



TENANT SURVEYS

In the real estate industry, optimizing service delivery, operations, and tenant satisfaction is critical to enhancing property and portfolio returns. High tenant satisfaction can be leveraged to enhance retention and occupancy rates, lower expenses, and improve asset positioning. Organizations that proactively measure property service delivery can effectively set performance standards to drive operational excellence.

KINGSLEY TENANT SURVEYS GATHER CRITICAL INTELLIGENCE REGARDING:

- 1** Overall satisfaction as a tenant and perceptions of property features
- 2** Satisfaction regarding management, leasing, and maintenance
- 3** Likelihood of property recommendation and renewal intentions

THE KINGSLEY DIFFERENCE



Full-service Approach and Superior Customer Service

Kingsley Associates takes a full-service, client-centric approach, flexible to clients' desired outcomes. A dedicated project team is engaged in the program from start to finish.



Sophisticated Benchmarking Capabilities

The Kingsley IndexSM is the industry's largest and most sophisticated performance benchmarking database. Kingsley Associates develops highly customized Kingsley IndexSM benchmarks for each client.



In-depth Analysis and Actionable Reporting

Kingsley Associates excels in analyzing survey results to reveal the factors that are truly driving tenant retention. User-friendly reports are designed to assist with action planning at every level in an organization.



Executive Summary and Recommendations

Kingsley Associates provides an executive-level view of the assessment results, as well as significant value by helping to focus improvement in areas that most directly impact tenant satisfaction, retention, and NOI.

KINGSLEY PORTAL



Manage the survey process, view real-time results, and access detailed analysis and reports all within the Kingsley Portal. Access the portal on the go with the new **Kingsley Portal mobile app**.

Kingsley Associates has engagements with **9 OF THE 10** largest office owners and **ALL 10** of the largest investment managers.

THE KINGSLEY INDEXSM

The companies listed below are included in the commercial Kingsley IndexSM

Logos included in the Kingsley Index:

- JLL
- TIER REIT
- RREEF
- Bentall Kennedy
- SL GREEN REALTY CORP.
- VORNADO REALTY TRUST
- Hines
- LIBERTY PROPERTY TRUST
- PGIM
- BrandywineRealtyTrust
- STRS OHIO
- Brookfield
- CBRE GLOBAL INVESTORS
- Invesco
- THE RMR GROUP
- J.P.Morgan
- JAMESTOWN
- Principal
- WASHINGTON*REIT
- BARINGS
- UBS
- Equity Office
- LaSalle INVESTMENT MANAGEMENT
- KBS
- HUDSON PACIFIC PROPERTIES
- EMPIRE STATE REALTY TRUST
- TISHMAN SPEYER
- PIEDMONT OFFICE REALTY TRUST
- Morgan Stanley
- TH Real Estate
- TRANSWESTERN
- bxp Boston Properties
- Cousins
- CUSHMAN & WAKEFIELD
- BLACKROCK

CUSTOM BENCHMARKS



The Kingsley IndexSM can be matched on property type, class, and geography, and contains only the most recent 24 months of data.