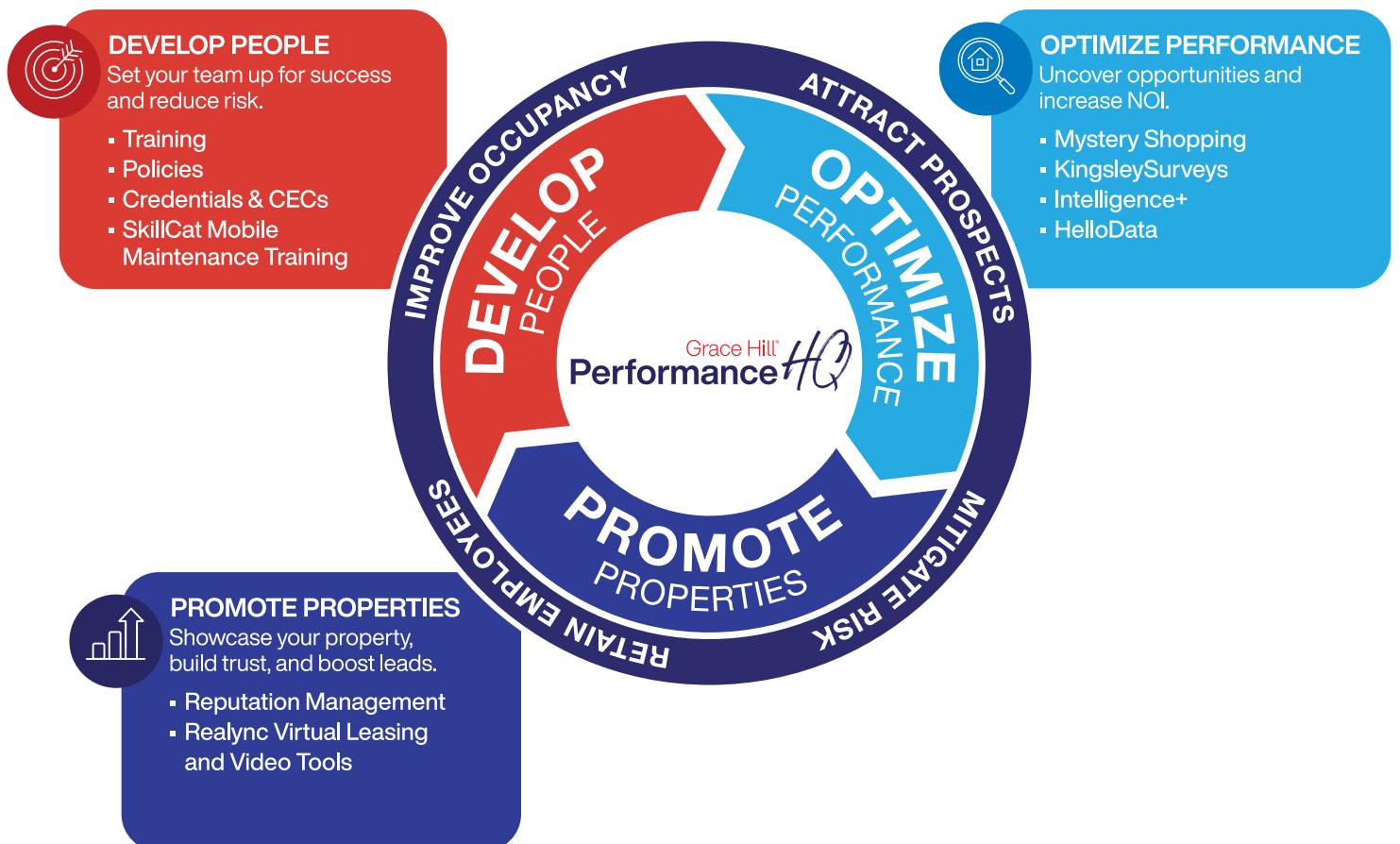


Create a Cycle of Improvement

Drive success with solutions built to develop people, optimize performance, and promote your properties.

