



# LABOR SHORTAGE RESEARCH RESULTS



## 2022 LABOR SHORTAGE RESEARCH REPORT

Distributed and Compiled by: Multifamily Insiders

The Great Resignation is upon us, and we want to understand how it is impacting multifamily professionals, especially on the front lines. Do your teams feel stretched thin? Have the challenges they have faced over the past two years impacted how they view your company, or even property management itself? There were a total of 132 responses submitted anonymously. The following results are compiled using statistical analysis software.

We want to thank Rent Manager and Funnel for sponsoring this survey.

## About Rent Manager:

Rent Manager® is proven property management software for every multifamily portfolio configuration. With comprehensive accounting and reporting resources, intuitive marketing and mobile tools, complete maintenance-management capabilities, and an open API that lets you tailor the program to your specific needs, Rent Manager is the one software you need to advance your exceptional business.

[RentManager.com](https://RentManager.com)



## About Funnel:

Funnel exists because overreliance on legacy software and niche solutions held Property Management Companies and their teams back. We built a platform that turns the model on its head — Renter Management Software — a new category of software that streamlines mundane tasks for leasing professionals freeing them to focus on renters.

[FunnelLeasing.com](https://FunnelLeasing.com)



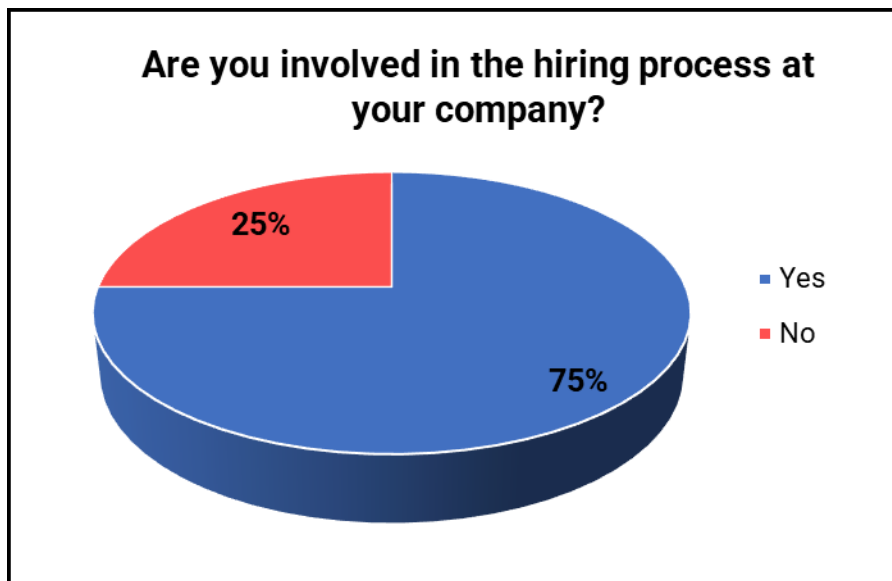
## CONTENTS

<b>Are you involved in the hiring process at your company? .....</b>	<b>4</b>
<b>What positions are you currently hiring for?.....</b>	<b>5</b>
<b>What positions are most difficult to fill?.....</b>	<b>6</b>
<b>Does your company conduct exit surveys? .....</b>	<b>7</b>
<b>If so, what are the top reasons you are hearing for why people are quitting? .....</b>	<b>8</b>
<b>What steps have you taken to incentivize applicants to apply? .....</b>	<b>10</b>
<b>What have you done to increase the number of applications you receive? .....</b>	<b>12</b>
<b>Is your challenge the total number of applicants, or the quality of the applicants?.....</b>	<b>14</b>
<b>If you offered someone a position and they turned it down, what was their reasoning? .....</b>	<b>15</b>
<b>Has the labor shortage resulted in more efforts to centralize your teams?.....</b>	<b>16</b>
<b>What benefits does your company offer? .....</b>	<b>17</b>
<b>Have you changed jobs in the last year? .....</b>	<b>18</b>
<b>Why? or Why not? .....</b>	<b>19</b>
<b>What is your favorite employee benefit provided by your company? .....</b>	<b>22</b>
<b>What benefits do you wish your company offered but they currently do not?.....</b>	<b>24</b>
<b>Please rate how you are feeling about the following aspects of your job, with 1 being very negative and 10 being very positive:.....</b>	<b>26</b>
Resident Interactions, if applicable. ....	26
Salary. ....	27
Company Culture. ....	28
Employee Benefits. ....	29
Corporate Management. ....	30
Career Advancement Opportunities. ....	31
Industry Satisfaction. ....	32
<b>How likely are you to leave your company in the next year? .....</b>	<b>33</b>
<b>If you are considering leaving your company, what would be the biggest reasons for doing so? .....</b>	<b>34</b>
<b>If you are considering leaving your company, what are the biggest reasons you might hesitate in doing so? .....</b>	<b>37</b>
<b>If you are considering leaving your company, please check all that apply: .....</b>	<b>39</b>
<b>Survey Notes .....</b>	<b>40</b>

## Are you involved in the hiring process at your company?

Total Responses = 132

Answer	Count	2022
Yes	99	75%
No	33	25%



## What positions are you currently hiring for?

Total Responses = 97 (Responders were allowed to choose more than one option)

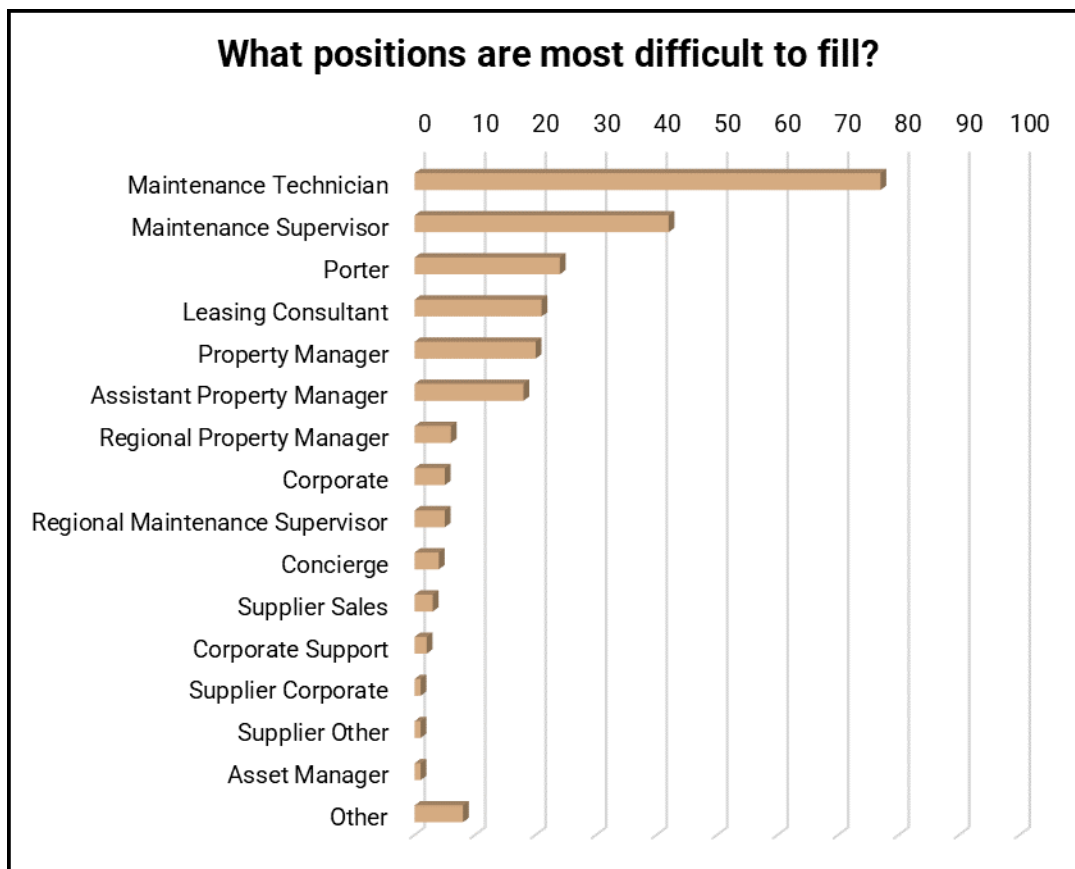
Answer	Count	2022
Maintenance Technician	75	77%
Leasing Consultant	55	57%
Property Manager	41	42%
Maintenance Supervisor	39	40%
Assistant Property Manager	36	37%
Porter	28	29%
Regional Property Manager	18	19%
Corporate	15	15%
Corporate Support	10	10%
Supplier Corporate	6	6%
Regional Maintenance Supervisor	6	6%
Sales	4	4%
Concierge	3	3%
Supplier Sales	3	3%
Supplier Other	3	3%
Asset Manager	2	2%
Other	15	15%



