



**SHOPPING REPORT PERFORMANCE SUMMARY  
THIRD QUARTER, 2000**

	QUESTION OVERALL AVERAGE	CLIENT 1	CLIENT 2	CLIENT 3	CLIENT 4	CLIENT 5	CLIENT 6	CLIENT 7	CLIENT 8	CLIENT 9	CLIENT 10	CLIENT 11	CLIENT 12	CLIENT 13	CLIENT 14	CLIENT 15	CLIENT 16	CLIENT 17
<b>TELEPHONE PRESENTATION</b>																		
1. Did the consultant attempt to set an appointment with you?	72.67%	90.00%	85.44%	79.31%	77.39%	76.70%	72.14%	73.91%	72.73%	73.08%	78.23%	70.21%	64.52%	50.00%	53.85%	48.21%	37.23%	46.15%
2. Were you asked for your telephone number(s)?	52.05%	68.00%	63.11%	51.72%	63.57%	50.57%	54.73%	52.17%	45.45%	53.85%	49.60%	34.04%	19.35%	20.00%	30.77%	26.79%	34.04%	46.15%
<b>ON-SITE PRESENTATION</b>																		
3. Did the consultant make a positive first impression on you?	87.24%	92.00%	89.32%	93.10%	86.93%	90.91%	89.55%	86.96%	90.91%	76.92%	86.69%	93.62%	93.55%	90.00%	76.92%	76.79%	78.72%	73.08%
4. Did the consultant determine if you had any special needs or preferences?	76.53%	86.00%	79.61%	94.83%	75.63%	91.48%	81.59%	86.96%	81.82%	80.77%	73.39%	74.47%	64.52%	100.00%	76.92%	53.57%	48.94%	46.15%
5. Did the consultant discuss and/or point out amenities and facilities of the property?	92.34%	92.00%	98.06%	93.10%	95.23%	93.18%	97.01%	91.30%	93.94%	100.00%	93.95%	85.11%	93.55%	90.00%	88.46%	76.79%	73.40%	76.92%
6. Did the consultant show you an apartment that was clean, made ready, and comfortable in temperature?	93.09%	96.00%	89.32%	91.38%	94.97%	98.30%	94.03%	100.00%	93.94%	84.62%	91.53%	87.23%	100.00%	90.00%	88.46%	87.50%	87.23%	92.31%
7. Did the consultant sell benefits for the features discussed in the apartment?	78.08%	80.00%	85.44%	84.48%	77.64%	88.07%	88.06%	78.26%	81.82%	76.92%	82.26%	76.60%	87.10%	70.00%	57.69%	57.14%	43.62%	34.62%
8. Did the consultant effectively overcome any objections you raised?	90.91%	92.00%	94.17%	91.38%	95.73%	98.30%	94.53%	91.30%	93.94%	96.15%	70.97%	95.74%	90.32%	90.00%	88.46%	94.64%	90.43%	92.31%
9. Did the consultant ask you to leave a deposit?	46.33%	58.00%	64.08%	63.79%	61.56%	39.77%	42.29%	43.48%	36.36%	42.31%	39.52%	57.45%	25.81%	30.00%	38.46%	28.57%	17.02%	3.85%
10. Based on the consultant's presentation, would you have leased the apartment?	79.20%	80.00%	79.61%	82.76%	80.90%	81.25%	87.06%	91.30%	81.82%	73.08%	83.06%	72.34%	83.87%	80.00%	65.38%	58.93%	61.70%	50.00%
<b>CLIENT OVERALL AVERAGE</b>	<b>76.84% *</b>	<b>83.40%</b>	<b>82.82%</b>	<b>82.59%</b>	<b>80.95%</b>	<b>80.85%</b>	<b>80.10%</b>	<b>79.57%</b>	<b>77.27%</b>	<b>75.77%</b>	<b>74.92%</b>	<b>74.68%</b>	<b>72.26%</b>	<b>71.00%</b>	<b>66.54%</b>	<b>60.89%</b>	<b>57.23%</b>	<b>56.15%</b>

\* Representing 1606 shopping reports

Participating Companies:

AmlI Residential  
Anterra Realty  
BH Management Services  
Camden Property Trust  
Capreit  
Cumberland Allegiance  
CWS Apartment Homes  
Fairfield Residential  
First Worthing Company

Fogelman Management Group  
Gables Residential Services  
JPI  
Lincoln Property Company  
Post Properties  
Tarragon Management  
Trammell Crow Residential Services  
Village Green Management