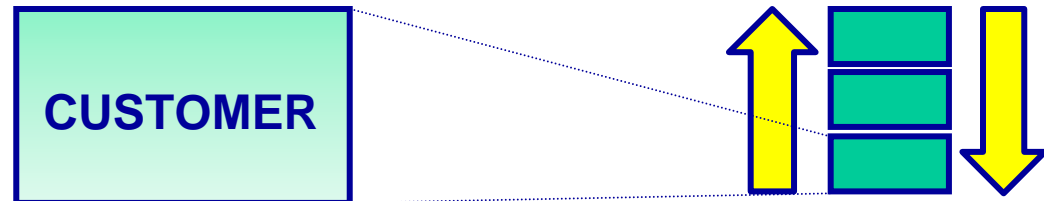




PORTFOLIO AND ASSET MANAGEMENT



- **Portfolio management oversight process at the deck plate; metrics and methods employed to monitor performance and support the partnership**
- **Topics include:**
 - On-site assessments
 - Customer/resident satisfaction survey
 - Move-In surveys
 - Customer outreach
 - Occupancy
 - Business agreement oversight