

HOLLADAY PROPERTIES

St. Francis Medical Center, Inc.



Tenant Satisfaction Survey Report

Conducted By:
Holladay Property Services
Monroe, Louisiana

October 17, 2007



St. Francis Medical Center, Inc. 2007 Tenant Satisfaction Survey

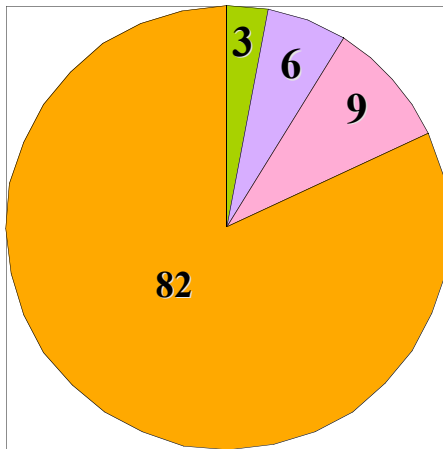
Project Overview

As a value added service to our management contract with St. Francis Medical Center, Holladay Properties conducted a Tenant Satisfaction Survey in August and September 2007. The survey evaluated the perceptions of tenants by measuring and benchmarking tenants' satisfaction with facility features, property management, maintenance, overall cleanliness, leasing, etc. The goal was to gauge overall tenant satisfaction as a means of improving customer service delivery, increasing the likelihood of their lease renewal and achieving operational enhancements.

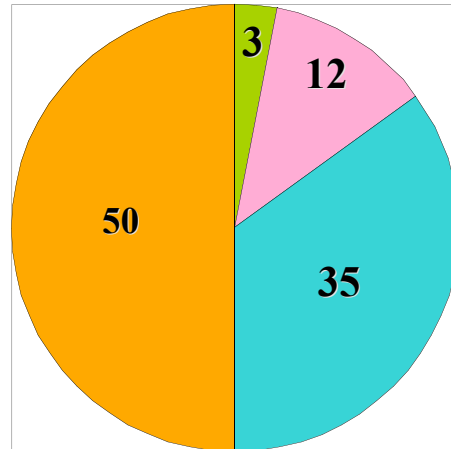
Past national research has identified a strong correlation exists between many tenant perceptions and their inclination to renew their lease and remain on campus. This survey identifies key areas that affect this propensity to renew and suggests an action plan to mitigate any adverse findings or negative trends. Tenant retention in on-campus medical office buildings is a key statistical indicator for hospital performance.

Key Performance Indicators

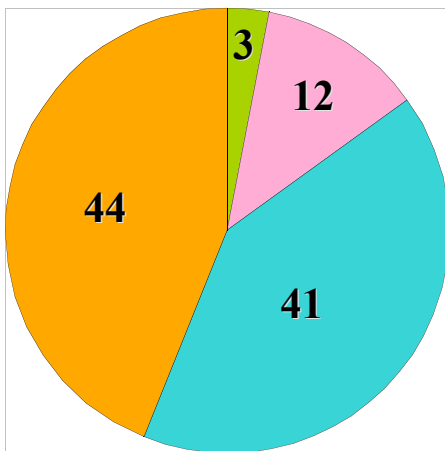
Overall Satisfaction



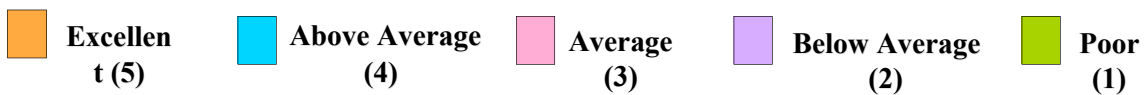
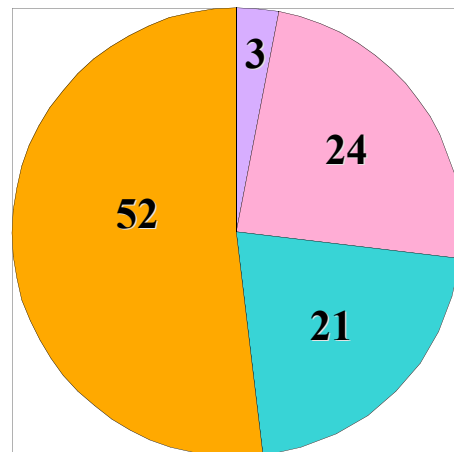
Management Responsiveness



