

FREQUENTLY ASKED QUESTIONS:

- **How do the properties enter pricing information each quarter?**
The Spherexx Market Survey Tools program will email the property a form to fill out the pricing, concessions, leased and occupancy percentages. You will be able to review your current property information and edit if necessary.
- **How do I sign up? Where do I get a login?**
You will need to contact Spherexx.com by calling 866.491.7500 or emailing help@marketsurveytools.com and ask for the Market Survey Tools Association Package for Greater Memphis. All contracts are 2 year contracts. Once the contract is signed, the team at Market Survey Tools will begin setting up the community login and send to the subscribing property.
- **Can I update my property information?**
Yes. If you are a subscriber, you can access the program at any time to update your property information as needed. If you are not a subscriber and need to update your property information, you will have an option to review and submit changes to the Market Survey Tools team when you enter your quarterly data.
- **Who can submit information?**
Anyone can submit information about their property into the Greater Memphis Market Survey Tools Association Package. Only subscribers will have access to the detailed reporting and be able to generate those comparison reports.
- **Are the previous reports still available on the AAGM website?**
Yes. All reporting prior to January 1, 2020 is still available on the AAGM.org website in their original format.
- **Will I have access to the same reports?**
Under the new Spherexx reporting program, the Community Index and the Summary Report are free for anyone to view – subscribers and non-subscribers. . Communities choosing to subscribe to the new program will have access to all of the new preset reports from Market Survey Tools. Subscribers have the option to select what communities to compare and have no limit to the number of reports they choose to generate.
- **What if I miss the deadline for entering Survey information?**
If you do not submit your information before the submission deadline for the quarterly survey, your property's information will not be included in any reporting.