![Real Time Feedback logo]

We Help Property Managers:

- Mitigate risk by learning about issues NOW
- Gain real insights into the tenant experience
- Resolve tenant issues before they fester
- Discover, respond and fix issues in real time
- Skyrocket positive reviews and prevent negative reviews

By scanning one of the Smart QR codes strategically placed throughout your property and offices, tenants, visitors and employees can send actionable Feedback that enables management to respond and react.
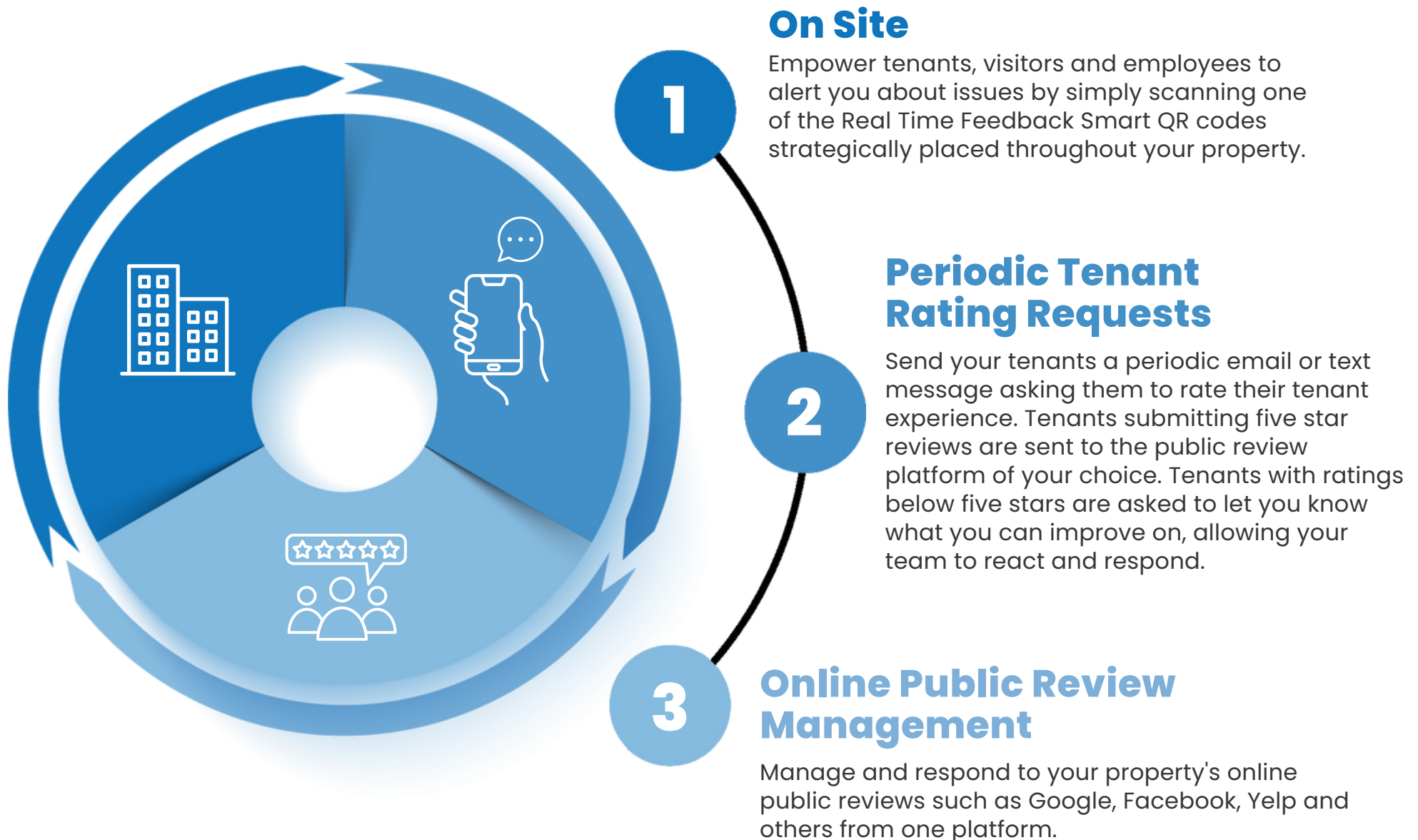
RealTimeFeedback.com

> Someone is parked in my reserved parking spot.

> I locked myself out of my office. Can someone let me into Suite 311?

> There is no hot water in the kitchen of Suite 508.

