

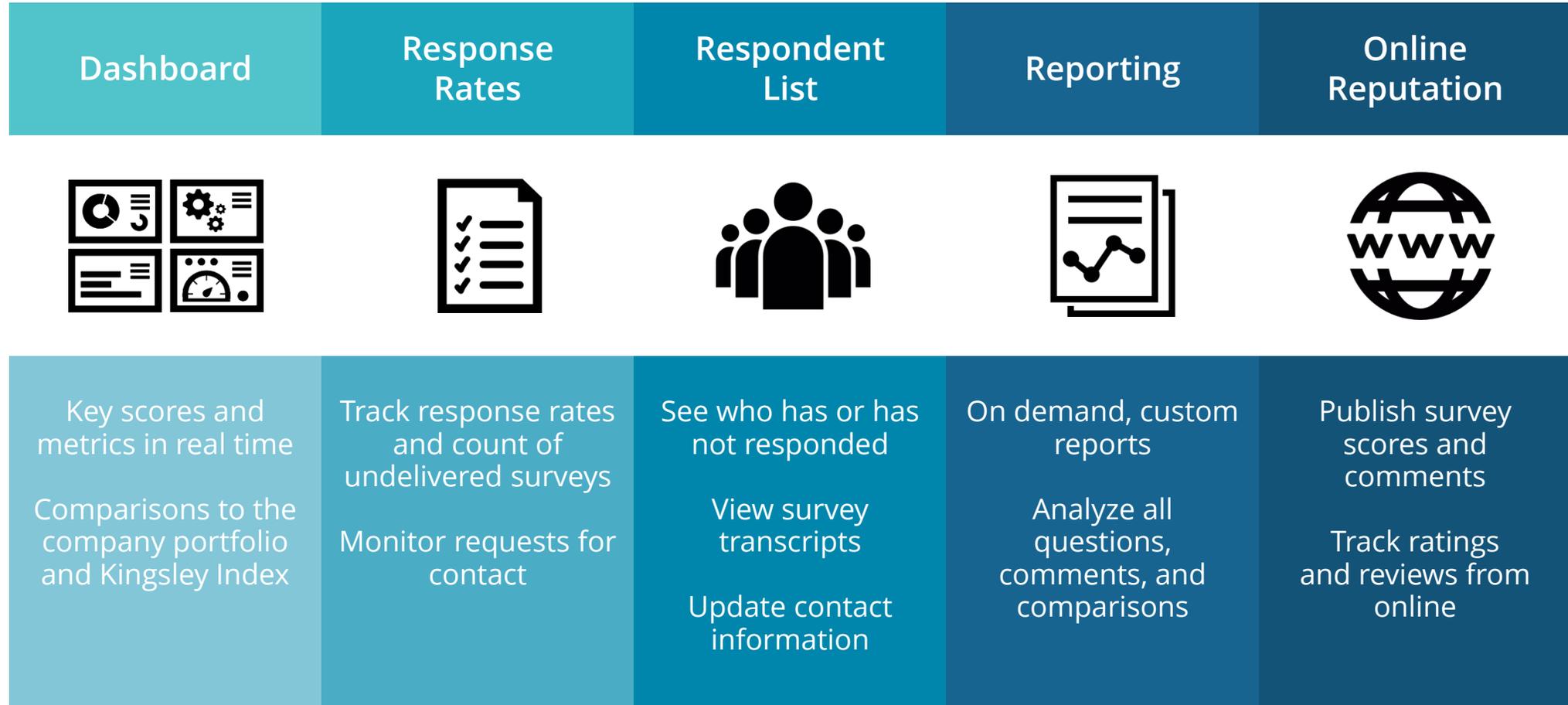


# KINGSLEY PORTAL USER GUIDE

**KINGSLEY**  
A Grace Hill Company

# Kingsley Portal Overview

The Kingsley Portal is a web-based, real time survey tracking tool



# Logging in to the Kingsley Portal

Portal website URL is <https://www.kingsleyportal.com>  
Initial login email provided by Kingsley Associates

The screenshot shows the Kingsley Portal login interface. In the top left corner, the logo for 'KINGSLEY PORTAL' is displayed. The main login form is centered and contains the following elements: the text 'KINGSLEY PORTAL', an 'Email address' input field with an envelope icon, a 'Password' input field with a lock icon, a blue 'Log in' button, and a link labeled 'Trouble logging in?' with a circled number '1' next to it. A dark grey callout box with white text points to the 'Trouble logging in?' link, stating: '1. Click the "Trouble logging in?" link to receive a password reset email.' The background of the page features a city skyline over water. Overlaid on the background are several diamond-shaped award graphics. One large diamond on the right contains the text 'CONGRATULATIONS 2020 KINGSLEY EXCELLENCE AWARD WINNERS'. Below it, another diamond says 'AWARDED TO PROPERTIES THAT EXCEED THE KINGSLEY INDEX IN OVERALL SATISFACTION'. In the bottom left, two circular award graphics are visible: one for '★ 2020 ★ KINGSLEY EXCELLENCE ★ RESIDENT SATISFACTION ★' and another for '★ 2020 ★ KINGSLEY EXCELLENCE ★ TENANT SATISFACTION ★'.

# Selecting a Program

You will land on your program's Dashboard upon logging in to the Portal

1. Use the navigation bar at the top of the page to access the Dashboard, Response Rates, Respondents, or Reporting pages

2. Use the "Change Program" drop-down menu to access a different survey program

The screenshot shows the Kingsley Portal dashboard for a 'Sample Client' on the 'CORE Program - Sample'. The navigation bar at the top includes 'Dashboard', 'Response Rates', 'Respondents', 'Reporting', 'Reputation Management', 'Action Plans', and 'Leaderboard'. A 'Change program' dropdown menu is visible, currently set to 'CORE Program - Sample'. The dashboard features several key performance indicators (KPIs):

- Response Rate:** 21% Responded (46 Invalid Emails, 28 Unsubscribes)
- Responses:** 237 Total (146 Satisfied, 67 Neutral, 24 Dissatisfied)
- Overall Satisfaction:** 91% % Satisfied (158 Satisfied, 8 Neutral, 7 Dissatisfied)
- Requests for Contact:** 1 Open, 6 Closed, 7 Total

Below the KPIs, there is a 'KPIs' section for 'Overall Satisfaction' by 'Region', showing a bar chart and a table. The table data is as follows:

Region	Score	Response Rate	Invalid Emails	Open Contact Requests
Region 1	4.39	19%	3	0
Region 2	4.40	20%	8	0
Region 3	4.24	23%	21	0
Region 4	4.25	20%	14	1

On the right side, there is a 'Recent Respondents' list with names, company IDs, and dates. A 'Change program' dropdown menu is also present in the top right corner, labeled with a '2' in a circle.

