

Introduction

CEL & Associates, Inc. is pleased to present **Army RCI Housing, Corvias** with the results of the REACT Resident Satisfaction survey process for **Bragg FH Consolidated Report**. In this report, responses from each survey received are compiled into a variety of summaries, to provide you with not just data, but with business information you can use for decision-making and planning for the future.

The report is designed to give you consolidated information to evaluate overall Portfolio performance, as well as results for individual properties within the Portfolio so you can evaluate relative performance among them.

There are three summary levels found in this report:

- ◆ Satisfaction Indexes
- ◆ Business Success Factors
- ◆ Individual Questions

The three **Satisfaction Indexes** provide the highest level overview and are an immediate indicator of how well the Portfolio is performing. Scores are shown for the Portfolio and then for each component property so you can easily compare property performance. The nine **Business Success Factors** provide specific insight into which functions have a high level of satisfaction and which need a focused effort for improvement. Again, scores are presented for the Portfolio and for the component properties. At the **Individual Question** level, you can see question results organized by both survey question and question score order.

The quality and level of service provided to Residents is a key factor in building and sustaining brand and customer loyalty, retention, increasing asset value and generating Best In Class operating and financial performance. Customer service is more than a slogan or policy; it is a reflection of an organization's values and commitment to service quality. Outstanding customer service creates valued, recurring customer relationships.

The survey process and this report are the first two steps in customer service performance improvement. Within this report you will find information indicating necessary improvements for your properties. Working with the properties to create and implement specific **Action Plans** is the key third step in improving Portfolio performance. While some of these action items will require a longer project effort, there are also items that can be adjusted immediately. Remember too, to acknowledge the outstanding results and maintain efforts in those areas rated highly.

Thank you for selecting CEL & Associates, Inc. to conduct the surveying phase of your ongoing performance improvement plan and process. We look forward to reviewing your progress in your next survey cycle.

Serving the needs of over 500 clients in the U.S., Canada and Europe, CEL & Associates, Inc.'s advice, guidance, data, forecasts, insights and predictions have become integral components in the 24/7 business operations of our clients. For over 30 years, the principals of CEL & Associates, Inc. have been in the business of recommending solutions on complex and challenging issues; improving our clients' profitability, performance and productivity; supplying proprietary data and information needed by our clients to make important strategic, investment and leadership decisions; and creating innovative strategies and operational improvement recommendations that give our clients a competitive edge. Many of our strategies, benchmarks and solutions have become industry standards.

Army RCI Housing, Corvias

REACT[®]
RESIDENT

2019 Satisfaction Survey

Results for:

Bragg FH Consolidated Report

June 2019



CEL & Associates, Inc.

Real Estate Strategies, Benchmarking & Performance Solutions

12121 Wishire Blvd., Suite 204

Los Angeles, CA 90025

310-571-3113

www.celassociates.com

Project Summary

Survey Period:	April 2019 to May 2019
Response Data:	
Surveys Distributed:	5,660
Surveys Received:	884
Response Rate:	15.6%
Properties Surveyed:	10

On behalf of the entire CEL & Associates, Inc. team, I am pleased to present the results of your recent survey project. I encourage you to review the information carefully. If you have any questions, please contact your Survey Account Manager for assistance. Thank you for choosing CEL & Associates, Inc. as a partner in your performance improvement process.

Sincerely,

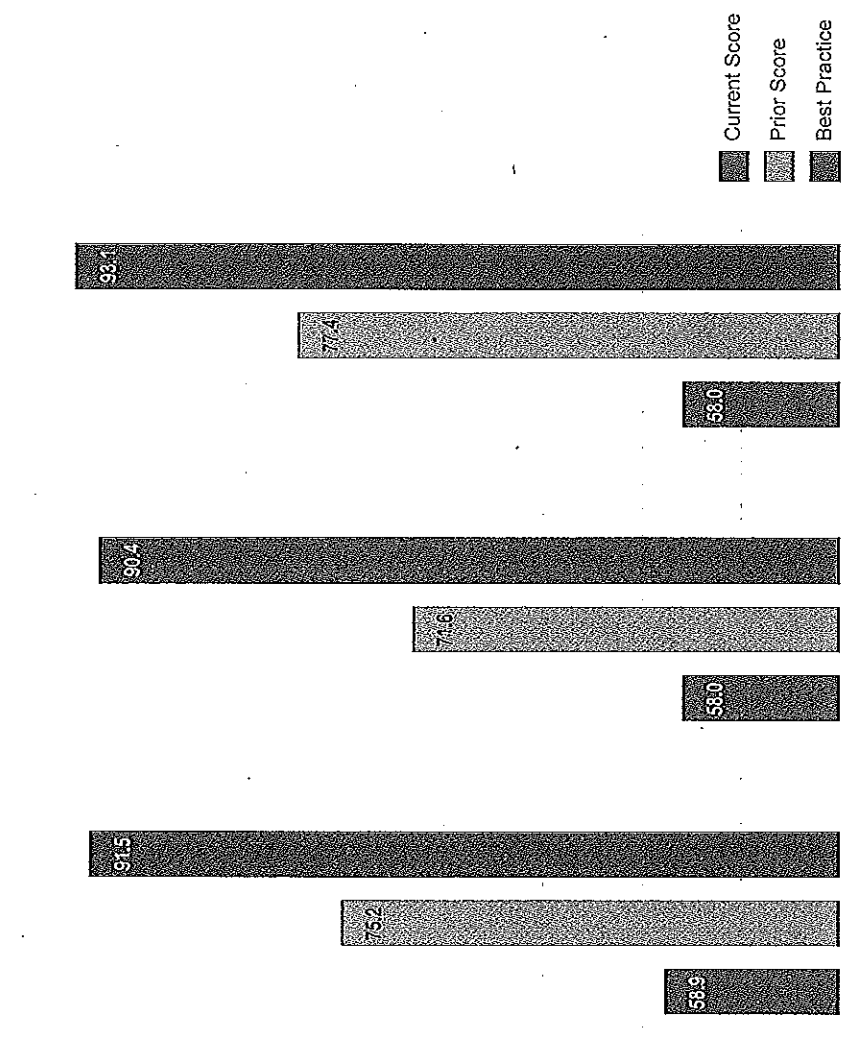


Christopher Lee
President & Chief Executive Officer

Satisfaction Index Comparison

Scores and Performance Levels

Outstanding	85-100
Very Good	80-84
Good	75-79
Average	70-74
Below Avg.	65-69
Poor	60-64
Very Poor	55-59
Crisis	Below 55



Overall Satisfaction Score is 58.9 (Very Poor), a decrease of 16.3 points.

Property Satisfaction Score is 58.0 (Very Poor), a decrease of 13.6 points.

Service Satisfaction Score is 58.0 (Very Poor), a decrease of 19.4 points.

Please see Score Watch on the next page for more score details

Report Contents

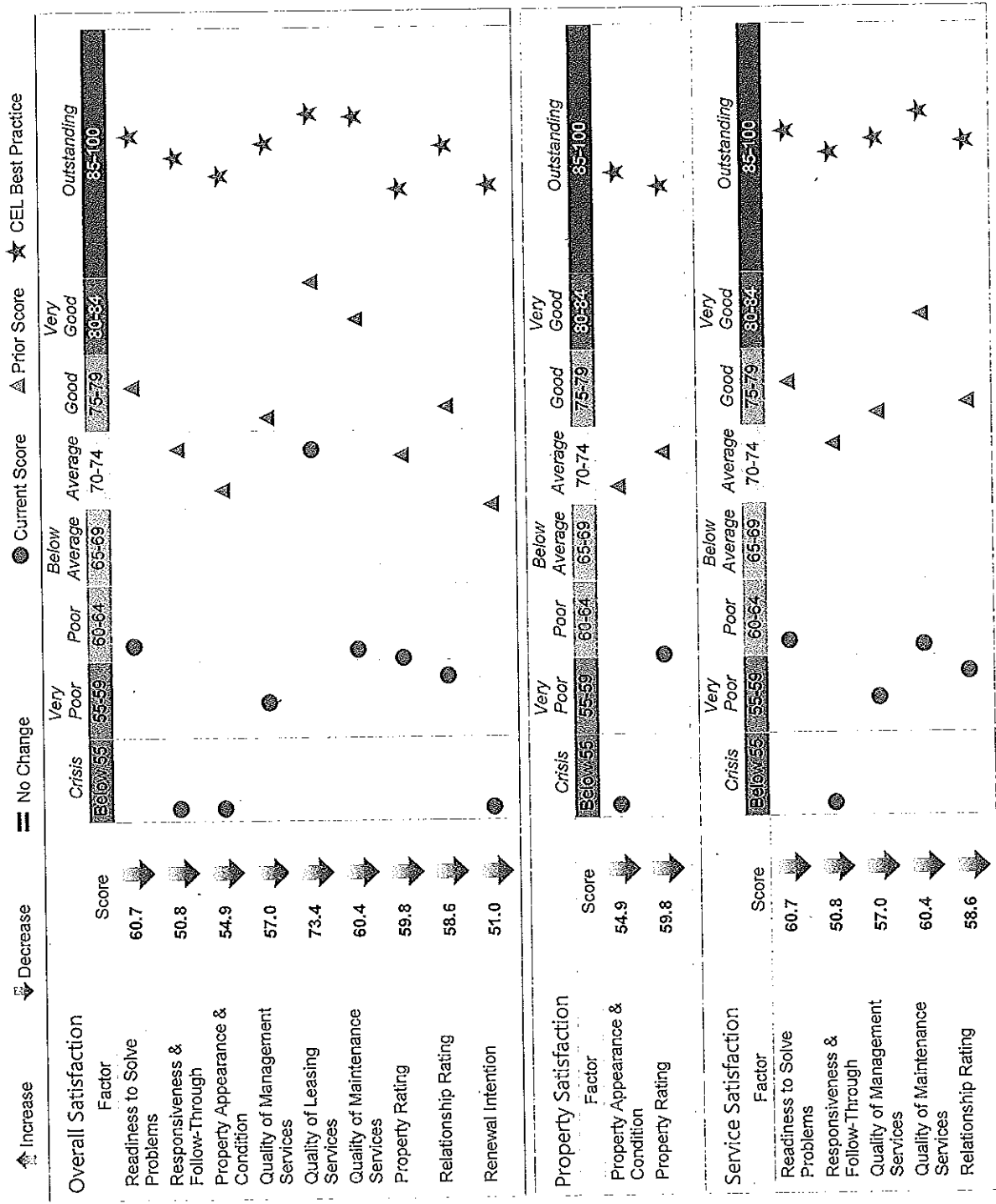
- ◆ Summary Report
- ◆ Score Watch with Property Performance Summary
- ◆ Portfolio Overview
- ◆ Satisfaction Indexes
- ◆ Business Success Factors
- ◆ Results by Question
- ◆ Results by Question – Sorted by Score, Highest to Lowest
- ◆ Comparison of All Respondent Groups' Satisfaction Index & Business Success Factor Scores
- ◆ Results for Other Respondent Groups
- ◆ CEL A List Awards for Customer Service Excellence
- ◆ Appendix:
 - Survey Process Objectives
 - Methodology
 - Scoring
 - Action Plan and Goal Setting

*Calculated numbers are rounded throughout this report.
Percentages may not total to 100 due to rounding.*

Property Performance Summary

Score Range	Number Of Properties In Portfolio With Score in Each Range				All Indexes, % of Props in Range
	Overall	Property	Service	All Indexes	
Outstanding 100 - 85	0	0	0	0	0%
Very Good 84 - 80	0	0	0	0	0%
Good 79 - 75	0	0	0	0	0%
Average 74 - 70	0	0	0	0	0%
Below Average 69 - 65	1	1	1	3	10%
Poor 64 - 60	2	1	2	5	17%
Very Poor 59 - 55	5	6	4	15	50%
Crisis 54 - 50	2	2	3	7	23%
Total	10	10	10	30	

Business Success Factor Scores and Best Practice Targets



Portfolio Overview

Property Counts

Properties Surveyed	10
Properties without Prior Scores	0 0.0%
Properties with Increase in Overall Score	0 0.0%
Properties with Decrease in Overall Score	10 100.0%
Properties with No Change in Overall Score	0 0.0%
Properties with No Resident Surveys Received	0 0.0%
	10 100.0%
Properties Winning Platinum A List Award	0 (0.0%)
Properties Winning A List Award	0 (0.0%)
Total Properties Winning Award	0 (0.0%)
Properties with Alert Status*	10 (100.0%)

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
BRAGG,LINDEN OAKS-CLUBHOUSE	(1,3)	65.7	65.4	653	99	15.2%	
BRAGG,NORMANDY-BASTOGNE GABLES	(1,2,3)	64.0	63.1	339	83	24.5%	
BRAGG,LINDEN OAKS-LODGE	(1,2,3)	61.7	64.2	747	89	11.9%	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	(1,2,3)	59.5	57.0	618	112	18.1%	
BRAGG,HAMMOND HILLS	(1,2,3)	59.1	57.6	565	78	13.8%	
BRAGG,ARDENNES-BATAAN	(1,2,3)	57.5	56.2	458	73	15.9%	
BRAGG,CASABLANCA-ANZIO ACRES	(1,2,3)	56.2	56.4	633	87	13.7%	
BRAGG,NJIMEGEN	(1,3)	55.8	54.0	652	103	15.8%	
BRAGG,STE MERE EGLISE	(1,2,3)	54.7	53.6	458	57	12.4%	
BRAGG,POPE	(1,2,3)	54.1	51.7	537	103	19.2%	

*Alert status indicates properties with a decrease in any Satisfaction Index score of 10 or more points, or a score of 69.9 or below. Properties with Alert Status are indicated by red property names in the list above. Properties with a decrease of 10 or more points in the (1) Overall Satisfaction Index score, (2) Property Index score and (3) Service score are indicated by the numbers following the property name. Properties in red not followed by a number are in Alert status due solely to one or more Index scores of 69.9 or below.

