
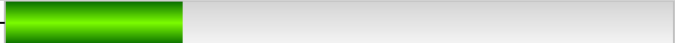




CSASecure C-Level Survey Results - September 2011




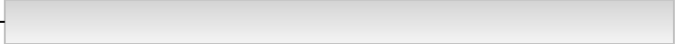


1- How long has your company been using CSASecure?

| Answer | 0 | 100% | Number of Responses | Response Ratio |
|------------------------------|--|------|---------------------|----------------|
| Less than 6 months |  | | 3 | 20.00% |
| 6 months to less than 1 year |  | | 4 | 26.60% |
| More than 1 year |  | | 8 | 53.30% |
| No response |  | | 0 | 0.00% |
| Totals | | | 15 | 100% |

Comments-

-We have VCR on the front end with our billing partner and CSASecure on the backend to catch them before a resident leaves.


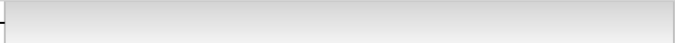
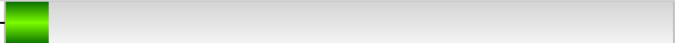
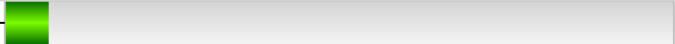
2- How would you rate your overall level of satisfaction with CSASecure?

| Answer | 0 | 100% | Number of Responses | Response Ratio |
|-----------------------|--|------|---------------------|----------------|
| Highly satisfied |  | | 14 | 93.30% |
| Somewhat satisfied |  | | 1 | 6.60% |
| Neutral |  | | 0 | 0.00% |
| Somewhat dissatisfied |  | | 0 | 0.00% |
| Highly dissatisfied |  | | 0 | 0.00% |
| No responses |  | | 0 | 0.00% |
| Totals | | | 15 | 100% |

Comments-

-Two things that are great about CSASecure; First, bi-weekly reports are sent to the community, RPM and corporate for review making everybody accountable and Second, with the reports is a set of letters already addressed for the Community to delivered to the residents that were identified as being violators.

3- Are your communities saving time and money with CSASecure?


| Answer | 0 | 100% | Number of Responses | Response Ratio |
|---------------|--|------|---------------------|----------------|
| Yes |  | | 13 | 86.60% |
| No |  | | 0 | 0.00% |
| Don't know |  | | 1 | 6.60% |
| No response |  | | 1 | 6.60% |
| Totals | | | 15 | 100% |

Comments-

-Main issues seem to be with GMEC which continues to cause time for the teams with or without CSASecure as CSASecure seems to pull data from the Unit Status with GMEC and GMEC is very very bad about updating the status with current info. However, now that GMEC is on a new billing platform and no longer using old method of information posting, I am hoping that the issue will resolve itself.

-CSASecure helps identify those that have skipped out or are about to skip as well. A community can turn the unit sooner or work with a resident that is about to leave.

4- Would you recommend CSASecure service to others in the industry?

| Answer | 0 | 100% | Number of Responses | Response Ratio |
|---------------|--|------|---------------------|----------------|
| Yes |  | | 15 | 100.00% |
| No |  | | 0 | 0.00% |
| No response |  | | 0 | 0.00% |
| Totals | | | 15 | 100% |

Comments-

-There are no downsides to CSA that I can see. Implementation was seamless and painless and the on site business managers really appreciate the service. Typically the loss prevented by the first few "leakage alerts" more than justifies the annual expense

-CSASecure will lower a communities vacant utility cost, by shortening the theft from a resident when they move-in and identifies the theft before a residents moves out. It is simple and cost effective.