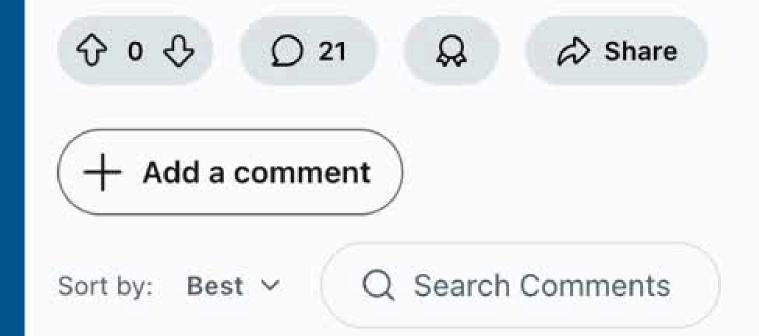


### What are the best neighborhoods and apartment/condo buildings in Tampa?

#### Question

I live in Miami currently and looking to potentially move to St Pete/Tampa area. I'm a 26 year old single male who works remotely and have a budget of up to around \$3k per month. As much as I love spending hours scrolling thru thousands of options, I'd love to just hear from those who have experience with the area on what the best options are to have more direction!

Thanks in advance

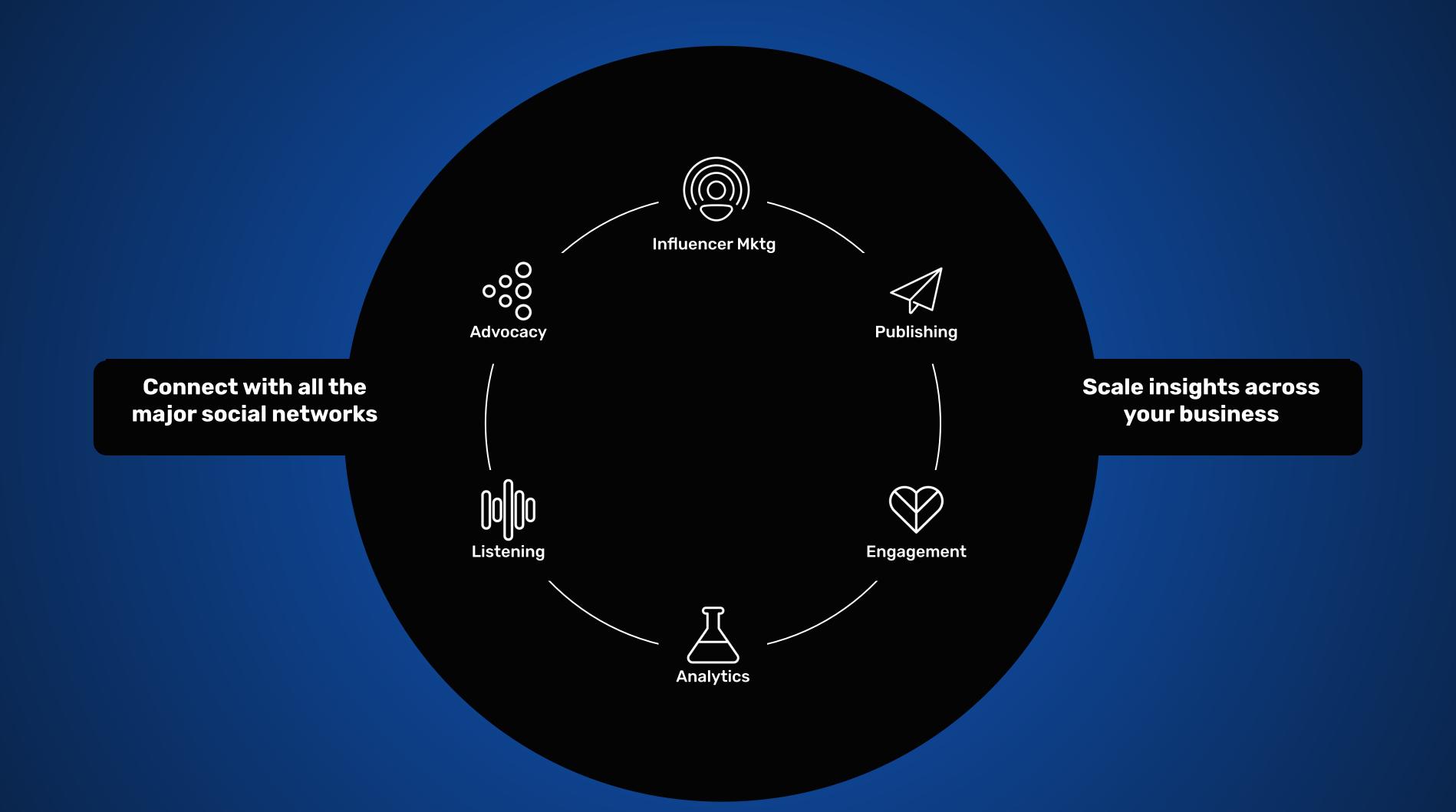




# Decoding the Digital Dialogue

TRANSFORMING MULTIFAMILY MARKETING THROUGH ADVANCED SOCIAL LISTENING

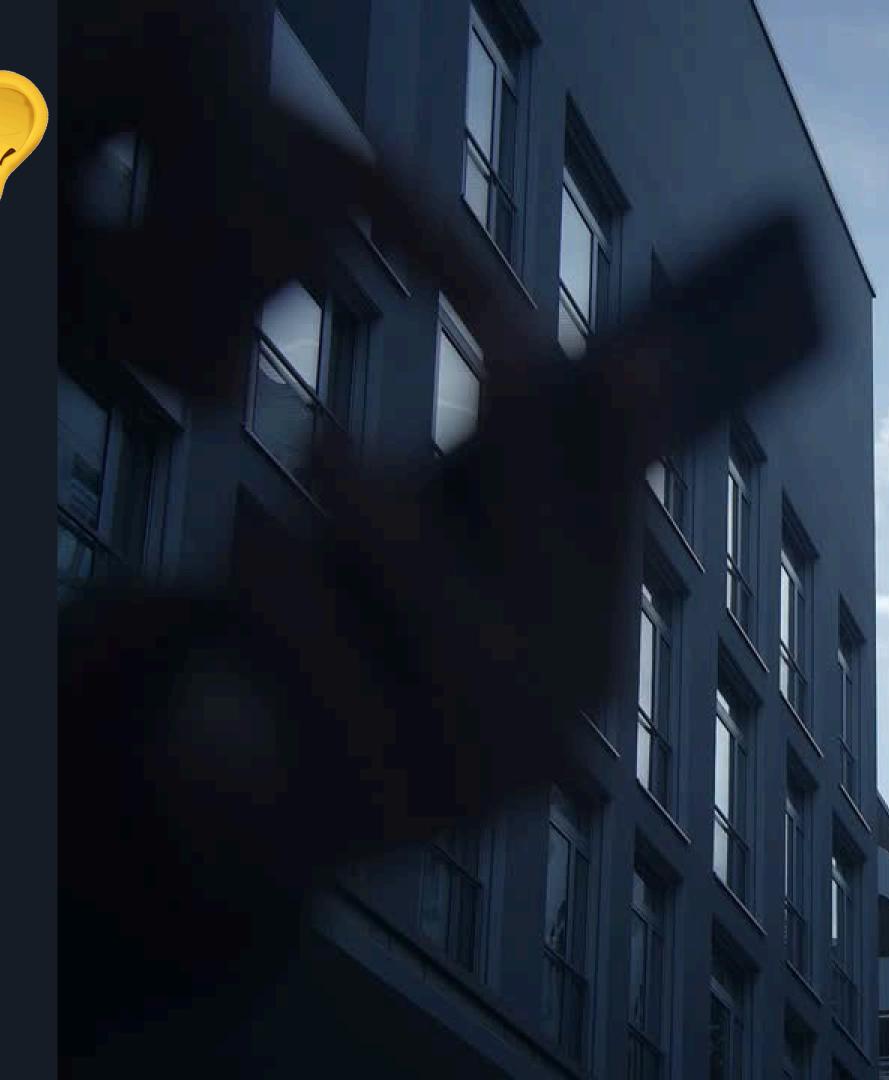






# What is Social Social Listening?

Listening helps you **identify trends**, **uncover patterns** and **gauge sentiment** around any topic



# Why Now?

Social listening helps you hear what people say about your brand, industry, and competitors—and most importantly, act on it fast.

### 5.24B+

Global social media users – 63.9% of the world's population optimized content to influence conversations.

61%

Of U.S. marketers investing in real-time social data.

## 51%

Of executives say social insights will become their most important data source.

#### The power of Listening vs. Monitoring

Monitoring tells you what, listening tells you why.

Social monitoring Reactive

Advanced listening **Proactive** 

↓ Data driving reactive responses.

