



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 experience 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 Index™ is the industry's largest and most sophisticated performance benchmarking database. Kingsley Associates develops highly customized Kingsley Index™ 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 the tenant experience, 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 surveys
OVER 120,000 TENANTS
 annually and has engagements
 with **12 OF THE 15 LARGEST**
 investment managers.

THE KINGSLEY INDEX™

The companies listed below are included in the commercial Kingsley Index™



**CUSTOM
 BENCHMARKS**



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