## What positions are most difficult to fill?

Total Responses = 99 (Responders were allowed to choose more than one option)

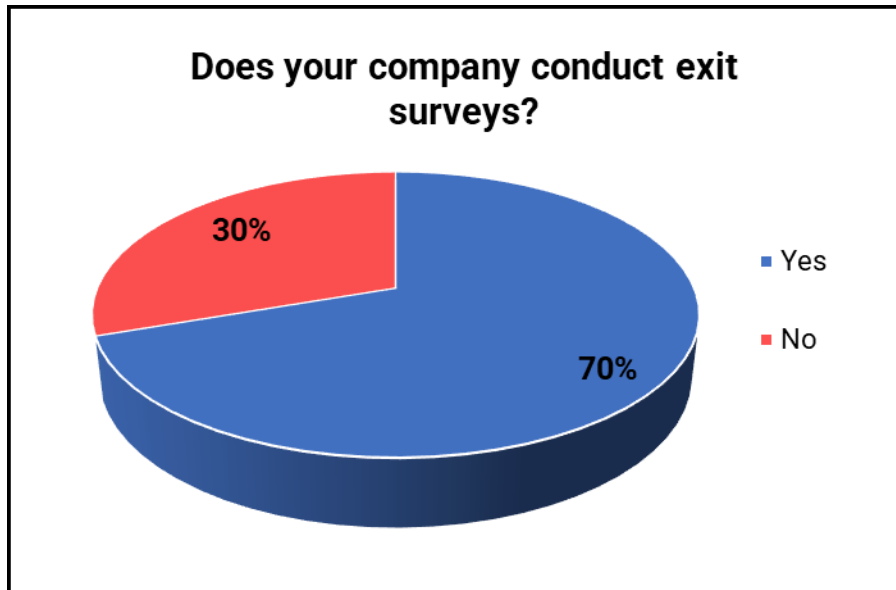
Answer	Count	2022
Maintenance Technician	77	78%
Maintenance Supervisor	42	42%
Porter	24	24%
Leasing Consultant	21	21%
Property Manager	20	20%
Assistant Property Manager	18	18%
Regional Property Manager	6	6%
Corporate	5	5%
Regional Maintenance Supervisor	5	5%
Concierge	4	4%
Supplier Sales	3	3%
Corporate Support	2	2%
Supplier Corporate	1	1%
Supplier Other	1	1%
Asset Manager	1	1%
Other	8	8%



## Does your company conduct exit surveys?

Total Responses = 99

Answer	Count	2022
Yes	69	70%
No	30	30%



## **If so, what are the top reasons you are hearing for why people are quitting?**

*Total Responses = 73*

- Above market pay
- Being paid to go elsewhere
- better hours, less stress
- Better job offers, relocation
- Better Opportunities and more pay
- Better opportunities elsewhere
- Better opportunities/pay/benefits.
- Better opportunity More money better benefits flexibility
- Better opportunity for advancement
- Better pay
- better pay elsewhere
- Better paying job, need more training, stressful work environment on site
- Better paying jobs, proximity to work, flex hours
- Competitive wages
- Covid
- Dropping keys- no info
- Exhaustion. Not enough time off. Lack of training. Inadequate pay.
- Found new, higher payer job
- Going out on their own - starting business
- Going somewhere else that pays more.
- High pay/more benefits from newer companies
- High workload and compensation
- Higher Pay
- Hiring authorities are rather slow in choosing people
- Job expectations and rising cost for pay
- Job with more pay
- Leaving for better pay and better benefits
- leaving industry or higher wage
- Leaving the area--going back to school
- Less stress or better pay
- Less work for same/more pay. No snow removal, no on call.
- looking for more responsibility and higher pay; frustration with our demographic we are housing
- Low pay, poor upper management, lack of support, lack of benefits, No room for growth
- More Money (8)
- more money, fewer hours
- More money, shorter drive
- More pay elsewhere/Personal reasons
- More pay or wanting to work from home in cases where this is feasible.
- Most leave to take higher paid positions
- Mostly did not work out with company.
- New industries
- New or better opportunity



- no room to grow and better pay
- Not enough help, budgets not correct, regionals acting unprofessional
- On-call, snow removal, pay range compared to housing costs, unrealistic expectations of the resident and corporate
- Opportunity for salary increases.
- Other job opportunities in another field of work. More money at other companies.
- Overworked/burn out/Needy residents/Demanding owners/Can't find help"
- Pay
- pay does not match workload. Under appreciated.
- Pay/Not feeling appreciated
- Pay/Their direct managers
- Pay/Their direct supervisor
- People don't leave the job; people leave a supervisor. The other reason is money - some jobs just have better incentives (if lesser benefits.)
- Pressure of the position; other opportunities; friction with supervisor
- Regional Supervisor's treatment, pay and closer to where they want to be.
- Retirement, jobs that offer work from home, exiting the workforce
- Retirement, more money/no weekends, leaving industry/no weekends, family member health, started a new business
- retirement, moving to different industry, vaccine mandate
- Termination due to failure to perform
- Termination for non-performance
- the information provided is usually due to family matters
- these answers only go to HR
- unable to get response from most
- Vaccinations being required, moving.
- We do this occasionally but not 100% of the time.
- We have been hearing burn out complaints and complaints about taking emergency maintenance call rotations and snow removal from those people who have completely left the business and went into different industries.

## What steps have you taken to incentivize applicants to apply?

Total Responses = 78

- 4-day work week, matched retirement, gym memberships, flex work location
- add money
- Discounted housing
- Employee referral bonus, (small) sign on bonus for Property Manager and higher
- Great benefits, occasionally a hiring bonus
- Great team and great pay. Awesome work ethic and home life balance.
- Higher Hourly wages, Sign on bonuses, & Lump sum payment for being on emergency call.
- Higher pay rates, highlighting benefits which are employer paid and bonus programs
- Higher pay.
- Hiring Bonus (4)
- hiring bonus paid at 90 days paid referral to residents that refer employees
- hiring bonus, advertise our benefits
- Hiring bonuses on select jobs, Predictive Index Testing, Hired a corporate recruiter
- Hiring bonuses, higher rates
- Increased hourly rate by 7%
- Increased leasing commissions, added renewal commissions, \$300 quarterly stipend for all associates, decreased employee paid portion of medical insurance, paying hiring bonus for hard to fill locations,
- increased pay
- Increased pay substantially across the board, for new and existing employees
- Increased starting wages.
- Increased wages, sign on bonuses
- Just more active recruiting.
- Lunch on us to show up to an interview! Sign on bonus
- Monthly Bonus.
- More pay
- None (16)
- Offering more pay & closer to home jobs.
- Offering sign on bonus
- Promoting company culture
- Provide free tools / sign on bonuses.
- Put WIIFM for them up front in the ads, including our great benefits. Raised pay levels.
- Quick pay increases, excellent benefits package, flexible schedule
- raised starting wages
- Raises
- Referral bonuses in-house
- Referral Fee and Signing Bonus
- Sign on Bonus (12)
- Sign on bonus Gift cards to show up to interviews
- Sign on bonus, increased wages.
- sign on bonuses, opportunities
- Signing bonuses if hired

- Tried to advertise the company like we would advertise a property/apartment. Give reasons to work for XYZ, not the job description and qualifications
- Want more money.
- Was offering sign on bonuses for certain positions. Now offering tool kits for maintenance related positions. Also have apparel incentive gift cards for sales/mgmt positions.
- we add bonuses for benchmarks including but not limited to, vaccination, onboarding, time with the company and training competition.
- We added a \$1000 sign on bonus after 60 days
- We are giving signing bonuses and have increased our starting salaries.
- We are now open to remote employees when previously we have preferred that applicants be able to work out of our corporate office.
- We are offering a \$1000 signing bonus
- We have started to try and be creative with schedule. We are also working to add holidays and increasing vacation time allotments.
- We're like the marines, many are called but few are chosen We've been in property management for 74 years and first look for attitude, attitude, attitude, then proven skills and experience.
- Today's Covid related emotional issues are really challenging us.

