

# HUFVUDSTADEN

Press release, October 21, 2014

## Hufvudstaden has the most satisfied office tenants in the industry

**Hufvudstaden has the most satisfied office tenants in the industry. With the highest score since *Fastighetsbarometern* started back in 1997, Hufvudstaden has once again come out top in this year's survey.**

*Fastighetsbarometern* is the property industry's satisfied customer survey. Hufvudstaden achieved 84 (+6) on a scale of 0-100. The average for the industry remains at 73. Areas that have had the greatest impact on tenant satisfaction were the property owner's service, fault reporting system and image. This year, Hufvudstaden was given the highest score for location, service, fault reporting, premises and indoor climate.

*"We are pleased with the result as it is clear confirmation that we are working in the right way. We are particularly proud of being awarded the high score for service. This is especially gratifying as our company will be celebrating its 100th anniversary next year and we have always been mindful to provide our customers with the best possible service," says Ivo Stopner, President of Hufvudstaden.*

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

*"At Hufvudstaden, quality and long-term customer relations are two of our most important cornerstones. The survey is important to us in order to develop and become an even better property owner and one that supports its customers' operations," says Ivo Stopner, President of Hufvudstaden.*

Stockholm, October 21, 2014

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.cfgroup.se](http://www.cfgroup.se).

**For more information, please contact:**

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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 385,000 square metres. The market value of the property holdings is approximately SEK 27 billion. The company has around 100 employees. [www.hufvudstaden.se](http://www.hufvudstaden.se)*