Management Communication

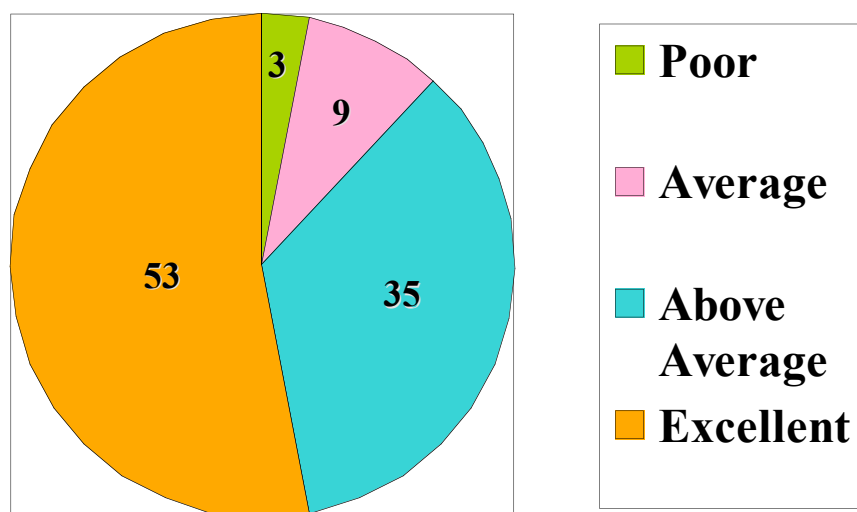


Leasing Satisfaction



Key Performance Indicators

Property Recommendation



Renewal Intentions

Definitely Would	19	56%
Probably Would	12	35%
Unsure	1*	3%
Probably Not	1**	3%
Definitely Not	1***	3%

* John Q. Public, M.D.

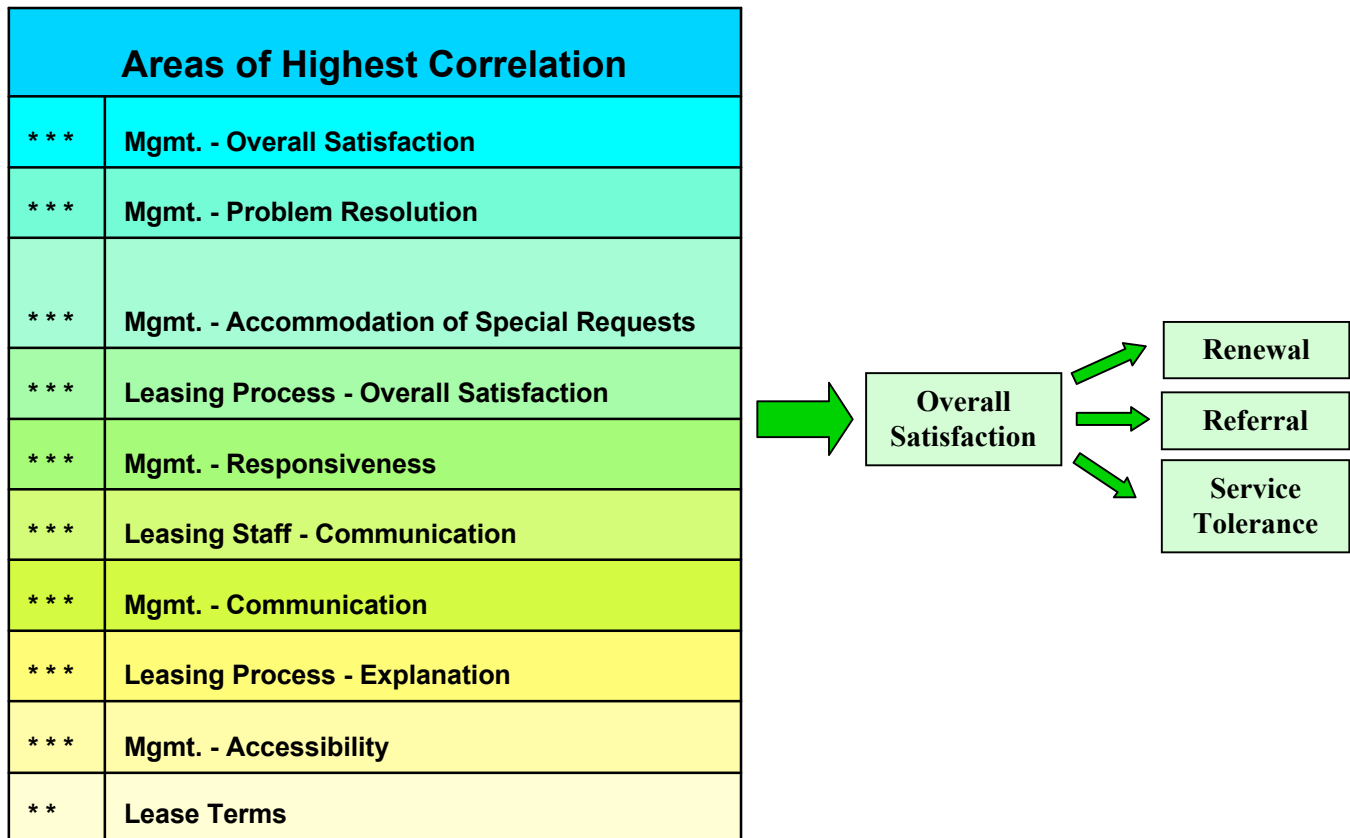
** Randy Travis, M.D.

*** Southern Center for Health Care Services

SFMC 2007 Tenant Survey

AREAS MOST HIGHLY CORRELATED WITH OVERALL SATISFACTION

The areas shown in the table below are those most highly correlated with, and therefore most important to, tenants' overall satisfaction for the SFMC portfolio. Improvements to satisfaction in these areas will lead to higher likelihood of renewal, increased referral, and greater service tolerance.



- *** Areas of high correlation with overall satisfaction are flagged with three stars, noting higher importance for action planning and focus, as appropriate.
- ** Areas of medium correlation indicate medium importance in action planning.
- * Areas of low correlation indicate lower importance in action planning.