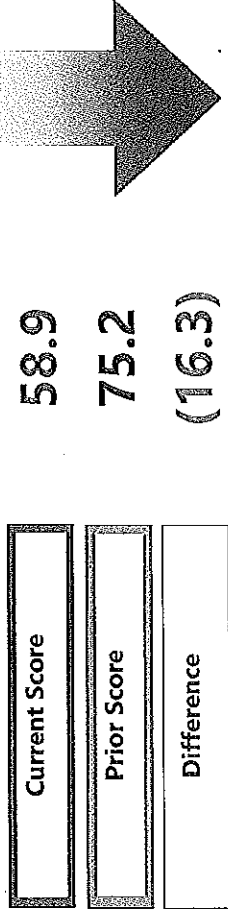
Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Resident Satisfaction Indexes

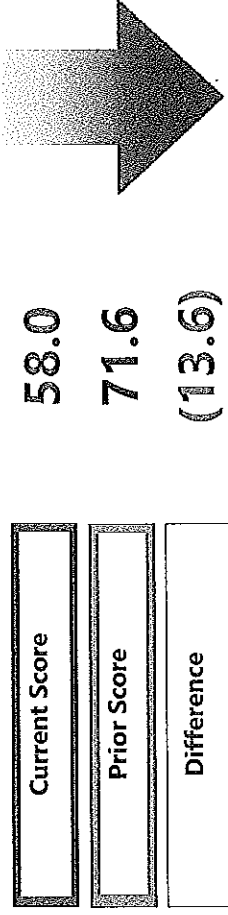
Overall Satisfaction

The Overall Satisfaction Index is a composite measure of Resident satisfaction with both the service provided and the physical property. All Business Success Factors are used to calculate the Overall score.



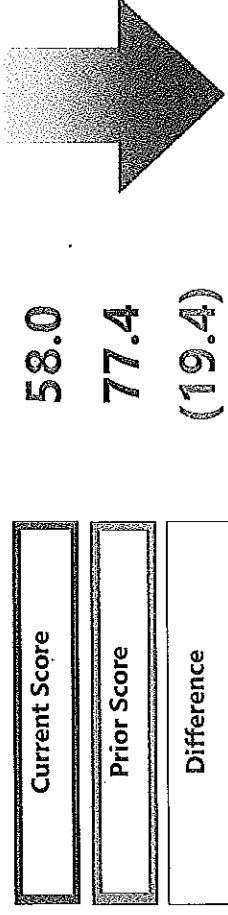
Property Satisfaction

The Property Satisfaction Index is a composite measure of Resident satisfaction with the physical property.



Service Satisfaction

The Service Satisfaction Index is a composite measure of Resident satisfaction with the service provided by the management team. Service Satisfaction is a primary factor in determining A List Certificate eligibility.

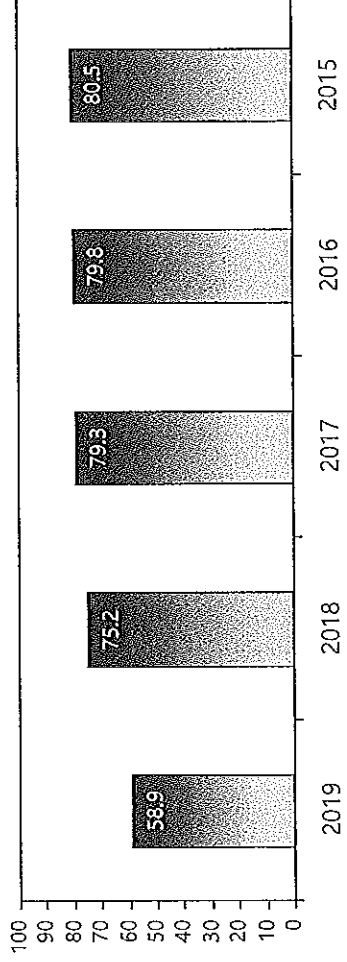


Score Ratings

100.0 to 85.0	Outstanding	69.9 to 65.0	Below Average
84.9 to 80.0	Very Good	64.9 to 60.0	Poor
79.9 to 75.0	Good	59.9 to 55.0	Very Poor
74.9 to 70.0	Average	54.9 to 0.0	Crisis

Satisfaction Index Portfolio Score History and Scores By Property

Overall Satisfaction Index



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Index Score 58.9

The Overall Satisfaction Index is a composite measure of Resident satisfaction with both the service provided and the physical property. All Business Success Factors are used to calculate the Overall score.

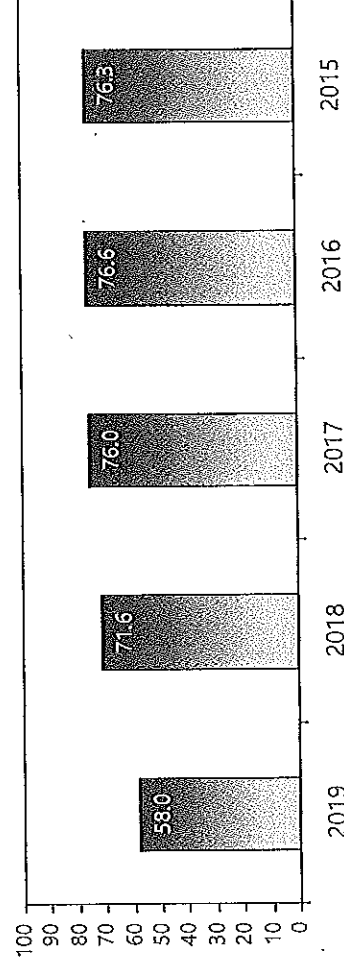
Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	65.7	78.0	(12.3)	6.8	
BRAGG,NORMANDY-BASTOGNE GABLES	64.0	83.5	(19.5)	5.1	
BRAGG,LINDEN OAKS-LODGE	61.7	73.7	(12.0)	2.8	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	59.5	77.3	(17.8)	0.6	
BRAGG,HAMMOND HILLS	59.1	75.2	(16.1)	0.2	
BRAGG,ARDENNES-BATAAN	57.5	76.0	(18.5)	(1.4)	
BRAGG,CASABLANCA-ANZIO ACRES	56.2	72.0	(15.8)	(2.7)	
BRAGG,NJMEGEN	55.8	66.9	(11.1)	(3.1)	
BRAGG,STE MERE EGLISE	54.7	78.7	(24.0)	(4.2)	
BRAGG,POPE	54.1	73.7	(19.6)	(4.6)	

Score Ratings

- 100.0 to 85.0 Outstanding
- 84.9 to 80.0 Very Good
- 79.9 to 75.0 Good
- 74.9 to 70.0 Average
- 69.9 to 65.0 Below Average
- 64.9 to 60.0 Poor
- 59.9 to 55.0 Very Poor
- 54.9 to 0.0 Crisis

Satisfaction Index Portfolio Score History and Scores By Property

Property Satisfaction Index



	2019	2018	2017	2016	2015
Surveys Distributed	5,660	5,517	5,355	5,705	5,324
Surveys Received	884	1,384	2,239	2,307	1,095
Response Rate	15.6%	25.1%	41.8%	40.4%	20.6%
Properties Surveyed	10	10	10	10	11

Portfolio Index Score 58.0

The Property Satisfaction Index is a composite measure of Resident satisfaction with the physical property.

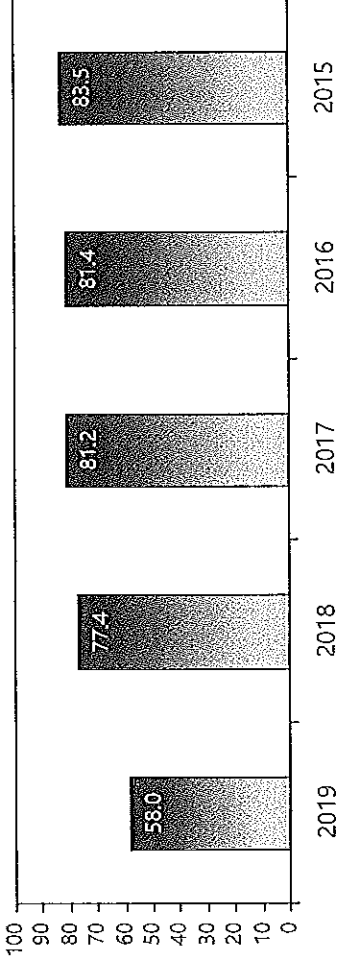
Property Name	Scores by Property			Property -Portfolio
	Current Score	Prior Score	Current -Prior	
BRAGG,LINDEN OAKS-CLUBHOUSE	65.5	75.3	(9.8)	7.5
BRAGG,NORMANDY-BASTOGNE GABLES	62.9	78.4	(15.5)	4.9
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	59.0	72.4	(13.4)	1.0
BRAGG,HAMMOND HILLS	58.4	71.1	(12.7)	0.4
BRAGG,ARDENNES-BATAAN	57.2	72.5	(15.3)	(0.8)
BRAGG,POPE	56.5	70.5	(14.0)	(1.5)
BRAGG,LINDEN OAKS-LODGE	56.3	69.9	(13.6)	(1.7)
BRAGG,NIJMEGEN	55.6	63.9	(8.3)	(2.4)
BRAGG,STE MERE EGLISE	53.7	76.8	(23.1)	(4.3)
BRAGG,CASABLANCA-ANZIO ACRES	53.5	67.6	(14.1)	(4.5)

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Satisfaction Index Portfolio Score History and Scores By Property

Service Satisfaction Index



	2019	2018	2017	2016	2015
Surveys Distributed	5,660	5,517	5,355	5,705	5,324
Surveys Received	884	1,384	2,239	2,307	1,095
Response Rate	15.6%	25.1%	41.8%	40.4%	20.6%
Properties Surveyed	10	10	10	10	11

Portfolio Index Score 58.0

The Service Satisfaction Index is a composite measure of Resident satisfaction with the service provided by the management team. Service Satisfaction is a primary factor in determining A List Certificate eligibility.

Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	65.4	79.6	(14.2)	7.4	
BRAGG,LINDEN OAKS-LODGE	64.2	76.1	(11.9)	6.2	
BRAGG,NORMANDY-BASTOGNE GABLES	63.1	86.5	(23.4)	5.1	
BRAGG,HAMMOND HILLS	57.6	78.2	(20.6)	(0.4)	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	57.0	80.1	(23.1)	(1.0)	
BRAGG,CASABLANCA-ANZIO ACRES	56.4	74.3	(17.9)	(1.6)	
BRAGG,ARDENNES-BATAAN	56.2	78.0	(21.8)	(1.8)	
BRAGG,NJMEGEN	54.0	67.8	(13.8)	(4.0)	
BRAGG,STE MERE EGLISE	53.6	79.9	(26.3)	(4.4)	
BRAGG,POPE	51.7	75.9	(24.2)	(6.3)	

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Business Success Factors

The following pages present the survey results grouped by CEL's Business Success Factors and include Prior Scores and Best Practice Scores. The Best Practice Scores for each property type are derived from the average of the top ten percent of scores from the prior year posted by all real estate companies utilizing CEL's REACT survey process. These scores are considered the "Best in the Industry" and change on an annual basis.

