



Welcome
Introduction to Ratings
and Reviews





Questions? Chat with us on twitter!

@therentersvoice

#rentersvoice

Follow us on Facebook!

[Facebook.com/RentersVoice](https://www.facebook.com/RentersVoice)

Topics

- Ratings and reviews matter
- Know your options
- Not all reviews are bad!
- What you need to do

Chapter 1

Ratings and reviews matter

What are *ratings* and *reviews*?



It is not about getting 5 stars. Understanding the information behind the stars is much more valuable.

90%

of consumers **trust** peer recommendations

*Are you listening to what your
consumers are saying about you?*

Chapter 2

Know your options

A review site needs to be...

OBJECTIVE

and comprehensive

Dallas, TX

Search



The Green in The Village



100%

20 out of 20 renters recommend this

apartment.

5350 Amesbury Drive
Dallas TX 75206

[Read a Review](#)

[Write a Review](#)



Enclave at Prestonwood



90%

9 out of 10 renters recommend this

apartment.

5930 Arapaho Road
Dallas TX 75248

[Read a Review](#)

[Write a Review](#)



St. Moritz Apartments



100%

6 out of 6 renters recommend this

apartment.

5665 Arapaho
Dallas TX 75248

[Read a Review](#)

[Write a Review](#)



The Chase in The Village



100%

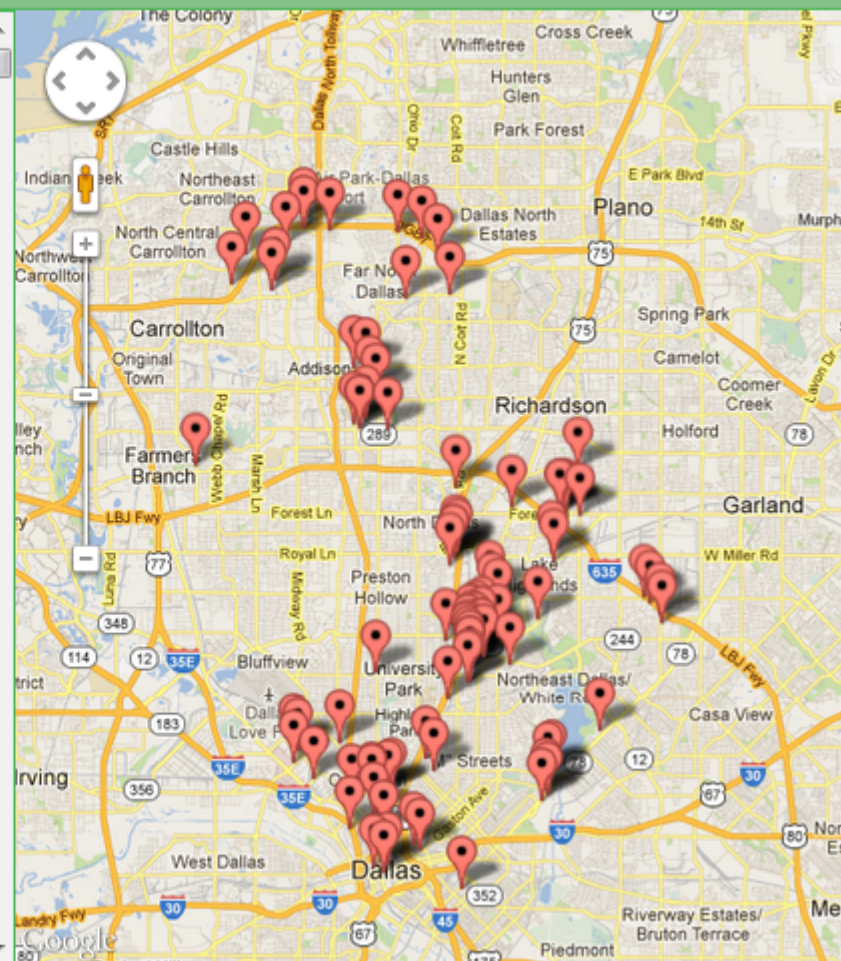
25 out of 25 renters recommend this

apartment.

5657 Amesbury Drive
Dallas TX 75206

[Read a Review](#)

[Write a Review](#)





RENTER'S VOICE

Apartment Reviews for
the Renter, by the Renter

HOME | SEARCH FOR APARTMENT REVIEWS | FAQ



Marquis at Bellaire

Houston, TX



[Read all 206 reviews](#)

[Write a review](#)



Welcome to The Marquis at Bellaire where illusion becomes reality and luxury becomes a lifestyle. Our custom built community was carefully designed with distinct over-sized floor plans and an array of unsurpassed amenities. Our professionally sculptured botanical gardens were created to provide you with a tranquil and sensual ambiance. Our renowned address is historically one of Houston's premier inner loop locations. Enjoy a cup of gourmet coffee while surfing

Location

5454 Newcastle Drive
Houston, TX 77081
(713) 349-8855
awoodall@cwsapartments.com
<http://www.marquisatbellaire.com/>

Ratings & Reviews

Questions & Answers

Ratings summary



78%

160 out of 206 renters recommend this apartment.

Advanced filters

- [Star Rating](#) | [Met My Needs](#) | [Overall Value](#) | [Service Quality](#) | [Age](#) | [Marital status](#) | [Pet](#)
- [Rented at this Apartment](#) | [Been a Renter](#) | [Renter Status](#)

Click on filters to refine your results.

[Write a review](#)

[What is relevancy sort?](#)

Sort by



Apartment Review from a Current Renter

I feel the apartments are a great value - but many of my friends simply can't afford to live here.

March 6, 2013

Current Renter

from Houston, TX

Recently Viewed



The Green in The Village
5350 Amesbury Drive
Dallas, TX 75208

Tell your story with

BALANCED FEEDBACK

- Leverage data from different sources
- Shops + surveys + reviews
- Primarily objective content
- Understand life in your community

Chapter 3

It isn't all bad!

embrace REVIEWS

Listen and learn from your customers. Customer support can be strategic. Feedback is a gift.

70% positive

3.9 avg rating

9,000+ reviews

Chapter 4

What you need to do

Make sure to...

**ENSURE
ACCURACY**

MŌNITŌR

and then engage

email residents • ask for reviews • integrate • link to review page

Don't forget to say
THANK YOU

Takeaways

- Ratings and reviews matter
- Know your options
- Feedback is a gift – embrace reviews
- Ensure accuracy, monitor, engage, say thank you

Don't forget to like and follow us!



@therentersvoice



Facebook.com/RentersVoice

Questions?

@therentersvoice #rentersvoice

Thank you! Want to learn more?

rentersvoice.com

info@rentersvoice.com

epmsonline.com