> The men's restroom is out of soap and paper towels.

Real Time Feedback gives you a **360° view** of the tenant experience within your property.

On Site

1 Empower tenants, visitors and employees to alert you about issues by simply scanning one of the Real Time Feedback Smart QR codes strategically placed throughout your property.

Periodic Tenant Rating Requests

2 Send your tenants a periodic email or text message asking them to rate their tenant experience. Tenants submitting five star reviews are sent to the public review platform of your choice. Tenants with ratings below five stars are asked to let you know what you can improve on, allowing your team to react and respond.

Online Public Review Management

3 Manage and respond to your property's online public reviews such as Google, Facebook, Yelp and others from one platform.

Address Problems With Speed & Efficiency

How problems are addressed is one of the key factors that tenants consider when renewing their lease.

CUSTOMERS SCAN CODE TO SUBMIT FEEDBACK

MANAGEMENT RECEIVES & RESPONDS IN REAL TIME

SCAN OR CLICK HERE
TO TEST HOW IT WORKS!

Managing Feedbacks can be done on an app (shown) or web platform.
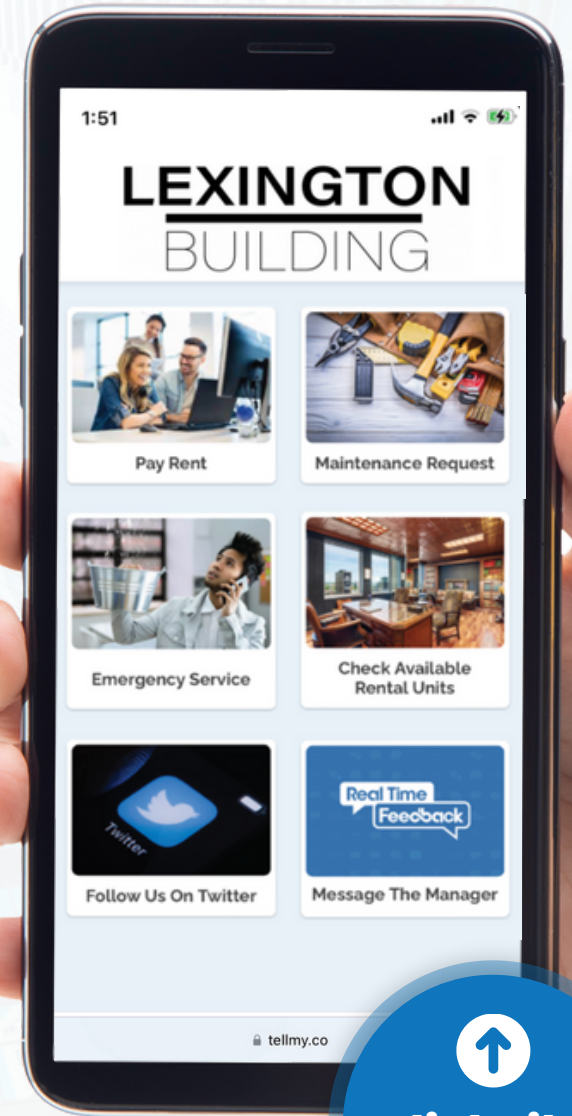
Smart QR Code Marketing Examples

ELEVATORS

PRINTERS

OFFICE DESKS

RESTROOMS

BREAKROOMS

LEXINGTON BUILDING

Pay Rent

Maintenance Request

Emergency Service

Check Available Rental Units

Follow Us On Twitter

Message The Manager

⬆ Click tiles to test.

Multi Link Code

Easily create a Multi Link page for all tenants to access relevant information without downloading an app or signing into site.

4

Send Tenants a Periodic Rating Request

We will give you a link to send tenants on a regular interval to get suggestions on how to improve your property and get 5-star public reviews.

Jonathan, this is the Lexington Building Property Manager. Thank you for being such a valuable asset.
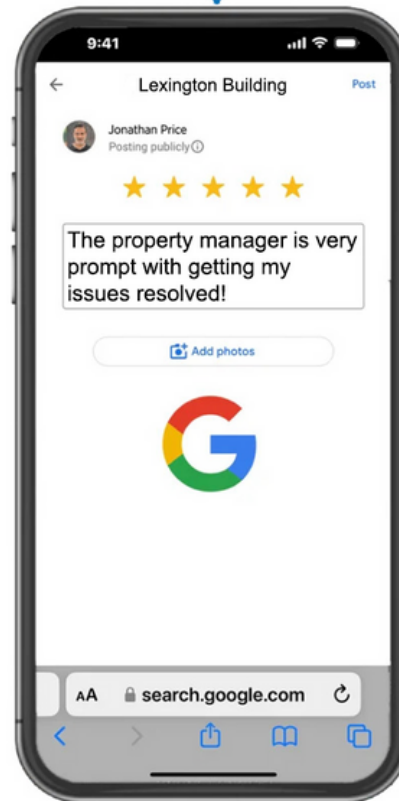**Can you please click the link to rate your overall experience on a scale of 1-5.**

