

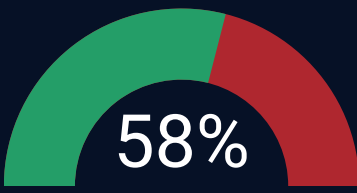
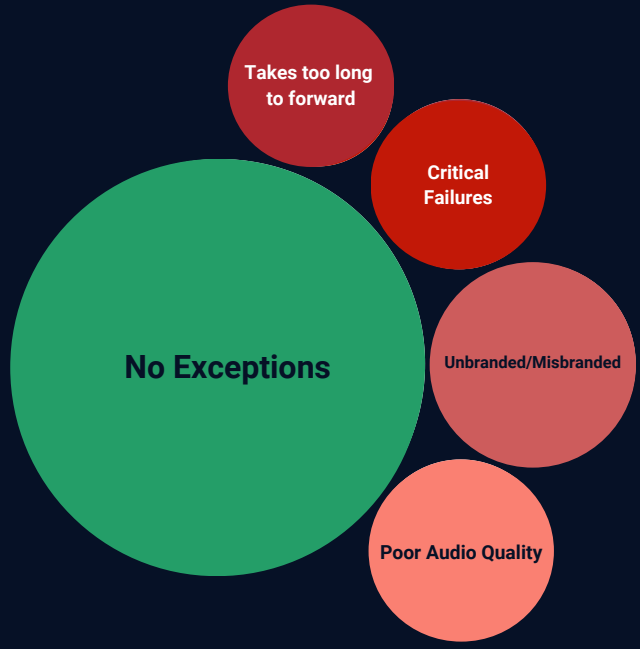
# What We Learned Calling 5,081 Apartment Communities

Since 2021, we've called 5,081 apartment communities individually. From a target PMC perspective, this data set comprises a broad cross section of PMCs. Included are an NMHC Top 10 firms, multiple top NMHC top 50 firms, mid-sized PMCs, and PMCs with less than 20 communities.



## What We Measure

- Critical Failures
- Takes too long to forward
- Poor audio quality on intro
- Unbranded/Misbranded
- No Exceptions



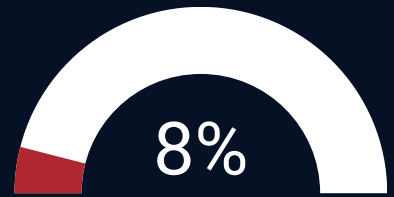
## The Good

When we called those 5,081 communities, 57.7% (2,933) sounded reasonable to us.

## The Bad

### Calls Delayed

7.95% of calls were delayed before being forwarded to their missed call handling solution.

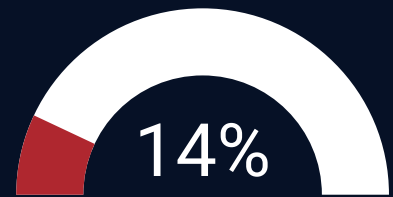


### Poor Audio Quality on Intro

11.38% had extremely poor audio quality on the audio intro present on their missed call handling solution.

### Unbranded or Misbranded Intro

14.33% of sites had a missed call handling solution audio intro that was unbranded or misbranded.



## The Ugly

Of all of the sites we called, an astounding 10.41% were completely inoperable.

[Learn More](#) | [Book a Demo](#)  
[sales@courtesyconnection.com](mailto:sales@courtesyconnection.com) | [678.829.4478](tel:678.829.4478)