## What have you done to increase the number of applications you receive?

Total Responses = 76

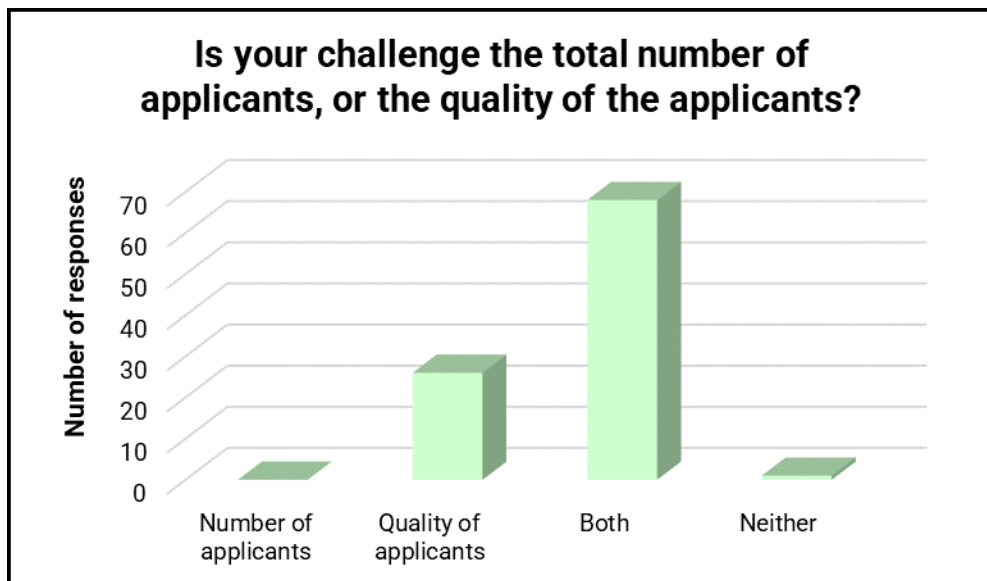
- Active recruiting. Job fairs.
- advertise in more places
- Advertise in multiple places
- Advertise more. Poach from others.
- advertise on different channels; promote referrals in various ways
- Advertise outside the box in local places
- Advertise through social media
- Advertise.
- Allowed Quick Apply to be turned on in Indeed advertisements
- Change ads, try to advertise in different locations.
- Created sponsored ad posts for application links
- Creative copy in job postings, posting to multiple sources, asking for referrals
- Currently working on ideas.
- employee referral bonus – LinkedIn
- Employee Referral Bonuses
- Flyer distribution, Indeed, Hiring Events
- Going through a recruiter
- Held our own job fairs and incentivize employees for referring others.
- Hired a recruiter
- increase where we advertise for hiring and offer existing employees referral bonuses
- Increased advertising budget
- Increased advertising spending on Indeed and LinkedIn. Placing ads in neighboring cities based on applicant analytics provided by Indeed, shopping comps
- increased associate referral program to \$2.5k/referral
- Increased budget for employment ads. Reviewing all apps even ones not fully completed and more aggressive on reaching out to all applicants.
- Increased job postings, and increased the referral bonus for employees since that is our top source for new hires.
- Indeed; outreach to contacts in the industry; offering some signing bonus in payments spread over 3-6 months depending on level of responsibilities
- Internal recruiting department, job fairs
- Invest in sponsorships, job fairs, outreach, etc.
- Invested more in recruiters, ads, employee referral bonus.
- list on websites, such as local apartment assn., Indeed, corporate
- Marketed more places, increased Employee Referral
- More ads in more places
- More networking
- More social postings, glass door reviews
- Multiple job postings through various web boards; increased employee referral
- multiple ads
- Multiple advertisements
- Nothing (6)
- nothing. We are on Zip/Indeed and our own website

- Offer the Sign On Bonus and use multiple hiring sites.
- Online applications.
- Online services, we are being selective with wording job ads. Pay for extra services to highlight open positions.
- opened both local and regional positions, combined positions
- paid ads (2)
- Paid indeed posting
- Paid to list job posting on recruitment website
- placed job ads on multiple sites.
- Post in Linked In
- post on LinkedIn, Glass Door, Facebook
- Posted on personal Facebook pages and internships.
- posting on indeed, LinkedIn, going to job fairs, etc
- Proactively contacting applicants directly with a personalized message and following up.
- Referrals and actively recruiting all the time.
- Regularly update job positing, use social media.
- Sign on bonuses.
- Signed up for multiple job posting websites
- Signing bonuses if hired
- Social media advertising
- Spend \$\$\$\$ on all ad sources
- Tried different advertising sources
- Tried different posting methods. But we have also tried working with staffing companies and they indicate they have no people.
- Tried to diversify where we request candidates from -- we talked about maybe being more willing to train, but with the specialized programs the training just stresses the loss of team members more.
- Used a recruiter
- We advertise on Indeed
- We are using recruiters, and this has never been needed in the past but we aren't having much luck with them either.
- We increased our zip recruiter platform
- We post on all of the usual sites (Indeed, LinkedIn, etc) and have asked that our team become more involved in sharing posts with their industry connections.
- We started advertising on multiple job search platforms. Our expense for 2021 was \$20,000 in advertising and recruiting and we have a company under 100 employees.
- We've hit a road block
- You name it!

## Is your challenge the total number of applicants, or the quality of the applicants?

Total Responses = 95

Answer	Count	2022
Number of applicants	0	0%
Quality of applicants	26	27%
Both	68	72%
Neither	1	1%



## **If you offered someone a position and they turned it down, what was their reasoning?**

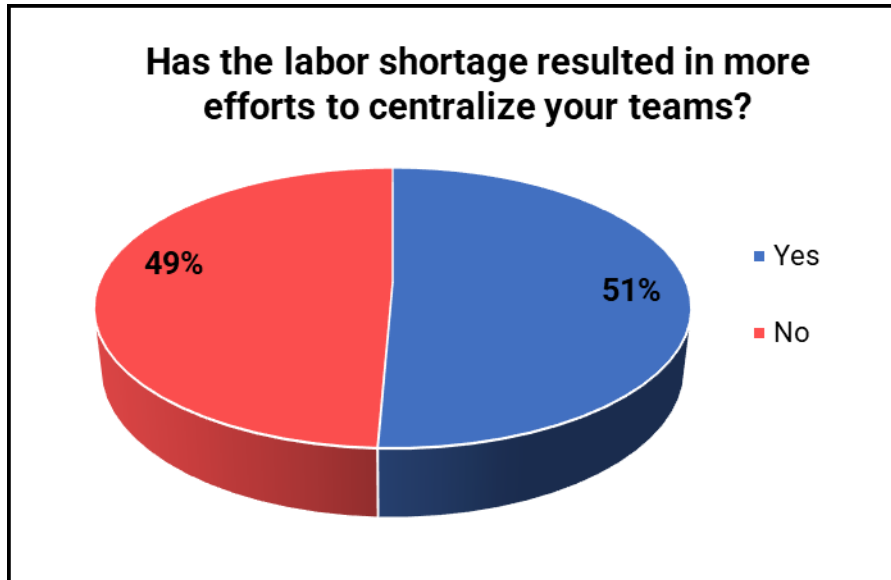
*Total Responses = 71*

- Accepted another offer- remote options
- Already accepted another position
- another job closer to home or more money
- Another opportunity with a more established company. Or we took too long to make a decision and the applicant already accepted another position.
- counter offer from current company (7)
- Duties; pay
- Found better salary or do not want to take drug test.
- Having to work both weekend days and hourly rate
- hourly rate and do not want to do on-call
- hourly wage
- In leasing, want weekends off.
- It's normally just ghosting; No chance for dialogue.
- money, other offers, vaccination decline
- Multiple offers. Wishing to work remote
- Offered a better position
- Other opportunities
- Pay (31)
- pay, commute, schedule
- Received an offer before mine and took it. You have to make the decision and lock someone in asap.
- Received higher paid offer from current company to stay or a higher paid offer from a competitor.
- salary & distance
- Salary and schedule flexibility
- The hiring managers took too much time to decide.
- they don't want to be on call, or they want more hours than we can accommodate.
- They ghost me (stop responding), or say they have a better offer
- They realize the workload at hand and the company we work for expects work of 4 to 2 people
- They were offered more \$ or the decline the drug screen
- This doesn't usually happen. More often than accept, go through the onboarding, then just stop showing up for work.
- Took a job somewhere else
- Took another higher paying job or decided to stay where they are since they gave them an increase to stay.
- wanted to continue to look for better opportunities
- Wanted to focus on their side-gig instead, or money.
- We get many many applications - but they don't show for scheduled interviews or don't return calls.
- We were basically "ghosted" by the applicant. They would just go silent.
- You make offers and they either take another position or ghost you

