

WinnResidential Ranks as a Top Five Multifamily Property Manager for Overall Resident Satisfaction for 4th Straight Year

Sixty-Eight Winn-Managed Communities Earn Kingsley Excellence Awards

BOSTON (March 10, 2025) – For the fourth consecutive year, WinnResidential, the award-winning property management arm of WinnCompanies, has ranked among the top five multifamily operators in the United States for overall resident satisfaction based on the results of the industry's most respected benchmarking index.

The 2025 Kingsley Excellence Awards also recognized 68 Winn-managed apartment properties for earning scores from residents that exceeded the Kingsley Index™ benchmark for overall customer satisfaction. Five of those communities landed in the top 100, receiving marks that make them among the top-performing properties in the nation for resident satisfaction.

The Kingsley Index is real estate's most comprehensive performance benchmarking database used to set, compare and track property performance against industry standards. To earn a Kingsley Excellence Award, either as an Elite 5 multifamily management company or as Top 100 community, winners must exceed Grace Hill's Kingsley Index™ for overall satisfaction from the prior year.

"We are thrilled to congratulate our longtime and valued partner on winning the Elite 5 award – a true testament to their excellence in resident satisfaction," said **James Crane, project manager for Grace Hill**. "WinnResidential's commitment shines through not only in the overwhelmingly positive feedback they receive from residents, but also in the exceptional work they do to attract and engage prospects. With a team that is as approachable as it is dedicated, they consistently set the standard in our industry, and we are proud to celebrate this well-deserved achievement together."

Elite 5 companies demonstrate an unwavering dedication to providing exceptional service and creating a positive living environment for residents. To be considered for Elite 5 honors, WinnResidential surveyed approximately 90 percent of the prospects and residents in its portfolio and surveyed current residents prior to the renewal date for their lease.

On average, properties managed by WinnResidential received 2024 scores that outpaced the national Kingsley Index in 11 categories, including value for rent, decision to renew lease, communication, feeling valued as a resident, and overall satisfaction with management.

"The Kingsley survey process is a key tool for holding ourselves accountable to the highest possible standards for property management," said **WinnResidential President Patrick Appleby**. "It's gratifying when residents recognize the hard work of our team members around the country. Resident feedback is the ultimate measure of what we are doing well and how we can improve our service to make a difference in the quality of life for households we serve."

Of the 68 Winn-managed communities that ranked higher than the composite satisfaction score of competitors, five received resident ratings that demonstrated an exemplary commitment to exceeding industry standards and providing exceptional living experiences for residents:

- CharlesNewtown, an apartment community for 262 low-income households in Charlestown, MA. WinnResidential has managed the community on behalf of the Cooperatives of CharlesNEWtown Housing, Inc., since 1997.
- The Residences at Portwalk, a 149-unit apartment, market-rate property in Portsmouth, NH. WinnResidential has managed the community on behalf of Cathartes Private Investments since 2012.
- Smith House, a 132-unit apartment community for seniors in Roxbury, MA. WinnResidential has managed Smith House on behalf of Madison Park Development Corporation since 2008.
- Manomet Place II, a 71-apartment, mixed-income community for seniors in New Bedford, MA, which WinnCompanies has owned and managed since 2022.
- Voke Lofts, an 84-unit, mixed-income apartment community in Worcester, MA, which WinnCompanies has owned and managed since 2013.

More than 86,300 e-mail surveys were distributed in 2024 at WinnResidential communities to measure satisfaction from prospective residents, residents who recently moved into a property, residents from whom a work order was completed, residents at the mid-point in their lease and residents approaching the end of their lease.

WinnResidential manages nearly 84,000 residential apartments across all income categories at more than 740 properties in 21 states and the District of Columbia. The company has engaged Kingsley Surveys since 2016 to provide robust resident and tenant lifecycle surveys, benchmarks and insights designed to drive improved customer satisfaction and, ultimately, resident retention. Together with its privatized military housing affiliate, WinnResidential is responsible for more than 116,000 apartment homes nationwide.

About WinnCompanies

WinnCompanies is an award-winning owner, developer and manager of high-impact, quality apartment homes, supported by over 4,300 team members in 27 states, the District of Columbia and Puerto Rico. The company is known as a leading manager of multifamily apartment communities, operating the nation's largest portfolio of affordable housing with a groundbreaking resident services platform. Its community development work focuses on creating and revitalizing mixed-income properties through environmentally sustainable new construction and pioneering adaptive reuse techniques. The company has also been a top manager of privatized housing for members of the U.S. Armed Forces and their families since 2001. Founded in Boston in 1971, WinnCompanies is a family-owned, private company. Learn more at www.winncompanies.com.

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