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Contact Information:

Don Canfield
LinnellTaylor Marketing
(303) 682-3942
don@linnelltaylor.com

J TURNER RESEARCH EXPANDS SURVEY PARTNERSHIP WITH NOLAN REAL ESTATE SERVICES

*Prospect and Resident Survey Program Rolled Out Across 34 Communities After
Successful Test Phase*

HOUSTON, July 7, 2009 – J Turner Research, a leading marketing research firm exclusively serving the multifamily industry, today announces an expanded engagement with Nolan Real Estate Services (Nolan), a mid-sized property and asset management firm. J Turner will conduct ongoing prospective and current resident satisfaction surveys at 34 of the company's communities.

"The expanded engagement with Nolan is a very significant milestone because it emphasizes the value our survey programs can deliver to mid-sized owner / operators," said Joseph Batdorf, president of J Turner Research. "Our flexible, real-time multifamily survey programs enable Nolan Real Estate Services to customize each survey in order to collect information from prospects and residents that will effectively help improve satisfaction levels, business operations and profitability."

Nolan's multifamily portfolio is comprised of 38 conventional, military-focused and student housing communities throughout the Southwest and Midwest. In March 2009 J Turner initiated a test program at 10 of Nolan Real Estate's communities in the Southwest region to measure resident and prospect feedback and satisfaction levels. After the three month test phase, the company's executive team recognized value in the data collected by J Turner and decided to significantly expand the program.

"The survey data and insight J Turner Research has been able to deliver in just a few months has been instrumental in identifying and establishing best practices for customer service throughout our communities," said Mitch Peterson, vice president of marketing for Nolan Real Estate Services. "Gaining access to accurate and real-time feedback

from our prospects and our residents serves as the building blocks for improving resident retention, satisfaction levels and streamlined operations.”

Additionally, the survey program provided Nolan with an impartial and effective means of measuring staff performance and customer service delivery as they interact with prospects and residents. Based on the feedback gathered from these core audiences, the company can effectively identify leasing professionals who are providing outstanding customer service as well as those employees in need of additional training and support.

If you would like to schedule an interview with J Turner Research or Nolan Real Estate Services please contact Don Canfield at (303) 682-3942 or don@linnelltaylor.com. To learn more about the company’s prospect and resident survey programs visit www.jturnerresearch.com.

About J Turner Research:

Based in Houston, J Turner Research specializes in developing and executing innovative and affordable research services for the multifamily industry. The company utilizes e-mail based surveys to accurately measure perceptions of prospective residents, current residents and employees to help owners understand how to optimize operational and marketing efficiencies. For more information, please call (713)954-4840 or visit www.jturnerresearch.com.

About Nolan Real Estate Services

Founded in 1980, Nolan Real Estate Services currently manages a portfolio of 38 conventional, military-focused and student housing, representing more than 9,500 apartment units, throughout the Midwest and Southwest United States. Property Management is the core of Nolan Real Estate Services’ business. Throughout the company’s history its professional staff has leased and managed virtually every type of real estate asset. The firm has consistently been on the leading edge of technology implementing electronic property management, yield management and expense control systems at both the property and home office level. Clients benefit from the “ownership” mentality at Nolan Real Estate Services as well as its professional, value-added management capabilities, attention to detail and a strong commitment to customer service.

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