# Dashboard

The Dashboard displays key scores and metrics in real time

1. Filter data by survey type and time range

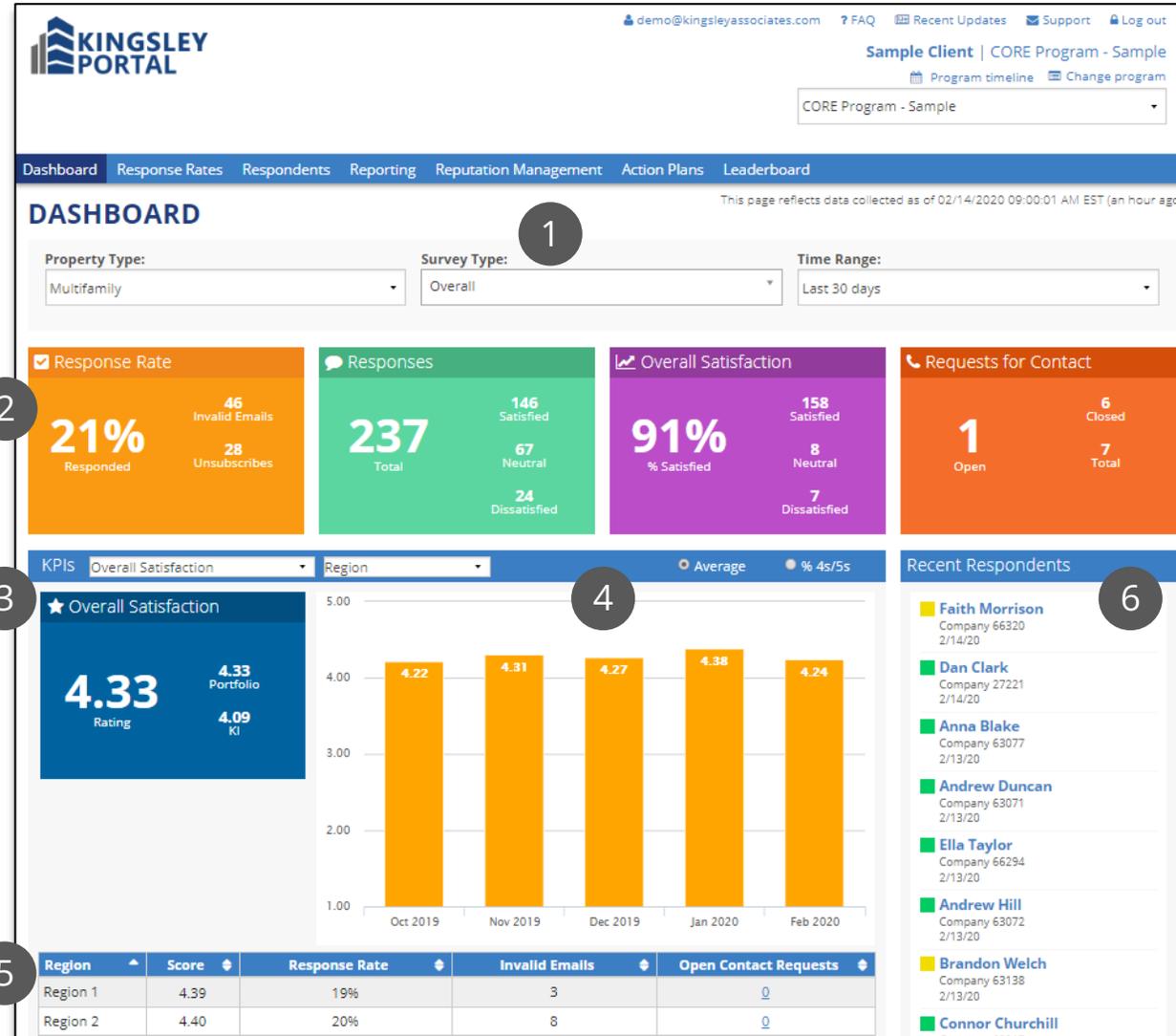
2. Key scores and metrics refresh every hour

3. Compare key ratings to company portfolio and Kingsley Index

4. Track scores over time

5. View key ratings by community or other groups

6. Review list of recent responses and transcripts



# Response Rates

The Response Rates page provides high-level survey statistics

1. Filter data by survey type and time range

2. View table by community or other groupings

3. Review response rates, surveys sent, undelivered surveys, and requests for contact

4. Access complete list of requests for contact

5. Access the Respondents page directly for a single community or other group

6. Export data to Excel

**RESPONSE RATES** Export Response Rates Data

Property Type: Multifamily Survey Types: Overall Time Range: Last 30 days

Group by: Community Search

Community	Response Rate	Responses	Surveys Sent	Undelivered Surveys	Requests for Contact	List
Sample Client - Multifamily Portfolio (Overall)	20.4%	238	1,166	49	7	
User - Multifamily (Overall)	20.4%	238	1,166	49	7	
Property 1	0.0%	0	0	0	0	
Property 10	28.6%	8	28	0	0	
Property 11	18.5%	31	168	2	0	
Property 12	5.1%	2	39	0	0	
Property 13	18.2%	12	66	4	0	
Property 14	23.1%	9	39	1	2	
Property 15	22.4%	38	170	2	3	
Property 16	19.6%	18	92	2	0	
Property 17	21.7%	10	46	1	0	
Property 18	21.7%	25	115	10	1	
Property 2	0.0%	0	0	0	0	
Property 3	15.9%	10	63	4	0	
Property 4	35.7%	10	28	1	0	
Property 5	30.6%	11	36	7	0	
Property 6	22.2%	16	72	9	0	
Property 7	27.5%	14	51	1	1	
Property 8	18.8%	16	85	2	0	
Property 9	11.8%	8	68	3	0	

Showing 20 entries

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# Respondents

The Respondents page provides a full list of all potential survey respondents

1. Filter by survey type, time range, status, level, or respondent information

2. Actions: resend invitations or close out requests for contact

3. Edit invalid emails and respondent information

4. View respondent statuses and links to survey transcripts

5. Track and close requests for contact

6. Highlight respondents with low satisfaction or renewal intent

7. Export respondent list

**RESPONDENTS**

Property Type: Multifamily Survey Type: Overall Time Range: Last 30 days Status: All

