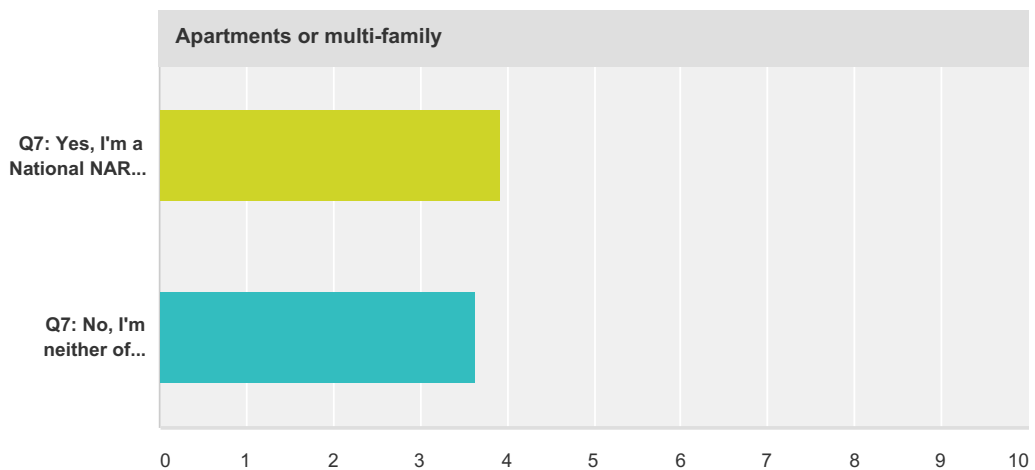
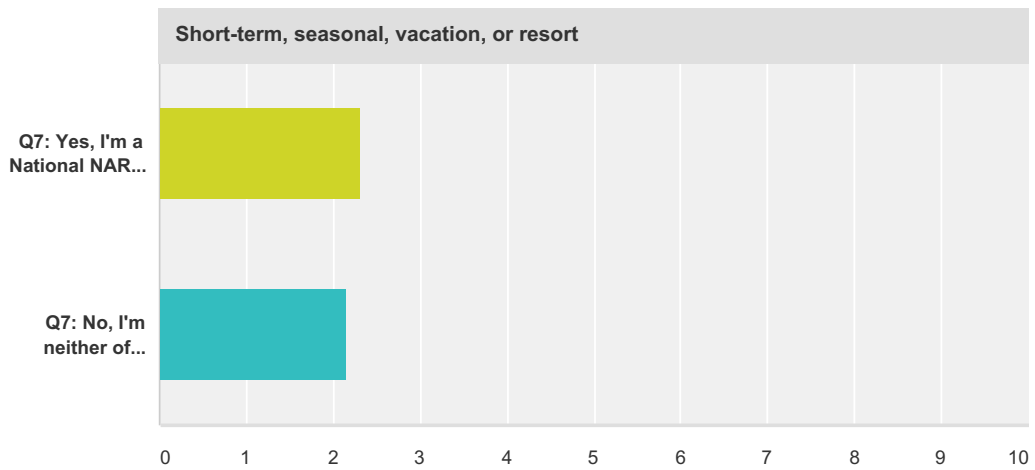
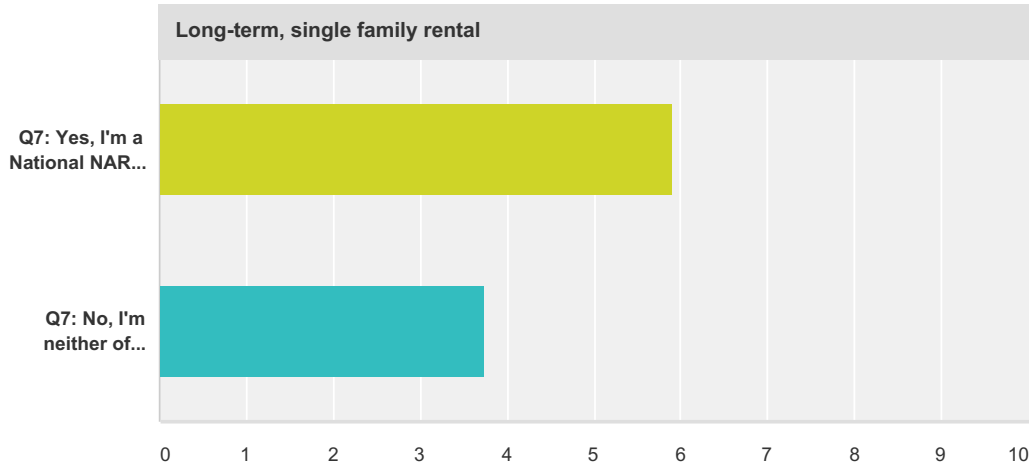
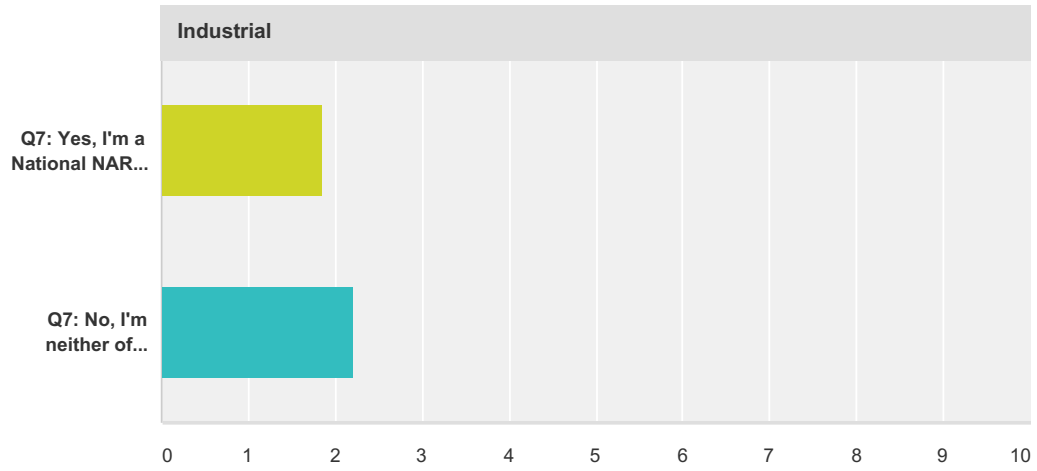
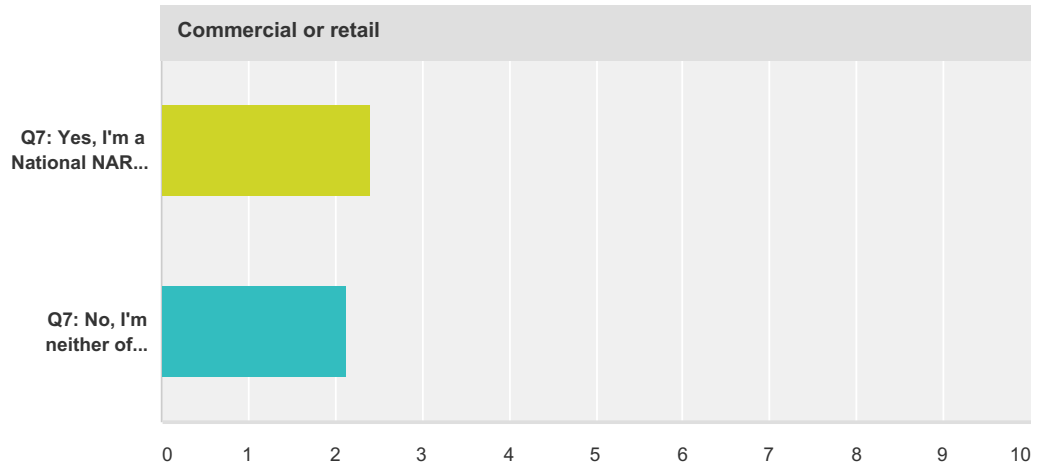
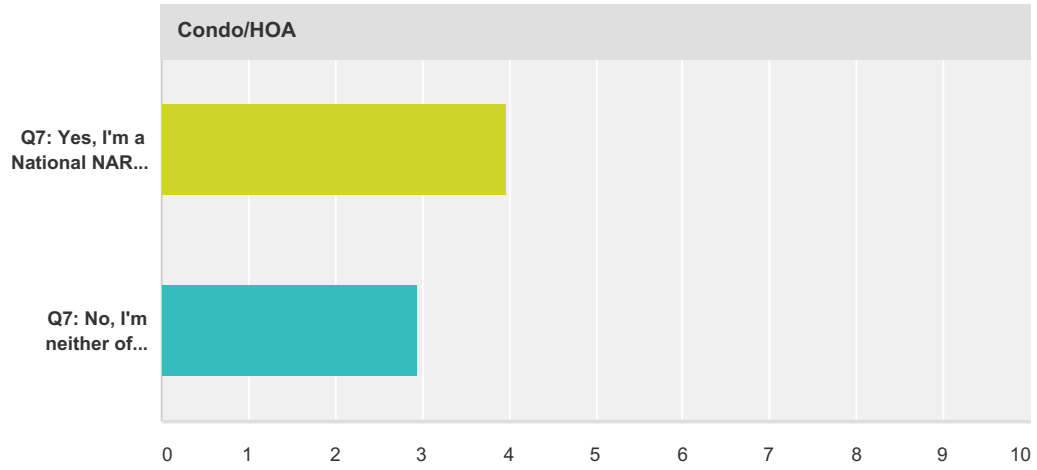


