

SVEAFASTIGHETER WINS AN AWARD AT THE KUNDKRISTALLEN GALA FOR GREATEST IMPROVEMENT IN THE SERVICE CATEGORY

Sveafastigheter works to create safe residential areas where people thrive. Yesterday, Sveafastigheter was awarded the prize for 'Greatest improvement in Service Index' at the annual gala Kundkristallen. The company increased its service index by 5.7 percentage points.

Sveafastigheter is the largest publicly listed pure-play residential company in Sweden. Sveafastigheter works purposefully to increase satisfaction among its tenants.

- Beyond professional pride, we deem it a business priority to ensure our tenants are satisfied, because happy tenants want to stay and contribute to a strong reputation for us as a landlord. Therefore, we are very proud to have won an award at Kundkristallen, which is based on our tenants' opinion of us,' says Erik Hävermark, CEO of Sveafastigheter.

Based on tenant feedback, concrete action plans have been developed with a focus on better communication regarding what is happening in the property, improved maintenance of courtyards and patios, and enhanced quality of stairwell cleaning. This progress has been continuously monitored in close dialogue with property management and area managers. Outstanding efforts by various teams have been recognised to emphasise that the well-being of tenants is a top priority.

The efforts have yielded clear results. Sveafastigheter increased its service index by 5.7 percentage points.

- This is incredibly gratifying, and it proves that our hard work in 2024 has made a difference for our tenants. We are now celebrating together at Sveafastigheter, and then we will continue creating safe residential areas where our tenants thrive, says Ola Svensson, Head of Property Management at Sveafastigheter.

The satisfaction of Sveafastigheter's tenants is regularly measured through the customer survey company AktivBo, where tenants share their opinions about their homes via a questionnaire.

For further information, please contact:

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About Sveafastigheter

Sveafastigheter owns, manages and develops people's homes. The property portfolio consists of a wide range of rental apartments in growth regions in Sweden. The buildings are managed and developed with a local presence and commitment. Sveafastigheter develops and builds new sustainable housing where the demand for housing is the greatest. The company's Certified Adviser is FNCA Sweden AB.

Image Attachments

Kundkristallen Sveafastigheter 2025