Level: Level Value: Search Value: Search Apply

Actions: Please select... Submit Export Respondent List

	Edit	Survey Type	Status	Status Date					Property	Name	Email	Street / Unit
<input type="checkbox"/>		Prospect	Responded Transcript	1/20/20					Property 17	Adam Slater	<a href="mailto:Adam.Slater@yahoo.com">Adam.Slater@yahoo.com</a>	
<input type="checkbox"/>		Prospect	Responded Transcript	1/20/20					Property 17	Adam Thomson	<a href="mailto:Adam.Thomson@yahoo.com">Adam.Thomson@yahoo.com</a>	
<input type="checkbox"/>		Prospect	Responded Transcript	1/20/20					Property 18	Rachel Young	<a href="mailto:Rachel.Young@aol.com">Rachel.Young@aol.com</a>	
<input type="checkbox"/>		Pre-renewal	Responded Transcript	1/20/20					Property 3	Jason Hardacre	<a href="mailto:Jason.Hardacre@aol.com">Jason.Hardacre@aol.com</a>	55 Amador Village Circle #31
<input type="checkbox"/>		Pre-renewal	Responded Transcript	1/20/20					Property 4	Neil Walker	<a href="mailto:Neil.Walker@aol.com">Neil.Walker@aol.com</a>	2912 BAY VILLAGE CIRCLE, Unit 2099 #2099
<input type="checkbox"/>		Prospect	Responded Transcript	1/20/20					Property 7	Mary Kelly	<a href="mailto:Mary.Kelly@aol.com">Mary.Kelly@aol.com</a>	
<input type="checkbox"/>		Pre-renewal	Responded Transcript	1/20/20					Property 7	Paul Smith	<a href="mailto:Paul.Smith@aol.com">Paul.Smith@aol.com</a>	1013 Foster City Blvd. Apt. A #1013-A
<input type="checkbox"/>		Work Order	Responded Transcript	1/20/20					Property 7	Stephen Bower	<a href="mailto:Stephen.Bower@aol.com">Stephen.Bower@aol.com</a>	1081 Foster City Blvd. Apt. A #1081-A

Showing 1 to 500 of 1204 Respondents

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# Respondents - Editing a Respondent

Edit respondent information and invalid email addresses

1. Click the pencil icon under "Edit"

2. In the pop-up window, edit respondent information as needed

3. Click "Save" to save changes

Updating a respondent email address automatically sends a new survey invitation to the updated email address

The screenshot displays the 'RESPONDENTS' management interface. At the top, there are filter options for Property Type (Multifamily), Survey Type (Overall), Time Range (Last 30 days), and Status (All). Below these are fields for Level, Level Value, and Search Value, with an 'Apply' button. A table of respondents is shown with columns for Edit, Survey Type, and Status. A pencil icon in the 'Edit' column of the first row is circled with a '1'. A pop-up window titled 'Edit Respondent' is open, showing contact information for Dorothy Bower, including Name, Email (Dorothy.Bower@gmail), Street, Unit, State, Survey Type (Prospect), Status (Not Responded), and Status Date (2/14/2020 6:30:25 A). The 'Save' button at the bottom right of the pop-up is circled with a '3'. A '2' is also present in the pop-up title bar.

RESPONDENTS

Property Type: Multifamily Survey Type: Overall Time Range: Last 30 days Status: All

Level: Level Value: Search Value: Search Apply

Actions: Please select... Submit

	Edit	Survey Type	Status
<input type="checkbox"/>		Pre-renewal	Respon Transcr
<input type="checkbox"/>		Work Order	Respon Transcr
<input type="checkbox"/>		Prospect	Respon Transcr
<input type="checkbox"/>		Move-in	Respon Transcr
<input type="checkbox"/>		Pre-renewal	Respon Transcr
<input type="checkbox"/>		Work Order	Respon Transcr
<input type="checkbox"/>		Work Order	Not Respon
<input type="checkbox"/>		Pre-renewal	Not Respon
<input type="checkbox"/>		Pre-renewal	Not Respon

Showing 1 to 500 of 1216 Respondents

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Access your survey results on the go

Download on the App Store

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Kingsley Web Portal Version: 2.0.55.1 A

# Respondents - Closing Requests for Contact

Close out requests from respondents requesting contact from management

1. Contact requests are indicated by the phone icon. Click the column header to sort open (red) requests to the top. Click on the red phone icon to close an individual request

2. In the pop-up window, check the box to indicate you have followed up with the respondent

3. Enter a comment

4. Click "Save." Once a request is closed, the red phone icon will change to a green phone icon

**RESPONDENTS**

1

	Edit	Survey Type	Status	Status Date					Property	Name	Email	Street / Unit
<input type="checkbox"/>		Prospect	Responded <a href="#">Transcript</a>	1/13/20	<input type="checkbox"/>				Property 7	Mary Kelly	<a href="mailto:Mary.Kelly@aol.com">Mary.Kelly@aol.com</a>	
<input type="checkbox"/>		Move-in	Responded <a href="#">Transcript</a>	2/3/20	<input type="checkbox"/>				Property 15	Colin Peters	<a href="mailto:Colin.Peters@gmail.com">Colin.Peters@gmail.com</a>	2100 Valley View Pkwy #2216
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Prospect										
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Prospect										
<input type="checkbox"/>		Work Order										
<input type="checkbox"/>		Work Order										

**Add/View Portal User Comments**

Respondent Name : Alison Pullman

2 Contact Confirmed:  
 Please check this box if the respondent has been contacted.

3 Enter Comment:

*Note: Comments are not shared with survey participants. Comments are shared only with Kingsley Portal users.*

Current Comments:

Date Entered	Comment	UserName
No data available in table		

Showing 0 to 0 of 0 entries

4 **Save**

# Respondents - Additional Actions

Apply actions to individual respondents or groups of respondents  
Resend survey invitations or mark as contacted

1. Select the desired respondents. Clicking the check box at the top of the column will select all respondents on the page

2. Select the "Actions" drop-down menu to resend an invitation or mark as contacted

3. Select "Submit" to apply actions to all selected respondents

**RESPONDENTS**

Property Type: Multifamily Survey Type: Overall Time Range: Last 30 days Status: All

Level: Level Value: Search Value: Search

Actions: Please select...

