THE HUMAN TOUCH IS STILL WINNING

What Nearly 200,000 Resident Ratings Reveal About Top-Performing Multifamily Communities

3 STATES STAND ABOVE THE REST

Pennsylvania, Indiana, & New Jersey saw the highest resident satisfaction ratings over the past year.



Pennsylvania **Indiana** **New Jersey**

Residents in these states particularly recognized the **onsite staff and quality of services**.

In an industry increasingly focused on AI, residents continue to reward communities that deliver a **strong human experience.**

TOP 5 HIGH-PERFORMING CITIES

1. Downington, PA
2. Wellington, FL
3. Port Richey, FL
4. Royal Palm Beach, FL
5. O'Fallon, MO

Communities in these top 5 cities scored incredibly well across virtually **every category measured,** demonstrating what happens when operators get the **entire resident experience right.**

WHAT RESIDENT SATISFACTION LOOKS LIKE

Resident Experience

- Overall satisfaction
- Office staff
- Grounds
- Safety
- Noise
- Neighborhood

Operational Excellence

- Work Orders
- Quality of service
- Move-in experience
- Pre-renewals
- Prospect experience

THE PATTERN



Resident satisfaction isn't driven by one single factor.

High performing communities aren't just winning in one area. **They're excelling in all aspects of the resident experience.**

THE BOTTOM LINE

Technology can streamline communication and automate tasks, improving operational efficiency. But resident ratings continue to show the value of **responsive people, quality service, consistent follow-through, and a great overall resident experience.**

AI can help teams work smarter, but the communities earning the strongest resident ratings are proving that **technology and the human experience need to complement one another.**