

# HUFVUDSTADEN

Press release

## One hundred years and still at the top with the most satisfied office tenants in the industry

**After a hundred years in business, Hufvudstaden still has the most satisfied office tenants in the industry. This is revealed in the annual Customer Satisfaction Survey, *Fastighetsbarometern*, presented today.**

*Fastighetsbarometern* is the property industry's satisfied customer survey. For the second year in succession, Hufvudstaden has come out top. This year Hufvudstaden achieved an overall score of 83 on a scale of 0-100, while the average for the industry was 75. Hufvudstaden had the highest score for location, fault reporting, service, adaptation, premises, indoor climate and image. Over the past ten years, Hufvudstaden has been number one six times.

*"This is a result we are proud of and we consider it proof that our ambition to be a customer- and service-oriented company is appreciated. The survey is important if we are to develop and become an even better property owner and one that supports its customers' operations," says Ivo Stopner, President of Hufvudstaden.*

Service and the way customers are treated are key components in the company's business concept. Hufvudstaden is working continuously to raise the level of service and develop the way customers are dealt with in order to help them become more successful in the work they carry on in our properties.

*"Coming top is especially gratifying as this year we are celebrating our 100th Anniversary and we have basically the same concept now as we did in 1915 – putting our tenants first. Quality and long-term customer relationships are two of our main cornerstones, says Ivo Stopner, President of Hufvudstaden.*

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HUFVUDSTADEN AB (publ)

Ivo Stopner  
President

**Fact file:** Behind *Fastighetsbarometern* are the Swedish Property Federation and the consulting company CFI. Further details about *Fastighetsbarometern* are available at [www.cfigroup.se](http://www.cfigroup.se).

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**Hufvudstaden** owns properties and leases office and retailing premises in central Stockholm and central Gothenburg. The holdings comprise some 30 properties with rentable floor space of around 400,000 square metres. The market value of the property holdings is approximately SEK 29 billion. The company has around 100 employees. [www.hufvudstaden.se](http://www.hufvudstaden.se)