



Examining the Results of Using Multiple Grace Hill Products to Improve Property Performance



Better performing employees lead to better performing properties. This includes more satisfied residents who want to stay with your properties longer. That's why Grace Hill's talent management products are designed to raise the performance level of your workforce.

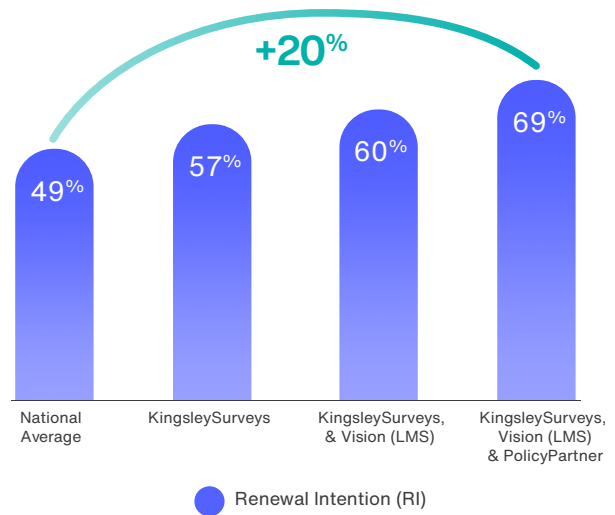
Key Contributors to Property Performance

We looked into our KingsleySurveys data to see what happens when Grace Hill products are used in combination, and the results were striking. The more Grace Hill products a company uses, the higher resident satisfaction and other key performance indicators rise above the national average.

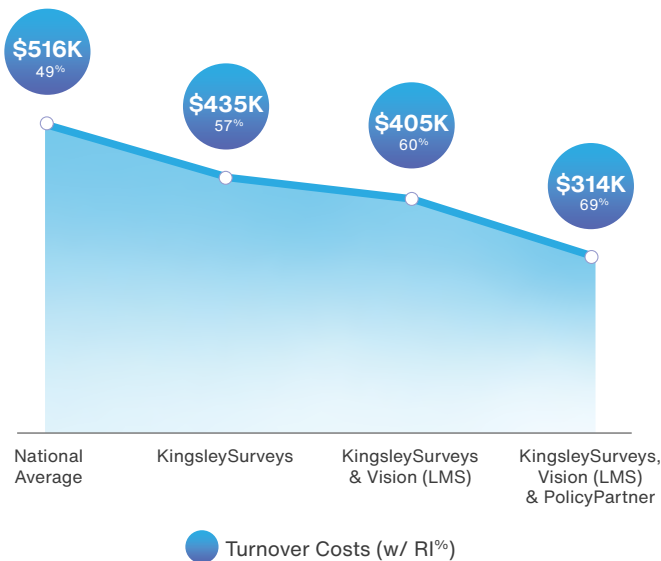
Implementing multiple Grace Hill talent management products could put you more than 20% over the national average for renewal intention (RI).

Increased Renewal Intention

According to the Kingsley Index, renewal intention is 75 - 80% predictive of actual renewal rate. That means renewal intention data gathered through surveys can be helpful for forecasting future revenue. Our KingsleySurveys data shows substantial increases in renewal intention with each Grace Hill product added.



Save over \$200K in annual turnover costs.



Decreased Turnover Costs

Based on *MultifamilyInsiders*' average per-unit turnover cost of \$4,047, the average 250-unit property management company spends \$516K annually on turnover costs. Obviously larger companies can spend much more. Increasing renewal intention with multiple Grace Hill talent management products decreases unit turnover, and with it, annual turnover costs.

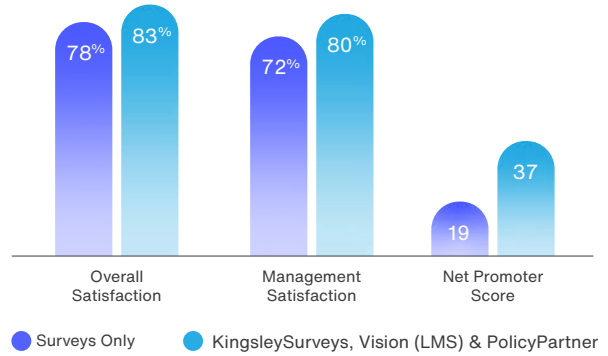
Turnover Cost Savings

Another way to look at the outcome of adding more talent management products is in terms of cost savings. As Grace Hill products are added, unit turnover decreases, resulting in hundreds of thousands of dollars saved.



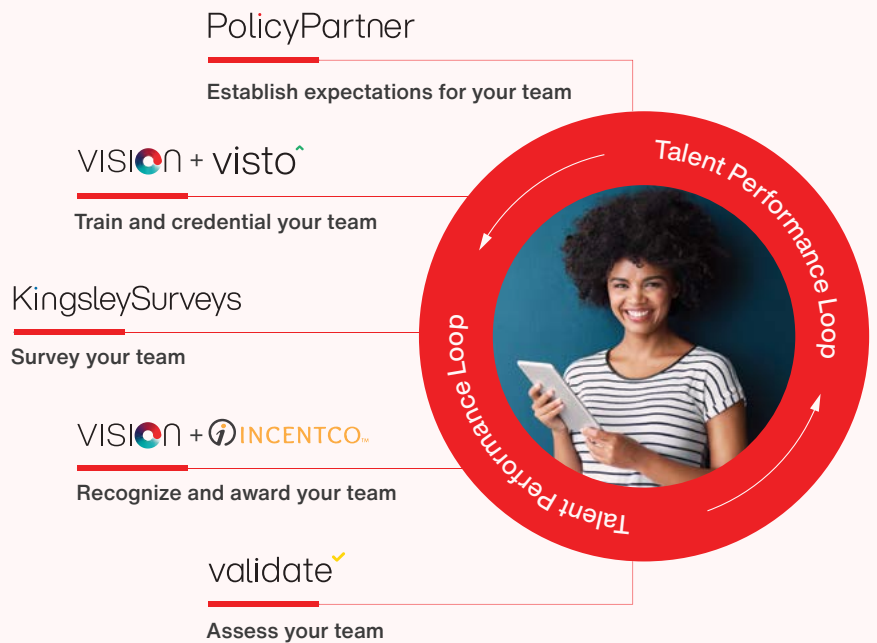
Overall Property Performance Improvement

Renewal intention is not the only performance indicator that improves when multiple Grace Hill solutions are used. Our data shows increases in management satisfaction, overall satisfaction, and Net Promoter Score (NPS) as well.



Complete Talent Management for Total Property Performance

Grace Hill combines best-in-class policies, training, and assessment in one powerful talent management solution, enabling real estate owners and operators to develop top talent and improve overall property performance.



To find out how you can elevate property performance with Grace Hill's talent management solution, [schedule a demo](#) or call (866) 472-2344.