Questions on the survey are coded to roll up into one of the nine Business Success Factors. Similar questions are coded the same for all firms to ensure a valid comparison.

The data is presented in the following manner:

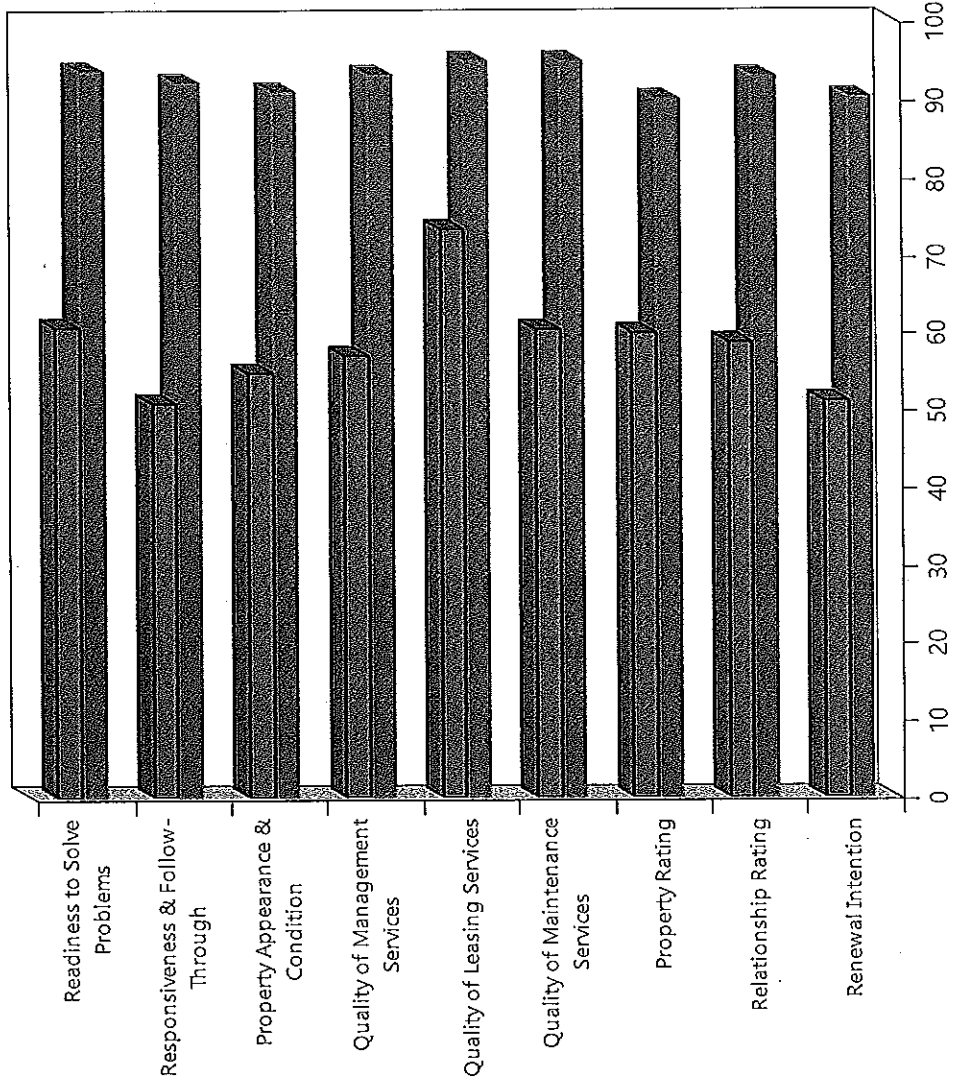
- ◆ A one-page Business Success Factor Score (BSF) Summary indicating the Current and Best Practice Scores.
- ◆ Current and Prior Results for each Business Success Factor.
- ◆ A section for each Business Success Factor, which includes:
 - A description of the Business Success Factor;
 - Five years of scores for the Business Success Factor and response count data;
 - A ranked list of each property in the portfolio. Current and Prior scores are shown for each property. The variance of the property's Current and Prior scores, and the variance of the property's Current score from the Current portfolio score for the Factor are also presented.

Question response data in this report is presented with column headings 5, 4, 3, 2, 1, 0. These values correspond to the following Rating Scale:

- 5: Very Satisfied or Strongly Agree
- 4: Satisfied or Agree
- 3: Neither Satisfied nor Dissatisfied, Neither Agree nor Disagree, Neutral
- 2: Dissatisfied or Disagree
- 1: Very Dissatisfied or Strongly Disagree
- 0: Not Applicable, No Opinion, Don't Know, or No Answer.

There are two values presented for each rating choice, for each question. The upper value indicates the percent of respondents who chose the particular answer for that question. The lower, italicized value shows the count of respondents who chose the answer.

Resident Results by Business Success Factor - Summary



Business Success Factor	Current Score	Best Practice	Difference
Readiness to Solve Problems	60.7	93.7	(33.0)
Responsiveness & Follow-Through	50.8	92.3	(41.5)
Property Appearance & Condition	54.9	91.1	(36.2)
Quality of Management Services	57.0	93.2	(36.2)
Quality of Leasing Services	73.4	95.1	(21.7)
Quality of Maintenance Services	60.4	94.9	(34.5)
Property Rating	59.8	90.2	(30.4)
Relationship Rating	58.6	93.0	(34.4)
Renewal Intention	51.0	90.4	(39.4)

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

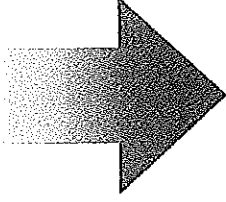
Resident Business Success Factors

Readiness to Solve Problems

The questions in this Business Success Factor pertain to the perceptions of how willing or receptive the on-site personnel are to solving a particular problem. This Success Factor is included in the Service Index and the Overall Score.

Current Score
Prior Score
Difference

60.7
77.4
(16.7)

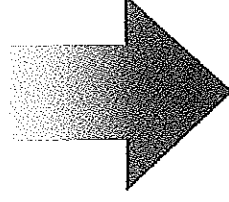


Responsiveness & Follow-Through

The questions in this Business Success Factor pertain to the perceptions of how responsive the on-site manager and/or staff is to resolving existing and/or potential problems. This category evaluates how the problem-resolution actions were perceived, and whether the property management staff followed up to make sure the corrective actions were completed satisfactorily. This Success Factor is included in the Service Index and the Overall Score.

Current Score
Prior Score
Difference

50.8
73.4
(22.6)

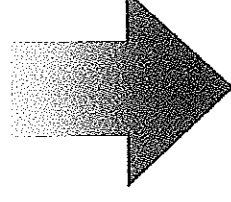


Property Appearance & Condition

The questions in this Business Success Factor pertain to the physical appearance and overall condition of the property. Items evaluated in this category include, but are not limited to: signage, maintenance, elevators, lighting, landscaping, janitorial services, and cleanliness of parking areas. This Success Factor is included in the Property Index and the Overall Score.

Current Score
Prior Score
Difference

54.9
70.8
(15.9)



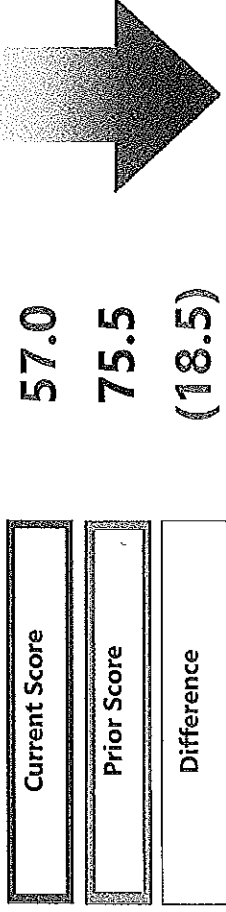
Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
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Resident Business Success Factors

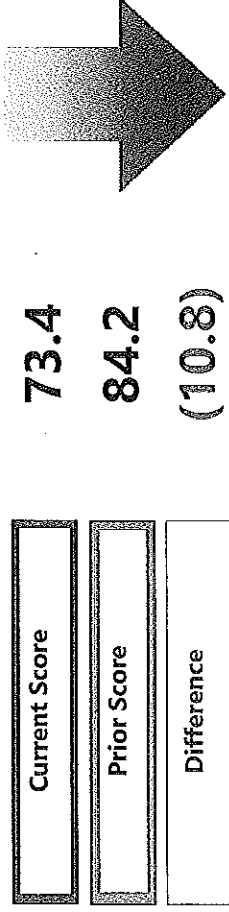
Quality of Management Services

The questions in this Business Success Factor assess the perceived quality of services being rendered by the on-site management team and the property management company. This Success Factor is included in the Service Index and Overall Score.



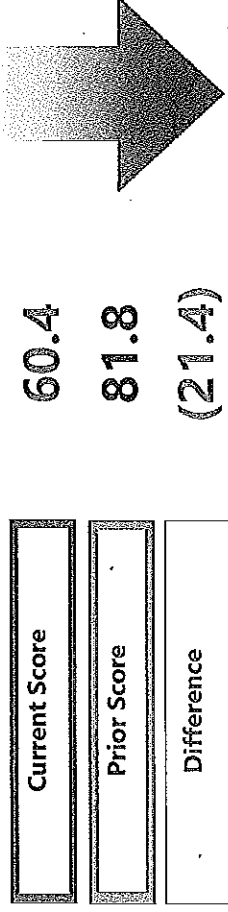
Quality of Leasing Services

The questions in this Business Success Factor pertain to the leasing process - the quality of the services rendered and the effectiveness of the process. This Success Factor is only included in the Overall Score and is not found in any other Index.



Quality of Maintenance Services

The questions in this Business Success Factor rate the maintenance services including responsiveness and follow-through, overall level of service provided and relationship with the maintenance personnel. This Success Factor is found in the Service Index and Overall Score.



Score Ratings

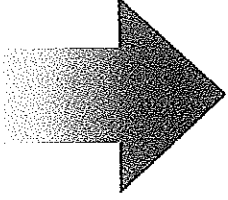
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79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Resident Business Success Factors

Property Rating

The questions in this Business Success Factor assess the property's features, characteristics, and amenities. This Success Factor is found in the Property Index and Overall Score.

Current Score
Prior Score
Difference

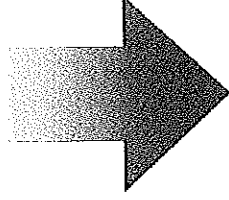


59.8
73.0
(13.2)

Relationship Rating

The questions in this Business Success Factor measure the relationship between the Property Manager and the Resident. This Success Factor is found in the Service Index and Overall Score.

Current Score
Prior Score
Difference

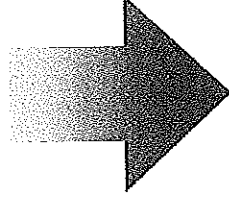


58.6
76.1
(17.5)

Renewal Intention

The questions in this Business Success Factor evaluate the likelihood of Residents renewing their leases. This Success Factor is found in the Overall Score.