### Q13 How many estimated units, doors, or properties of the following types does your company or local office manage?

Answered: 862 Skipped: 48



# Property Manager's Survey 2016



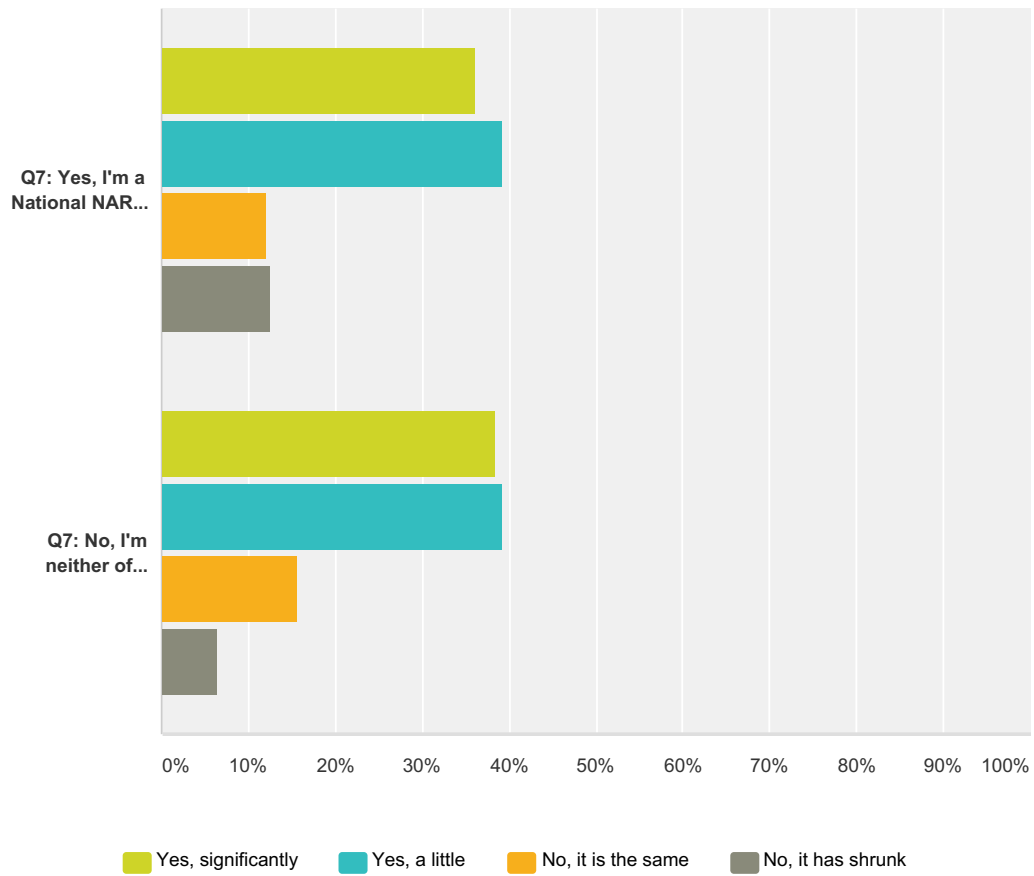
Long-term, single family rental												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	1.09%	3.70%	6.09%	7.61%	16.96%	21.09%	29.35%	9.35%	3.70%	0.65%	0.43%	53.36%
	5	17	28	35	78	97	135	43	17	3	2	460
Q7: No, I'm neither of these	3.10%	24.79%	13.80%	19.15%	14.65%	8.17%	5.07%	0.85%	0.00%	0.00%	10.42%	41.18%
	11	88	49	68	52	29	18	3	0	0	37	355

## Property Manager's Survey 2016

Short-term, seasonal, vacation, or resort												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	6.88% 19	12.32% 34	1.81% 5	1.81% 5	2.17% 6	0.36% 1	0.36% 1	0.00% 0	0.00% 0	0.00% 0	74.28% 205	32.02% 276
Q7: No, I'm neither of these	10.18% 23	10.62% 24	2.21% 5	2.21% 5	1.33% 3	0.44% 1	0.44% 1	0.00% 0	0.00% 0	0.00% 0	72.57% 164	26.22% 226
Apartments or multi-family												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	2.58% 9	22.64% 79	11.46% 40	10.32% 36	8.60% 30	9.17% 32	6.30% 22	1.43% 5	1.43% 5	0.00% 0	26.07% 91	40.49% 349
Q7: No, I'm neither of these	3.13% 10	24.76% 79	15.05% 48	13.17% 42	12.23% 39	7.21% 23	4.08% 13	1.25% 4	0.00% 0	0.00% 0	19.12% 61	37.01% 319
Condo/HOA												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	3.59% 11	19.93% 61	8.82% 27	6.86% 21	5.23% 16	2.94% 9	5.88% 18	0.65% 2	2.94% 9	1.96% 6	41.18% 126	35.50% 306
Q7: No, I'm neither of these	11.16% 28	16.33% 41	8.76% 22	2.39% 6	3.59% 9	3.98% 10	1.59% 4	1.20% 3	0.40% 1	0.00% 0	50.60% 127	29.12% 251
Commercial or retail												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	8.31% 25	24.58% 74	10.30% 31	3.32% 10	1.33% 4	0.66% 2	1.00% 3	0.00% 0	0.00% 0	0.00% 0	50.50% 152	34.92% 301
Q7: No, I'm neither of these	13.20% 33	25.20% 63	6.40% 16	2.80% 7	0.80% 2	0.80% 2	0.40% 1	0.00% 0	0.00% 0	0.00% 0	50.40% 126	29.00% 250
Industrial												
	1	2-10	11-25	26-50	51-100	101-200	201-500	501-1000	1000-5000	5000+	N/A	Total
Q7: Yes, I'm a National NARPM Member	3.20% 8	4.40% 11	0.80% 2	0.00% 0	0.40% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	91.20% 228	29.00% 250
Q7: No, I'm neither of these	1.96% 4	5.88% 12	0.00% 0	0.49% 1	0.00% 0	0.00% 0	0.00% 0	0.49% 1	0.00% 0	0.00% 0	91.18% 186	23.67% 204

