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Bozzuto named the Top Property Management Co. for Online Reputation

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Boston, MA For the third consecutive year, Bozzuto has been named the Top Property Management Company for Online Reputation by Multifamily Executive Magazine and J Turner Research. This unprecedented achievement is determined by online reviews from customers.

“We are honored by this ranking because it shows us that our residents are more than just happy — we’ve earned their trust. That is the true measurement of our success,” said Stephanie Williams, president of Bozzuto Management. “The communities we manage are sanctuaries. We always welcome the opinions of our residents as their feedback helps our teams continue to create extraordinary experiences for them.”

This distinction is one of several awarded based on the 2016 ORA rankings. In 2016, 2015 and 2014, the Kensington, a Bozzuto-managed community in Boston, was voted No. 1 on the Top 50 Individual Properties list. Five Bozzuto communities rank in the 2016 Top 50 Properties list – the most from any other management company. Bozzuto’s score of 79.2 is 22 points higher than the national average of 57.2.

Bozzuto works to create communities that feel extraordinary and encourage meaningful dialogue between residents and the management team. Whether through personal responses on social or via the Bozzuto Listens online resident feedback platform, every question, comment or concern is addressed quickly. BozzutoListens is their philosophy for listening to their customers and providing timely responses. This includes an online option to help facilitate receiving customer feedback and ensuring that the feedback is shared with the right people internally.

“Bozzuto has continued its reign at the No. 1 spot as a National Multifamily Housing Council ‘Top 50 Manager’ with the best online reputation in the nation, despite increased competition. This only happens when you have the whole organization, from top to bottom, concentrated on meeting and exceeding resident needs. Bozzuto is the benchmark for how to satisfy residents,” said Joseph Batdorf, president at J Turner Research.

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