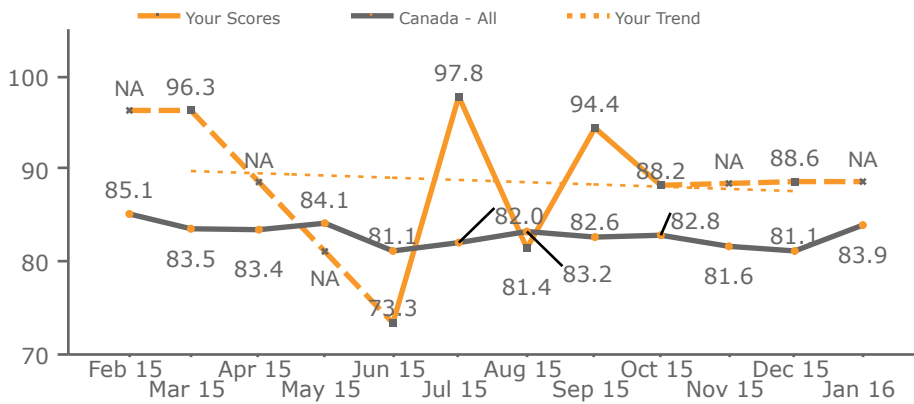


Total Home Buying Experience Score — 12 Month Trend From Selected Date



Historic Performance Indicators

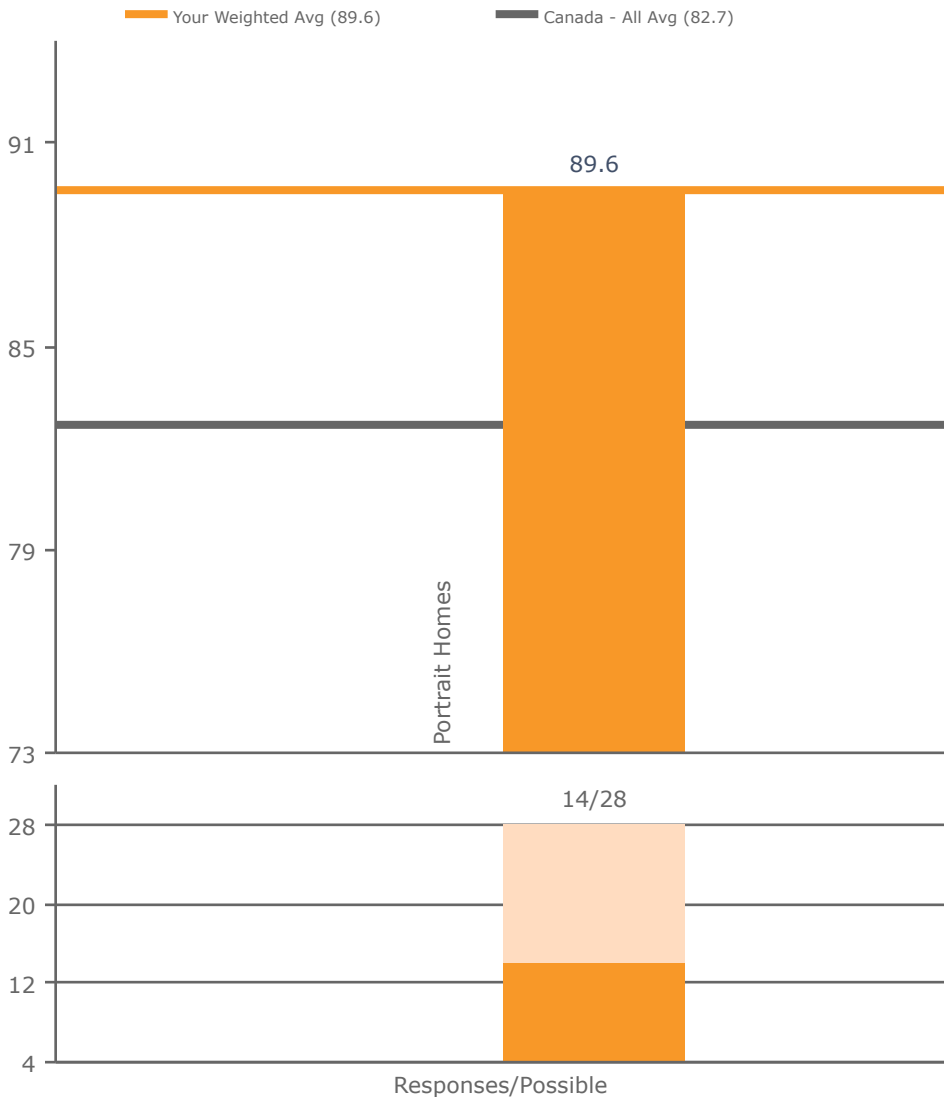
Total Home Buying Experience Score

This Month: NA
This Month Last Year: NA

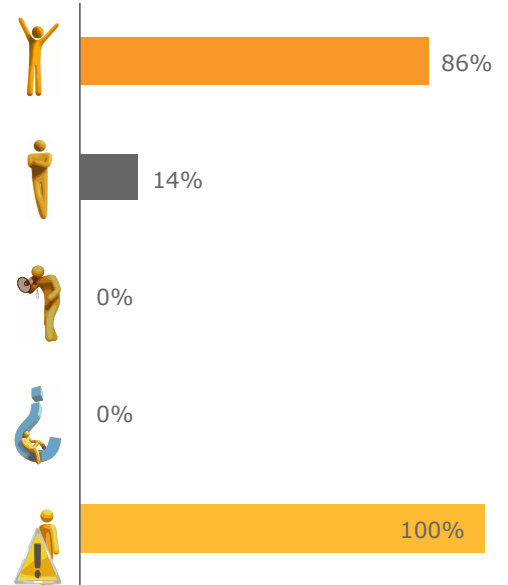
This Quarter: NA
This Quarter Last Year: 96.3

This Year: NA
Last Year: 89.6

Divisions Ranked by Total Home Buying Experience Score



Customer Loyalty



Question Ranks

5 Highest Questions by Industry Delta		
Perception of Items Listed	Product Experience	19.8
Communicates with Trades/Suppliers	Warranty/Service Experience	19.7
Provided Highest Level of Repairs	Warranty/Service Experience	16.9
* Perception of Time to Fix Items	Service Experience	16.7
Quality of Workmanship	Product Experience	16.5
5 Lowest Questions by Industry Delta		
Exterior Lighting	Exterior Home Features	-7.0
Presented Wide Selection	Options, Upgrades & Colours	-4.5
Countertops	Interior Home Features	-1.5
Made Selections Process Pleasant	Options, Upgrades & Colours	-1.0
Knowledgeable (Selections Process)	Options, Upgrades & Colours	-0.7

Report Data Profile - Summary

Report Period Monthly from 1/1/2015 to 1/31/2016
Survey Study New Homeowner Experience Survey
 1 Division has data
 3 Communities have data

Surveys Possible 28
Surveys Received 14
Unreachable 1
Response Rate 50

Report Data Profile

Survey Study New Homeowner Experience Survey

Report Period Monthly from 1/1/2015 to 1/31/2016

Total Closings 29

Undeliverable 1

Surveys Possible 28

Surveys Received 14

Response Rate 50 %

1 Division has data

Division	Sent	Undeliverable	Possible	Received	Response Rate
Portrait Homes	29	1	28	14	50 %

3 Communities have data

Community	Sent	Undeliverable	Possible	Received	Response Rate
Hampstead	10	1	9	2	22 %
Nelson Peak	16	0	16	10	63 %
Panorama	3	0	3	2	67 %