### Q14 Has your portfolio expanded in the last 2 years?

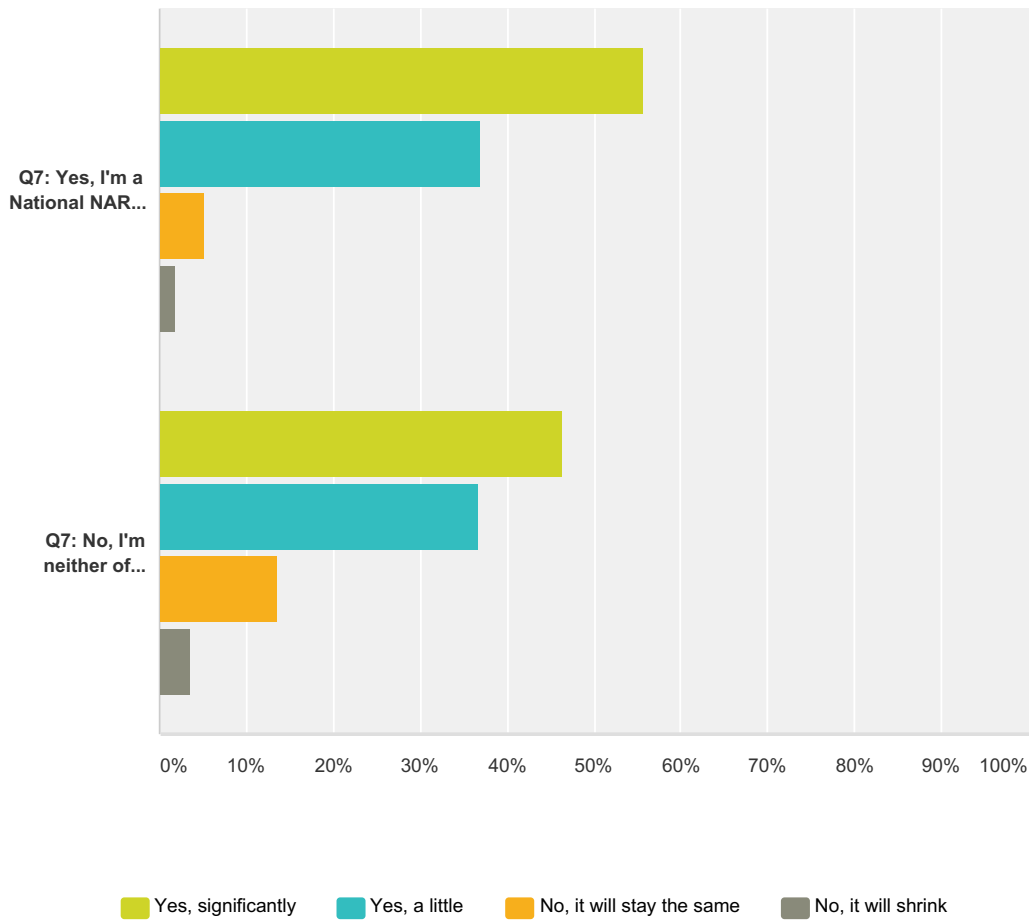
Answered: 862 Skipped: 48



	Yes, significantly	Yes, a little	No, it is the same	No, it has shrunk	Total
Q7: Yes, I'm a National NARPM Member	36.15% 167	39.18% 181	12.12% 56	12.55% 58	53.60% 462
Q7: No, I'm neither of these	38.50% 154	39.25% 157	15.75% 63	6.50% 26	46.40% 400
<b>Total Respondents</b>	321	338	119	84	862

### Q15 Do you expect to expand your portfolio in the next 2 years?

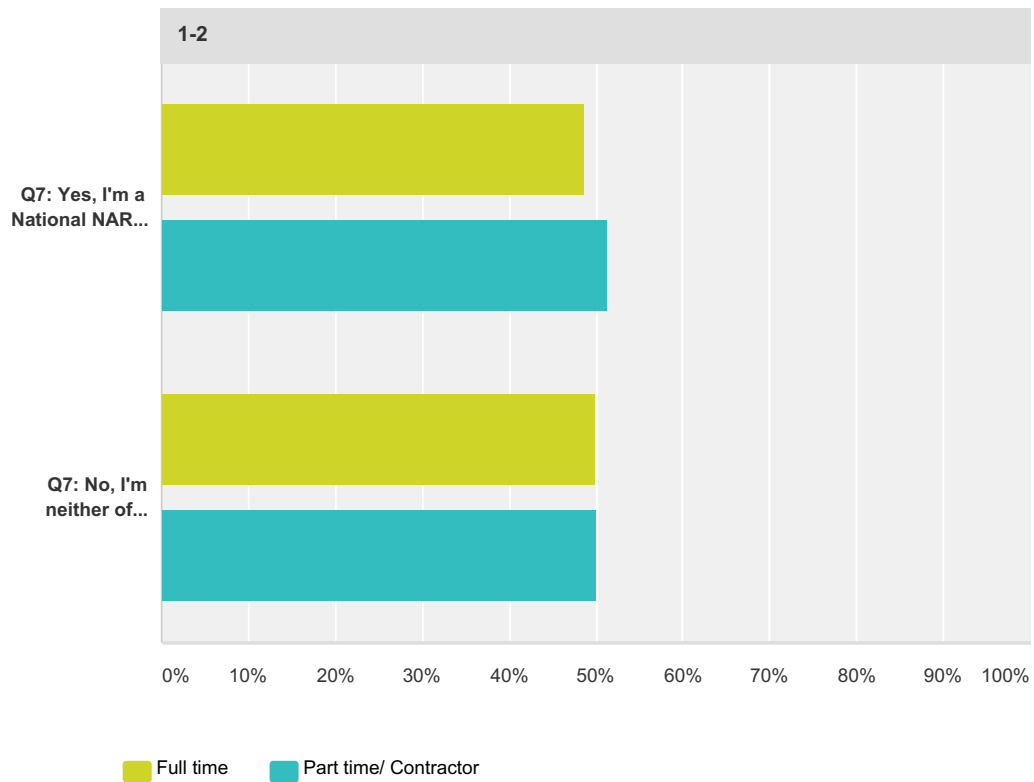
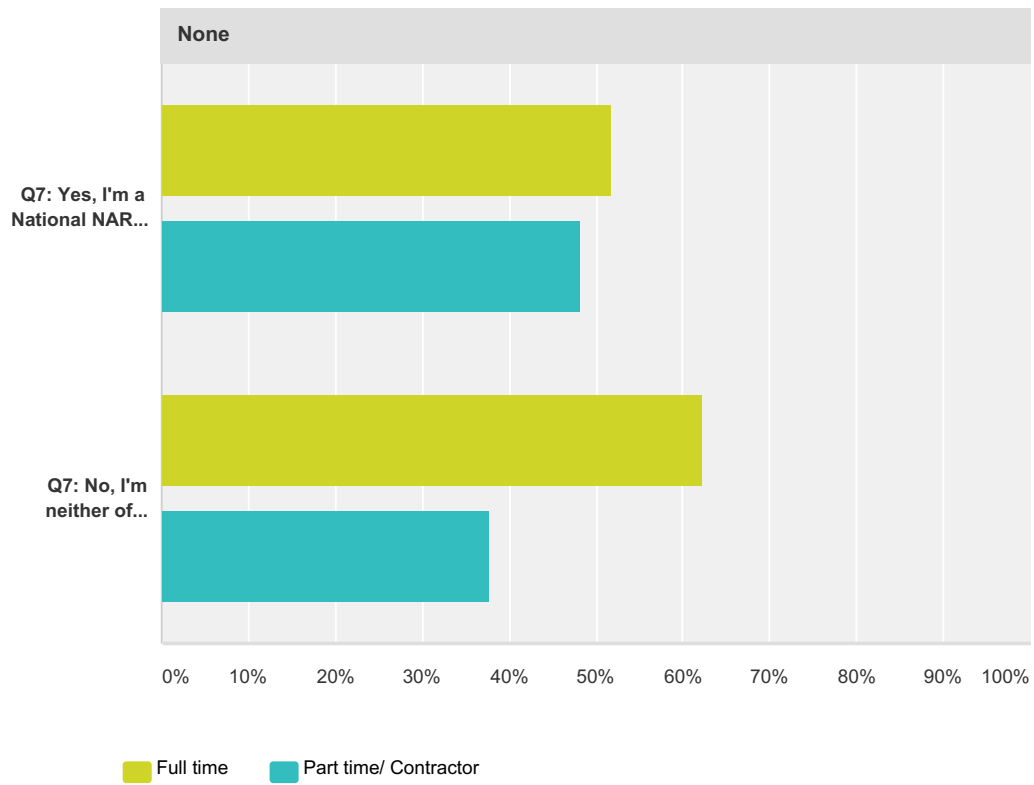
Answered: 862 Skipped: 48



