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**RKW RESIDENTIAL Honored by Key National Rating Agencies for Resident Satisfaction**

*Premier multifamily management firm moves up to #36 nationally in ApartmentRatings SatisFacts epIQ Index, with 17 of its communities earning J Turner Research's ORA™ Elite 1% Award*

**Charlotte, NC (Feb. 20, 2023)** - RKW Residential, one of the nation's fastest-growing multifamily management firms, continued its rise up a key national ranking based on resident satisfaction and operational excellence. The firm moved up five spots to No. 36 in the epIQ Index's "Top Management Companies" list.

Many RKW-managed communities were also recognized in the annual Elite 1% ORA™ Power Ranking by J Turner Research, the leading market research firm exclusively serving the multifamily industry.

In the epIQ Index, which measures resident experience and community performance based on SatisFacts surveys and reviews on ApartmentRatings.com, RKW earned an "A" grade. RKW ranked higher than some of its much larger competitors – a reflection of RKW's unrivaled combination of expert people and innovative technology.

Starting in spring 2022, following RKW's strategic acquisition by residential technology leader Alfred, the firm rolled out Alfred's best-in-class platform to more than 50 RKW-managed communities. The platform rollout has taken an already extraordinary resident experience to another level.

"These distinctions recognize our operating mission to provide our residents with superior and seamless living experiences," RKW EVP of Marketing & Strategy Joya Pavesi said. "Our dedicated team members are doing a tremendous job catering to the daily needs of residents and carrying out our successful Alfred platform rollout. We expect our scores in these pivotal indexes to keep rising in lockstep with the continued rollout throughout 2023."

Seventeen RKW-managed communities made the Elite 1% ORA™ Power Ranking. The annual ranking is based on monthly online reputation research of more than 132,000 properties across multiple review sites and Internet Listing Services. To earn this distinction, a community had to register a minimum ORA™ score of 94 (on a scale of 0-100) and have at least 20 online reviews.

RKW's Marlowe Place in Charlotte cracked the top 20 at No. 19, with an ORA™ score of 99.

Founded just eight years ago, RKW is one of the industry's most compelling entrepreneurial success stories in recent memory. The company made MHN's annual "Top Property Managers" list for the fourth consecutive year, ranking No. 27 in the 2022 edition.

### **About RKW Residential**

RKW is an award-winning third-party multifamily property management firm headquartered in Charlotte with regional offices in Miami, Orlando, Atlanta and Raleigh. With over 35,000 single family rentals and multifamily units under management and consulting and a growing footprint spanning seven states, 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. Its March 2022 acquisition by Alfred, an innovative technology company named by *Fast Company* as one of the Top 50 Most Innovative Companies in the World, puts RKW in position to redefine the future of living by adding “Extraordinary Experiences” to its brand promise of “Expert People. Exceptional Places.” RKW appeared on the *Multi-Housing News* List of Top Multifamily Property Management Firms in the U.S. in 2019, 2020, 2021 and 2022 and has also received numerous regional and national awards. To learn more, visit [www.rkwresidential.com](http://www.rkwresidential.com)