## Has the labor shortage resulted in more efforts to centralize your teams?

Total Responses = 75

Answer	Count	2022
Yes	38	51%
No	37	49%

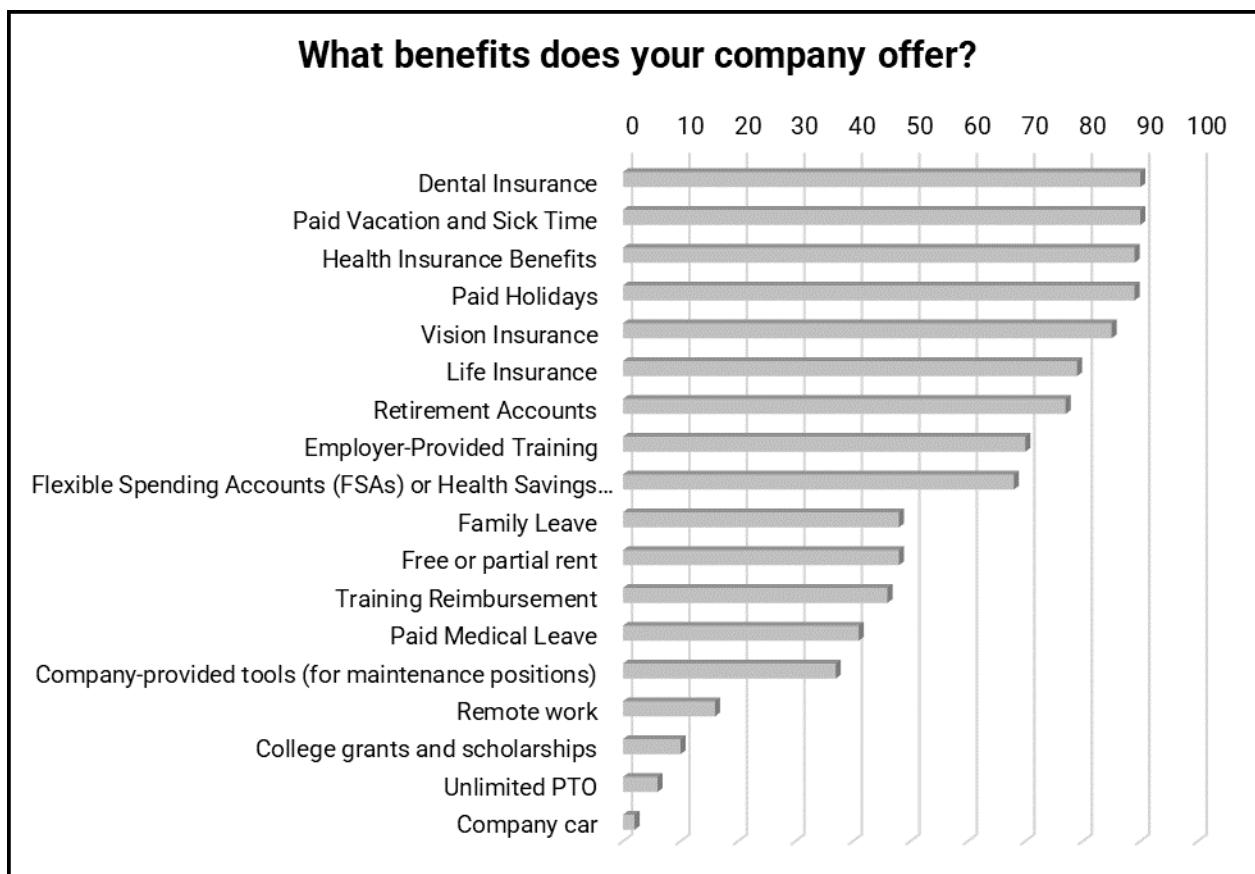




## What benefits does your company offer?

Total Responses = 92 (Responders were allowed to choose more than one option)

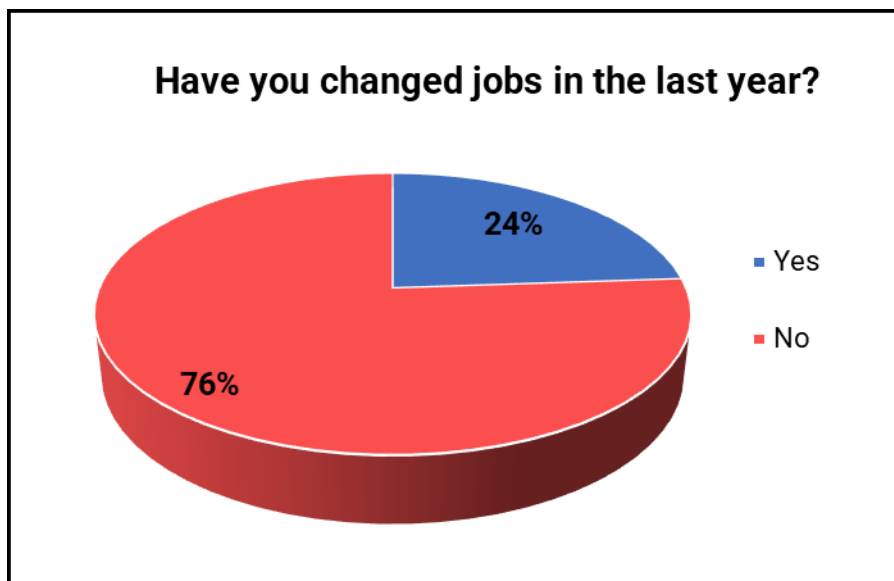
Answer	Count	2022
Dental Insurance	90	98%
Paid Vacation and Sick Time	90	98%
Health Insurance Benefits	89	97%
Paid Holidays	89	97%
Vision Insurance	85	92%
Life Insurance	79	86%
Retirement Accounts	77	84%
Employer-Provided Training	70	76%
Flexible Spending Accounts (FSAs) or Health Savings Accounts (HSAs)	68	74%
Family Leave	48	52%
Free or partial rent	48	52%
Training Reimbursement	46	50%
Paid Medical Leave	41	45%
Company-provided tools (for maintenance positions)	37	40%
Remote work	16	17%
College grants and scholarships	10	11%
Unlimited PTO	6	7%
Company car	2	2%



## Have you changed jobs in the last year?

Total Responses = 113

Answer	Count	2022
Yes	27	24%
No	86	76%



## Why? or Why not?

Total Responses = 88

### Those who answered Yes, they have changed jobs:

- \$\$\$
- Ability to work remotely
- Because of the bad residents and supervisor
- Better Pay, more advanced position
- Had to leave when manager promoted over me and wanted me to work "for him"
- I chose to be demoted from Property Manager down to Assistant Property Manager. The demands of the PM job were not worth the salary and extreme stress.
- I relocated to the Midwest from the East Coast.
- I was offered this position.
- Lack of opportunities and culture
- Location and new challenge
- Looking for a new challenge
- Merger
- More pay, better culture, ability to work remotely, higher bonus potential
- Moved to a new city
- My previous company thrived on mediocrity. The harder you work the harder you fall. Lackluster employees advance at the blink of an eye. I worked very hard and was passed up for positions. Enough was enough. They also made it a priority to involve themselves in my personal life.
- Previous company had toxic atmosphere and regularly violated Fair Housing law.
- Promoted
- Promotion/Job title change
- Property Sold
- Property was sold
- Relocation to another city
- Sale of a property, commute
- The stress of travel, covid and short staffing required me to be in three states at once and was impossible.
- Was offered a better job

### Those who answered No, they have not changed jobs:

- Because I need my job.
- been here 20 years; flexibility
- Challenging role
- Commute is super short currently
- Current PTO provided due to tenure.
- Enjoy the job
- Ensure economic security
- feel valued and challenged
- Great company, opportunities to move around

- Happy where I am
- happy with company
- Happy with job, position
- Happy with my company
- Happy with work and company
- Have only been with company for 18 months
- Have received a promotion and pay increase.
- Honestly the flexibility in working hours, ability to work from home and a very generous raise.
- I am very happy with my employer
- I enjoy the company I work for
- I enjoy what I do and the company I work for
- I evolved at work and got promoted
- I feel loyal to my company but have been looking at other opportunities, the right door would just need opened
- I felt scared to speak up with the conditions I was working in, no working restroom for a bit, alone on a lease up no maintenance no leasing person with a hotel conversion so I looked for another position and found it. Current company offered me the moon and back to stay however they could have offered it before I had a foot out the door
- I have been with my company for 20 years and love what I do. I was approached to move and opted to stay.
- I have not changed jobs because I feel a sense of loyalty to the company and to my team. I also really like what I do and feel that my pay is fair.
- I like my boss and co workers
- I like my company and feel challenged.
- I like my job
- I like where I work
- I love Inland
- I love my company (4)
- I love my job and I am part of the management team. I impact vision, strategy and change.
- I love the company I work for. They are fair, very good to their employees and offer much support
- I love who I work with and for.
- I'm happy with my salary
- I own the company :)
- I want to make it to my 15th year for retirement purposes.
- I was given a raise and a new lease up
- I'm a long timer with the same company over 20 years.
- I'm not interested in changing jobs. There is not really a big incentive to actively look for another employer.
- Just started applying
- King term employee. No desire to start over.
- Like my job as a recruiter
- Looking for right opportunity
- Love my employer

