

PRESS RELEASE

Hufvudstaden achieves its best results ever – ranked highest in customer satisfaction for the eighth year running

Hufvudstaden continues to set the standard for customer satisfaction in the real estate industry. With a score of 89, the company received the highest rating of all participating property owners in this year's Fastighetsbarometern Office survey. It also marks Hufvudstaden's best result ever and secures the top position for the eighth consecutive year. The outcome reflects the company's consistent and long-term commitment to service, quality and close customer relationships.

The Fastighetsbarometern annual customer survey is an important benchmark for the industry, providing insights into areas for improvement and development. This year, Hufvudstaden achieved a Customer Satisfaction Index (CSI) of 89, one point higher than last year's result. The industry average stands at 81, and among Hufvudstaden's tenants, as many as 95 per cent stated that they would recommend the company as a landlord.

"We are very pleased that our tenants are satisfied and value us as their landlord. The fact that we have further improved our result this year is clear proof that our long-term commitment to customer focus and continuous development is making a real impact," says Anders Nygren, CEO of Hufvudstaden.

Hufvudstaden receives particularly high ratings in the areas of location, contact person, fault reporting, and information, areas that have long been integral to the company's way of working. At the same time, environmental consideration continues to gain importance, and in this year's survey, the new category Sustainability also received a very high rating, evidence that Hufvudstaden's sustainability efforts are making a difference.

"Achieving our highest score ever is the result of the entire organisation's commitment. It shows that our focus on service, presence, and care is truly appreciated by our customers. Our goal is for every tenant to feel that Hufvudstaden is a partner that makes their everyday life easier and more inspiring," says Lars Orrvik, Service Director Hufvudstaden.

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HUFVUDSTADEN AB (publ)

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Facts about the Fastighetsbarometern

The Fastighetsbarometern survey is conducted by Fastighetsägarna Sverige in cooperation with the consultancy firm CFI Group. More information about the Fastighetsbarometern is available at www.cfigroup.se

- Customer Satisfaction Index (CSI) Hufvudstaden 2025: 89 (+1)
- Industry average: 81
- Recommendation rate: 95% of respondents among Hufvudstaden's tenants
- Strongest areas: Location, Contact Person, Fault Reporting, Information