

SatisFacts Announces Winners of 2018 National Resident Satisfaction Awards

LOS ANGELES (January 31, 2019) – SatisFacts Research (www.SatisFacts.com), the leading multifamily survey and data provider, today announced the winners of its **2018 National Resident Satisfaction Awards**.

These national awards recognize multifamily management companies and communities that provide an extraordinary living experience to their residents. Criteria is based on the companies' and community's overall performance as measured through the SatisFacts Insite® and Annual survey scores.

Company winners maintained a portfolio score of 4.0 or above and needed to complete a minimum of 100 surveys in 2018. Property winners maintained a score of 4.0 out of 5 and must have completed a minimum of 25 surveys. Insite® surveys are completed by residents at different touch points within the rental lifecycle, while the Annual surveys evaluate collective feedback throughout the year.

"We are honored to showcase with these awards the multifamily organizations that are dedicated to improving the resident experience," said James Watters, Director of Business Operations at SatisFacts Research. "Our program has proven to be successful and is helping improve standards across the industry, as evidenced by the continued rise of the SatisFacts National Index score. SatisFacts Awards winners leverage our services to strategically improve their community's customer service and value delivery, enabling them to attract, retain and serve their residents in the best possible way".

The list of the top 10 2018 Insite and Annual Company winners can be viewed at <https://www.satisfacts.com/awards/>.

About SatisFacts

SatisFacts is the leading provider of resident surveys, focusing on multifamily retention and reputation management. With over 15 years of experience and serving more than 3 million units nationwide, SatisFacts' surveys provide actionable feedback to help increase resident satisfaction and property management companies' overall bottom lines. To learn more about the services we provide, please visit www.satisfacts.com. SatisFacts is a division of Internet Brands®.

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