

Management Insider

Customer Service

SatisFacts Announces National Resident Satisfaction Award Winners

ALLEN & ROCKS topped the list of winners in SatisFacts Research's 2009 national resident satisfaction awards.

Doug Miller, SatisFacts Founder and President, says, "As a partner with nearly a million units each year on various resident feedback programs, our experience and data show that residents validate when a company and team not only talk about great resident service and satisfaction, but where they truly 'walk the walk.' "

Following are the most recent national award winners, with all achieving the highest scores in a variety of portfolio size categories.

Allen and Rocks, with seven communities in the Mid-Atlantic Region, earned the highest company score.

Other top award winners include AF Evans, AJ Dwoskin, Blue Ridge, Churchill Residential, Corcoran Jennison, Greystar, H.G. Fenton, Legend, Picerne Military Housing, Quintus, RedPeak Properties, RenaissancePG, Shea Properties, Thayer Properties, The Breeden Company and Towne Properties.

The highest property score, more than 100 units, was Keystone, managed by Corcoran Jennison; for less than 100 units it was Shippen House, managed by Humphrey Management.



Allen & Rocks' The Metropolitan of Baltimore