<input type="checkbox"/>	Edit	Survey Type	Status	Status Date	<input type="checkbox"/>	Property	Name	Email	Street / Unit				
<input type="checkbox"/>		Pre-renewal	Responded Transcript	1/28/20	<input type="checkbox"/>					Property 14	Carol Buckland	<a href="mailto:Carol.Buckland@gmail.com">Carol.Buckland@gmail.com</a>	137 Riviera Dr # 17
<input type="checkbox"/>		Work Order	Responded Transcript	1/28/20	<input type="checkbox"/>					Property 14	Chloe Henderson	<a href="mailto:Chloe.Henderson@gmail.com">Chloe.Henderson@gmail.com</a>	135 Riviera Dr #433
<input type="checkbox"/>		Prospect	Responded Transcript	1/18/20	<input type="checkbox"/>					Property 14	Alison Pullman	<a href="mailto:Alison.Pullman@yahoo.com">Alison.Pullman@yahoo.com</a>	
<input type="checkbox"/>		Move-in	Responded Transcript	1/14/20	<input type="checkbox"/>					Property 14	Andrea Ince	<a href="mailto:Andrea.Ince@yahoo.com">Andrea.Ince@yahoo.com</a>	135 Riviera Dr #320
<input type="checkbox"/>		Pre-renewal	Responded Transcript	1/12/20	<input type="checkbox"/>					Property 14	Victor North	<a href="mailto:Victor.North@outlook.com">Victor.North@outlook.com</a>	135 Riviera Dr #420
<input type="checkbox"/>		Work Order	Responded Transcript	1/12/20	<input type="checkbox"/>					Property 14	Anna Ellison	<a href="mailto:Anna.Ellison@yahoo.com">Anna.Ellison@yahoo.com</a>	135 Riviera Dr #307
<input type="checkbox"/>		Work Order	Not Responded	2/3/20	<input type="checkbox"/>					Property 14	Diana Hart	<a href="mailto:Diana.Hart@gmail.com">Diana.Hart@gmail.com</a>	135 Riviera Dr #243
<input type="checkbox"/>		Pre-renewal	Not Responded	1/31/20	<input type="checkbox"/>					Property 14	Ella Knox	<a href="mailto:Ella.Knox@gmail.com">Ella.Knox@gmail.com</a>	135 Riviera Dr #416
<input type="checkbox"/>		Pre-renewal	Not Responded	1/31/20	<input type="checkbox"/>					Property 14	Ella Nash	<a href="mailto:Ella.Nash@gmail.com">Ella.Nash@gmail.com</a>	137 Riviera Dr # 28

Showing 1 to 500 of 1216 Respondents

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# Reporting - Report Summary

The Reporting page offers dynamic reports, refreshed daily

1. Select report type, survey type, time, level, and level value using the filters

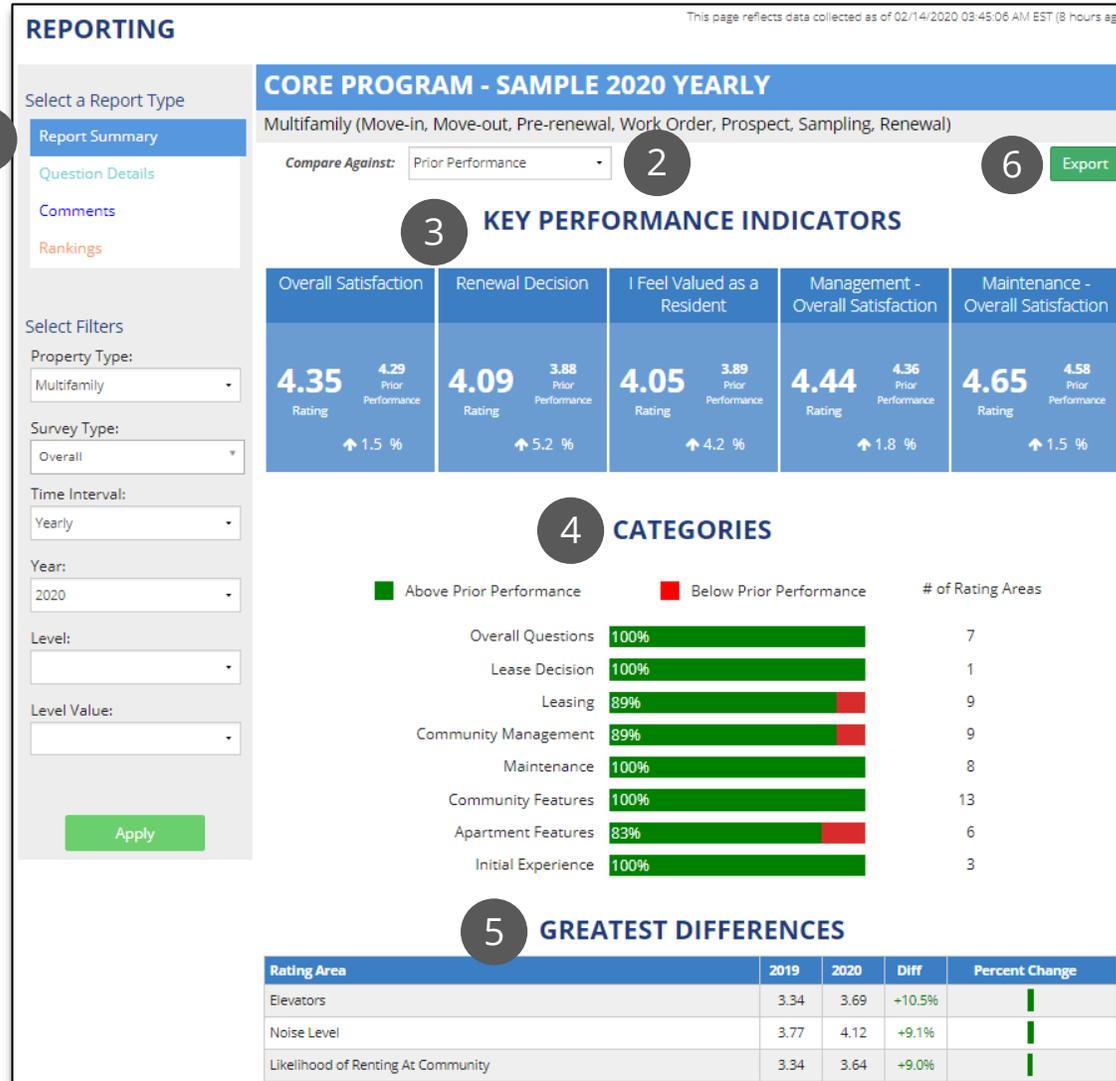
2. Switch comparisons to prior performance, company portfolio, or Kingsley Index

3. Compare scores for key performance indicators

4. Measure overall performance by category

5. View top positive and negative differences in scores

6. Export report to Excel



# Reporting - Question Details

The Question Details report shows every non-comment question on the survey

1. Select report type, survey type, time, level, and level value using the filters

2. Display scores as averages or % 4s and 5s

3. Switch comparisons to prior performance, company portfolio, or Kingsley Index

4. Filter by type of question

5. Click "View" for time trend and detailed breakdowns of question

6. Export report to Excel

**REPORTING**
This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)  
\*Questions shown had responses collected during the selected time period.