# Core Aspects to Track Using Social Listening









**Brand Reputation** 

Competitive Intel

Community

Trends

#### Identify your listening approach



Crisis management



**Competitive** intelligence



Industry insights



Brand health



Market research



Campaign analysis

# Decision Making Using Social Listening Data







**Analyze** 



Align



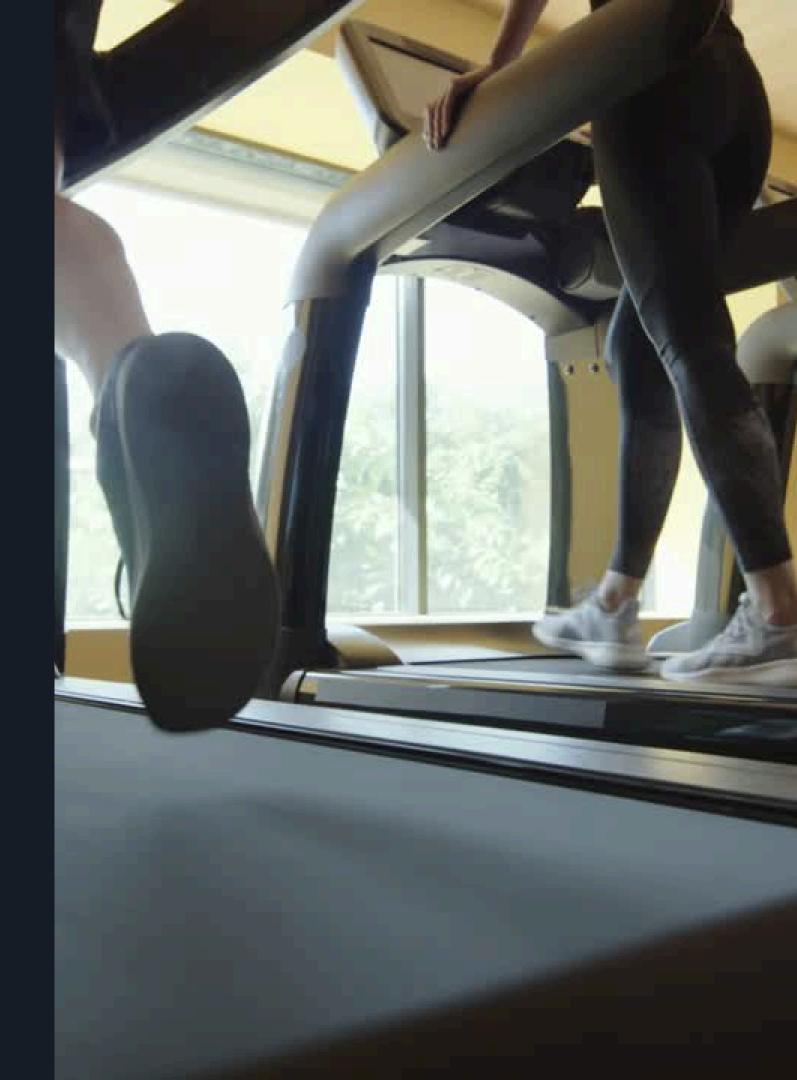
Decide

**ACTIVATE** 

**Example**: High volume of complaints about gym equipment

→ updated amenity messaging + faster repairs.

**Data** → **Insight** → **Decision** → **Business Change** 



## Industry Use Cases in



How social listening supports community planning, development, takeovers, rebrands, and marketing.



## Development: Plan Smarter Communities

Example: "Wish my apartment had..." or "moving to [city]" queries surface trends by city or zip.

## Acquisition: Listen First, Act Fast

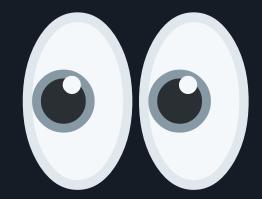
Example: "Management never replies to emails" trend leads to 24-hour response standard implementation.

#### Social Listening Best Practices

Tip: Don't just listen. Document, share, and act!

**Goal**: Make listening a proactive, cross-functional capability, not just a reporting tool.

# Example Checklist of Opportunities to Optimize Social Listening



## Monitoring brand/property mentions across platforms

- Google
- Yelp
- Reddit
- X
- Instagram
- etc.



Benchmarking sentiment and share of voice compared to competitors



✓ Listening for local housing, city, and renter trends to inform development and messaging



✓ Aggregating reviews and social chatter into dashboards for real-time visibility



✓ Tracking UGC and identifying potential resident and community ambassadors/influencers



Setting alerts for crisis signals (e.g., burst pipes, poor service, crime reports)



Routing actionable insights to relevant teams
(leasing, ops, marketing)

# Social Listening Tools I



#### Why Tools Make Sense

Using Tech to Drive Actions

**Result**: Data you can immediately act on – at all levels of the business.

### Meet Our Favorite Tools

SPRINKLR

**BRANDWATCH** 

**Shared Strengths:** Real-time alerts, sentiment/emotion detection, influencer tracking, demographic + geo filters, scalable dashboards

**SPROUT SOCIAL** 

# Platform Access & API Limitations

Platform	Listening Availability
Facebook	Limited Access
Instagram	Limited Access
X (Twitter)	✓ Full Access
TikTok	
Threads	X Not Available
LinkedIn	✓ Full Access
YouTube	Partial Access
Bluesky	X Not Available
Reddit	✓ Full Access

#### Why It's Time To Listen Differently



Your residents are telling you what they want. Are you hearing them?



Social listening is not just a tool... it's a strategy!



Make smarter decisions about what to build, how to market, and how to connect.

#### Q&A



# Thankyou



Annette Valle
Founder & CEO, Social Kapture

Matthew Cummings
Senior Director of Marketing, Bozzuto