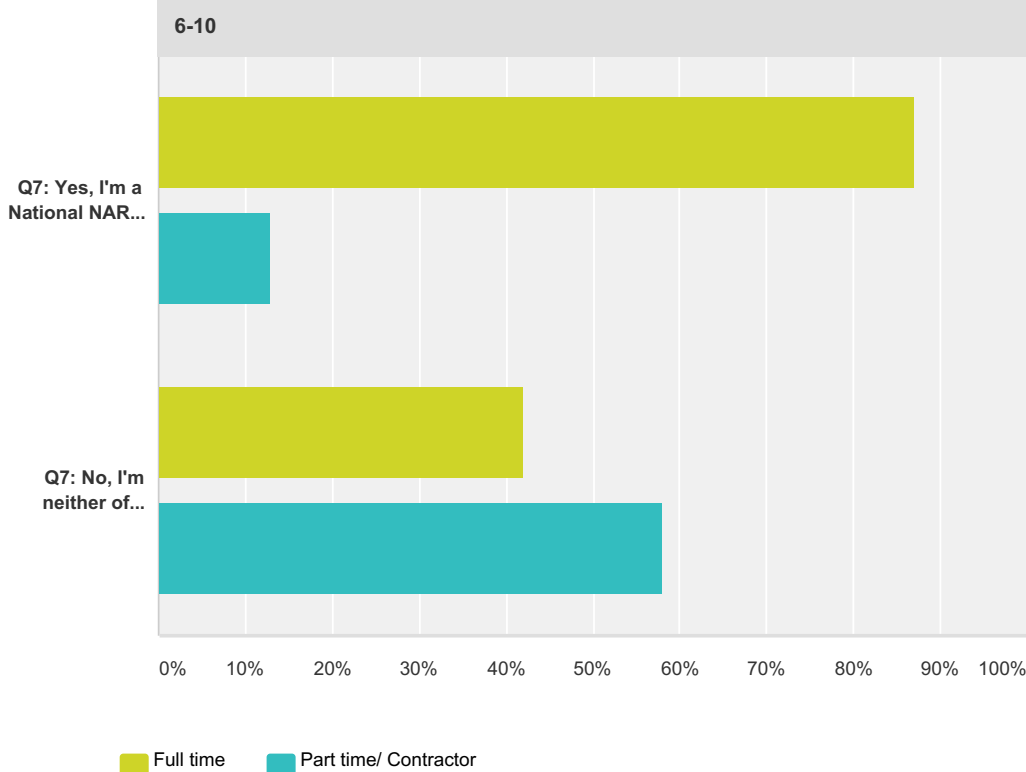
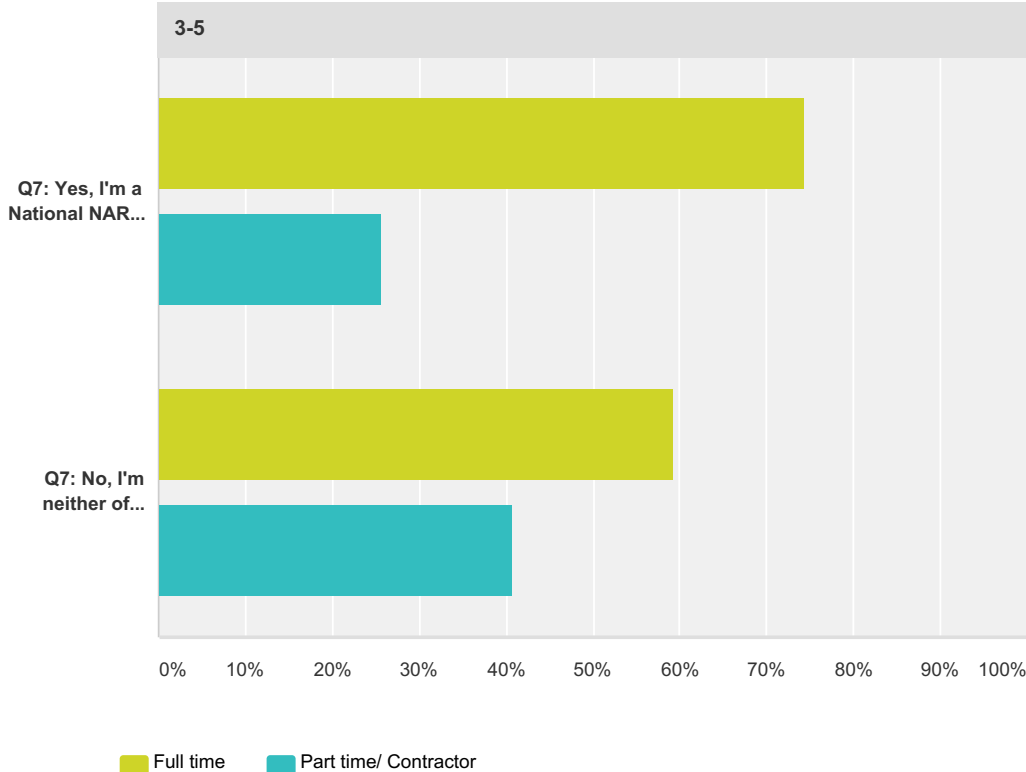
	Yes, significantly	Yes, a little	No, it will stay the same	No, it will shrink	Total
Q7: Yes, I'm a National NARPM Member	55.84% 258	37.01% 171	5.19% 24	1.95% 9	53.60% 462
Q7: No, I'm neither of these	46.25% 185	36.75% 147	13.50% 54	3.50% 14	46.40% 400
<b>Total Respondents</b>	443	318	78	23	862

