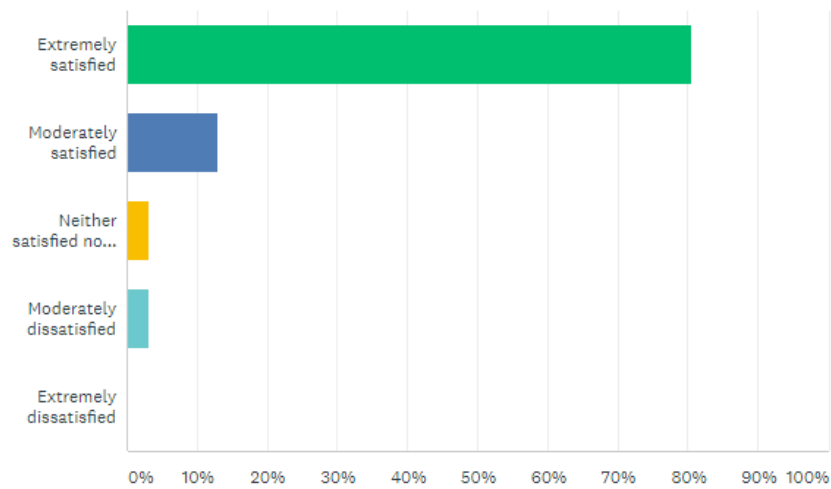
PROPERTY MANAGEMENT

2019 Annual Owner Survey

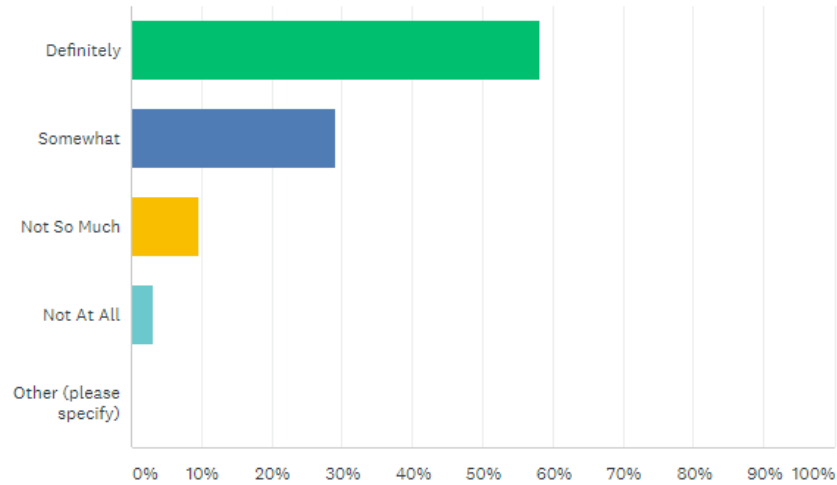
Based on our performance in 2019, are you comfortable referring friends and family to BNPM?



How would you rate your satisfaction with our flat \$119 management fee versus a percentage based fee now that rents have consistently risen over the last 4 years?

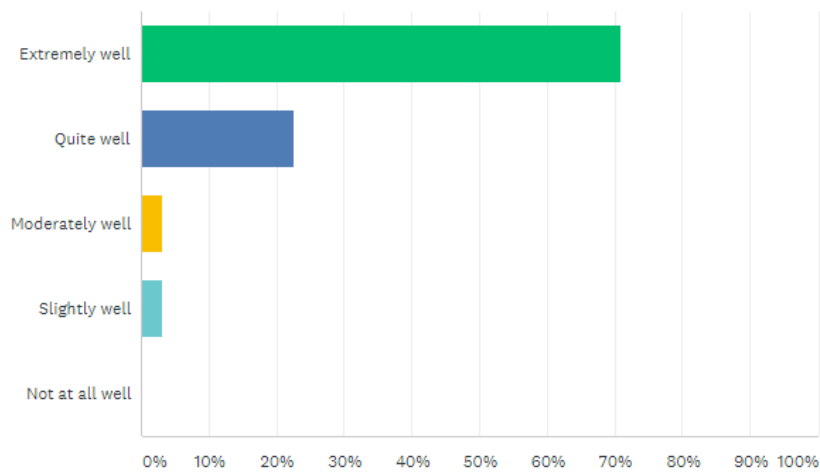


In 2019 we added an automated property showing scheduler and 24 hour scheduling service. Did these improvements impact your decision to continue as a management client this year?