- Love my job! (2)
- Love my Job, love my Boss, and my Team and Tenants
- Love the people I work with
- no desire too
- No interest in a job search
- Not interested in leaving current organization
- not interested in proving myself all over again (at my age)
- Satisfied with current company
- Security, tenure, want to make a difference
- Senior management
- Stability
- Stability and growth opportunities
- starting to look...
- Support and Culture
- Was promoted recently. Happy with my remote work position and compensation

## What is your favorite employee benefit provided by your company?

Total Responses = 93

- 10 paid holidays, vacation days, 401K
- 4+ weeks PTO
- 401K (8)
- A founders trust in which after 5 years you are fully vested in the company and become in essence an "owner" The employee puts nothing into this, the founder puts everything. After five years if you leave for any reason, you will cash out your fund which is tens of thousands of dollars. On average about \$25-35K after just 5 years! Who else offers this? We want to encourage our teams to have an ownership mindset
- A lot. Remote work option, Payroll loans when needed/wanted, Catered lunches and beverages, Company trips that are meant for relaxation - all expenses paid and paid for time.
- Ability to work from home 3 days a week
- Acknowledgment of my hard work
- Anniversary gifts
- Appreciation/Team Building
- Autonomy
- Benefits
- benefits, flexibility
- Benefits, flexible work schedule.
- Birthday holiday
- Communication, flexibility and growth in any direction.
- Company car.
- Company Contribution to 403b
- Company functions
- Culture
- Employee Appreciation time- extra PTO given
- Excellent pay.
- Extra days off that ownership will throw out to employees as an appreciation for their hard work
- Extra paid days off and benefits.
- flex time
- Flexibility (4)
- Flexibility in schedule and working remotely
- Flexibility, on-going training, pay
- Flexible schedule and 12 holidays
- food allowance that can also be applied at the grocery store
- For the most part, autonomy.
- Free health insurance (2)
- Free stays in guest suites, free lunch, PTO
- Generous holidays.
- Get to attend aatc/sags events
- Health insurance (5)
- health insurance and lower deductible with FSA

- Housing discount
- I don't have a favorite, all of the benefits are so basic and minimal.
- I have been with the company for 20 years. As an RM I have freedom to try different things with my teams and my properties. The Trust the company has in me is my favorite thing.
- Insurance, holidays, flexibility of schedule
- Medical
- Medical insurance
- My Job, having a flex spending account.
- None (3)
- Paid health, dental and vision.
- paid life insurance
- Paying up to \$500 of my health insurance
- Pet Insurance
- Positive support
- PTO (8)
- PTO and rent discount (2)
- reimbursement for health copays
- Remote work
- Remote work for central office employees
- Respect for my personal life. Balance.
- Sporting event tickets
- Take What You Need PTO
- The excessive time off :)
- The freedom to create company culture and travel.
- The great people I work with
- Time off (2)
- Unlimited PTO (2)
- Unlimited PTO (after 5 years). Although it's hard to take any PTO with as busy of a schedule as we keep.
- Unlimited PTO, remote work and work from home stipend
- Vision insurance
- Wellness reimbursement program

## What benefits do you wish your company offered but they currently do not?

Total Responses = 87

- 401K (2)
- 401K matching; better medical insurance and company portion
- 401K, bonus program
- 401k, health insurance, Reasonable PTO policy, Training, Commission
- Additional PTO. I get 10 vacation days per calendar year.
- Adoption assistance, Childcare assistance
- allowance for uniform expense yearly for office staff as they do for maintenance.
- Annual gatherings of all employees in one spot
- Benefits for wellbeing
- better health insurance
- Better insurance for family
- Better monthly bonus opportunities
- Better vision insurance. What is offered by all insurance is lacking. Many eye insurance procedures are out of pocket such as Cataract surgery.
- big annual prize money
- bonus structure, cheaper benefits, advancement opportunities
- Cash in unused time off
- Cheaper insurance
- Childcare
- Clearer paths for advancement and opportunities for local housing policy support/lobbying.
- Company vehicle
- Flexible schedule
- Flexible spending account
- Free apartment for maintenance
- Free gym memberships, toll reimbursement
- Free insurance
- Free mental health for management positions. Burn out is trending in the industry and having to pay a therapist/counselor to deal with the burn out is added insult to injury.
- full remote work
- Fully paid health care benefits with no out of pocket expense to the employees.
- Health benefits
- higher 401k match
- Higher hourly rate.
- Holidays that aligned with bank holiday schedule
- HSA (2)
- Hybrid Schedules
- I am satisfied with the benefits currently offered by our company.
- Immediate health care instead of waiting 60 days
- Increase pay
- life insurance
- Life insurance, short term disability, more vacation time.
- Matching 401k



- Maternity leave
- Meetings for not just the managers but for others to get to help/meet each other
- Mental health first aid, broader access to mental health services, cultural engagement
- More events, perks or recognition
- more holidays paid off, focus more on employee satisfaction
- More PTO
- more PTO or paid family leave, maybe vision
- More time off
- More vacation, more holidays and a remote work option
- My company offers so many benefits that I cannot think of anything additional.
- None (6)
- Paid insurance
- Paid parental leave
- Pet insurance.
- PTO bank instead of separate sick and vacation. Health club reimbursement
- PTO buy out
- PTO policy is too strict. 401K is not matched.
- Real work-from-home, to be honest.
- Relocation
- Remote work options (2)
- Remote work, Unpaid leave, Multiple health insurance options
- Remote working
- Rent discounts to more team members, more people to make the workload lighter.
- Retirement
- Short-term disability
- They need better health insurance, 1 or 2 remote days a week for managers.
- Unlimited PTO (4)
- Unlimited PTO at least at the corporate or executive level
- unlimited pto for management
- unlimited pto for senior leadership
- unlimited PTO for upper management. We so rarely get the chance to take PTO that it would be nice not to lose it at the end of the year or have to cash out some. Most that I know in upper management would love to be able to take the time off and having unlimited would never be abused
- We do offer a gas/cell reimbursement but it's a low dollar amount. Should be increased. Not enough PTO for new employees
- Work from home
- Work from home hybrid schedule
- Work/Life balance

**Please rate how you are feeling about the following aspects of your job, with 1 being very negative and 10 being very positive:**

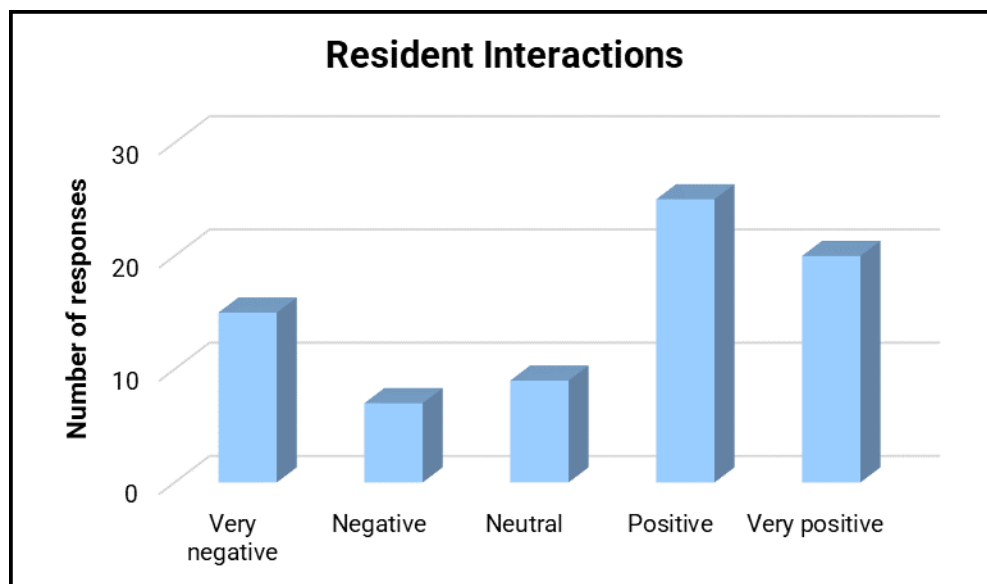
For the answers to the following questions, a characterization was made by grouping the values from 1 to 10 in these categories:

