



**SatisFacts Research E-Letter Subscriber Survey:
The Impact of the Current Economic Environment on Operating Costs
January 2009**

Overview:

The purpose of this survey was to obtain feedback regarding the impact of the current economic environment on operating costs from corporate and on-site property management professionals who subscribe to the SatisFacts monthly electronic newsletter.

In response to the current economic environment, do you anticipate reducing operating costs in any of the following areas?	Percent Yes	Percent No
Advertising/promotion	43.48%	56.52%
Resident activities/services	36.36%	63.64%
Preventive maintenance	31.82%	68.18%
Leasing and office staff size	31.82%	68.18%
Maintenance and custodial staff size	22.73%	77.27%
Property maintenance	13.64%	86.36%