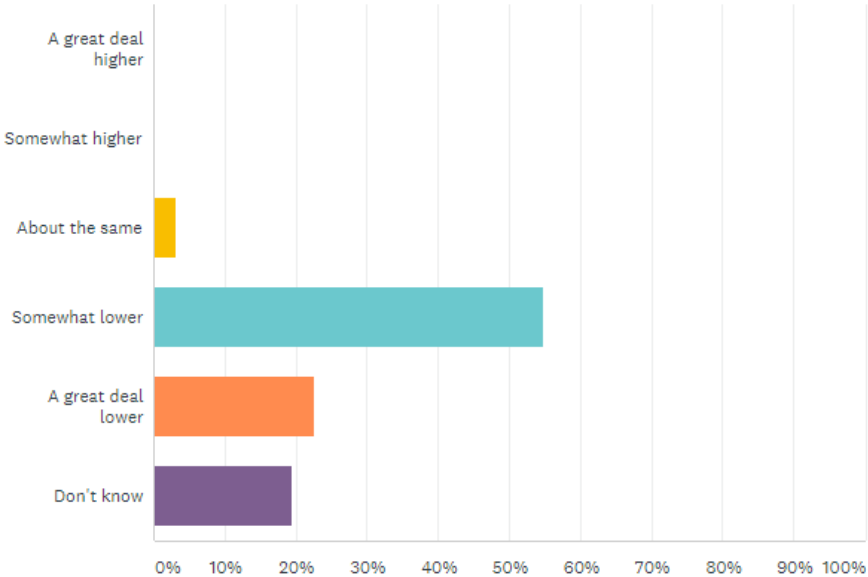


Powered by  SurveyMonkey

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

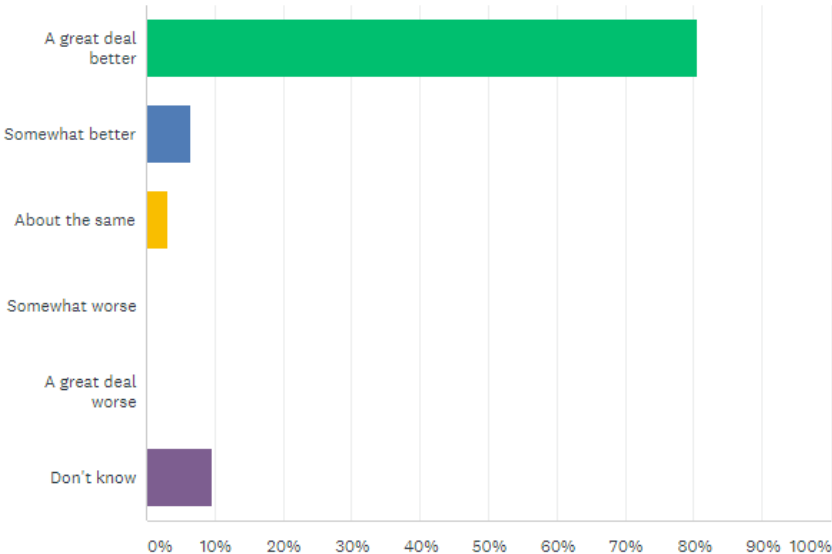


Compared to our competitors, are our prices higher, lower, or about the same?

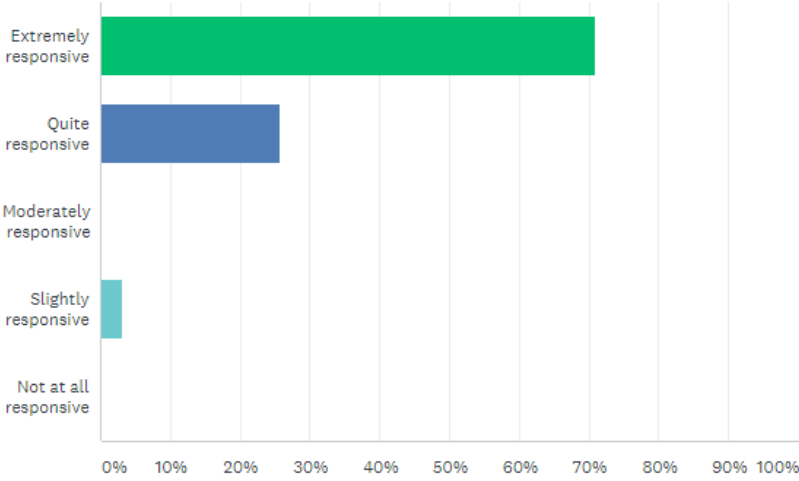


Powered by  SurveyMonkey

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

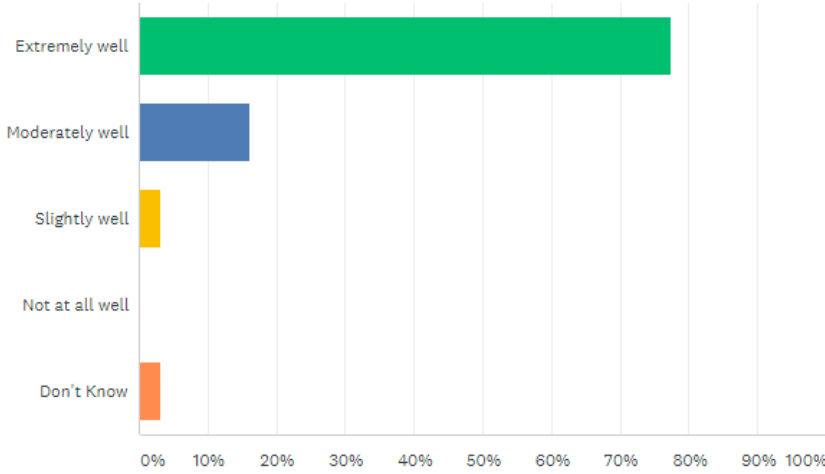


Overall, how responsive have we been to your questions or concerns about your property(s)?



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