Current Score
Prior Score
Difference



51.0
69.7
(18.7)

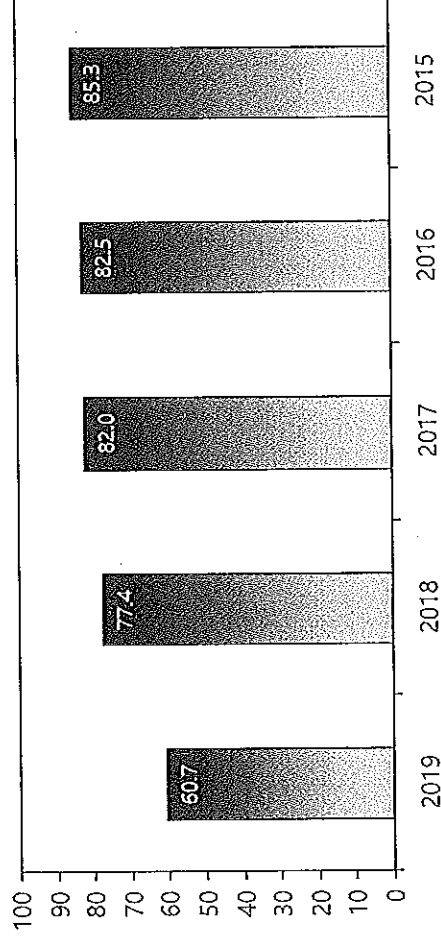
Score Ratings

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Business Success Factor Portfolio Score History and Scores By Property

Readiness to Solve Problems

Factor Score History



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<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 60.7

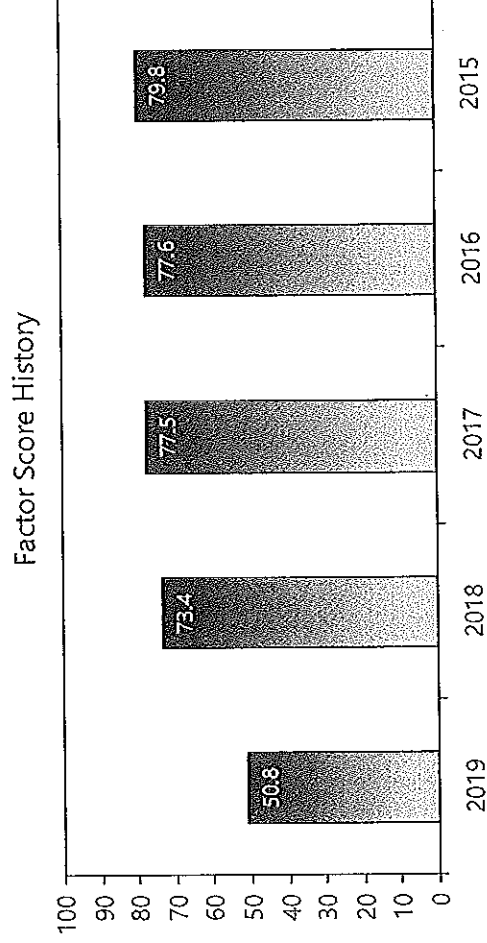
The questions in this Business Success Factor pertain to the perceptions of how willing or receptive the on-site personnel are to solving a particular problem. This Success Factor is included in the Service Index and the Overall Score.

Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	68.4	79.7	(11.3)	7.7	
BRAGG,NORMANDY-BASTOGNE GABLES	67.3	88.1	(20.8)	6.6	
BRAGG,LINDEN OAKS-LODGE	66.8	76.4	(9.6)	6.1	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	61.3	80.3	(19.0)	0.6	
BRAGG,HAMMOND HILLS	59.4	79.2	(19.8)	(1.3)	
BRAGG,CASABLANCA-ANZIO ACRES	58.1	74.1	(16.0)	(2.6)	
BRAGG,NUMEGEN	58.0	66.7	(8.7)	(2.7)	
BRAGG,ARDENNES-BATAAN	57.7	78.1	(20.4)	(3.0)	
BRAGG,STE MERE EGLISE	57.0	80.2	(23.2)	(3.7)	
BRAGG,POPE	51.7	74.7	(23.0)	(9.0)	

Score Ratings

100.0 to 85.0 Outstanding
 84.9 to 80.0 Very Good
 79.9 to 75.0 Good
 74.9 to 70.0 Average
 69.9 to 65.0 Below Average
 64.9 to 60.0 Poor
 59.9 to 55.0 Very Poor
 54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property
Responsiveness & Follow-Through



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 50.8

The questions in this Business Success Factor pertain to the perceptions of how responsive the on-site manager and/or staff is to resolving existing and/or potential problems. This category evaluates how the problem-resolution actions were perceived, and whether the property management staff followed up to make sure the corrective actions were completed satisfactorily. This Success Factor is included in the Service Index and the Overall Score.

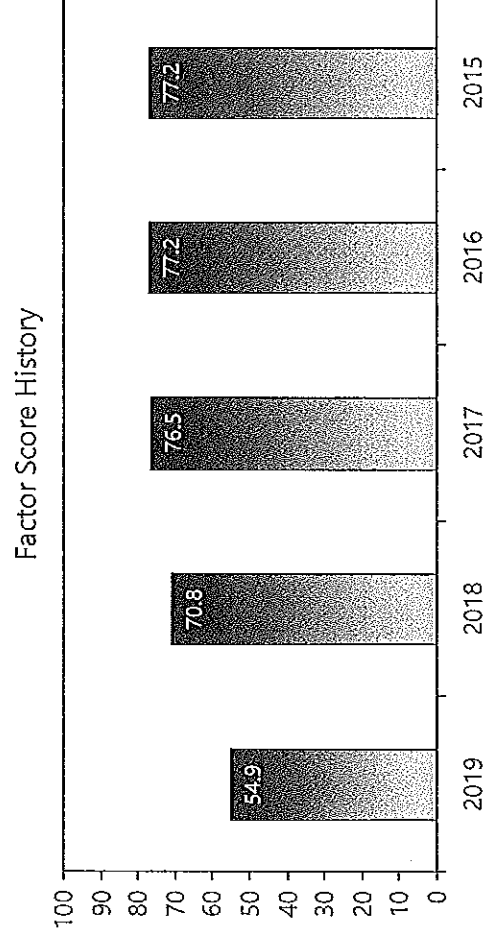
Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	60.1	76.0	(15.9)	9.3	
BRAGG,LINDEN OAKS-LODGE	59.1	72.1	(13.0)	8.3	
BRAGG,NORMANDY-BASTOGNE GABLES	55.9	83.8	(27.9)	5.1	
BRAGG,HAMMOND HILLS	50.9	74.7	(23.8)	0.1	
BRAGG,CASABLANCA-ANZIO ACRES	50.4	70.1	(19.7)	(0.4)	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	49.2	77.4	(28.2)	(1.6)	
BRAGG,STE MERE EGLISE	46.6	76.1	(29.5)	(4.2)	
BRAGG,ARDENNES-BATAAN	46.5	73.6	(27.1)	(4.3)	
BRAGG,NIJMEGEN	44.9	62.8	(17.9)	(5.9)	
BRAGG,POPE	43.8	70.1	(26.3)	(7.0)	

Score Ratings

100.0 to 85.0 Outstanding 69.9 to 65.0 Below Average
 84.9 to 80.0 Very Good 64.9 to 60.0 Poor
 79.9 to 75.0 Good 59.9 to 55.0 Very Poor
 74.9 to 70.0 Average 54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Property Appearance & Condition



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 54.9

The questions in this Business Success Factor pertain to the physical appearance and overall condition of the property. Items evaluated in this category include, but are not limited to: signage, maintenance, elevators, lighting, landscaping, janitorial services, and cleanliness of parking areas. This Success Factor is included in the Property Index and the Overall Score.

Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	61.1	73.9	(12.8)	6.2	
BRAGG,HAMMOND HILLS	58.6	71.2	(12.6)	3.7	
BRAGG,NORMANDY-BASTOGNE GABLES	57.5	77.8	(20.3)	2.6	
BRAGG,ARDENNES-BATAAN	56.7	72.7	(16.0)	1.8	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	54.5	70.6	(16.1)	(0.4)	
BRAGG,POPE	53.7	69.3	(15.6)	(1.2)	
BRAGG,NIJMEGEN	52.8	64.0	(11.2)	(2.1)	
BRAGG,LINDEN OAKS-LODGE	52.3	69.3	(17.0)	(2.6)	
BRAGG,STE MERE EGLISE	50.6	75.1	(24.5)	(4.3)	
BRAGG,CASABLANCA-ANZIO ACRES	50.2	66.7	(16.5)	(4.7)	

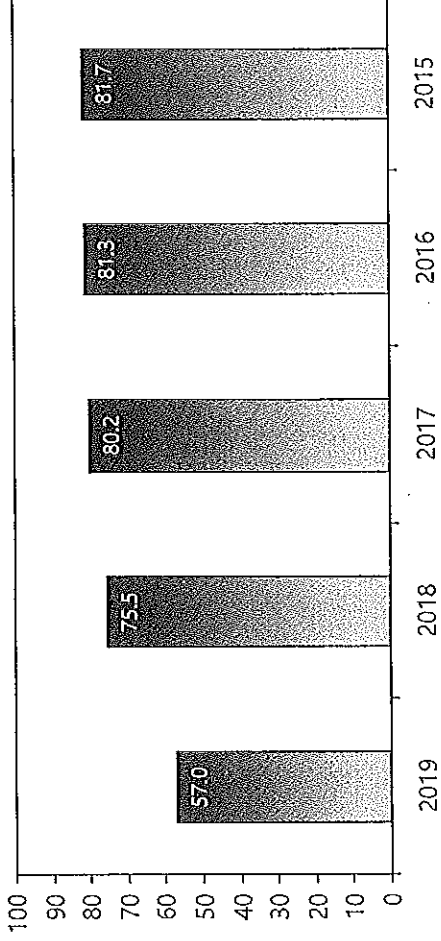
Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Quality of Management Services

Factor Score History



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 57.0

The questions in this Business Success Factor assess the perceived quality of services being rendered by the on-site management team and the property management company. This Success Factor is included in the Service Index and Overall Score.

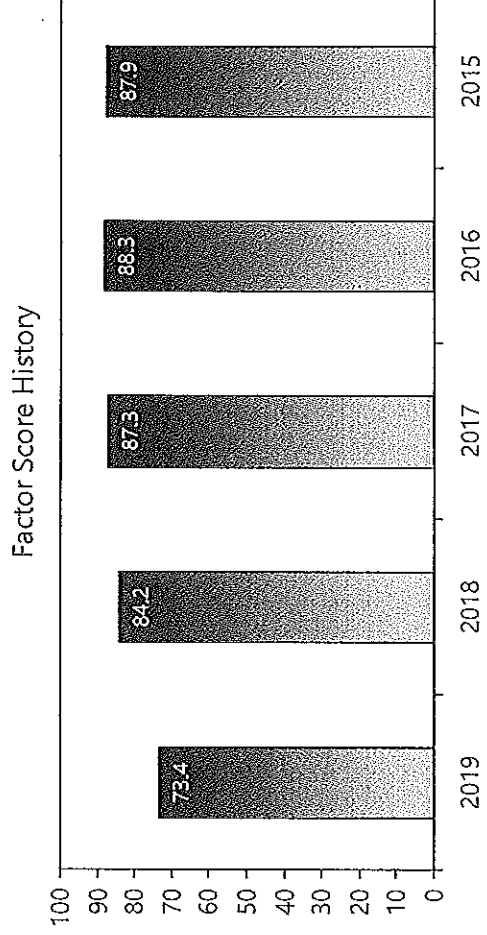
Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	65.7	77.2	(11.5)	8.7	
BRAGG,LINDEN OAKS-LODGE	62.2	74.6	(12.4)	5.2	
BRAGG,NORMANDY-BASTOGNE GABLES	60.1	85.0	(24.9)	3.1	
BRAGG,HAMMOND HILLS	57.2	75.3	(18.1)	0.2	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	56.7	79.1	(22.4)	(0.3)	
BRAGG,ARDENNES-BATAAN	55.7	76.7	(21.0)	(1.3)	
BRAGG,NUMEGEN	54.1	64.7	(10.6)	(2.9)	
BRAGG,STE MERE EGLISE	54.0	77.9	(23.9)	(3.0)	
BRAGG,CASABLANCA-ANZIO ACRES	52.9	72.4	(19.5)	(4.1)	
BRAGG,POPE	50.0	74.8	(24.8)	(7.0)	

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Quality of Leasing Services



	2019	2018	2017	2016	2015
Surveys Distributed	5,660	5,517	5,355	5,705	5,324
Surveys Received	884	1,384	2,239	2,307	1,095
Response Rate	15.6%	25.1%	41.8%	40.4%	20.6%
Properties Surveyed	10	10	10	10	11

Portfolio Factor Score 73.4

The questions in this Business Success Factor pertain to the leasing process - the quality of the services rendered and the effectiveness of the process. This Success Factor is only included in the Overall Score and is not found in any other Index.

Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,NORMANDY-BASTOGNE GABLES	78.0	91.8	(13.8)	4.6	
BRAGG,LINDEN OAKS-LODGE	77.2	82.6	(5.4)	3.8	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	76.0	87.5	(11.5)	2.6	
BRAGG,LINDEN OAKS-CLUBHOUSE	75.2	86.0	(10.8)	1.8	
BRAGG,HAMMOND HILLS	74.4	83.3	(8.9)	1.0	
BRAGG,ARDENNES-BATAAN	73.8	84.6	(10.8)	0.4	
BRAGG,NIJMEGEN	72.8	78.4	(5.6)	(0.6)	
BRAGG,CASABLANCA-ANZIO ACRES	71.3	81.8	(10.5)	(2.1)	
BRAGG,STE MERE EGLISE	69.4	85.4	(16.0)	(4.0)	
BRAGG,POPE	66.0	82.7	(16.7)	(7.4)	

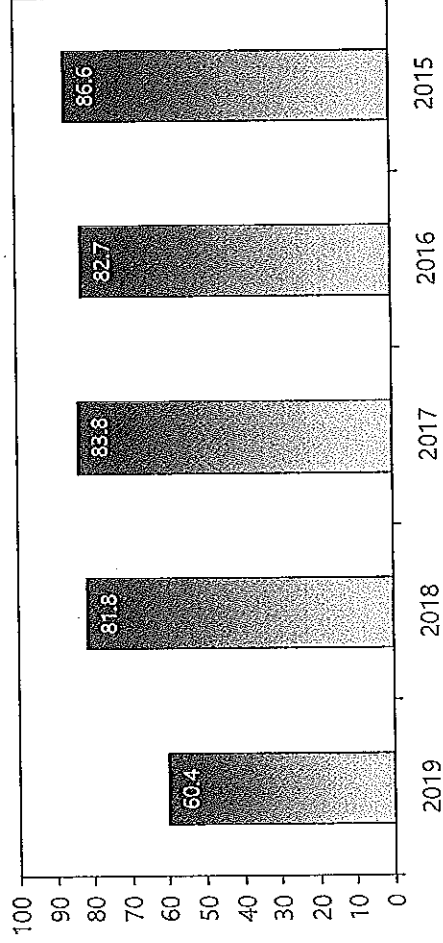
Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Quality of Maintenance Services

Factor Score History



	2019	2018	2017	2016	2015
Surveys Distributed	5,660	5,517	5,355	5,705	5,324
Surveys Received	884	1,384	2,239	2,307	1,095
Response Rate	15.6%	25.1%	41.8%	40.4%	20.6%
Properties Surveyed	10	10	10	10	11

Portfolio Factor Score 60.4

The questions in this Business Success Factor rate the maintenance services including responsiveness and follow-through, overall level of service provided and relationship with the maintenance personnel. This Success Factor is found in the Service Index and Overall Score.

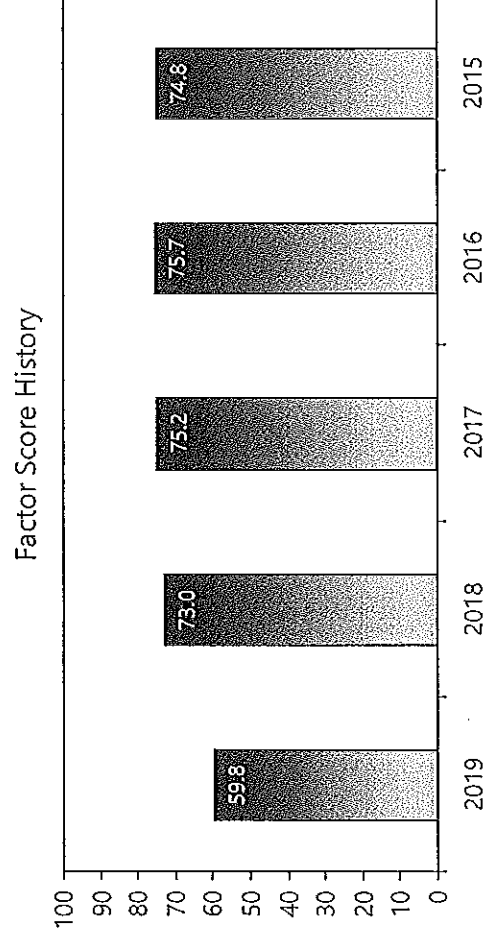
Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-LODGE	67.5	80.5	(13.0)	7.1	
BRAGG,LINDEN OAKS-CLUBHOUSE	67.3	85.0	(17.7)	6.9	
BRAGG,NORMANDY-BASTOGNE GABLES	63.7	88.5	(24.8)	3.3	
BRAGG,HAMMOND HILLS	60.6	81.9	(21.3)	0.2	
BRAGG,CASABLANCA-ANZIO ACRES	60.6	79.7	(19.1)	0.2	
BRAGG,ARDENNES-BATAAN	59.6	81.1	(21.5)	(0.8)	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	56.9	83.1	(26.2)	(3.5)	
BRAGG,NIJMEGEN	56.3	74.3	(18.0)	(4.1)	
BRAGG,POPE	55.7	81.3	(25.6)	(4.7)	
BRAGG,STE MERE EGLISE	55.6	83.6	(28.0)	(4.8)	

Score Ratings

100.0 to 85.0 Outstanding 69.9 to 65.0 Below Average
 84.9 to 80.0 Very Good 64.9 to 60.0 Poor
 79.9 to 75.0 Good 59.9 to 55.0 Very Poor
 74.9 to 70.0 Average 54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Property Rating



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 59.8

The questions in this Business Success Factor assess the property's features, characteristics, and amenities. This Success Factor is found in the Property Index and Overall Score.

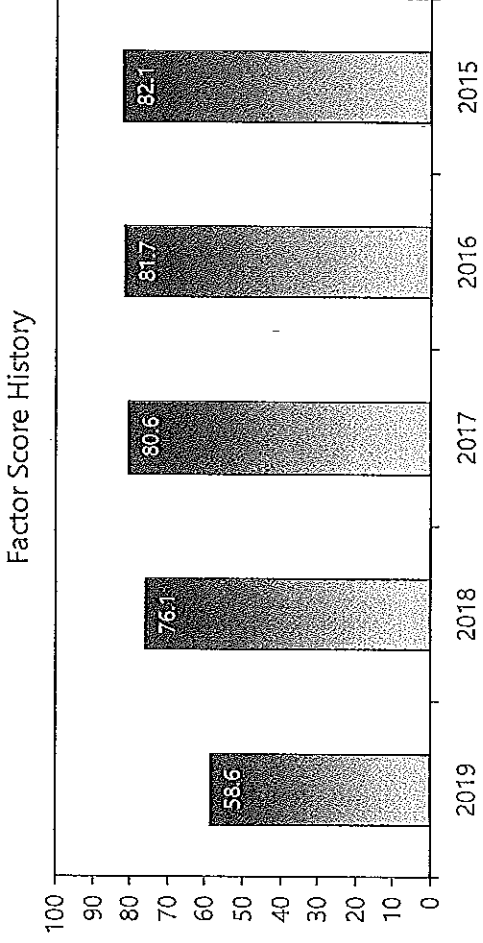
Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,LINDEN OAKS-CLUBHOUSE	68.0	77.6	(9.6)	8.2	
BRAGG,NORMANDY-BASTOGNE GABLES	65.9	79.5	(13.6)	6.1	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	61.5	75.5	(14.0)	1.7	
BRAGG,LINDEN OAKS-LODGE	58.4	70.7	(12.3)	(1.4)	
BRAGG,HAMMOND HILLS	58.4	70.8	(12.4)	(1.4)	
BRAGG,POPE	58.1	72.6	(14.5)	(1.7)	
BRAGG,ARDENNES-BATAAN	57.5	72.0	(14.5)	(2.3)	
BRAGG,NIJMEGEN	57.2	63.6	(6.4)	(2.6)	
BRAGG,STE MERE EGLISE	55.4	79.5	(24.1)	(4.4)	
BRAGG,CASABLANCA-ANZIO ACRES	55.4	69.2	(13.8)	(4.4)	

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Relationship Rating



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 58.6

The questions in this Business Success Factor measure the relationship between the Property Manager and the Resident. This Success Factor is found in the Service Index and Overall Score.

Property Name	Scores by Property			
	Current Score	Prior Score	Current -Prior	Property -Portfolio
BRAGG,NORMANDY-BASTOGNE GABLES	65.3	85.8	(20.5)	6.7
BRAGG,LINDEN OAKS-CLUBHOUSE	64.6	77.4	(12.8)	6.0
BRAGG,LINDEN OAKS-LODGE	63.0	74.7	(11.7)	4.4
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	59.3	78.9	(19.6)	0.7
BRAGG,HAMMOND HILLS	57.8	77.0	(19.2)	(0.8)
BRAGG,ARDENNES-BATAAN	57.7	78.1	(20.4)	(0.9)
BRAGG,CASABLANCA-ANZIO ACRES	56.3	72.6	(16.3)	(2.3)
BRAGG,NIJMEGEN	54.6	66.2	(11.6)	(4.0)
BRAGG,STE MERE EGLISE	53.8	79.3	(25.5)	(4.8)
BRAGG,POPE	52.9	75.3	(22.4)	(5.7)

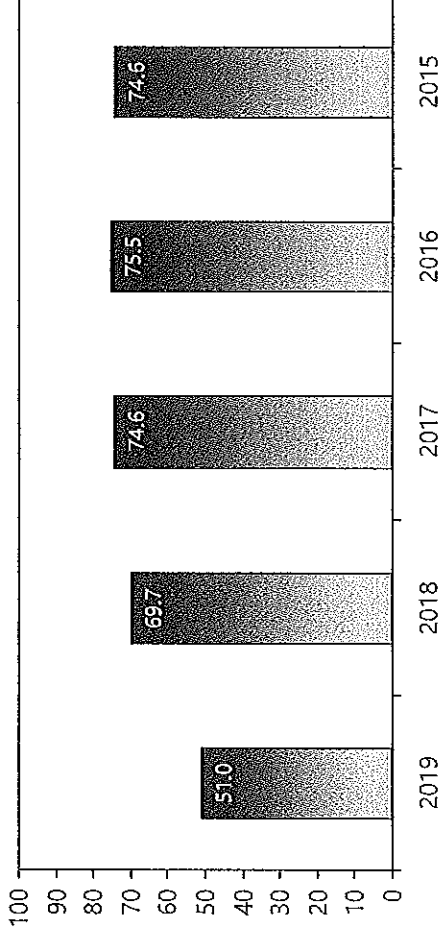
Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Business Success Factor Portfolio Score History and Scores By Property

Renewal Intention

Factor Score History



	2019	2018	2017	2016	2015
<i>Surveys Distributed</i>	5,660	5,517	5,355	5,705	5,324
<i>Surveys Received</i>	884	1,384	2,239	2,307	1,095
<i>Response Rate</i>	15.6%	25.1%	41.8%	40.4%	20.6%
<i>Properties Surveyed</i>	10	10	10	10	11

Portfolio Factor Score 51.0

The questions in this Business Success Factor evaluate the likelihood of Residents renewing their leases. This Success Factor is found in the Overall Score.

Scores by Property					
Property Name	Current Score	Prior Score	Current -Prior	Property -Portfolio	
BRAGG,NORMANDY-BASTOGNE GABLES	58.1	81.0	(22.9)	7.1	
BRAGG,LINDEN OAKS-CLUBHOUSE	56.9	71.3	(14.4)	5.9	
BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	55.6	73.4	(17.8)	4.6	
BRAGG,LINDEN OAKS-LODGE	53.4	68.0	(14.6)	2.4	
BRAGG,HAMMOND HILLS	51.7	68.4	(16.7)	0.7	
BRAGG,ARDENNES-BATAAN	48.7	70.9	(22.2)	(2.3)	
BRAGG,CASABLANCA-ANZIO ACRES	48.3	68.0	(19.7)	(2.7)	
BRAGG,NIJMEGEN	47.3	61.9	(14.6)	(3.7)	
BRAGG,STE MERE EGLISE	47.1	72.5	(25.4)	(3.9)	
BRAGG,POPE	41.8	65.1	(23.3)	(9.2)	

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Resident Results By Question

