



SHOREBANK ENTERPRISE
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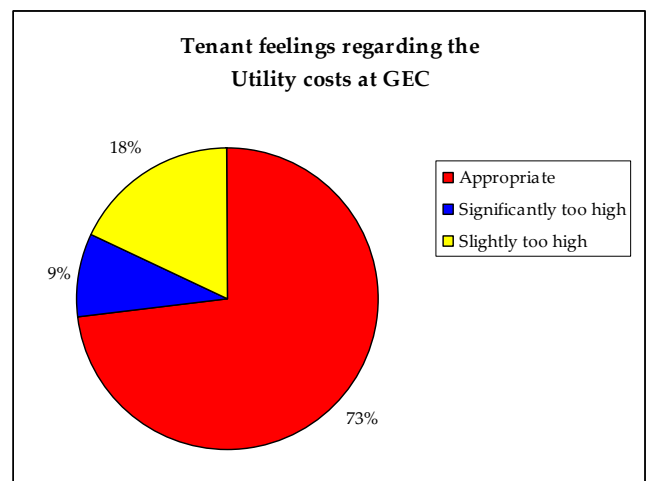
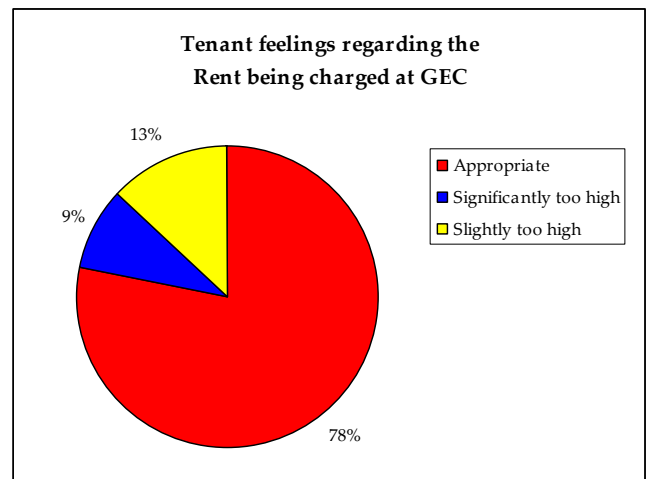
GLENVILLE ENTERPRISE CENTER SURVEY RESULTS
MAY 2008

In May 2008, the 36 tenants in the Glenville Enterprise Center were surveyed regarding their feelings on the building's operations, management, and effectiveness. Of those surveyed, 64% responded. Highlights of the survey are listed below. For complete survey results, please contact Matt Sattler at ShoreBank Enterprise Cleveland at (216) 681-8990.

GEC Condition	
96%	Completely or mostly satisfied with the location
91%	Completely or mostly satisfied with the overall condition
91%	Completely or mostly satisfied with common area cleanliness
87%	Completely or mostly satisfied with the visual appearance

GEC Management	
91%	Completely or mostly satisfied with the ease of contacting
91%	Completely or mostly satisfied with the follow up to reported problems
96%	Completely or mostly satisfied with willingness to respond
91%	Completely or mostly satisfied with the overall level of service

GEC Effect on Business Decisions	
50%	Strong positive or positive effect on starting business
70%	Strong positive or positive effect on maintaining your business



GEC Leasing Process	
89%	Completely or mostly satisfied with the ease of process
90%	Completely or mostly satisfied with the professional negotiations
86%	Completely or mostly satisfied with the agent's knowledge and helpfulness
86%	Completely or mostly satisfied with the overall quality of leasing process