Values	Category
1 - 2	Very negative
3 - 4	Negative
5 - 6	Neutral
7 - 8	Positive
9 - 10	Very positive

### **Resident Interactions, if applicable.**

*Total Responses = 76*

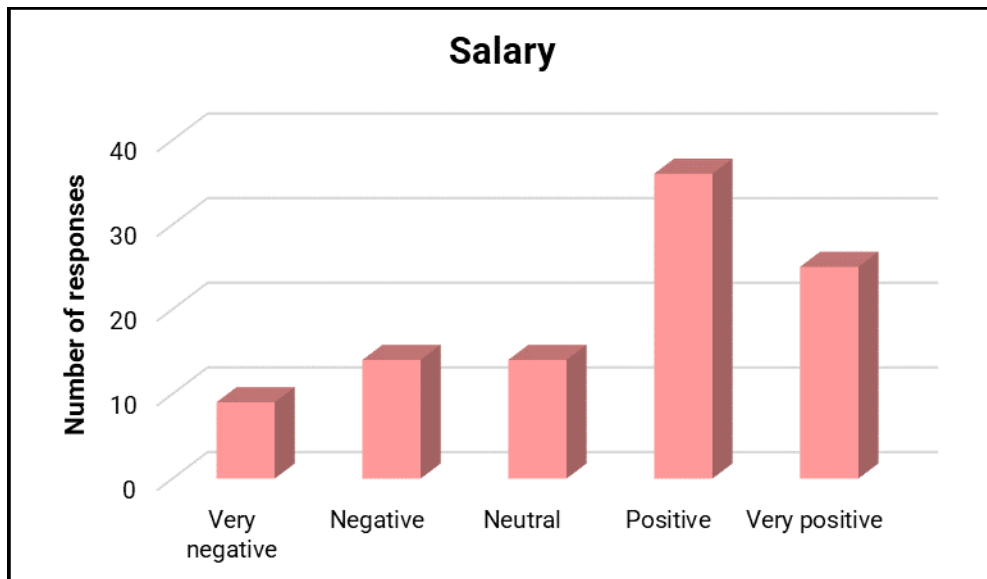
Answer	Count	2022
Very negative	15	20%
Negative	7	9%
Neutral	9	12%
Positive	25	33%
Very positive	20	26%



## Salary.

Total Responses = 98

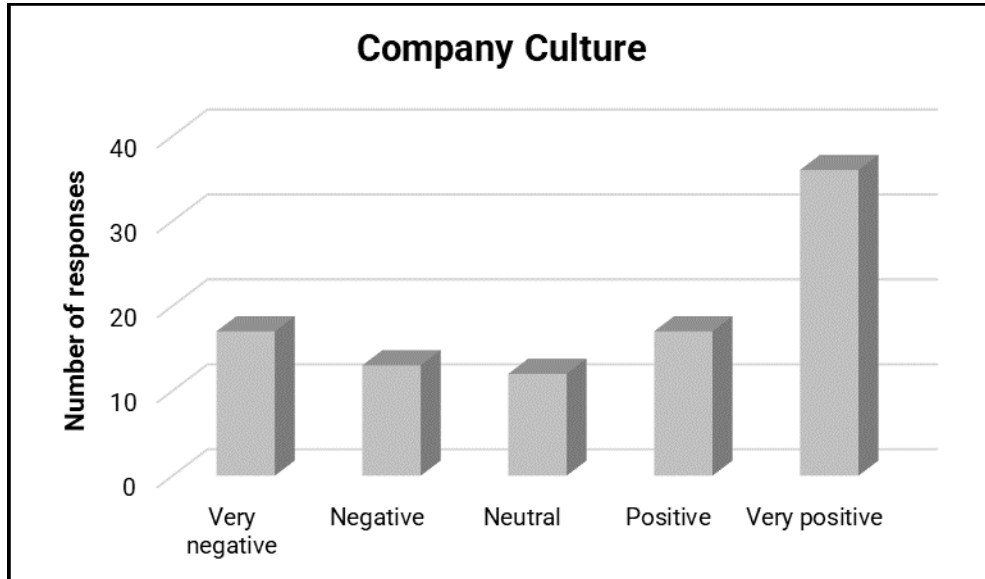
Answer	Count	2022
Very negative	9	9%
Negative	14	14%
Neutral	14	14%
Positive	36	37%
Very positive	25	26%



## Company Culture.

Total Responses = 95

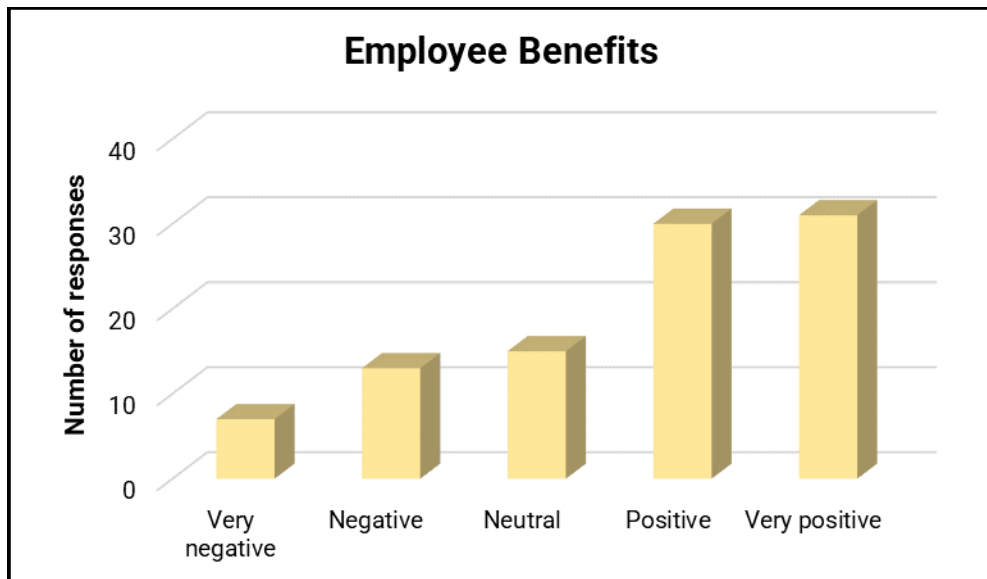
Answer	Count	2022
Very negative	17	18%
Negative	13	14%
Neutral	12	13%
Positive	17	18%
Very positive	36	38%



## Employee Benefits.

Total Responses =96

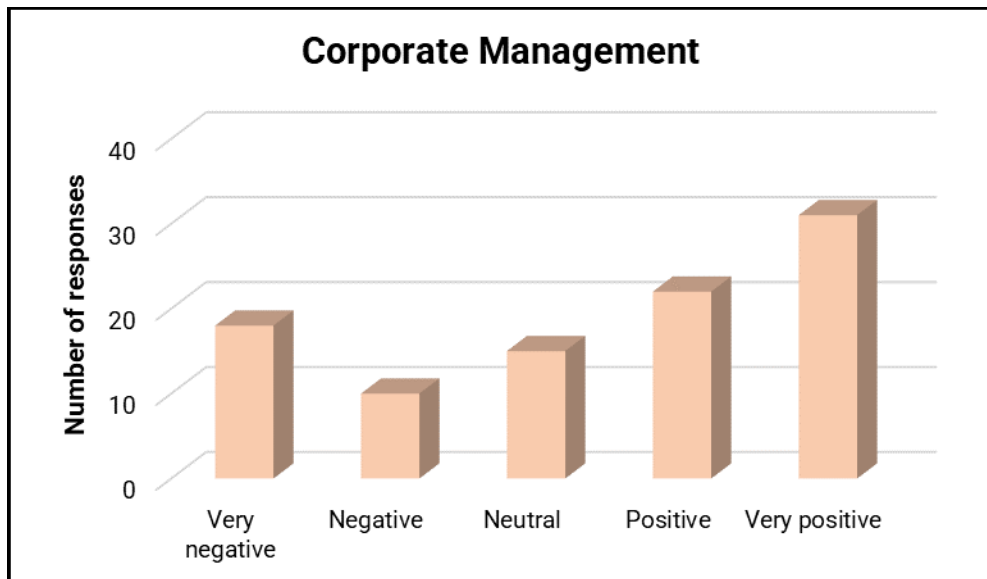
Answer	Count	2022
Very negative	7	7%
Negative	13	14%
Neutral	15	16%
Positive	30	31%
Very positive	31	32%