1. With regard to the appearance and condition of the community, how satisfied are you with:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Visual appeal of the community	61.4	75.0	(13.6)	15% 129	34% 302	12% 104	23% 199	17% 149	0% 1
b. Overall condition of the community	58.0	73.4	(15.4)	10% 92	32% 279	12% 110	27% 243	17% 154	1% 6
c. Landscaping	51.4	62.2	(10.8)	8% 75	21% 186	15% 135	27% 239	27% 237	1% 12
d. Recreation areas	57.8	---	--	13% 116	25% 221	16% 145	19% 166	21% 190	5% 46
e. Condition of roads, parking areas, sidewalks and common areas	45.8	57.7	(11.9)	8% 75	17% 148	9% 81	24% 216	39% 349	2% 15
2. How would you evaluate the property management team with regard to the following:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Ease of contacting when questions or problems arise	64.9	78.6	(13.7)	21% 189	30% 269	14% 124	18% 155	16% 138	1% 9
b. Follow-up after problems are reported to be sure that they have been resolved	47.5	70.5	(23.0)	10% 88	17% 149	12% 104	21% 184	38% 340	2% 19
c. Courtesy and respect with which you are treated	73.3	84.7	(11.4)	33% 289	30% 262	17% 151	9% 82	10% 89	1% 11
d. Ability to do what is required to keep you satisfied	56.1	77.3	(21.2)	13% 119	21% 186	18% 163	23% 203	22% 195	2% 18
e. Frequency of contact and communications	57.7	75.9	(18.2)	14% 125	20% 173	26% 233	16% 139	22% 191	3% 23
f. Willingness to respond to your needs	56.9	77.7	(20.8)	15% 135	22% 192	17% 151	20% 180	23% 207	2% 19
g. Clarity of communication with you	59.3	77.9	(18.6)	17% 149	23% 204	19% 167	19% 168	21% 182	2% 14
h. Willingness to do what they say they will do	53.9	76.5	(22.6)	14% 127	20% 181	13% 114	20% 177	30% 261	3% 24
i. Policies and procedures of the community	59.3	74.6	(15.3)	14% 122	23% 204	25% 218	14% 127	20% 175	4% 38
j. Overall level and quality of service you are receiving	54.7	76.3	(21.6)	13% 116	20% 181	18% 156	21% 188	26% 228	2% 15
3. How would you rate your satisfaction with maintenance services:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Responsiveness of maintenance personnel	57.9	82.8	(24.9)	18% 160	24% 213	12% 104	20% 176	25% 224	1% 7
b. Problem resolution	55.4	80.0	(24.6)	16% 143	21% 190	12% 102	22% 196	27% 241	1% 12
c. Courtesy of maintenance personnel	78.9	89.6	(10.7)	41% 363	33% 289	12% 103	6% 51	8% 68	1% 10
d. Quality of maintenance work	59.6	81.7	(22.1)	18% 163	25% 217	13% 112	22% 197	21% 182	1% 13
e. Follow-up on maintenance requests to ensure satisfaction	50.0	74.8	(24.8)	12% 105	16% 139	15% 137	20% 176	34% 301	3% 26

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Resident Results By Question

4. How satisfied are you with each of the following features of the community:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Safety	73.1	82.0	(8.9)	33% 295	30% 264	14% 128	12% 102	10% 88	1% 7
b. Security	74.3	80.9	(6.6)	35% 308	29% 256	17% 146	9% 77	10% 85	1% 12
c. Parking	60.9	72.1	(11.2)	23% 206	21% 187	13% 112	20% 181	21% 189	1% 9
d. Visitor parking	57.4	68.9	(11.5)	19% 168	18% 163	15% 137	18% 162	25% 223	4% 37
5. How would you rate your satisfaction with the following characteristics of your home:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Overall condition of your home	57.6	--	--	13% 112	30% 262	12% 108	24% 210	22% 192	0% 0
b. Landscaping (immediate area around your home)	48.7	60.7	(12.0)	9% 76	19% 167	12% 108	28% 245	32% 287	0% 1
c. Appliances provided	60.9	--	--	17% 146	29% 256	15% 129	20% 178	19% 166	1% 9
d. Overall condition when you moved in (if moved in during the last 12 months)	57.9	--	--	11% 101	21% 185	13% 117	16% 142	18% 159	20% 180
e. Pest control	47.2	--	--	8% 73	17% 146	14% 121	23% 199	37% 323	2% 22
6. How would you evaluate the leasing process if you moved in or signed a renewal in the last 12 months:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. Ease of the leasing process	76.1	86.0	(9.9)	31% 273	30% 265	14% 128	8% 69	6% 54	11% 95
b. Professionalism with which you were treated	77.3	87.5	(10.2)	36% 320	26% 230	13% 111	7% 62	7% 64	11% 97
c. Follow-up and continuing contact with the leasing agent	67.3	79.2	(11.9)	24% 214	19% 166	21% 187	11% 97	12% 108	13% 112
d. Overall level and quality of the leasing office	73.0	84.3	(11.3)	29% 255	24% 216	19% 168	8% 72	8% 73	11% 100
7. Please indicate how much you agree or disagree with each of the following statements:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. When the property management team promises to do something by a certain time, they do it	51.0	73.2	(22.2)	8% 69	19% 169	19% 168	22% 193	28% 247	4% 38
b. Overall Resident morale at the community is good	55.3	71.9	(16.6)	10% 86	22% 197	23% 199	20% 176	22% 197	3% 29
c. I would recommend this community to others	57.4	75.5	(18.1)	12% 106	26% 233	21% 182	17% 146	23% 206	1% 11
d. The property management team is doing all they can to make the community appealing to Residents	51.3	68.5	(17.2)	9% 77	15% 134	24% 209	24% 214	25% 223	3% 28
e. Compared to other communities that I have lived in, this is the best managed	43.0	63.1	(20.1)	6% 53	7% 66	19% 170	19% 165	39% 341	10% 89
f. Based on my feelings today, I would seek housing in this community again	51.9	70.0	(18.1)	10% 86	21% 182	20% 181	16% 138	32% 285	1% 12

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Resident Results By Question

8. Considering all factors, please tell us:	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
a. How satisfied are you with your home?	59.2	--	--	13% 118	31% 277	12% 109	24% 209	19% 169	0% 2
b. How satisfied are you with this privatized housing community?	53.5	--	--	12% 107	24% 208	14% 121	20% 177	30% 265	1% 6

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Resident Results By Question, Sorted Highest Score to Lowest

Question	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
3c. Courtesy of maintenance personnel	78.9	89.6	(10.7)	41% 363	33% 289	12% 103	6% 51	8% 68	1% 10
6b. Professionalism with which you were treated	77.3	87.5	(10.2)	36% 320	26% 230	13% 111	7% 62	7% 64	11% 97
6a. Ease of the leasing process	76.1	86.0	(9.9)	31% 273	30% 265	14% 128	8% 69	6% 54	11% 95
4b. Security	74.3	80.9	(6.6)	35% 308	29% 256	17% 146	9% 77	10% 85	1% 12
2c. Courtesy and respect with which you are treated	73.3	84.7	(11.4)	33% 289	30% 262	17% 151	9% 82	10% 89	1% 11
4a. Safety	73.1	82.0	(8.9)	33% 295	30% 264	14% 128	12% 102	10% 88	1% 7
6d. Overall level and quality of the leasing office	73.0	84.3	(11.3)	29% 255	24% 216	19% 168	8% 72	8% 73	11% 100
6c. Follow-up and continuing contact with the leasing agent	67.3	79.2	(11.9)	24% 214	19% 166	21% 187	11% 97	12% 108	13% 112
2a. Ease of contacting when questions or problems arise	64.9	78.6	(13.7)	21% 189	30% 269	14% 124	18% 155	16% 138	1% 9
1a. Visual appeal of the community	61.4	75.0	(13.6)	15% 129	34% 302	12% 104	23% 199	17% 149	0% 1
4c. Parking	60.9	72.1	(11.2)	23% 206	21% 187	13% 112	20% 181	21% 189	1% 9
5c. Appliances provided	60.9	--	--	17% 146	29% 256	15% 129	20% 178	19% 166	1% 9
3d. Quality of maintenance work	59.6	81.7	(22.1)	18% 163	25% 217	13% 112	22% 197	21% 182	1% 13
2i. Policies and procedures of the community	59.3	74.6	(15.3)	14% 122	23% 204	25% 218	14% 127	20% 175	4% 38
2g. Clarity of communication with you.	59.3	77.9	(18.6)	17% 149	23% 204	19% 167	19% 168	21% 182	2% 14
8a. How satisfied are you with your home?	59.2	--	--	13% 118	31% 277	12% 109	24% 209	19% 169	0% 2
1b. Overall condition of the community	58.0	73.4	(15.4)	10% 92	32% 279	12% 110	27% 243	17% 154	1% 6
5d. Overall condition when you moved in (if moved in during the last 12 months)	57.9	--	--	11% 101	21% 185	13% 117	16% 142	18% 159	20% 180
3a. Responsiveness of maintenance personnel	57.9	82.8	(24.9)	18% 160	24% 213	12% 104	20% 176	25% 224	1% 7
1d. Recreation areas	57.8	--	--	13% 116	25% 221	16% 145	19% 166	21% 190	5% 46
2e. Frequency of contact and communications	57.7	75.9	(18.2)	14% 125	20% 173	26% 233	16% 139	22% 191	3% 23
5a. Overall condition of your home	57.6	--	--	13% 112	30% 262	12% 108	24% 210	22% 192	0% 0
4d. Visitor parking	57.4	68.9	(11.5)	19% 168	18% 163	15% 137	18% 162	25% 223	4% 37
7c. I would recommend this community to others	57.4	75.5	(18.1)	12% 106	26% 233	21% 182	17% 146	23% 206	1% 11

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Resident Results By Question, Sorted Highest Score to Lowest

Question	Curr. Score	Prior Score	Curr. - Prior	5	4	3	2	1	0
2f. Willingness to respond to your needs	56.9	77.7	(20.8)	15% 135	22% 192	17% 151	20% 180	23% 207	2% 19
2d. Ability to do what is required to keep you satisfied	56.1	77.3	(21.2)	13% 119	21% 186	18% 163	23% 203	22% 195	2% 18
3b. Problem resolution	55.4	80.0	(24.6)	16% 143	21% 190	12% 102	22% 196	27% 241	1% 12
7b. Overall Resident morale at the community is good	55.3	71.9	(16.6)	10% 86	22% 197	23% 199	20% 176	22% 197	3% 29
2j. Overall level and quality of service you are receiving	54.7	76.3	(21.6)	13% 116	20% 181	18% 156	21% 188	26% 228	2% 15
2h. Willingness to do what they say they will do	53.9	76.5	(22.6)	14% 127	20% 181	13% 114	20% 177	30% 267	3% 24
8b. How satisfied are you with this privatized housing community?	53.5	--	--	12% 107	24% 208	14% 121	20% 177	30% 265	1% 6
7f. Based on my feelings today, I would seek housing in this community again	51.9	70.0	(18.1)	10% 86	21% 182	20% 181	16% 138	32% 285	1% 12
1c. Landscaping	51.4	62.2	(10.8)	8% 75	21% 186	15% 135	27% 239	27% 237	1% 12
7d. The property management team is doing all they can to make the community appealing to Residents	51.3	68.5	(17.2)	9% 77	15% 134	24% 208	24% 214	25% 223	3% 28
7a. When the property management team promises to do something by a certain time, they do it	51.0	73.2	(22.2)	8% 69	19% 169	19% 168	22% 193	28% 247	4% 38
3e. Follow-up on maintenance requests to ensure satisfaction	50.0	74.8	(24.8)	12% 105	16% 139	15% 137	20% 176	34% 307	3% 26
5b. Landscaping (immediate area around your home)	48.7	60.7	(12.0)	9% 76	19% 167	12% 108	28% 245	32% 287	0% 1
2b. Follow-up after problems are reported to be sure that they have been resolved	47.5	70.5	(23.0)	10% 88	17% 149	12% 104	21% 184	38% 340	2% 19
5e. Pest control	47.2	--	--	8% 73	17% 146	14% 121	23% 199	37% 323	2% 22
1e. Condition of roads, parking areas, sidewalks and common areas	45.8	57.7	(11.9)	8% 75	17% 148	9% 81	24% 216	39% 349	2% 15
7e. Compared to other communities that I have lived in, this is the best managed	43.0	63.1	(20.1)	6% 53	7% 66	19% 170	19% 165	39% 347	10% 89

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Respondent Group Score Comparison

One of the unique features of REACT is the ability to compare the perceptions, opinions and responses of each respondent group to the others. On the following page, a table provides the REACT Satisfaction Index and Business Success Factor scores for each respondent group in comparison to the others. Differences of more than 10 points are highlighted in red. Indexes or Factors with significant differences indicate varying performance standards, opinions on what constitutes outstanding service, and expectations. Based on analysis of all of our surveying firms, CEL has determined that the size of this variance indicates the level of "disconnect" between respondent groups.

Variance	Disconnect
Less than 6 points	Of No Concern...No Attention Needed
6 to 10 points	Minor Concern...Limited Attention Required
11 to 15 points	Concern...Attention Needed
16 to 20 points	Significant...Attention Needed As Soon As Possible
More than 20 points	Critical...Immediate Attention Needed

Where Critical or Significant differences appear, immediate actions should be taken to address and remedy the variances in perceptions and standards. The ability of a management team and management firm to meet or exceed expectations must start with an agreed-upon/understood level of performance, regardless of the type or class of the asset.

