

TECHNOLOGY DRIVES MULTIFAMILY AMENITIES

Today, technology amenities are as important to renters as mainstays such as an in-unit washer/dryer. Here's what property managers and building owners are saying about the state of technology in the multifamily industry, and how prepared they are to meet tenants' needs.

★ RENTERS' EXPECTATIONS IN TODAY'S DIGITAL AGE

Property managers struggle to keep up

87%

say **technology** plays an important role in keeping renters satisfied

75%

report that **prospective residents** ask about **communications services**

46%

find it **difficult to manage technology expectations** for renters of different generations in their properties

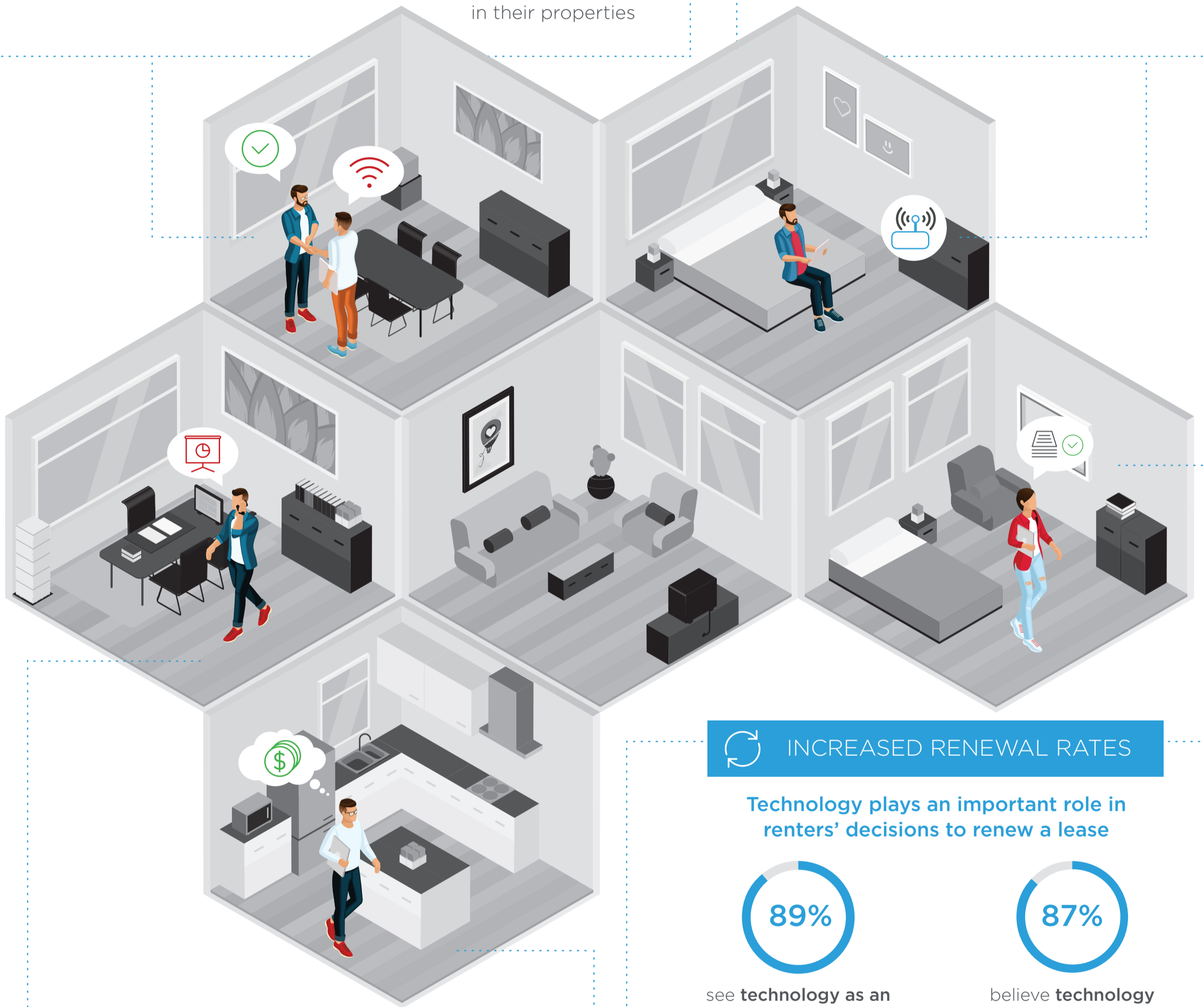


CURRENT COMMUNICATIONS INFRASTRUCTURE

Many managers have already made infrastructure investments

47%

own or manage a **fiber-to-the-building network**



INCREASED RENEWAL RATES

Technology plays an important role in renters' decisions to renew a lease

89%

see **technology** as an important factor in renters' decision to renew the lease

87%

believe **technology infrastructure improvement** leads to increased renewal rates



THE FUTURE WORKPLACE

Buildings aren't fully equipped to support telecommuting

75%

see an **increase in the number of residents** working from home

30%

think their property is **less than prepared to handle a rapid flux of work-from-home tenants**



INCREASED PROPERTY VALUES

Communication infrastructure and services can help increase property values

30%

believe **providing communications services** boosts values by at least 20%

90%

see **technology investment** as a driver of property values

ABOUT XFINITY COMMUNITIES

XFINITY Communities™ provides your property and residents with a better network, better entertainment and better service. With fiber-based custom network solutions, a one-of-a-kind interactive TV experience with XFINITY X1, and our new dedicated property support, we provide an end-to-end service that simply translates to better living. Our Advanced Communities Network (ACN) - a fiber network solution that provides your properties with gigabit speeds - can help attract new residents while giving existing residents what they want.