1 Select a Report Type

- Report Summary
- Question Details
- Comments
- Rankings

Select Filters

Property Type:

Survey Type:

Time Interval:

Year:

Level:

Level Value:

Apply

**CORE PROGRAM - SAMPLE 2020 YEARLY**

Multifamily (Move-in, Move-out, Pre-renewal, Work Order, Prospect, Sampling, Renewal)

2 View list data by:

3 Compare Against:

4 View Selected Categories:

6 Export

Question Name	Answer Type	Total Count	Score	Prior Performance	Difference	
<b>Overall Questions</b>						
Overall Satisfaction	Rating	415	4.35	4.29	1.5%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Overall Impression of Community	Rating	109	4.39	4.26	3.2%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Community Recommendation	NPS®	420	41	21	20	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Value for Amount Asked	Rating	62	3.63	3.40	6.7%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Value for Amount Paid	Rating	112	3.75	3.75	0.1%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Factors Influencing Value for Amount Paid	Multiple	63	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Renewal Decision	Rating	69	4.09	3.88	5.2%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Renewal Decision Factors	Multiple	68	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
My Living Experience Has Met My Expectations	Rating	61	4.18	3.97	5.3%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
I Feel Valued as a Resident	Rating	61	4.05	3.89	4.2%	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
<b>Lease Decision</b>						
How Did You First Hear or Find out About This Community	Multiple	125	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Device Used in Apartment Search	Categorical	70	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Online Resources Used to Learn About Community	Multiple	120	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Desired Floor Plan	Categorical	65	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Community Amenities	Categorical	117	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Community's Green Practices	Categorical	105	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Floor Plan / Layout of Apartment	Categorical	118	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Location / Convenience	Categorical	113	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Online Reviews / Ratings	Categorical	109	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Property Appearance / Quality	Categorical	116	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Rental Rate	Categorical	114	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Staff / Management	Categorical	113	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>
Priority of Sustainability Certifications	Categorical	109	---	---	---	<span style="background-color: #4caf50; color: white; padding: 2px 5px; border-radius: 5px;">View</span>

# Reporting - Question Details

Click "View" on the Question Details for additional time trend and breakdowns

For rating questions, view detailed trends and breakdowns of scores

1. View data as average scores or distributions

2. Track key comparisons and time trend

3. Display data by community or other breakdowns

4. Export report to Excel

**REPORTING** This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)  
\*Questions shown had responses collected during the selected time period.

Select a Report Type

- Report Summary
- Question Details
- Comments
- Rankings

Select Filters

Property Type:

Survey Type:

Time Interval:

Year:

Level:

Level Value:

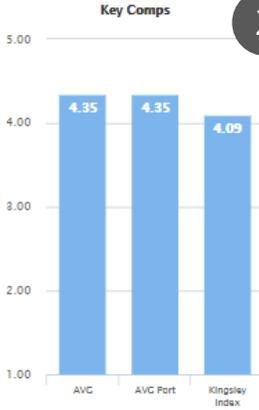
Apply

**Overall Questions** This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)

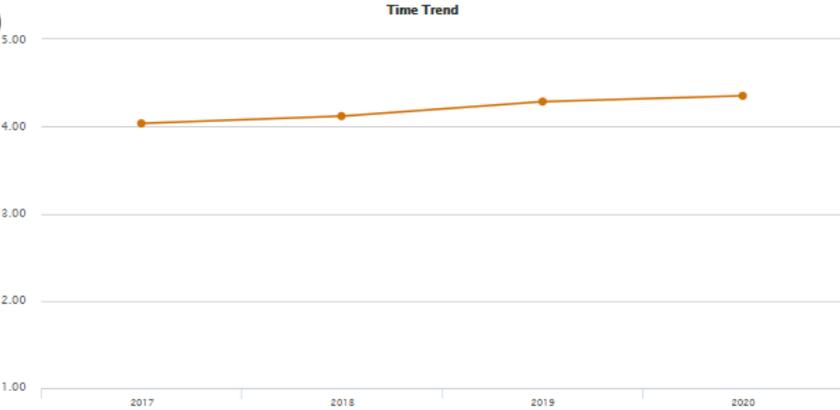
Overall Satisfaction  
Interval : 2020

View question by:  Export

**Key Comps**



**Time Trend**



Comparisons by:

Region	2020	Count	2017	2018	2019	2020
Region 1	4.44	78	4.14	4.26	4.32	4.44
Region 2	4.33	150	4.04	4.10	4.31	4.33
Region 3	4.28	115	3.90	4.01	4.19	4.28
Region 4	4.43	72	4.09	4.14	4.37	4.43

Priority of Staff / Management	Categorical	113	--	--	--	View
Priority of Sustainability Certifications	Categorical	109	--	--	--	View

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# Reporting - Question Details

Click "View" on the Question Details for additional time trend and breakdowns

For categorical or multiple response questions, view distributions of answer options rather than average scores

1. Filter data by breakdown or answer option

2. Track key comparisons and time trend

3. Export report to Excel

**REPORTING** This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)  
\*Questions shown had responses collected during the selected time period.

**Overall Questions** ✕

Renewal Decision Factors  
Interval : 2020 This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)

Comparisons by: 1 Answer option to compare:

Region Apartment features / finishes Export 3

Key Comparisons Time Trend

Answer Options	2020	Portfolio 2020	Kingsley Index	2017	2018	2019	2020
Apartment features / finishes	32%	32%	30%	32%	29%	32%	32%
Brand reputation	18%	18%	9%	7%	10%	11%	18%
Community amenities	34%	34%	27%	28%	27%	29%	34%
Community appearance	49%	49%	29%	32%	37%	36%	49%
Community management	46%	46%	37%	40%	41%	43%	46%

**Apartment features / finishes**

Region	2020	Answer Option Count	Response Count	2017	2018	2019	2020
Region 1	33%	4	12	37%	31%	30%	33%
Region 2	24%	5	21	32%	24%	29%	24%
Region 3	39%	9	23	27%	30%	33%	39%
Region 4	33%	4	12	33%	32%	34%	33%

Level Value:   Apply

Level Value	Category	Count	2017	2018	2019	2020	View
Priority of Community's Green Practices	Categorical	105	---	---	---	---	View
Priority of Floor Plan / Layout of Apartment	Categorical	118	---	---	---	---	View
Priority of Location / Convenience	Categorical	113	---	---	---	---	View
Priority of Online Reviews / Ratings	Categorical	109	---	---	---	---	View
Priority of Property Appearance / Quality	Categorical	116	---	---	---	---	View
Priority of Rental Rate	Categorical	114	---	---	---	---	View
Priority of Staff / Management	Categorical	113	---	---	---	---	View
Priority of Sustainability Certifications	Categorical	109	---	---	---	---	View

# Reporting - Comments

The Comments report shows every comment question on the survey

1. Select report type, survey type, time, level, and level value using the filters

2. View all comment questions by category

3. Click "View" to view responses and search comments

4. Click "Cloud" to create a word cloud of common themes across all responses

5. Export all comments to Excel

**REPORTING**

This page reflects data collected as of 02/14/2020 11:00:01 AM EST (an hour ago)  
\*Please note that the number of comments directly affects how quickly the report loads.