### Q16 How many employees (or equivalent) do you have?

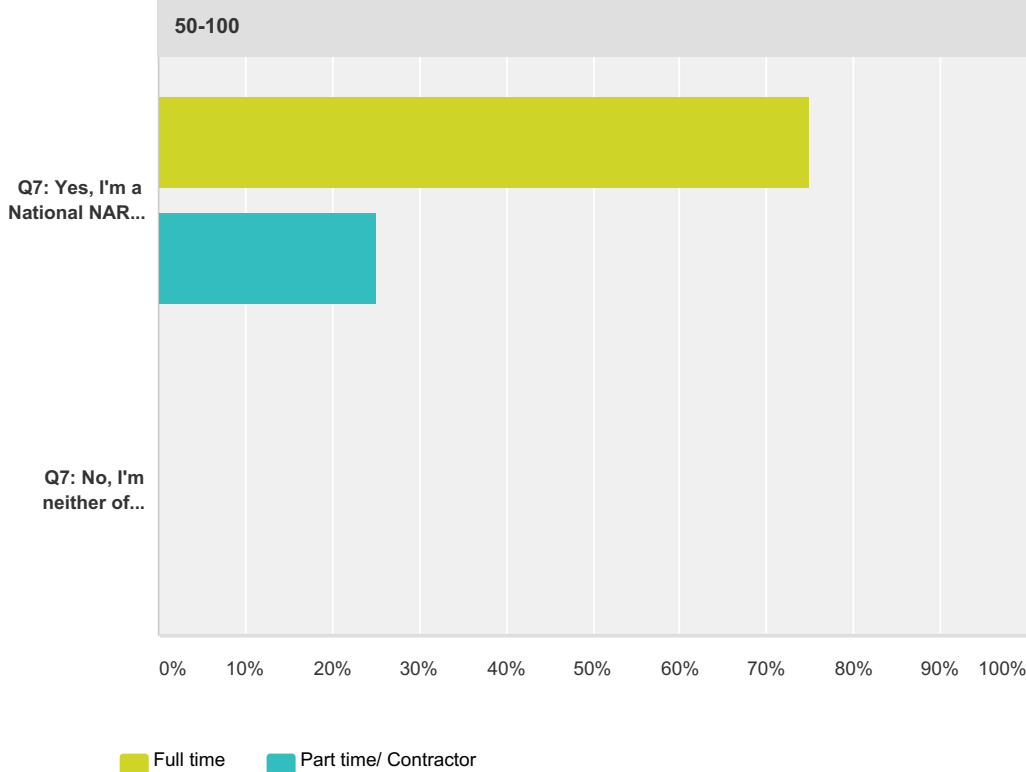
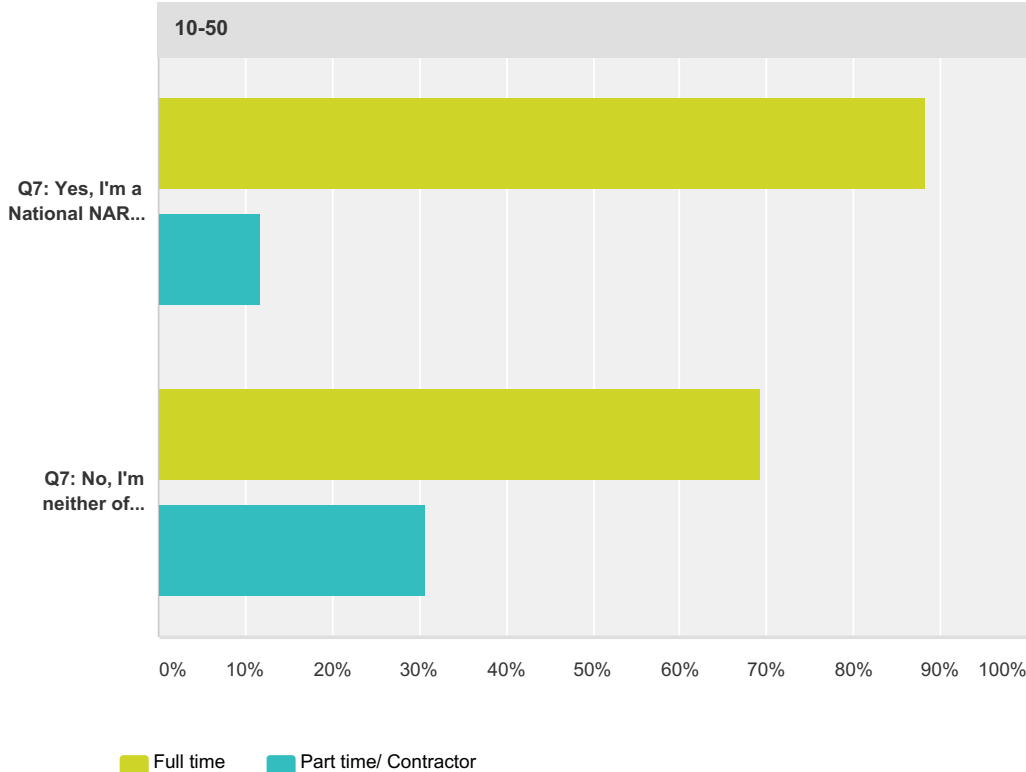
Answered: 862 Skipped: 48