Telllexington.com/1thru5

↑
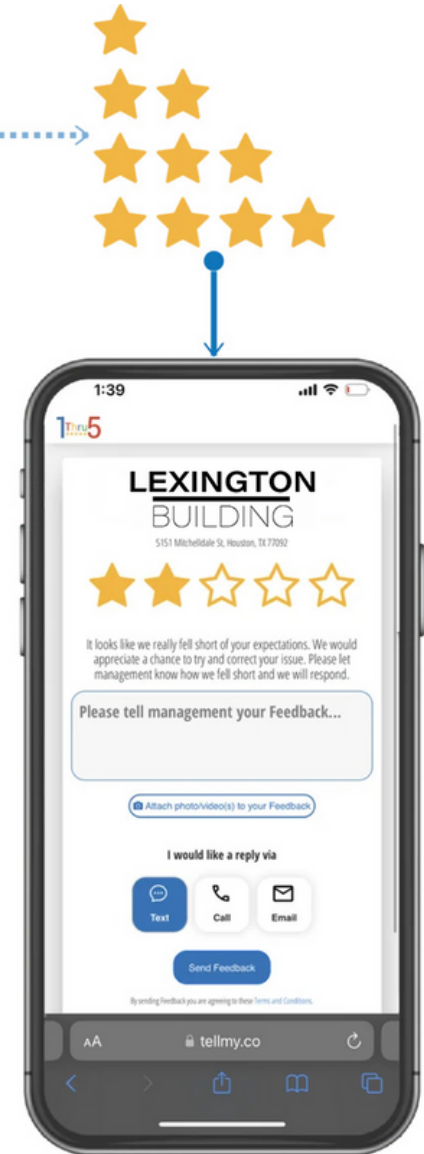**Click the link to see how it works.**
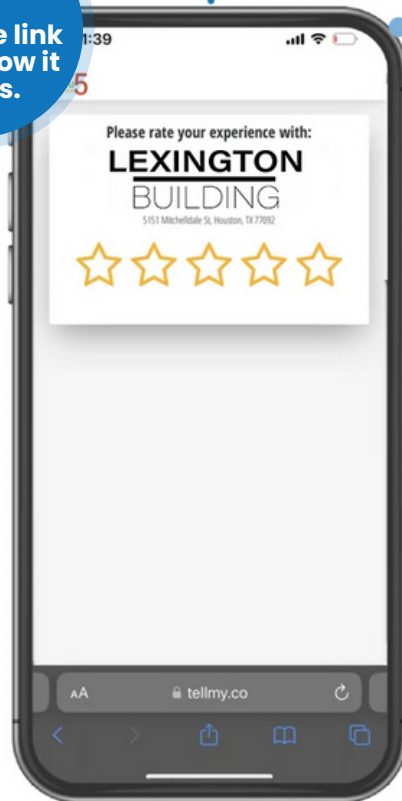
Send all your tenants and their employees a **period text** asking to rate their experience.
(Can also be sent as an email but text receives much higher engagement.)

5-star ratings are taken directly to a Google review page for your property.
(sites can "sprinklered" to allow even distribution).

1-4 star ratings ask the tenant to provide details as to why they did not have a 5-star experience.

5

3

Online Public Review Management

Real Time Reviews

View and respond to public online reviews posted on Google, Yelp, Facebook, etc. **all in one platform**.

Auto-Respond feature will send 4 and 5 star Google reviews one of many personal customized responses.

Click Here
to get your property's reputation score card.