**CORE PROGRAM - SAMPLE 2020 YEARLY**

Multifamily (Move-in, Move-out, Pre-renewal, Work Order, Prospect, Sampling, Renewal)

Export All Comments

Select a Report Type

- Report Summary
- Question Details
- Comments**
- Rankings

Select Filters

Property Type: Multifamily

Survey Type: Overall

Time Interval: Yearly

Year: 2020

Level:

Level Value:

Overall Questions

- Comments -- Community Strengths [Cloud] [View]
- Comments -- Community Improvement Areas [Cloud] [View]
- Comments -- Community Recommendation [Cloud] [View]
- Comments -- "Other" Factors in Renewal Decision [View]

Lease Decision

- Comments -- "Other" Online Resources Used to Learn About Community [View]
- Comments -- "Other" Community Chosen [View]

Community Management

- Comments -- Community Management [Cloud] [View]

Maintenance

- Comments -- "Other" Maintenance Request Method [View]
- Comments -- Maintenance [Cloud] [View]

Apartment Features

- Comments -- Community and Apartment Features [View]

Initial Experience

- Comments -- Initial Experience [Cloud] [View]

Final Questions

- Comments -- Final Comments [Cloud] [View]
- Comments -- Contact Information [View]

Online Resident Review [Cloud] [View]

# Reporting - Comments Cloud

Click "Cloud" on the Comments report to view common themes across responses

1. Filter the cloud based on responses to a key rating question

2. The size of each word depends on the number of times that word was mentioned. Larger words were mentioned more times by respondents than smaller words

Only comments with more than 20 responses will have a word cloud generated

**REPORTING** This page reflects data collected as of 02/14/2020 11:00:01 AM EST (an hour ago)  
\*Please note that the number of comments directly affects how quickly the report loads.

Select a Report Type **CORE PROGRAM - SAMPLE 2020 YEARLY**

Online Resident Review ✕

Filter comments based on responses to Permission to Attribute to Resident Name

All Responses 1

2

Only comments with more than 20 responses will have a word cloud generated. The size of each word depends on the number of times that word was mentioned. Larger words were mentioned more times by respondents than smaller words. Common words like "and," "the," and "or" are excluded from the word cloud.

Comments -- Contact Information View

Online Resident Review Cloud View

Level Value:

# Reporting - Comments

Click "View" on the Comments report to view and search responses

1. Filter responses by community or other breakdown

2. Sort by community, respondent, date, or response to related survey question

3. Search comments for key words or phrases

4. Export report to Excel

**REPORTING** This page reflects data collected as of 02/14/2020 11:00:01 AM EST (an hour ago)  
\*Please note that the number of comments directly affects how quickly the report loads.

Select a Report Type: **CORE PROGRAM - SAMPLE 2020 YEARLY**

Report Summary  
Question Details  
**Comments**  
Rankings

Select Filters  
Property Type: Multifamily  
Survey Type: Overall  
Time Interval: Yearly  
Year: 2020  
Level:  
Level Value:

### Final Questions

Comments -- Final Comments  
Interval : 2020  
View question data by:  
Community

Showing 1 to 52 of 52 entries   Page: 1 Per Page: 100 4

Response	Community	Respondent	Date Responded	Request for Contact
Just have front desk immediately write down issues to be dealt with upon being told. So they don't forget. Other than that I think they are doing a great job. I have always been pleased with they're response to issues in the past.	Property 17	<a href="#">Edward Davidson</a>	2/2/2020	2 - No
Bbq grill nearby the pool side must be cleaned either the resident or the maintenance every use (which when I saw it thinking on using it, it was really disgusting). First notice of the roof job was posted a days before but the last one was posted right on the same day even though I asked the lease office couldnt give me the right answer on weekends.	Property 9	<a href="#">Ella Knox</a>	2/1/2020	2 - No
The bathrooms at the pool need to be stocked and cleaned more often.	Property 16	<a href="#">Emily MacDonald</a>	2/21/2020	1 - Yes
As I mentioned above. Water charges increased 20%, and being charged for water heating all of a sudden. More than my bill with PG&E. No communication about this. I want to know why cost of water is up and why were paying for water heating. \$15 on my bill. My own apartment is \$13. For using a washing machine maybe once a week??? Not acceptable.	Property 14	<a href="#">Heather Hunter</a>	3/2/2020	1 - Yes

# Reporting - Rankings

The Rankings report compares scores by community and other breakdowns

1. Select report type, survey type, time, level, and level value using the filters
2. Select breakdown, question, comparison, and data type
3. Scores and comparisons can be sorted by any column
4. Export report to Excel

This page reflects data collected as of 02/14/2020 03:45:06 AM EST (8 hours ago)

## REPORTING

**1** Select a Report Type

- Report Summary
- Question Details
- Comments
- Rankings

Select Filters

Property Type:

Survey Type:

Time Interval:

Year:

Level:

Level Value:

**CORE PROGRAM - SAMPLE 2020 YEARLY**

Multifamily (Move-in, Move-out, Pre-renewal, Work Order, Prospect, Sampling, Renewal)

**2** Group by:

Question:

Compare Against:

Data Type:

**4** Export

<b>3</b> Community	Previous Year Avg	2020 Avg	Response Count	Difference	
Property 16	4.25	4.56	32	7.4%	
Property 7	4.13	4.42	12	6.8%	
Property 13	4.10	4.38	16	6.6%	
Property 6	4.17	4.43	35	6.3%	
Property 5	4.39	4.63	27	5.4%	
Property 17	4.50	4.70	23	4.3%	
Property 9	4.38	4.54	13	3.6%	
Property 18	4.08	4.19	37	2.8%	
Property 12	4.33	4.40	10	1.7%	
Property 15	4.30	4.36	58	1.5%	
Property 4	4.12	4.16	19	1.0%	
Property 14	4.15	4.18	17	0.5%	
Property 8	4.33	4.29	24	-1.0%	
Property 10	4.53	4.47	19	-1.3%	
Property 11	4.32	4.11	53	-4.8%	

# Reporting - Transcripts

The Transcripts report displays aggregate survey transcripts to review or print

1. Select report type, survey type, time, level, and level value using the filters

2. Confirm you want to generate a report based on the selected filters. You cannot generate more than 500 transcripts at once

3. View a list of reports you have generated. These reports will also be emailed to you

4. Refresh the list of available reports

5. Open a PDF of your report. Links will be available for 90 days

**REPORTING** Generated reports will be available on this page for 90 days. Please consider downloading the reports to your computer.

