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RKW Residential Recognized by Key Rating Agencies for Unparalleled Resident Satisfaction

Premier multifamily management company earns “A” grade in bi-annual ApartmentRatings SatisFacts Top Management Companies list and 2020 ORA™ Elite 1% Award from J Turner Research

Charlotte, NC (April 19, 2021) — RKW Residential, a multifamily management firm that has quickly evolved into an industry leader on the strength of its People First Philosophy, received two significant recognitions from highly regarded resident satisfaction agencies.

The company earned an epIQ grade of “A” in the ApartmentRatings SatisFacts “Top Management Companies” list. Nearly 30 RKW-managed apartment communities were also honored as ApartmentRatings “Top Rated Communities” award winners.

Twice a year, SatisFacts releases the epIQ Index, which measures the resident experience and community performance based on SatisFacts surveys and reviews on ApartmentRatings.com. RKW made significant moves, climbing from a July 2020 ranking of #58 to #31 in January 2021.

RKW also saw a 30% increase in the number of communities placing on the 2020 Elite 1% ORA™ Power Ranking by J Turner Research, the leading market research firm exclusively serving the multifamily industry. The annual ranking is based on monthly online reputation research of more than 122,000 apartments across multiple review sites and Internet Listing Services.

To earn this distinction, a community had to register a minimum ORA™ score of 90 (on a scale of 0-100). The national average ORA™ is 65.73.

The community rankings follow RKW making the list of the industry’s top management companies in the 2020 ORA™ Power Ranking for online reputation management.

“These recognitions are particularly special because they get to the core of our operating mission to provide superior customer service to our residents,” RKW SVP of Marketing & Strategy Joya Pavesi said. “When you create an enjoyable living experience and are attentive to the daily needs of residents, everything else falls into place. I cannot thank our incredible team members enough for all they do to make accolades like these possible.”

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About RKW RESIDENTIAL: RKW RESIDENTIAL is an award-winning third-party multifamily property management firm headquartered in Charlotte with a regional office in Miami, Orlando, Atlanta and Raleigh. With nearly 25,000 multifamily units under management and a growing footprint spanning six states, RKW delivers

expertise in multifamily management through its technology, marketing and customer experience platforms. The firm's principals have extensive experience in multifamily investments and property management including acquisitions/dispositions, developments, lease-ups, stabilized and value-add assets. RKW is built on the foundation of its *People First Philosophy*, which prioritizes client relationships, employee satisfaction, and top-tier customer service for its residents. Through this, the firm delivers on its brand promise of "Expert People. Exceptional Places" to enhance property values and achieve success. RKW was formed out of the partnership of Rivergate Companies, a private real estate investment firm, and KW PROPERTY MANAGEMENT, one of the largest condo management companies in Florida representing more than 90,000 condo units. RKW appeared on the *Multi-Housing News* List of Top 25 Management Firms in the U.S. in 2019 and 2020 and has also received numerous regional and national awards. For more information, visit www.rkwresidential.com.