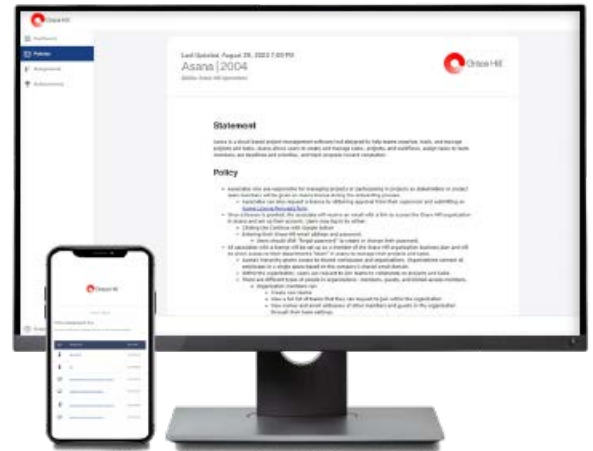
When you combine Grace Hill's award-winning solutions, you can create a cycle of continual improvement within your organization. These powerful solutions work together to attract prospects, improve occupancy, retain employees, and mitigate risk.



Develop your people with best-in-class policies and training.

Set the Standard With Policies

- Protect your people (and your assets) with customizable policies that are relevant and specific to your employees' needs.
- Automatically assign policies based on property type, location, and expectations of the position.
- Save time and avoid mistakes with Gracie AI Chatbot — your 24/7 onsite guide.



Train for Top Performance

- Boost retention with industry-specific training content that fits into busy workdays.
- Support a diverse team with Spanish-language courses and translation tools.
- Add topic-specific training with optional Elective Bundles.
- Continuously monitored industry and regulatory changes help you stay compliant!



Convenient Mobile Maintenance Training

- Offer accredited maintenance training on any mobile device.
- Access HVAC, Electrical, Plumbing, Appliance Repair & Maintenance courses created by trade professionals.
- Provide an inclusive program with training available in Spanish.
- Help techs achieve and maintain the required EPA training and certifications.

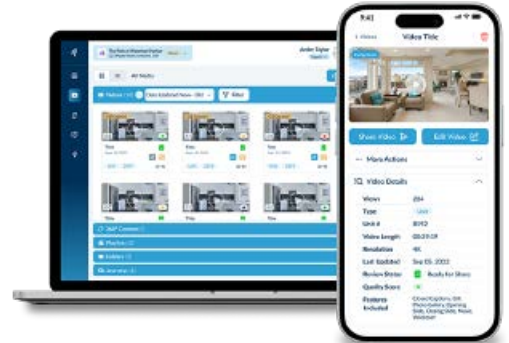
Promote your properties with industry-specific tools that drive marketing success.



A Grace Hill Solution

Virtual Leasing and Video Tools That Convert

- Offer prospective renters personalized live, self-guided, or pre-recorded video tours.
- Close more leases with engaging, property-specific media that drives website traffic and prospect engagement.
- Simplify move-ins with informative video tutorials that help set residents up for success.



Own Your Online Reputation

- Create a consistent online presence with templates, social publishing, and AI-powered analytics.
- Leverage AI to monitor sentiment and flag risks, helping you spot potential concerns and act quickly.
- Improve your online listings to rank higher in search results and boost traffic to your property.

Optimize performance with solutions that turn insights into action.

Industry-Specific Satisfaction Surveys

- Gain an unbiased assessment of resident, tenant, investor, and employee satisfaction.
- Evaluate leasing, maintenance, and management service levels with ongoing and annual surveys.
- Instantly consolidate and translate results into actionable recommendations.
- Benchmark performance with the KingsleyIndex™ and compete for prestigious recognition.



Understand Service and Benchmark Performance

- Access a network of nationwide mystery shoppers that simulate real-life scenarios.
- Review comprehensive reports and recordings that pinpoint strengths and opportunities.
- Access short training courses designed to address specific skill gaps identified during the shop.



Hello **Data.**

A Grace Hill Solution

HelloData Automated Market Analysis

HelloData AI automates multifamily market analyses to provide leading insights into rents, concessions, and amenities, drawing on publicly sourced data from over 35 million units across 5 million properties nationwide.

Introducing Intelligence+

Stop Drowning in Data!

Intelligence+ brings to the surface what matters — and tells you what to do next.

- **Automated Analysis:** Get powerful insights without the headache.
- **Actionable Recommendations:** Optimize performance by knowing exactly where to focus next.
- **Boost Efficiency:** Cut the busywork and drive results with less effort.



Talk to our industry experts about how Grace Hill's solutions can help you create a cycle of improvement for your business.