**CORE PROGRAM - SAMPLE 2020 YEARLY**  
Multifamily (Move-in, Move-out, Pre-renewal, Work Order, Prospect, Sampling, Renewal)

Available Transcript Reports: [Refresh Report List](#)

Level	Survey Type(s)	Time Range	Generated	Status
-------	----------------	------------	-----------	--------

[Download Here](#)

### Confirm Transcript Report Generation

Generate Transcript Report

Level - Community / Property 6  
Survey Type(s) - Move-in,Move-out,Pre-renewal,Work Order,Prospect,Sampling,Renewal  
Time Range - 2020

The parameters specified will result in approximately 17 reports being generated. Select Yes to continue.

[No](#) [Yes](#)

**Select a Report Type**

- Report Summary
- Question Details
- Comments
- Rankings
- Transcripts**

**Select Filters**

Property Type: Multifamily

Survey Type: Overall

Time Interval: Yearly

Year: 2020

Level: Region

Level Value: Region 1

[Generate](#)

# Reputation Management - Controllable Feed

Publish comments from survey responses to community websites

1. View survey ratings and reviews collected over the past year

2. Filter by property, time range, or key words

3. Review and publish or reject survey comments for community websites

4. Export data to Excel

## REPUTATION MANAGEMENT

Controllable Feed
Survey Redirects
ApartmentRatings Feed

1

Ratings and Reviews collected during the past 365 days

■ PUBLISHED: 67.8%

■ PENDING REVIEW: 19.1%

■ REJECTED: 13.1%

■ RETRACTED: 0%

Customize iFrame
Customize Stars Widget

---

2

Level:

Search By:

Level Value:

Show Status:

Time Range:

Search Value:

Apply

Action:

Submit
Export Comments

	Publish Actions	Status	Community	Response Date	Name	Address	Comment
<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Retract</span> <span>Reject</span> </div> <div style="margin-top: 5px;"> <input type="text" value="Negative Comment"/> </div>	Published	Property 14	01/15/2020	Certified Resident	135 Riviera Dr	Clean and quiet community with beautifully maintained grounds
<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Retract</span> <span>Reject</span> </div> <div style="margin-top: 5px;"> <input type="text" value="Negative Comment"/> </div>	Published	Property 3	01/07/2020	Certified Resident	75 Amador Village Circle #36	It's a nice apartment that you enjoy.
<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Publish</span> <span>Retract</span> </div>	Rejected	Property 11	01/14/2020	Certified Resident	1553 Birchmeadow Ct.	NA
<input type="checkbox"/>	<div style="display: flex; justify-content: space-between;"> <span>Publish</span> <span>Reject</span> </div> <div style="margin-top: 5px;"> <input type="text" value="Negative Comment"/> </div>	Pending Review	Property 14	01/22/2020	Certified Resident	135 Riviera Dr	Clean and quiet community with beautifully maintained grounds

# Reputation Management - Survey Redirects

Review total clicks to survey redirect websites

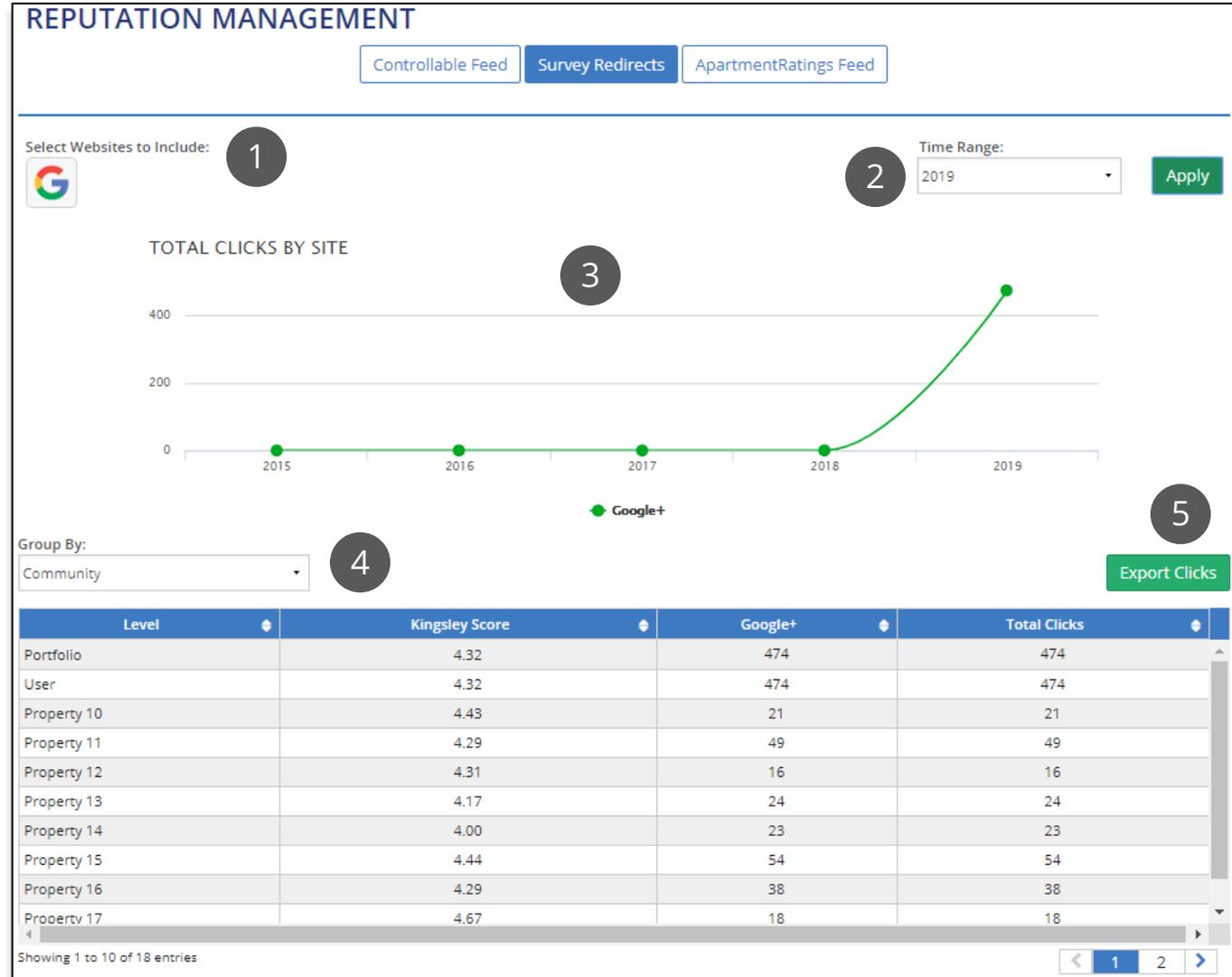
1. Select websites to include in the chart