Resident to Property Manager			
Satisfaction Index / BSF	Resident	PM	Difference
Overall	58.9	75.2	16.3
Property	58.0	61.5	3.5
Service	58.0	80.4	22.4
Readiness to Solve Problems	60.7	81.4	20.7
Responsiveness & Follow-Through	50.8	83.8	33.0
Property Appearance & Condition	54.9	58.9	4.0
Quality of Management Services	57.0	83.7	26.7
Quality of Leasing Services	73.4	95.0	21.6
Quality of Maintenance Services	60.4	69.1	8.7
Property Rating	59.8	63.0	3.2
Relationship Rating	58.6	86.3	27.7
Renewal Intention	51.0	75.2	24.2

Resident to Garrison Commander			
Satisfaction Index / BSF	Resident	GC	Difference
Overall	58.9	--	--
Property	58.0	--	--
Service	58.0	--	--
Readiness to Solve Problems	60.7	--	--
Responsiveness & Follow-Through	50.8	--	--
Property Appearance & Condition	54.9	--	--
Quality of Management Services	57.0	--	--
Quality of Leasing Services	73.4	--	--
Quality of Maintenance Services	60.4	--	--
Property Rating	59.8	--	--
Relationship Rating	58.6	--	--
Renewal Intention	51.0	--	--

Garrison Commander to Property Manager			
Satisfaction Index / BSF	GC	PM	Difference
Overall	--	75.2	--
Property	--	61.5	--
Service	--	80.4	--
Readiness to Solve Problems	--	81.4	--
Responsiveness & Follow-Through	--	83.8	--
Property Appearance & Condition	--	58.9	--
Quality of Management Services	--	83.7	--
Quality of Leasing Services	--	95.0	--
Quality of Maintenance Services	--	69.1	--
Property Rating	--	63.0	--
Relationship Rating	--	86.3	--
Renewal Intention	--	75.2	--

Score Ratings

100.0 to 85.0 Outstanding 69.9 to 65.0 Below Average
 84.9 to 80.0 Very Good 64.9 to 60.0 Poor
 79.9 to 75.0 Good 59.9 to 55.0 Very Poor
 74.9 to 70.0 Average 54.9 to 0.0 Crisis

Garrison Commander Results Summary

Overall Score and Response Details	
Overall Score	
Surveys Distributed	10
Surveys Received	0
Response Rate	0.0%

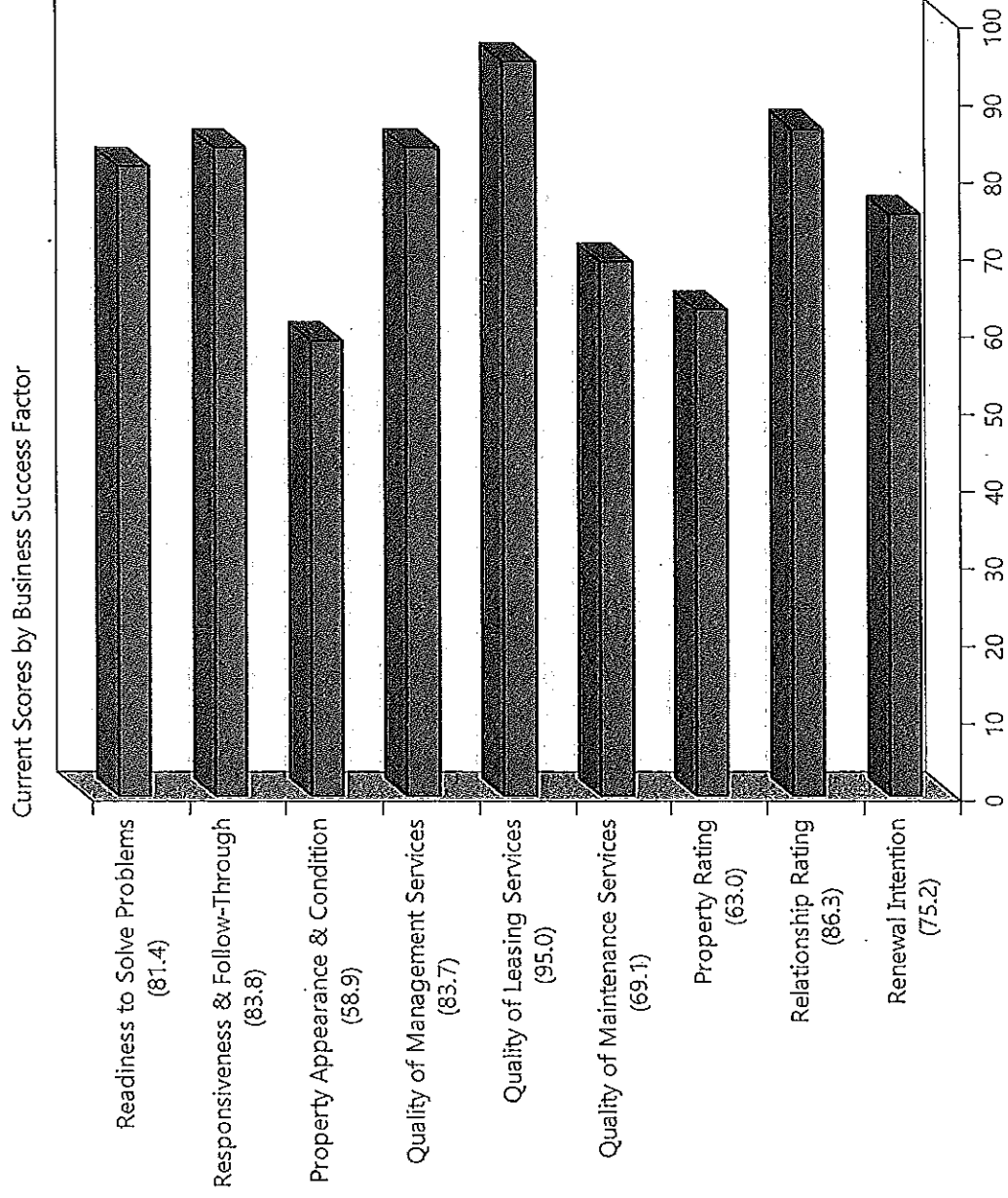
No Garrison Commander surveys were returned.

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Property Manager Results Summary

Overall Score and Response Details	
Overall Score	75.2
Surveys Distributed	10
Surveys Received	7
Response Rate	70.0%



Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

Property Manager Results By Question

1. With regard to the appearance and condition of the community, how satisfied are you with:	Curr. Score	5	4	3	2	1	0
a. Visual appeal of the community	62.9	0%	57%	0%	43%	0%	0%
b. Overall condition of the community	68.6	14%	43%	14%	29%	0%	0%
c. Landscaping	45.7	0%	29%	14%	14%	43%	0%
d. Recreation areas	57.1	43%	0%	0%	14%	43%	0%
e. Condition of roads, parking areas, sidewalks and common areas	60.0	14%	29%	0%	57%	0%	0%
2. How would you evaluate yourself as a property manager with regard to:	Curr. Score	5	4	3	2	1	0
a. Ease of contacting when questions or problems arise	85.7	29%	71%	0%	0%	0%	0%
b. Follow-up after problems are reported to be sure that they have been resolved	74.3	0%	71%	29%	0%	0%	0%
c. Courtesy and respect with which you treat Residents	97.1	86%	14%	0%	0%	0%	0%
d. Ability to do what is required to keep Residents satisfied	74.3	0%	86%	0%	14%	0%	0%
e. Frequency of contact and communications with Residents	77.1	0%	86%	14%	0%	0%	0%
f. Willingness to respond to Resident needs	97.1	86%	14%	0%	0%	0%	0%
g. Clarity of communication with Residents	88.6	43%	57%	0%	0%	0%	0%
h. Willingness to do what you say you will do	85.7	29%	71%	0%	0%	0%	0%
i. Policies and procedures of the community	80.0	0%	100%	0%	0%	0%	0%
j. Overall level and quality of service you provide	91.4	57%	43%	0%	0%	0%	0%
k. Quality of reports prepared	80.0	29%	29%	29%	0%	0%	14%
l. Timeliness, accuracy and quality of rent collection	82.9	14%	86%	0%	0%	0%	0%
m. Frequency of contact with the Garrison Commander	74.3	29%	14%	57%	0%	0%	0%
3. How would you rate your satisfaction with maintenance services:	Curr. Score	5	4	3	2	1	0
a. Responsiveness of maintenance personnel	57.1	0%	43%	0%	57%	0%	0%
b. Problem resolution	71.4	0%	71%	14%	14%	0%	0%

Score Ratings

100.0 to 85.0 Outstanding
84.9 to 80.0 Very Good
79.9 to 75.0 Good
74.9 to 70.0 Average
69.9 to 65.0 Below Average
64.9 to 60.0 Poor
59.9 to 55.0 Very Poor
54.9 to 0.0 Crisis

Property Manager Results By Question

3. How would you rate your satisfaction with maintenance services:							
	Curr. Score	5	4	3	2	1	0
c. Courtesy of maintenance personnel	100.0	100%	0%	0%	0%	0%	0%
d. Quality of maintenance work	68.6	0%	57%	29%	14%	0%	0%
e. Follow-up on maintenance requests to ensure satisfaction	48.6	0%	29%	14%	29%	29%	0%
		0	2	1	2	2	0
		7	0	0	0	0	0
		0	4	2	1	0	0
		0	2	1	2	2	0
4. How satisfied are you with each of the following features of the community:							
	Curr. Score	5	4	3	2	1	0
a. Safety	82.9	14%	86%	0%	0%	0%	0%
b. Security	88.6	43%	57%	0%	0%	0%	0%
c. Parking	68.6	29%	29%	14%	14%	14%	0%
d. Visitor parking	56.0	14%	0%	29%	14%	14%	29%
		1	0	2	1	1	2
		1	6	0	0	0	0
		3	4	0	0	0	0
		2	2	1	1	1	0
		1	0	2	1	1	2
5. How satisfied do you perceive the Residents to be with the following characteristics of their homes:							
	Curr. Score	5	4	3	2	1	0
a. Overall condition of the home	71.4	0%	71%	14%	14%	0%	0%
b. Landscaping (immediate area around their home)	34.3	0%	0%	14%	43%	43%	0%
c. Appliances provided	74.3	0%	71%	29%	0%	0%	0%
d. Overall move in condition	65.7	0%	57%	14%	29%	0%	0%
e. Pest control	22.9	0%	0%	0%	14%	86%	0%
		0	0	0	1	2	0
		0	5	2	0	0	0
		0	4	1	2	0	0
		0	0	0	1	2	0
		0	0	0	1	6	0
6. How would you evaluate the leasing process:							
	Curr. Score	5	4	3	2	1	0
a. Ease of the leasing process	100.0	100%	0%	0%	0%	0%	0%
b. Professionalism with which prospective Residents are treated	100.0	100%	0%	0%	0%	0%	0%
c. Follow-up and continuing contact with Residents	88.6	43%	57%	0%	0%	0%	0%
d. Overall level and quality of the leasing office	91.4	57%	43%	0%	0%	0%	0%
		7	4	3	0	0	0
		7	0	0	0	0	0
		3	4	0	0	0	0
		4	3	0	0	0	0
7. Please indicate how much you agree or disagree with each of the following statements:							
	Curr. Score	5	4	3	2	1	0
a. When I promise to do something by a certain time, I do it	91.4	57%	43%	0%	0%	0%	0%
		4	3	0	0	0	0

Score Ratings

100.0 to 85.0 Outstanding	89.9 to 65.0 Below Average
84.9 to 80.0 Very Good	84.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

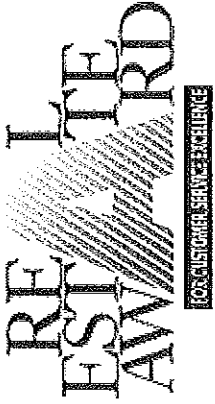
Property Manager Results By Question

7. Please indicate how much you agree or disagree with each of the following statements:	Curr. Score	5	4	3	2	1	0
b. Overall Resident morale at the community is good	71.4	0% 0	57% 3	43% 3	0% 0	0% 0	0% 0
c. I would recommend this community to others	82.9	43% 3	29% 2	29% 2	0% 0	0% 0	0% 0
d. I am doing all I can to make this community appealing to Residents	91.4	57% 4	43% 3	0% 0	0% 0	0% 0	0% 0
e. Compared to other communities, this is the best managed	68.6	0% 0	43% 3	57% 4	0% 0	0% 0	0% 0
f. I rate the likelihood of Residents seeking housing in this community again as ...	74.3	29% 2	29% 2	29% 2	14% 1	0% 0	0% 0

Score Ratings

100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis

CEL & Associates, Inc. A List Awards for Customer Service Excellence - Multifamily



Each year CEL & Associates, Inc. compiles customer satisfaction survey data from thousands of properties. Since 1998, the **A List Awards For Customer Service Excellence** have been awarded in recognition of achieving a "Best In The Industry" rating for providing the highest level and quality of service.