## Corporate Management.

Total Responses =96

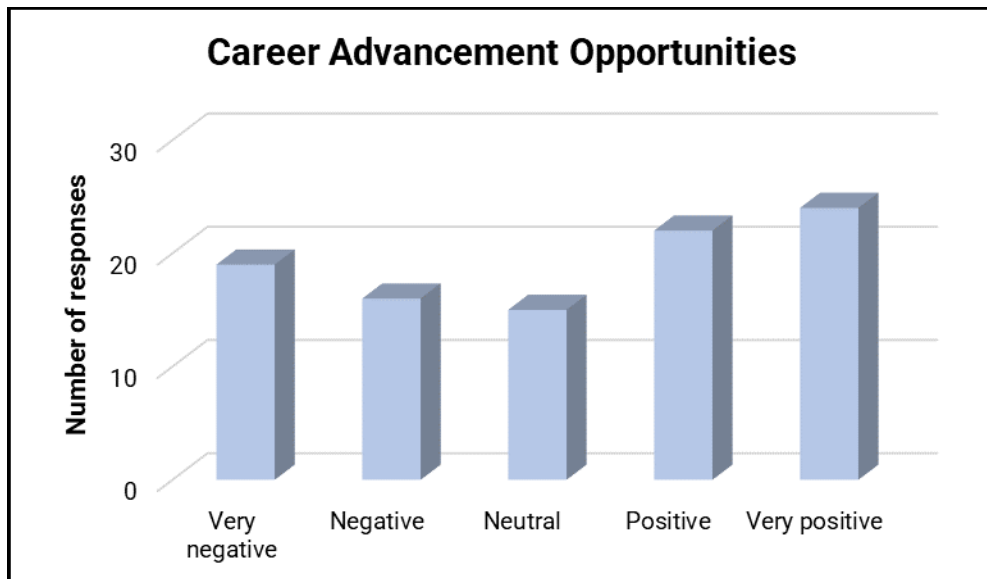
Answer	Count	2022
Very negative	18	19%
Negative	10	10%
Neutral	15	16%
Positive	22	23%
Very positive	31	32%



## Career Advancement Opportunities.

Total Responses = 96

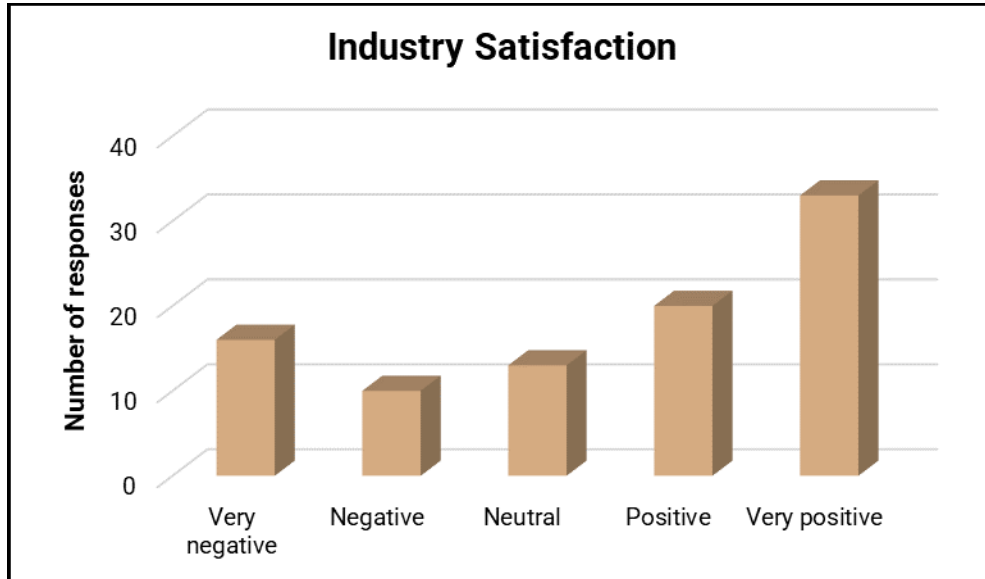
Answer	Count	2022
Very negative	19	20%
Negative	16	17%
Neutral	15	16%
Positive	22	23%
Very positive	24	25%



## Industry Satisfaction.

Total Responses = 92

Answer	Count	2022
Very negative	16	17%
Negative	10	11%
Neutral	13	14%
Positive	20	22%
Very positive	33	36%

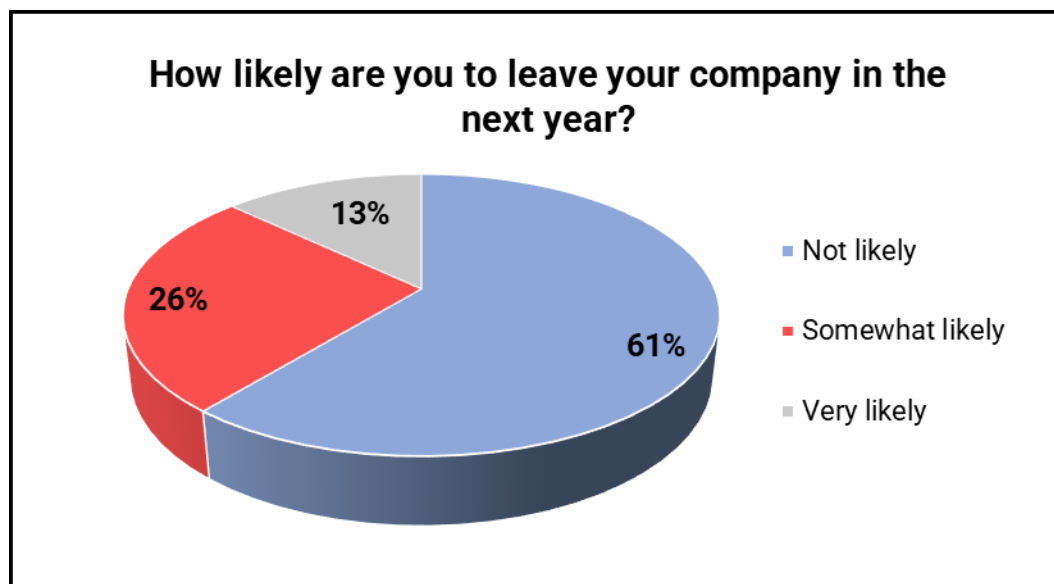




## How likely are you to leave your company in the next year?

Total Responses = 100

Answer	Count	2022
Not likely	61	61%
Somewhat likely	26	26%
Very likely	13	13%



We felt that the data was showing some very clear trends in what influences the decision to change jobs or stay with their current employer.

We took the data for those who answered “Not Likely”, “Somewhat Likely” and “Very Likely” to leave their job and compared it with how they rated the various categories in the previous questions. The highest values are highlighted in blue and the lowest in orange.

Weighted Averages							
	Resident Interactions	Salary	Company Culture	Employee Benefits	Corporate Management	Career Advancement Opportunities	Industry Satisfaction
Not Likely to Leave Their Job	7.3	8.0	8.1	7.8	8.1	7.1	7.7
Somewhat Likely to Leave Their Job	4.5	5.0	4.3	5.6	4.3	4.6	4.2
Very Likely to Leave Their Job	6.5	4.2	3.2	5.1	2.4	2.8	4.7

**In the charts below, the highest values are highlighted in blue.**

Not Likely to Leave Their Job							
	Resident Interactions	Salary	Company Culture	Employee Benefits	Corporate Management	Career Advancement Opportunities	Industry Satisfaction
Very Positive	32%	38%	60%	44%	51%	36%	51%
Positive	41%	45%	19%	36%	31%	29%	27%
Neutral	11%	10%	9%	10%	12%	19%	8%
Negative	7%	5%	3%	7%	2%	10%	7%
Very Negative	9%	2%	9%	3%	5%	7%	7%

Somewhat Likely to Leave Their Job							
	Resident Interactions	Salary	Company Culture	Employee Benefits	Corporate Management	Career Advancement Opportunities	Industry Satisfaction
Very Positive	10%	8%	4%	16%	4%	12%	0%
Positive	24%	28%	20%	28%	16%	16%	17%
Neutral	10%	12%	20%	24%	24%	12%	30%
Negative	14%	32%	24%	12%	24%	28%	13%
Very Negative	43%	20%	32%	20%	32%	32%	39%