2. Filter by time range

3. View time trend analysis of total clicks by website

4. View data by community or other breakdowns

5. Export table data to Excel



# Reputation Management - ApartmentRatings Feed

View participation, scores, and comments sent to ApartmentRatings.com

1. Select level, level breakdown, and time range

2. View survey response counts, participation rates, and key scores

3. Select score range and sort by status, community, date, score, or AR recommendation

4. Search comments for key words or phrases

5. Export comments to Excel

## REPUTATION MANAGEMENT

Controllable Feed
Survey Redirects
ApartmentRatings Feed

Level:

Level Value:

Time Range:

Apply 1

RESPONSE COUNT

6

Total

6 Positive
0 Neutral
0 Negative

PARTICIPATION RATE ?

2.54%

AR OVERALL SCORE ?

4.00

AR RECOMMENDATION ?

100%

5 Export Comments

Score Range: 3

Positive  Neutral  Negative

4 Search

Status	Community	Date	Score	Comment	Recommend
Sent	Property 11	01/13/2020	4	The location is awesome and they offer shorter term leases. Staff is friendly and fair/average amenities. Pool should be filtered better.	Yes
Sent	Property 18	01/11/2020	4	The apartment grounds are clean. The grass is beautiful. Milley is so nice and helpful. My teenage son loves the convenience of his job and "junk" food. I love that we have our own bathrooms. And I love how big the cabinet space.	Yes
Sent	Property 16	01/10/2020	4	have a loud neighbor and when hes off , I work nights and when I get home hes already going off and sometimes lasts for hours, tough to sleep, all in all nice place to live ,nice appts. but getting to expensive for a single person if your not well off	Yes
Sent	Property 5	01/10/2020	4	Acme House apartments are great. They are cleaned frequently and have just included more security measures. It is one of the few places in Arlington that offer in unit W/D. Staff is helpful, however they recently removed their concierge which limits the time you can get assistance. If you have seasonal allergies I would watch out, they don't turn on the AC until later in the season. The gym is wonderful and well maintained. It is a walk away from downtown Shirlington and the bus station which is wonderful. Parking situation can get tight late at night or during holidays but is still very accommodating. Highly recommend.	Yes
Sent	Property 11	01/08/2020	4	Overall good experience at the linden. Not happy with my rent increasing 20%. If it werent for work circumstances I would have bought a house.The trash service should be available everyday and there	Yes

Showing 1 to 6 of 6 entries

1

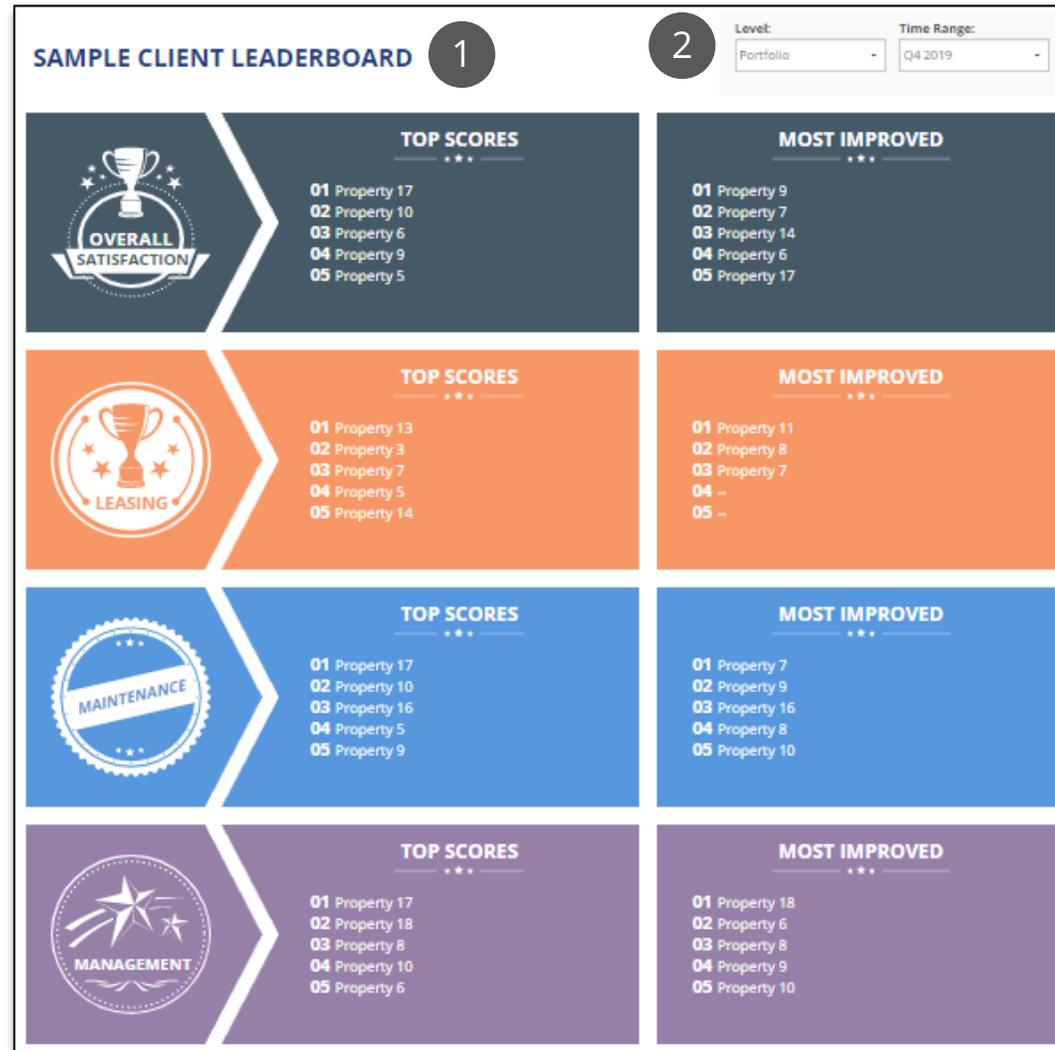
# Leaderboard

The Leaderboard recognizes top performing and most improved areas within your portfolio (e.g., region or community)

The Leaderboard only displays *after* the end of the time range selected

1. View rankings for each key question on the survey

2. Filter Leaderboard by level and time range



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