



## **Sixty Apartment Communities Managed by WinnResidential Recognized for Exceptional Resident Satisfaction in 2025**

### ***Residents Give Properties High Marks Compared to National Benchmarks***

**BOSTON (March 31, 2026)** – Sixty apartment communities operated by WinnResidential, the property management arm of WinnCompanies, have earned the Grace Hill Excellence Award for exceptional resident satisfaction based on satisfaction surveys submitted anonymously by residents.

Spanning 10 states and Washington, D.C., overall resident satisfaction at the 60 properties outperformed the national benchmark established by the Kingsley Index™, the most comprehensive performance benchmarking database in the multifamily industry.

“I am very proud of the management and maintenance teams at these award-winning communities. Their hard work and passion earned high marks from residents in 2025 – not an easy feat in a challenging economic climate,” said **WinnResidential President Patrick Appleby**. “We have used Grace Hill to run annual surveys for a decade now because we care about the living experience at our properties and welcome resident insights to strengthen our performance.”

Located in Northeast, Mid-Atlantic and Southeast states, the high-performing communities include market rate, mixed-income and affordable housing properties owned by private and non-profit clients of WinnResidential, as well as by WinnCompanies itself.

Winn-managed communities in Massachusetts led the way, with 42 properties in every part of the Commonwealth earning scores that exceeded the national benchmark. Four communities in Connecticut, three in New Hampshire, two each in Maryland, New Jersey and New York, and one each in North Carolina, Pennsylvania, Rhode Island, Virginia and the District of Columbia also achieved satisfaction scores that earned Grace Hill Excellence Awards. ([A complete list of the award-winning communities can be found here.](#))

More than 3,080 residents of Winn-managed communities completed anonymous surveys in 2025. In addition to overall customer satisfaction, the annual survey asked residents to rate numerous categories of property and staff performance, including service quality, maintenance, communication, overall experience and value for rent.

“The Grace Hill Excellence Awards recognize properties that achieve outstanding performance in resident and tenant satisfaction, demonstrating management that understands the

importance of delivering an outstanding resident experience,” said **Kendall Pretzer, CEO of Grace Hill.**

Grace Hill provides technology-enabled performance solutions that help owners and operators of real estate properties increase property performance. The company manages the Kingsley Index™, which leverages 35 years of data from 7.3 million residents to set the industry standard for satisfaction.

### **About WinnCompanies**

WinnCompanies is an award-winning owner, developer and manager of high-impact, quality apartment homes, supported by 4,600 team members in 28 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](http://www.winncompanies.com).

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