Property Manager's Survey 2016

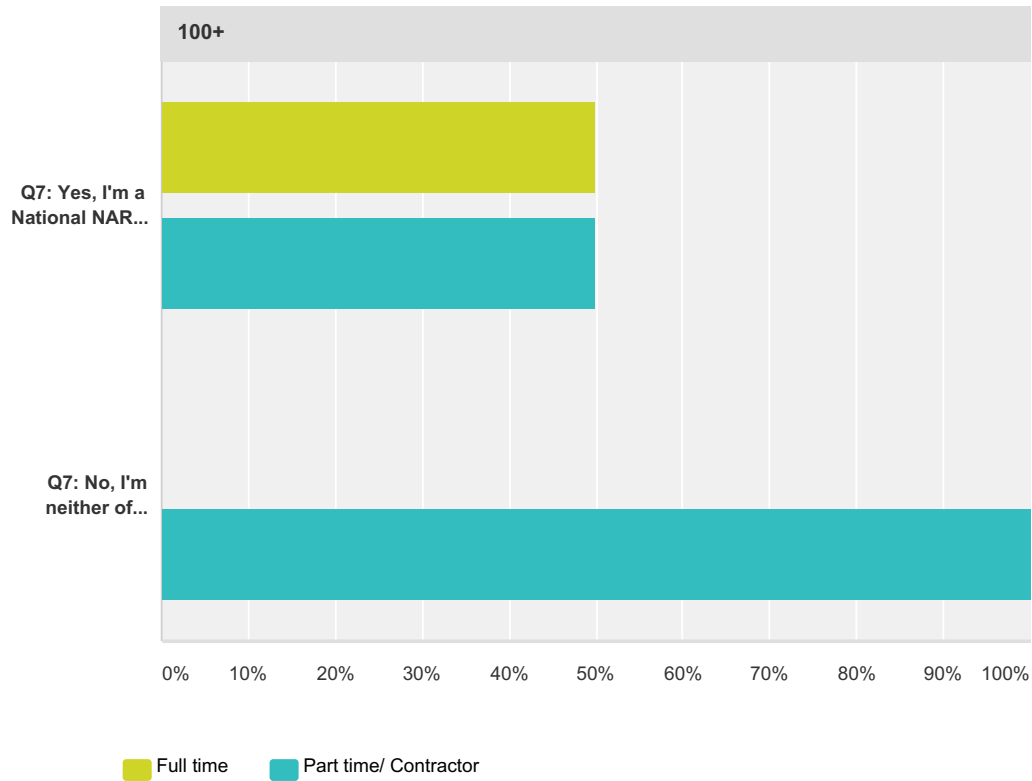


Property Manager's Survey 2016





# Property Manager's Survey 2016



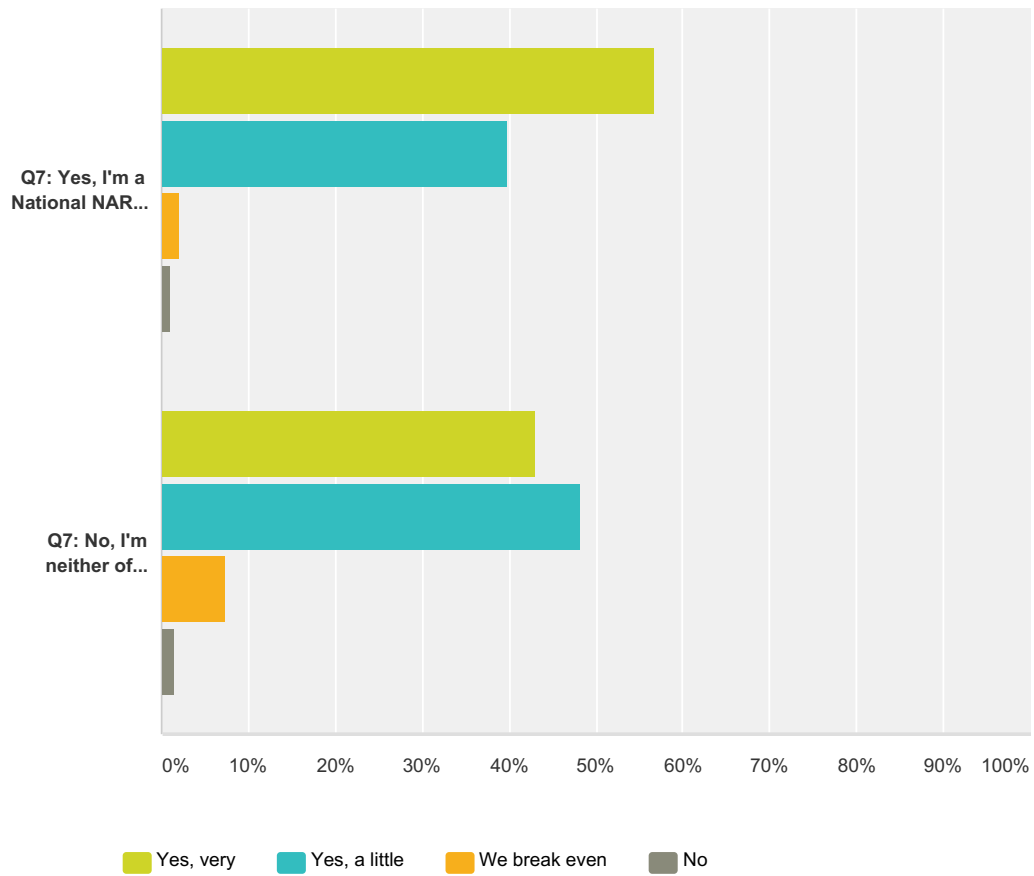
None			
	Full time	Part time/ Contractor	Total
Q7: Yes, I'm a National NARPM Member	51.81% 43	48.19% 40	9.63% 83
Q7: No, I'm neither of these	62.28% 104	37.72% 63	19.37% 167
1-2			
	Full time	Part time/ Contractor	Total
Q7: Yes, I'm a National NARPM Member	48.57% 119	51.43% 126	28.42% 245
Q7: No, I'm neither of these	49.79% 121	50.21% 122	28.19% 243
3-5			
	Full time	Part time/ Contractor	Total
Q7: Yes, I'm a National NARPM Member	74.25% 124	25.75% 43	19.37% 167
Q7: No, I'm neither of these	59.32% 70	40.68% 48	13.69% 118
6-10			
	Full time	Part time/ Contractor	Total
Q7: Yes, I'm a National NARPM Member	87.13% 88	12.87% 13	11.72% 101
Q7: No, I'm neither of these	42.00% 21	58.00% 29	5.80% 50
10-50			
	Full time	Part time/ Contractor	Total

## Property Manager's Survey 2016

Q7: Yes, I'm a National NARPM Member	<b>88.24%</b> 60	<b>11.76%</b> 8	<b>7.89%</b> 68
Q7: No, I'm neither of these	<b>69.23%</b> 9	<b>30.77%</b> 4	<b>1.51%</b> 13
<b>50-100</b>			
	<b>Full time</b>	<b>Part time/ Contractor</b>	<b>Total</b>
Q7: Yes, I'm a National NARPM Member	<b>75.00%</b> 3	<b>25.00%</b> 1	<b>0.46%</b> 4
Q7: No, I'm neither of these	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0
<b>100+</b>			
	<b>Full time</b>	<b>Part time/ Contractor</b>	<b>Total</b>
Q7: Yes, I'm a National NARPM Member	<b>50.00%</b> 2	<b>50.00%</b> 2	<b>0.46%</b> 4
Q7: No, I'm neither of these	<b>0.00%</b> 0	<b>100.00%</b> 1	<b>0.12%</b> 1