Bragg FH Consolidated Report has no Award winners out of 10 properties surveyed.

Properties Receiving Platinum A List Award
Multifamily criteria: Service Satisfaction Score of at least 93.1, and a Response Rate of at least 20%.
No properties have achieved this award level.

Properties Receiving A List Award
Multifamily criteria: Service Satisfaction Score of at least 85.0, and a Response Rate of at least 20%.
No properties have achieved this award level.

Appendix

The REACT Resident Satisfaction & Opinion Survey Process

CEL & Associates, Inc. ("CEL") developed the REACT Resident Satisfaction & Opinion Survey Process as a means of assisting real estate organizations to become Best In Class enterprises. To create REACT, CEL worked with Opinion Survey Specialists, Statisticians, Property Management Firms, Property Managers¹, Building Owners, Research Analysts, Residents¹ and others. Just as you strive to continually improve your asset and financial performance, CEL continually reviews and refines REACT to ensure the most relevant and current industry knowledge is conveyed.

The components of the REACT process are:

- ◆ A statistically valid, reliable and accurate survey;
- ◆ A reporting package that quantifies the survey results and provides information necessary for improvement decisions;
- ◆ A review of findings and assistance in developing an Action Plan for the future by uniquely trained CEL personnel.

Unique features of the REACT Resident Satisfaction & Opinion Survey Process include:

- ◆ Measuring satisfaction with the property and services, and assessing the likelihood of lease renewal from the perspective of the three major stakeholders: Residents, Property Managers, and Garrison Commanders.
- ◆ Ascertaining and quantifying the similarities and differences in the perceptions of these Stakeholders to enable effective management of expectations.
- ◆ Summarizing satisfaction via three Satisfaction Index scores and nine Business Success Factor scores to allow for quick determination of the firm's relative strengths and weaknesses. Satisfaction Indexes and Business Success Factors provide consistent metrics that can be used in performance evaluations and/or incentive awards.
- ◆ Evaluating performance scores over time.
- ◆ Determining how current scores compare to the scores of "Best In Class" firms.
- ◆ Identifying specific, detailed areas in need of attention and assisting in the development of an Action Plan for improvement.
- ◆ Allowing for survey customization to add company-specific, importance and/or demographic questions.
- ◆ Providing performance evaluation and feedback in a prompt and cost-efficient manner.

¹References to the Property Manager throughout this report include all members of the Manager's team who provide such services under the direction of that Property Manager. Residents are also referred to as "Customers."

Appendix

Survey Methodology

CEL & Associates, Inc. worked closely with Army RCI Housing, Corvias to create a survey process that maximizes the potential for a significant response rate and meaningful results.

The Survey

The survey instrument for Army RCI Housing, Corvias included one survey instrument containing 41 standard REACT questions. Question response choices conform to a five-point Likert psychometric response scale, the most widely used scale in survey research. The five-point scale provides each respondent with a middle choice, indicating they are neither satisfied nor dissatisfied with the item being evaluated. A sixth "Not Applicable/No Opinion" option accommodates those questions not relevant to the respondent.

The Survey Process

Survey responses were collected via online surveys. CEL provided 5,660 surveys to the properties in **Bragg FH Consolidated Report** in April 2019. The data collection period was closed May 31, 2019. CEL received 884 valid Resident surveys, resulting in a response rate of 15.6%. In addition, 10 Garrison Commander surveys were distributed and 0 (0.0%) were received; 10 Property Manager surveys were distributed and 7 (70.0%) were received. Comments from Resident surveys were provided to Army RCI Housing, Corvias.

Appendix

Scoring

The CEL & Associates, Inc. scoring system provides a consistent methodology for evaluating survey results. Satisfaction Indexes, Business Success Factors and individual evaluation questions are all scored in the same manner, for ease of isolating high performance areas and identifying problem areas.

Scores can be interpreted in the following ranges:

- ◆ **Scores from 100 to 85 (“Outstanding”)** - Any Satisfaction Index, Business Success Factor, or question score of 85 or greater is considered to be outstanding. The management team should be commended for providing excellence in service, while the Garrison Commander is to be applauded for providing the resources necessary to keep the property in outstanding condition and market-competitive.
- ◆ **Scores from 84 to 80 (“Very Good”)** - Scores in this range are approaching the very best and the management team should be recognized for their efforts. While only a few points below Outstanding, scores in this category typically mean that while most Residents are very satisfied, others feel that more could be done. Special attention should be given to any areas where ratings are below “4”.
- ◆ **Scores from 79 to 75 (“Good”)** - Scores in this range tend to reflect a steady, stable and consistent level of satisfaction and performance with clear opportunities for improvement. The primary indicator of whether these scores will rise is the capacity and desire to take advantage of these opportunities. Improving these scores requires maintaining current efforts, while giving special attention to those specific REACT questions receiving the fewest ratings of “5”.
- ◆ **Scores from 74 to 70 (“Average”)** - Scores in this range generally reflect some satisfaction with the service or property features being evaluated, but the complete standards and expectations of the Residents are not being met. Taking action in these areas can remove obstacles to Residents feeling Very Satisfied.
- ◆ **Scores from 69 to 65 (“Below Average”)** - Scores in this range generally mean that performance is just not adequate, and indicate areas of necessary improvement. CEL & Associates, Inc. believes it is important to strive for clear satisfaction, not just an absence of dissatisfaction, and therefore find scores in this range are a definite area of concern. Residents are likely to be aware of competitive properties that provide a better product or service.
- ◆ **Scores from 64 to 60 (“Poor”)** - Scores in this range signify substandard performance and strong displeasure with the property and/or the level of service. Improvements are needed immediately. Resident expectations are significantly different from their perceptions of the property and/or service provided. Corrective measures taken soon will prevent the scores from dropping into a category where significantly more time and expense is necessary to improve them.

Appendix

- ♦ **Scores from 59 to 55 ("Very Poor")** - Scores in this range are over 25 points below the scores received by the best in the industry. Corrective measures need a strong commitment, as improvements will require significant focus, time and resources. Scores in this range are not the result of a few dissatisfied Residents, but an expression of a majority of Residents. Remediation of each problem area is essential if the property is to improve its financial and operational performance.
- ♦ **Scores below 55 ("Crisis")** - When a significant majority of the Residents at a property fail to indicate a positive response, there is a major problem that must be addressed immediately. Corrective measures must be taken without delay. Improvements to areas receiving these low scores generally involve much more than a policy, staffing or cosmetic change to the property. Significant, noticeable investments must immediately be made to improve all areas with scores below 60.

CEL & Associates, Inc. Rating Scale:

Range	Rating
100 - 85	Outstanding
84 - 80	Very Good
79 - 75	Good
74 - 70	Average
69 - 65	Below Average
64 - 60	Poor
59 - 55	Very Poor
54 - 0	Crisis

Appendix

Action Plan and Goal Setting

The Action Plans for the properties in this portfolio were provided in separate Microsoft Word files for your convenience. In addition to your Action Plan documents, you will receive guidance as to how to use the individual property reports and this portfolio report to complete the Plans.

Creating a specific Action Plan with goals, clearly spelled out responsibilities, anticipated expenditures and completion dates is the most direct way to use your survey results to improve performance for the next year. CEL & Associates, Inc. is fully prepared to assist you further, whether it is providing additional analysis of survey results, consulting with your management team, or providing customer service training. We look forward to helping you assess the success of these efforts, and to plan new directions for improvement with each survey process.

Thank you for choosing CEL & Associates, Inc.'s REACT Resident Satisfaction & Opinion Survey Process. Our passion lies in assisting our customers' development into Best In Class firms. We are a multi-faceted company with resources ready to assist you in this quest not just during your survey process, but throughout the year.



CEL & Associates, Inc.

Real Estate Strategies, Benchmarking & Performance Solutions

CEL & Associates, Inc.

12121 Wilshire Blvd., Suite 204

Los Angeles, CA 90025

310-571-3113

www.celassociates.com

cel@celassociates.com

2019 Property Scores for: Army RCI Housing, Corvias (856-43) Multifamily Properties													Success Factor Legend												
													5 - Quality of Leasing												
													1 - Readiness to Solve Problems												
													2 - Responsiveness & Follow-Through												
													3 - Property Appearance & Condition												
													4 - Quality of Management Services												
													6 - Quality of Maintenance												
													7 - Property Rating												
													8 - Relationship Rating												
													9 - Renewal Intention												
Line	Client - Matter #	Client Name	CEL PID #	Property Name	Report Date	Region	Sort Level 1	Sort Level 2	Sort Level 4	Type	Surveys			Satisfaction Scores			Business Success Factors								
											Distributed	Received	Percent Returned	Overall	Property	Service	SF 1	SF 2	SF 3	SF 4	SF 5	SF 6	SF 7	SF 8	SF 9
1	856-43	Army RCI Housing, Corvias	17626	BRAGG,ARDENNES-BATAAN	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	458	73	15.9%	57.5	57.2	58.2	57.7	46.5	56.7	55.7	73.8	59.6	57.5	57.7	48.7
2	856-43	Army RCI Housing, Corvias	17627	BRAGG,CASABLANCA-ANZIO ACRES	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	633	87	13.7%	56.2	53.5	58.4	58.1	50.4	50.2	52.9	71.3	60.6	55.4	56.3	48.3
3	856-43	Army RCI Housing, Corvias	17628	BRAGG,CORREGIDOR COURTS-BOUGAINVILLE	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	618	112	18.1%	59.5	59.0	57.0	61.3	49.2	54.5	56.7	76.0	56.9	61.5	59.3	55.6
4	856-43	Army RCI Housing, Corvias	17629	BRAGG,HAMMOND HILLS	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	565	78	13.8%	59.1	58.4	57.6	59.4	50.9	58.6	57.2	74.4	60.6	58.4	57.8	51.7
5	856-43	Army RCI Housing, Corvias	17630	BRAGG,LINDEN OAKS-CLUBHOUSE	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	653	99	15.2%	65.7	65.5	65.4	68.4	60.1	61.1	65.7	75.2	67.3	68.0	64.6	58.9
6	856-43	Army RCI Housing, Corvias	17631	BRAGG,LINDEN OAKS-LODGE	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	747	89	11.9%	61.7	56.3	64.2	66.8	59.1	52.3	62.2	77.2	67.5	58.4	63.0	53.4
7	856-43	Army RCI Housing, Corvias	17632	BRAGG,NIJMEGEN	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	652	103	15.8%	55.8	55.6	54.0	58.0	44.9	52.8	54.1	72.8	56.3	57.2	54.6	47.3
8	856-43	Army RCI Housing, Corvias	17633	BRAGG,NORMANDY-BASTOGNE GABLES	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	339	83	24.5%	64.0	62.9	63.1	67.3	55.9	57.5	60.1	78.0	63.7	65.9	65.3	58.1
9	856-43	Army RCI Housing, Corvias	17634	BRAGG,POPE	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	537	103	19.2%	54.1	58.5	51.7	51.7	43.8	53.7	50.0	66.0	55.7	58.1	52.9	41.8
10	856-43	Army RCI Housing, Corvias	17635	BRAGG,RANDOLPH POINTE	6/14/2019	Atlantic	Bragg	Corvias	RCI	UH	512	77	15.0%	86.3	85.4	85.7	86.0	83.8	84.2	84.5	93.4	86.0	87.4	87.0	85.4
11	856-43	Army RCI Housing, Corvias	17636	BRAGG,STE MERE EGLISE	6/14/2019	Atlantic	Bragg	Corvias	RCI	FH	458	57	12.4%	54.7	53.7	53.6	57.0	46.6	50.6	54.0	69.4	55.6	55.4	53.8	47.1
Totals											6,172	961	15.6%												