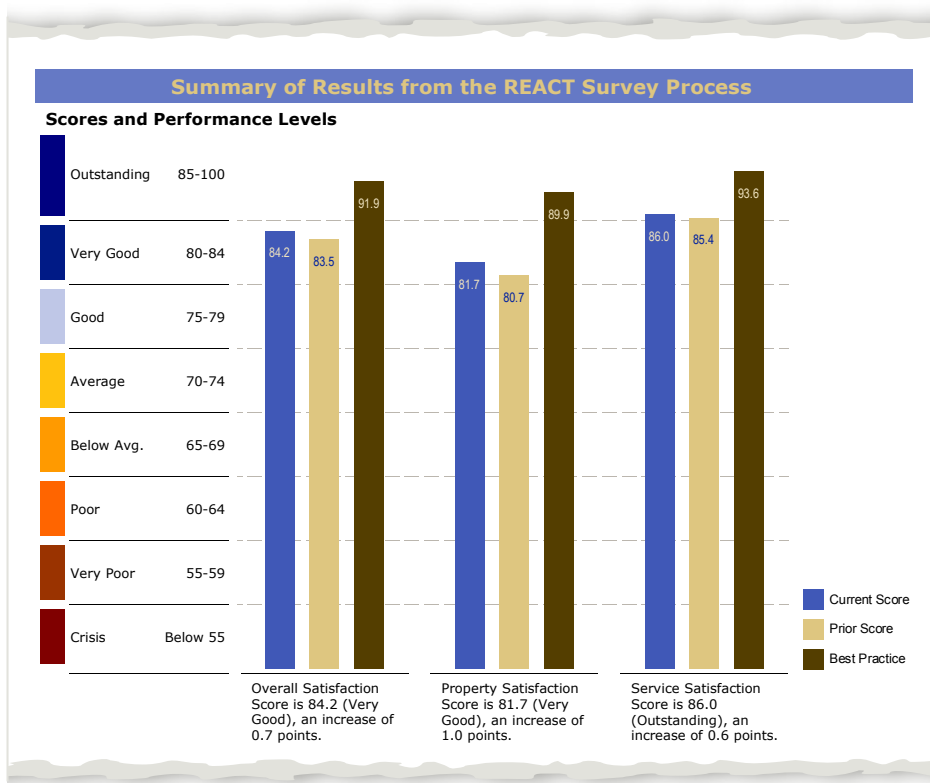


Sample Report Highlights

We have extracted a sampling of some of the graphics and content that appear in a REACT report. While each report contains additional text and graphics, these examples highlight the unique advantages of using the CEL & Associates, Inc. REACT process. Please note that for illustrative purposes only, some of the graphics have been modified for web-based viewing.

Summary Report



Performance Summary

Sample Portfolio

Property Performance Summary

		Number Of Properties In Portfolio With Score in Each Range				All Indexes, % of Props in Range
		Overall	Property	Service	All Indexes	
Outstanding	100 - 85	6	2	7	15	42%
Very Good	84 - 80	4	7	3	14	39%
Good	79 - 75	2	3	2	7	19%
Average	74 - 70	0	0	0	0	0%
Below Average	69 - 65	0	0	0	0	0%
Poor	64 - 60	0	0	0	0	0%
Very Poor	59 - 55	0	0	0	0	0%
Crisis	Below 55	0	0	0	0	0%
	Total	12	12	12	36	

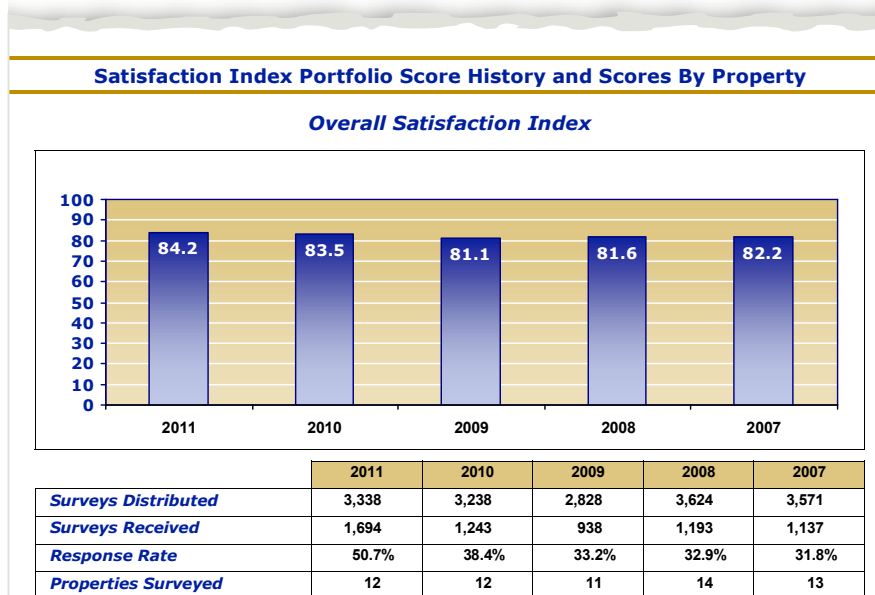
Targets by Satisfaction Index – Overall Satisfaction

Business Success Factor Scores and Best Practice Targets										
		↑ Increase	↓ Decrease	= No Change	● Current Score	▲ Prior Score	★ CEL Best Practice			
Overall Satisfaction		Crisis		Very Poor	Poor	Below Average	Average	Good	Very Good	Outstanding
Factor	Score	Below 55	55-59	60-64	65-69	70-74	75-79	80-84	85-100	
Readiness to Solve Problems	85.2								▲	★
Responsiveness & Follow-Through	83.5								▲	★
Property Appearance & Condition	84.2								▲	★
Quality of Management Services	86.4								▲	★
Quality of Leasing Services	87.0								●	★
Quality of Maintenance Services	87.9								▲	★
Property Rating	75.7						▲	●		★
Relationship Rating	85.7								▲	★
Renewal Intention	84.1								▲	★