### Q19 In your opinion, is your business profitable?

Answered: 801 Skipped: 109

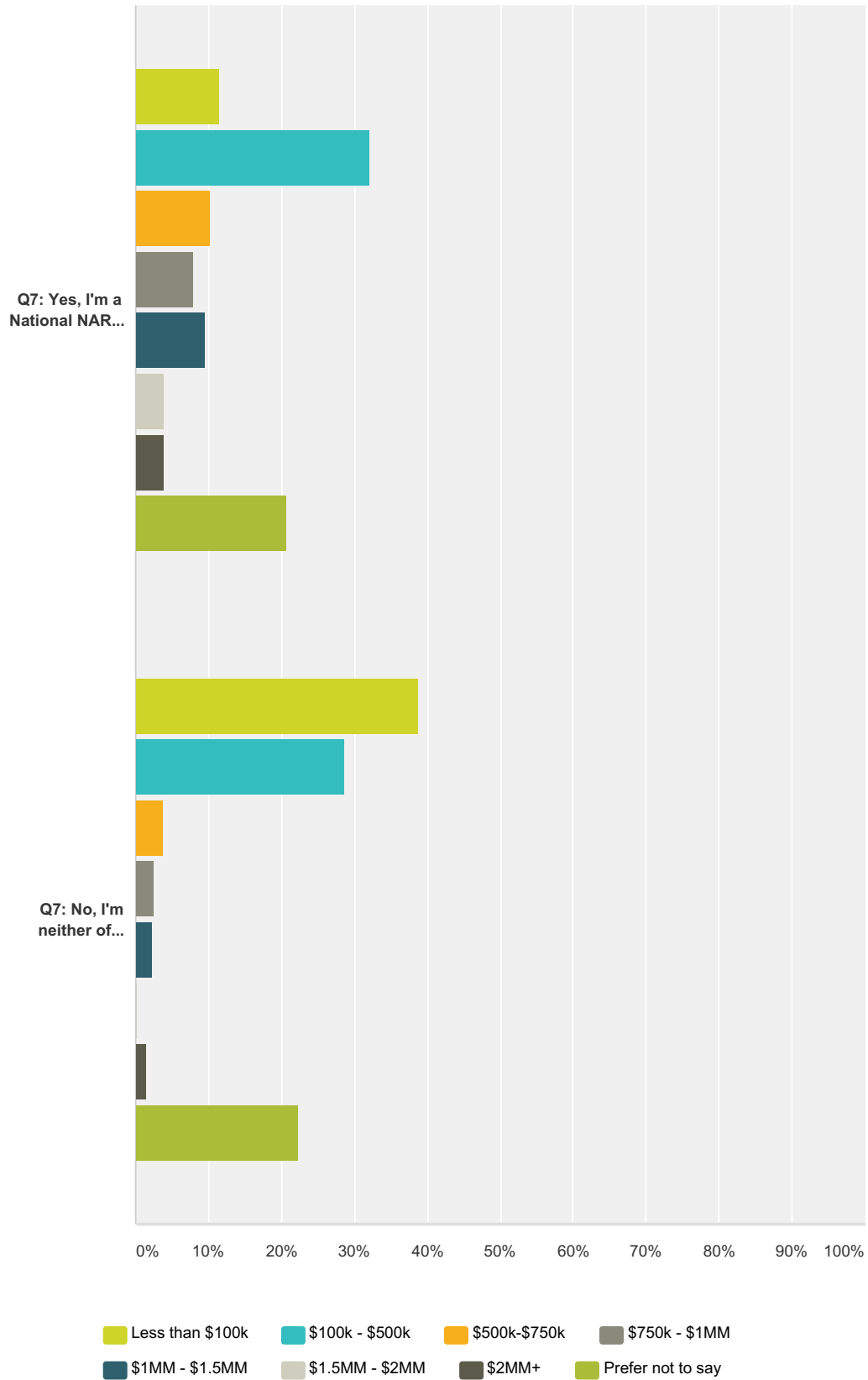


	Yes, very	Yes, a little	We break even	No	Total
Q7: Yes, I'm a National NARPM Member	56.88% 252	39.95% 177	2.03% 9	1.13% 5	55.31% 443
Q7: No, I'm neither of these	43.02% 154	48.32% 173	7.26% 26	1.40% 5	44.69% 358
<b>Total Respondents</b>	406	350	35	10	801

**Q32 Can you share your company's annual approximate gross revenue from all residential property management?**

Answered: 775 Skipped: 135

# Property Manager's Survey 2016



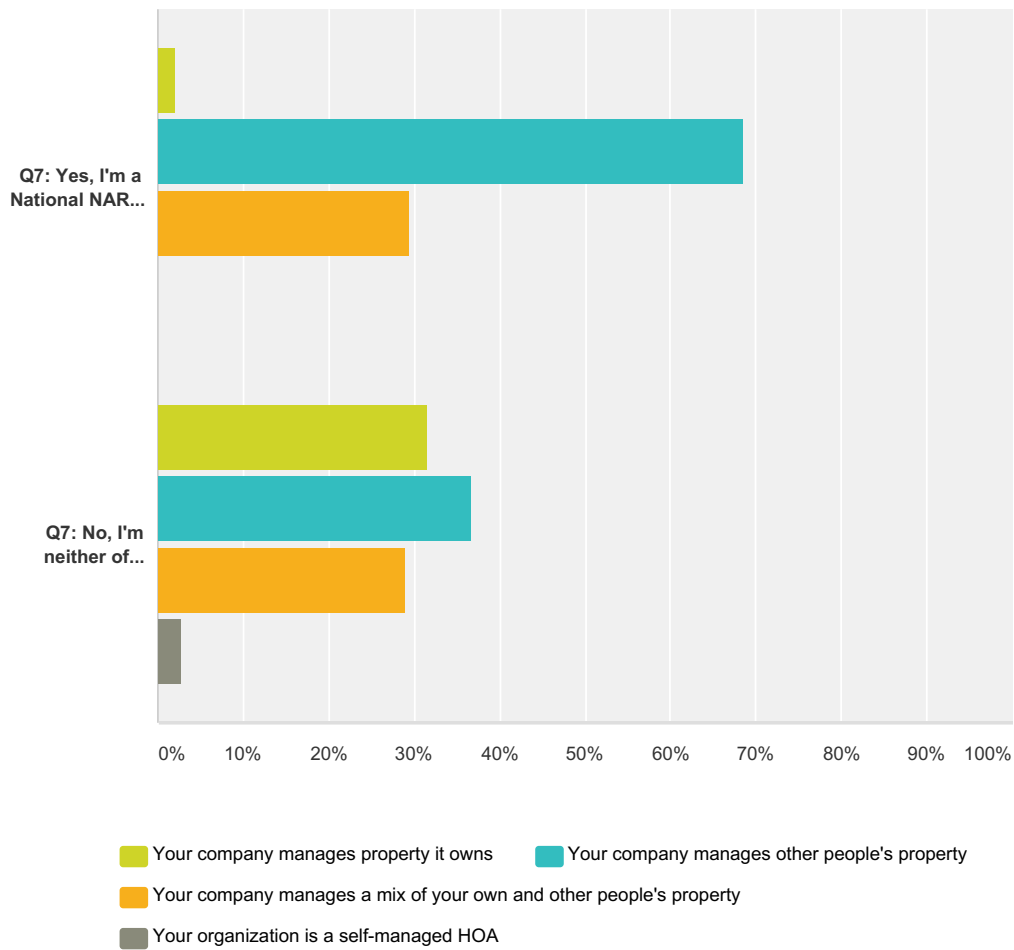
	Less than \$100k	\$100k - \$500k	\$500k-\$750k	\$750k - \$1MM	\$1MM - \$1.5MM	\$1.5MM - \$2MM	\$2MM+	Prefer not to say	Total
Q7: Yes, I'm a National NARPM Member	11.42% 49	32.17% 138	10.26% 44	7.93% 34	9.56% 41	3.96% 17	3.96% 17	20.75% 89	55.35% 429

Property Manager's Survey 2016

Q7: No, I'm neither of these	<b>38.73%</b> 134	<b>28.61%</b> 99	<b>3.76%</b> 13	<b>2.60%</b> 9	<b>2.31%</b> 8	<b>0.29%</b> 1	<b>1.45%</b> 5	<b>22.25%</b> 77	<b>44.65%</b> 346
<b>Total Respondents</b>	183	237	57	43	49	18	22	166	775

