



Press Release:
April 17, 2014

FAIRFIELD WINS 2013 SATISFACTS NATIONAL RESIDENT SATISFACTION AWARDS

SatisFacts (www.SatisFacts.com) is excited to announce that Fairfield Residential is a 2013 national resident satisfaction award winner. SatisFacts works with over 200 management companies and well over a million apartment homes nationally. Fairfield's hard work has not gone unnoticed – evidenced by last year's SatisFacts program results showing high levels of resident satisfaction. By successfully delivering an outstanding resident experience, the company's residents reward this effort with higher lease renewal rates and less resistance to rent increases. And the ability to proudly promote the company as a best-of-breed service provider is immensely important in today's ratings-obsessed world.

Doug Miller, founder and president of SatisFacts, adds, "Everyone wins when there is a passion for delivering world-class service – and resident feedback shows Fairfield has this passion! Residents reward with their renewals. Reduced turnover grows NOI. And dramatic marketing advantages can be realized leveraging scores and awards to boost a property and company's online reputation. When resident expectations are being met and exceeded, then SatisFacts helps clients leverage this by using award logos in advertising and marketing programs, posting scores online via our relationships with TurnSocial and PropertySolutions, and being able to seamlessly integrate ratings directly into property pages on ApartmentRatings.com via the powerful Verified Resident Program."

Fairfield won the following 2013 awards:

- SatisFacts Insite® Superior Resident Satisfaction National Award!



- 121 properties won an Insite® Resident Satisfaction National Award!



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|-----------------------------|--------------------|---------------------------|
| • 15777 Quorum | • Alterra | • Bennington |
| • 2924 Clairmont Apartments | • Ardenwood | • Berkeley Place |
| • 500 Falls | • Ashford Crossing | • Biltmore at Midtown |
| • 597 Westport | • Atera | • Bridges at Chapel Hill |
| • 909 West | • Avanti | • Bridges at Quail Hollow |
| • 925 Main Street | • Avery Park | • Bridges at Wind River |
| • 9920 Apartments | • Ballantyne | • Bristol |
| • Addison at Andover Park | • Banyan Bay | • Broadmoor |
| • Allura | • Baycliff | • Canyon Rim |
| • Alta Vista | • Belara | • Carabella |



SatisFacts Research: National Award Winners

- Carillon
- Carson Tower
- Cerano
- Chason Ridge
- CityScape
- Coppermill Park
- Cortona (Garden)
- Cortona (Loft)
- Countryside Village Apartments
- Dakota
- Deer Crest
- Deerwood Village
- Ellington
- Emerald Bay Club
- Emerald Terrace
- Estates at Southpark Meadows
- Fisherman's Landing
- Foxwood
- Hawthorne at Gillette Ridge
- Highland Lake
- Kendall Ridge
- Kilburn Crossing
- Lakeland Estates
- Latitudes
- Laurels at Overlook
- Legend Oaks
- Legends at Chase Oaks
- Lunaire
- Malvern Lakes
- Maple Glen
- Maribelle
- Marina Shores Waterfront
- Middletown Ridge
- Milan
- Milano
- Mountain Gate
- Mountain Trails
- Muirlands
- North Pointe Commons
- Olde Raleigh
- Paces Commons
- Paces Watch
- Palms at Augusta Ranch
- Pavilion Crossings I & II
- Pravada
- Preserve at Catons Crossing
- Presidio
- Promenade at Hunters Glen
- Ramblewood Village
- Rancho Corrales
- Red Rocks II
- Ridgemoor Apartments
- River Pointe at Den Rock
- Rockwood
- Scofield Park at Austin
- Serafina
- Seven Oaks Phase I
- Shorewood
- Steeplechase
- Stonewood at Vinings
- Strathmore Park
- Stratton
- Summerlyn
- Sutterfield
- Talavera
- Terraces at Southpark Meadows
- The Apartments at Radbourne Lake
- The Fairington Apartments
- The Fairways
- The Point at Deerfield
- The Reserve
- The Sanctuary
- The Seasons
- The Towers at Wyncote
- The Versailles
- Traditions
- Tuscaro
- University Heights
- Villa Serena
- Villa Tuscanly
- Villetta
- Vista Point
- Walden Glen
- Waterford Place Apartments
- Waverly Place
- Westbrook
- Westbury
- Windshire Terrace
- Wyndover
- Wyngate
- Yardley Crossing

SatisFacts™:

SatisFacts™ (www.satisfacts.com), a division of Internet Brands, is the industry's retention and reputation management authority, working with hundreds of management companies and more than a million apartment units nationally. SatisFacts' feedback and reputation management systems Take the Guesswork Out of Retention™, and help clients reduce turnover, grow NOI and boost online reputations. For more information, contact Doug Miller, SatisFacts, at 866.655.1490 x100 or dmiller@satisfacts.com.