Very Likely to Leave Their Job							
	Resident Interactions	Salary	Company Culture	Employee Benefits	Corporate Management	Career Advancement Opportunities	Industry Satisfaction
Very Positive	36%	0%	0%	8%	0%	0%	30%
Positive	18%	15%	8%	17%	0%	8%	0%
Neutral	18%	38%	17%	25%	17%	8%	10%
Negative	9%	23%	42%	50%	25%	25%	30%
Very Negative	18%	23%	33%	0%	58%	58%	30%

**If you are considering leaving your company, what would be the biggest reasons for doing so?**

*Total Responses = 68*

- A better opportunity for myself and my family.
- absurd pay increase
- Bad Management!
- Bad manager- never there constantly leaves office to watch kid play school games, never wants to help residents. Doesn't respond to emails with questions on specific items.
- Bad pay
- Better pay in a comparably healthy, ethical, and diverse company. I may not be actively looking, but I'm always open. Loyalty is seldom rewarded, sadly.
- Better salary, Advancement opportunity, A more forward-thinking company
- Burn out. Can't keep up. Fresh email box.
- Career Advancement
- Career Advancement
- Change in management
- Commute and long work hours
- Company culture and pay
- Comparable position in another industry
- compensation and challenge/growth
- compensation, morale
- Corporate management
- Culture. Lack of corporate support. Lack of staff.
- Disagreement with management, and a failure of corporate leadership in judging company culture and employee satisfaction.
- Disorganized
- Disregarding stressors and lack of acknowledgment there are issues.
- Dissatisfaction with the direction of the industry and feeling overwhelmed with the amount that's asked of me (uncompensated)
- exhaustion
- Go back to my old company with more vacation time
- Higher pay elsewhere
- I believe the longer you stay with a company, you should get extra's benefits. One year to 20 years you still only get 2 weeks for vacation time. 1-4 years you should be offered 2 weeks, when year 5 hits, you should have 3 weeks, 10 years 4 weeks
- I do a LOT of work and have several positions within my company. As I age, I want things to slow down versus speed up as I head toward retirement. Also, multifamily is hard - residents are angry and horrible lately.
- I was lied to, forgotten, expected to carry the burden on my shoulders alone
- If I found a job I'd enjoy with higher pay.  
It is a small company with small properties in various states. The staffing shortage means the Regional (me) has to cover the property, dig through the mess and hire new people. I am in perpetual new hire training mode.
- Lack of support (2)
- Less stress

- Money
- money, smaller company
- More money
- more money, but I like my flexible schedule
- More money, higher bonus potential
- More opportunities
- More time off work
- More work life balance
- Moving with fiancé's job
- My regional manager's tone and negativity.
- Not considering but I would like to see the company culture change. This needs to happen at the top however and that's something that is hard to do when communication with the ones that can make this happen are limited
- Not enough support
- Not enough vacation time. 10 days is pathetic. A minimum of 15 days should be standard. 20 would be ideal.
- Owners
- Relocation to a better climate
- Retirement (3)
- Retirement at some point
- Salary
- Salary & Career Advancement Opportunities are limited.
- Stress (2)
- The culture and how they treat their employee. Also working with a manager that does not help is very difficult.
- Tired of working on the property level.
- Too big, too many departments with turnover, passing the buck, too many initiatives rolling out without support and training to make it smoother for the users.
- Under staffing to save money but it's burning out employees
- Work/Life balance
- workload, salary do not feel appreciated by some
- Workload, stress of completing all tasks.

**If you are considering leaving your company, what are the biggest reasons you might hesitate in doing so?**

*Total Responses = 62*

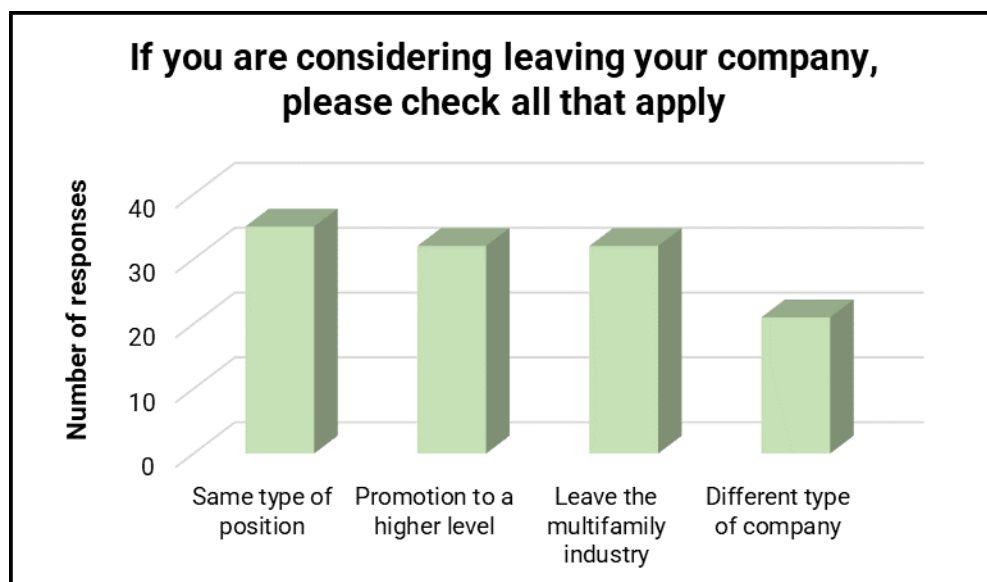
- care about the people I work with and for
- Coworkers are great and everyone gets along except with the manager.
- colleagues, PTO seniority, flexibility
- comfortable, might be worse elsewhere
- Company culture, manager is good. Company is ethical
- Compensation and challenge/growth
- Convenience of location, like the property size.
- Coworkers
- culture
- Culture HR needs to only be involved in HR issues (not operations) There needs to be fairness to everyone, and HR should remain unbiased so that everyone feels they can speak openly
- Current non-work-related responsibilities wouldn't allow for my 100% dedication to learning a new role/properties/company.
- Despite issues I have a big sense of loyalty which makes it hard to leave. I've put a lot into my career so it's hard to give up that progress
- Fear
- Fear of the unknown
- Feel bad leaving the owner.
- Finding a job locally close to home.
- Finding the right fit.
- Flexibility
- Freedom and ability to make changes.
- Good benefits and pay
- Good company to work for, work well with current team in place.
- Great boss/coworkers, good benefits, flexible schedule
- Great people, \$, Flex time, company culture
- I feel loyal
- I have just learned my job
- I have the ability to run my team and properties as I see fit and try new things. Not all companies offer employees the option to take initiative to try new things.
- It's a pain to change health insurance
- Job security (3)
- Location
- Looking for more money
- Love the interaction and the industry
- Love the job and opportunities for job creation and growth; have a say in what occurs.
- Loyalty
- money
- Money, my team, autonomy, I do make a difference in a lot of people's lives
- more support
- My age.

- My commute is less than 10 minutes
- My knowledge in the industry has grown, I'd hate to let it go to waste.
- my staff, my building
- PTO; stability; starting over; grass is always greener
- Salary
- Salary, ability to add more centralized support.
- same problem everywhere
- Seniority
- strong culture, like working remotely
- Tenure benefits, having to retrain new bosses in knowing how reliable my work ethic and integrity are, and of course, location.
- The company I work for is full of amazing, caring, and downright genuine people. I would be afraid to end up in another job with a management/corporate team that just views you as a dollar sign and does not care about your happiness or growth.
- The culture and empowerment in my current company, along with the fact that they live up to the high standards set in their mission/value statements, are incredibly rare. Unless someone else can clear that bar for more money, I'm unlikely to leave.
- The devil you know is better than the devil you don't.
- The grass isn't always greener on the other side
- The Residents.
- The trouble of looking and interviewing
- Work friends

**If you are considering leaving your company, please check all that apply:**

*Total Responses = 65 (Responders were allowed to choose more than one option)*

Answer	Count	2022
I would be looking for the same type of position	35	29%
I would be looking for a promotion to a higher-level position	32	27%
I would leave the multifamily industry completely	32	27%
I would join a different type of company in the multifamily industry (such as moving from property management to the supplier side)	21	18%



## Survey Notes

These survey results were compiled from 132 survey responses received from an anonymous survey conducted by Multifamily Insiders created on multifamilyinsiders.com. The Leasing Survey was distributed to social media networking sites including, but not limited to, Facebook, LinkedIn, and Twitter in areas which target employees of the multifamily housing industry.