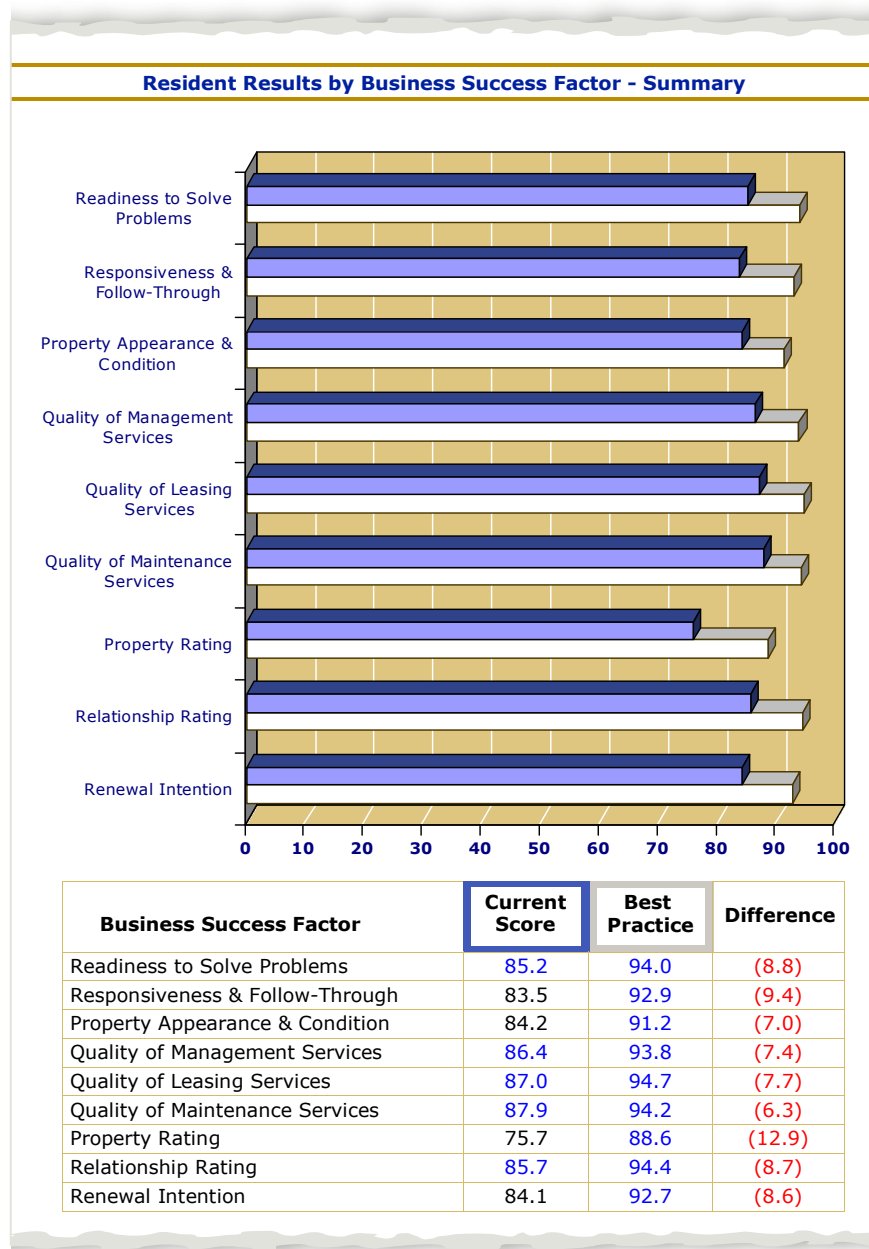
Satisfaction by Property – All Scores and Award Status

Satisfaction Index Score & Survey Response Detail, Sorted by Overall Score								
Property Name	OA Score	Prop Score	Svc Score	Surveys Distr.	Surveys Rec'd	Resp. Rate	Awd	
Sample Property H	90.6	87.8	93.8	407	231	56.8%	🏆	
Sample Property E	89.5	87.8	90.3	71	46	64.8%	🏆	
Sample Property D	87.8	83.7	91.0	274	119	43.4%	🏆	
Sample Property G	86.3	83.6	88.8	214	171	79.9%	🏆	
Sample Property L	85.9	82.1	88.6	106	69	65.1%	🏆	
Sample Property F	85.7	81.3	88.7	314	139	44.3%	🏆	
Sample Property I	84.6	80.9	87.4	218	184	84.4%	🏆	
Sample Property C	83.0	81.0	84.9	196	84	42.9%		
Sample Property A	81.1	80.0	81.8	655	257	39.2%		
Sample Property K	80.1	77.9	81.4	318	163	51.3%		
Sample Property J	78.7	77.3	79.5	265	121	45.7%		
Sample Property B	77.2	77.7	76.9	300	110	36.7%		

Satisfaction Index Score History with 5 cycles of prior scores



Summary of Results by Business Success Factor and Best Practices



Each Report contains

- Comparative analysis to industry best practices
- Five years of trending data
- Comparison to overall portfolio scores
- Alert status – including low scores and score fluctuations
- Variance Indicators – increase/decrease
- Results by question including current and prior score
- Variance to best practice
- CEL Award status
- Easy to read and interpret results
- CEL unique proprietary scoring system
- And much more...

For more information call us at 310.571.3113 or email us at cel@celassociates.com