

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

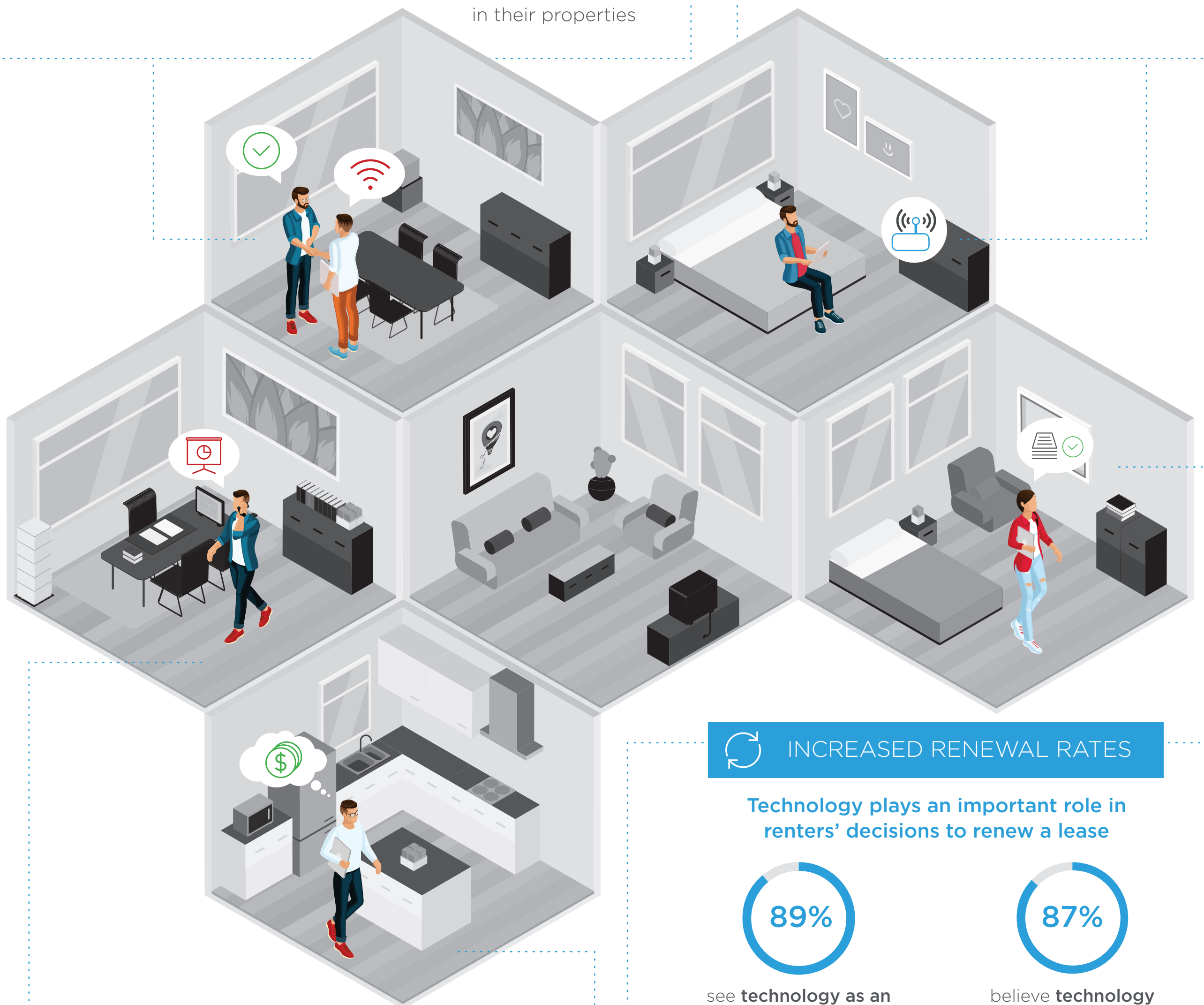


CURRENT COMMUNICATIONS INFRASTRUCTURE

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.