

What Makes Tenants Happy?

This is a quantitative survey conducted at the beginning of 2011 that aims at shedding some light on topics like the level of the services charged to the companies renting the office buildings or the satisfaction of the tenants with regard to the services delivered. Please find below a brief description of the report:

- 1 Methodology. Project Specifications**
- 2 Discussion of Results. Key Conclusions**
 - 2.1. Satisfaction with office buildings services, impact of different drivers, overall satisfaction by office building**
 - 2.2. Service Charge: fees, included services, common spaces status, property & cession tax and building insurance inclusion, other administrative expenditures**

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