**Positive Reviews**

About [72% of residential prospects](https://www.nmhc.org/research-insight/research-report/nmhc-kingsley-apartment-resident-preferences-report/) read online property reviews before making a decision. That means most renters want to know what other renters think, so positive reviews are important for bringing in residents. To earn and maintain a healthy positive-to-negative review ratio, you need to achieve two goals:

* Collect as many positive reviews as you can.
* Respond to all reviews in a timely and professional manner.
* INCLUDE YOUR PROPERTY NAME, the WORD APARTMENT and THE CITY You are in the response.
* It’s important to mix up your responses so they are not all the same.
* You can cover a bad review by asking an old reviewer to add a few words to their previous review and it will be placed back on top.

**Review Responses - Positive**

1. Thanks so much for sharing your experience with us. We hope to see you again soon.
2. We really appreciate you taking the time to share your rating with us. We look forward to seeing you again soon.
3. Thank you very much for taking the time to leave an excellent rating. We really appreciate you. Please let us know what else we can do for you in the future.
4. Thank you for your 5-star review. We look forward to sharing with our team to let them know to keep up their amazing work.
5. We are incredibly grateful for your 5-star review.
6. We really appreciate you and helping to share the word about us.
7. Thank you so much for your positive rating.
8. We’re so happy you are happy!! Your opinion means a lot to us.
9. Thank you for taking the time to let us know how (community) is doing. We are happy that residents like you are happy with their experience.
10. Thank you for sharing your experience. Your review means a lot to us.
11. Thank you, we are delighted to get your feedback. We strive to provide great service.