Press Release
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Nivika reports improved customer satisfaction, NKI rises to 73

Nivika Fastigheter AB (publ) ("**Nivika**") has compiled the results of this year's tenant surveys, conducted in collaboration with AktivBo. Among commercial tenants, the Customer Satisfaction Index (Nöjd Kund Index, NKI) increased by two points to 73. Among residential tenants, 93.5 percent report that they are satisfied with their apartment.

– It is encouraging to see that NKI continues to improve. Maintaining a close dialogue with our tenants is central to how we operate, and the survey provides valuable insights into both our strengths and the areas where we can improve further, says Sverker Källgården, CEO of Nivika Fastigheter.

The results of this year's survey provide an important basis for Nivika's continued improvement efforts, with a focus on turning tenant feedback into concrete actions to improve service, satisfaction, safety and quality.

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About Nivika

Nivika Fastigheter AB (publ) is a property company that owns, manages and develops properties in southern Sweden, with a focus on Småland and the West Swedish Triangle. The property portfolio primarily comprises commercial properties in the industrial, warehouse, office, retail and community-service segments, complemented by residential properties and the Nivika Mitt Lager self-storage business.