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BH Companies Named a Top-20 Performer in Reputation.com's 2020 Property Management Reputation Report

Des Moines, IA — September 25, 2020 — BH Companies today announced that it was named a Top-20 Performer on [Reputation.com's 2020 Property Management Reputation Report](#), an in-depth analysis of reputation for the top 500 multifamily residential properties in the United States. BH came in at No. six, signifying its status as a leader in Reputation Score, Reputation.com's proprietary index for measuring customer sentiment and online reputation.

Reputation.com's 2020 Property Management Reputation Report analyzed actual customer feedback from each property to understand tenant concerns and gauge overall sentiment. The report assigns residential properties a Reputation Score based on an analysis of tenant reviews spanning thousands of residents across the United States, a metric that has proved increasingly vital. The report reveals which properties lead the pack on key dimensions of the tenant experience - as expressed in the unfiltered voice of the customer. The findings underscore the importance of reputation experience management as a key element of a property's strategy to increase its external reputation and improve the overall tenant experience.

"BH has taken significant steps in managing the online reputation of its properties, an increasingly vital necessity due to the unique challenges that have arisen during the global pandemic," said Jason Grier, Chief Customer Officer, Reputation.com. "Property management -- like many industries -- has endured disruption on a scale that we haven't seen in generations, making it more important than ever to deliver a satisfying living experience for tenants. BH has demonstrated that it is an industry leader in this regard."

Measured on a scale of 100 to 1,000, Reputation.com's [Reputation Score](#) is a comprehensive index of the digital presence of business locations across more than 70 industries. Reputation Score is calculated based on multiple factors measuring overall review sentiment in review

sites, business listing accuracy and other indicators that reflect consumers' experiences and opinions — both online and onsite. For its 2020 Property Management Reputation Report, Reputation.com analyzed the online data of more than 70,000 multifamily residential properties in the United States from reviews, listings, social media, search results and customer engagements across a number of sources, including Google, Facebook and more.

About BH Companies

Founded in Des Moines in 1993 by Harry Bookey, BH Companies has grown to become one of the largest multifamily management firms in the nation through its commitment to building value for residents, owners and employees. The company ranks #9 on the NMHC's list of largest property management companies in the US and #2 on MHN's list of Top 30 Property Management Companies. Today, Bookey continues to lead the firm, serving as inspiration for its 3,000+ employees and embodying the company's principles of investing in employees and going above and beyond to satisfy customers.

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More about Reputation.com and the 2020 Property Management Reputation Report

Methodology

The 2020 Property Management Reputation Report is part of Reputation.com's series of Reputation Reports, analyzing key data and rankings in the most significant industries that matter most to consumers. Founded in 2013, Reputation.com is a SaaS-based platform that manages tens of millions of reviews and interactions across hundreds of thousands of customer touchpoints. The patented algorithms behind the Reputation Score are based on more than a decade of machine learning and data science expertise, providing businesses with a reliable index of brand performance that they can use to make targeted improvements.

About Reputation.com

[Reputation.com](https://www.reputation.com) pioneered the online reputation management (ORM) category and now extends its leadership position to include its award-winning Reputation Experience Management (RXM) platform that consistently delivers innovative, customer-driven solutions. The SaaS-based platform manages tens of millions of reviews and interactions across hundreds of thousands of customer touchpoints. The patented algorithms behind Reputation Score X are based on more than a decade of deep machine learning and data science expertise, providing businesses with a reliable index of brand performance that they can use to make targeted improvements. Reputation.com has over 250 integration partners, including Google, Facebook, Salesforce, J.D. Power, Amazon and Web.com, and helps businesses of all sizes across industries Get Found, Get Chosen and Get Better. To learn more, [visit www.reputation.com](https://www.reputation.com).