### Q12 Which best describes your organization?

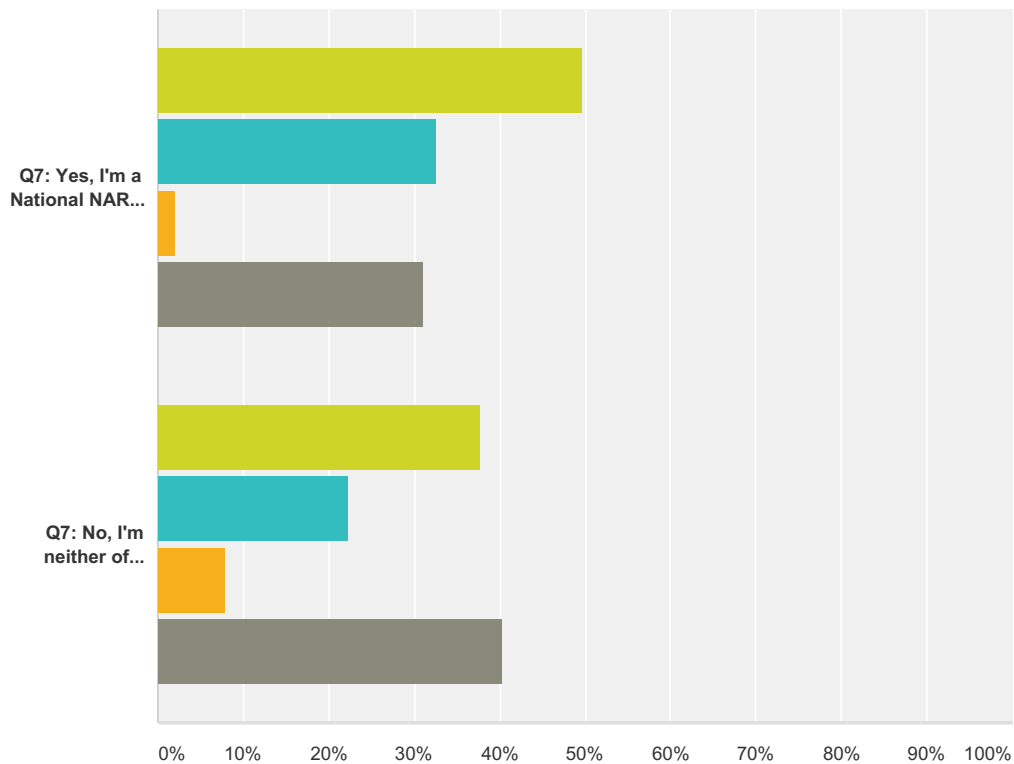
Answered: 1,622 Skipped: 132



	Your company manages property it owns	Your company manages other people's property	Your company manages a mix of your own and other people's property	Your organization is a self-managed HOA	Total
Q7: Yes, I'm a National NARPM Member	2.09% 14	68.46% 458	29.45% 197	0.00% 0	41.25% 669
Q7: No, I'm neither of these	31.58% 301	36.83% 351	28.96% 276	2.62% 25	58.75% 953
<b>Total Respondents</b>	315	809	473	25	1,622

## Q22 What type of owner do you most prefer to work with?

Answered: 1,472 Skipped: 282



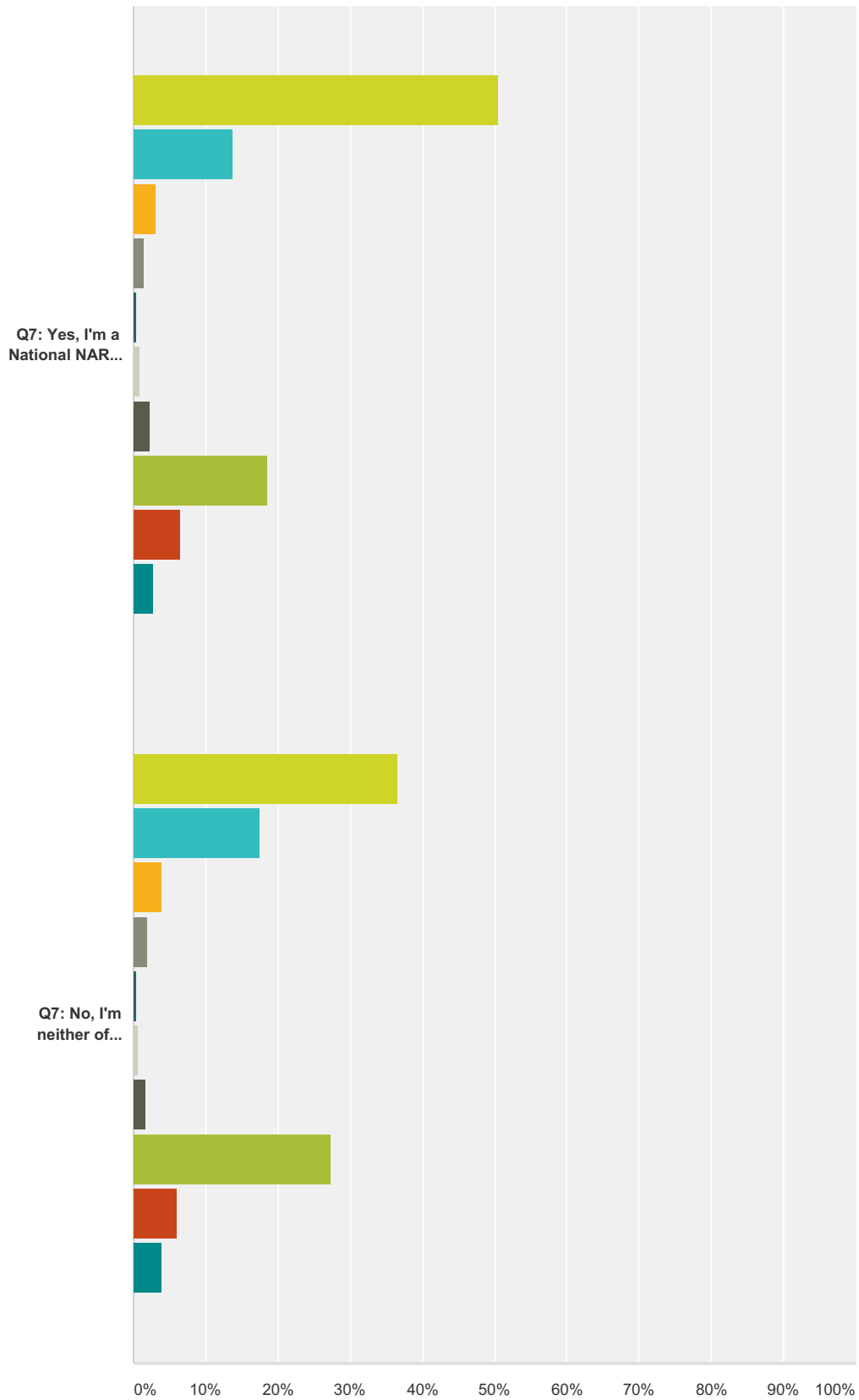
- Rental property owners who purposely invest in larger property portfolios
- Rental property owners who acquired property incidentally (former residence, inheritance, ...)
- HOAs
- I love working with them all

	Rental property owners who purposely invest in larger property portfolios	Rental property owners who acquired property incidentally (former residence, inheritance, small portfolio)	HOAs	I love working with them all	Total
Q7: Yes, I'm a National NARPM Member	49.76% 317	32.65% 208	2.04% 13	31.08% 198	50.00% 736
Q7: No, I'm neither of these	37.72% 315	22.28% 186	8.02% 67	40.36% 337	61.48% 905
<b>Total Respondents</b>	632	394	80	535	1,472
			<b>Why?</b>	<b>Total</b>	
Q7: Yes, I'm a National NARPM Member			129	129	
Q7: No, I'm neither of these			183	183	



### Q23 What is your #1 goal for the business in the next year?

Answered: 1,472 Skipped: 282



## Property Manager's Survey 2016

- Grow the portfolio
- Get more organized and in control
- Explore new technology/tools
- Hire more people
- Scale back the portfolio
- Scale back the business
- Ramp up marketing
- Get more efficient and profitable
- Free up my time
- Other (please specify)

	Grow the portfolio	Get more organized and in control	Explore new technology/tools	Hire more people	Scale back the portfolio	Scale back the business	Ramp up marketing	Get more efficient and profitable	Free up my time	Other (please specify)	Total
Q7: Yes, I'm a National NARPM Member	50.55% 322	13.81% 88	3.14% 20	1.41% 9	0.31% 2	0.78% 5	2.20% 14	18.68% 119	6.44% 41	2.67% 17	43.27% 637
Q7: No, I'm neither of these	36.53% 305	17.60% 147	3.95% 33	1.80% 15	0.48% 4	0.60% 5	1.68% 14	27.31% 228	6.11% 51	3.95% 33	56.73% 835
<b>Total Respondents</b>	627	235	53	24	6	10	28	347	92	50	1,472