⭐⭐⭐⭐⭐

👁 Viewing — Lexington Building   Switch Account

Reviews (556) ⬇ CSV (all reviews)   ⬇ Print (up to 250)   ⬇ Export to Tableau   🗎 Scheduled Exports

FILTERS: Clear All
All locations ▾   All sources ▾   All ratings ▾   Jul 1, 2022 - Dec 8, 2022 ▾   🔍 Search

Show More ▾

Real Time Feedback

REVIEW ANALYSIS ^
- Reviews
- Keywords
- Ask Tool

BUSINESS PERFORMANCE ^
- Competitors
- Location Performance
- Reports BETA

ONLINE PRESENCE ^
- Amplify
- Local Listings
- Photos NEW

- Dashboard
- Settings

☐	Date ▾	Location	Rating	Source	Summary	Status	
☐	12/07/2022	Lexington Building 123 Lexington Way,	⭐☆☆☆☆	G Google	The support staff of this building gets an F. I constantly have…	-- Not Responded ▾	Respond
☐	12/07/2022	Lexington Building 123 Lexington Way,	⭐⭐⭐⭐⭐	G Google	I love the upgraded suites; my workspace is so delightful…	-- Not Responded ▾	Respond
☐	12/07/2022	Lexington Building 123 Lexington Way,	⭐☆☆☆☆	😠 Yelp	Bathrooms were really dirty and always out of toilet paper!	-- Not Responded ▾	Respond on
☐	12/06/2022	Lexington Building 123 Lexington Way,	⭐⭐⭐⭐⭐	G Google	Your front desk attendant, Carol, is always smiling! I love it here!	-- Not Responded ▾	Respond
☐	12/05/2022	Lexington Building 123 Lexington Way,	⭐☆☆☆☆	😠 Yelp	I can't get anyone on the phone to speak to an actual human….	-- Not Responded ▾	Respond on
☐	12/04/2022	Lexington Building 123 Lexington Way,	⭐⭐☆☆☆	G Google	Don't bother wasting your time. I never get any support with my issues…	-- Not Responded ▾	Respond
☐	12/04/2022	Lexington Building 123 Lexington Way,	⭐⭐☆☆☆	G Google	My suite has been leaking water from the ceiling for a month!	-- Not Responded ▾	Respo ? Help

6

KEY BENEFITS

Does your current tenant experience management platform do ALL of this?

Tenants simply scan the QR codes strategically placed around your property. *Does not require an app download.*

Easily manage and respond to Feedbacks from both a **mobile app** or **desktop web portal**.

Enterprise view allows managers of multiple properties to **see** and **compare** all of their properties' performance.

Send customers a simple **rating request**. 5-stars go to public review sites, 1-4 stars generate private internal Feedbacks.

AI-powered tenant sentiment analysis lets you quickly gauge your tenants' sentiment when they submit feedback.

Custom alert settings can be set up to ensure Feedbacks do not go unresponded to.

Create departments such as Maintenance, Accounting, etc. so designated employees only receive certain Feedbacks.

Tenants can include **photos & videos** with their Feedback.

FEATURES

Real Time Reviews
Easily monitor and respond to all online public reviews from one aggregate portal. Positive reviews can automatically receive a one of several canned responses.

Multi Link Codes
Create QR codes that will direct tenants to a custom landing page with a variety of links that you can create.

Employee Feedback
By simply adding #EMP to the Feedback, employees can easily submit Feedbacks to management from anywhere.

Create Internal Incidents
Staff and tenants can report internal incidents that are immediately delegated to the department selected.

Lost & Found Module
Employees can easily log and track found items in the management portal.

Quick Recruit
Includes QR codes to display on site that list the positions you are hiring for while capturing applicant contact information.

Trigger Codes
Create QR codes that pre-populate messages, instantly sent to management with a single tap.

Respond with Video
Easily respond to tenants with a custom or pre-recorded video message addressing or thanking them for their Feedback.

Masked Calling
Call tenants from your personal cell phone without fear of exposing your personal cell phone number.

Integration with Chat GPT
Recommends responses based on Feedback submitted for faster engagement.

Why Property Managers Need Real Time Feedback

Real-Time Feedback allows Tenants and Management to communicate and address issues as they happen. Property Managers must be able to resolve issues and be proactive in problem-solving while keeping Tenants satisfied. Property managers can actively seek and act upon real-time feedback to demonstrate their commitment to tenants.

Real Time Feedback provides Property Managers with data analysis to enable high performance, implement more effective strategies, and gain a competitive edge in the market.

Why Sign Up to Real Time Feedback:

- **Instantly enhance customer interactions**
- **Boost positive online reviews**
- **Month-to-month contract with no long-term commitment**
- **Platform is completely customizable**
- **Daily/weekly/monthly reporting**
- **Extremely affordable**

Schedule a Demo Today!

Scan or click the code to submit your contact information.

📞 (888) 294-1411

✉️ info@realtimefeedback.com

9