



Survey Tools for Multifamily

The link between resident satisfaction and renewals is undeniable, but gathering accurate data for your communities can be challenging. KingsleySurveys offers comprehensive survey tools and trusted industry benchmarks that have proven to increase property performance and NOI.



**Measure Resident
Satisfaction**



**Increase
Renewals**



**Retain
Employees**



**Improve Property
Performance**



Turn Insights Into Action

Effectively launch surveys and seamlessly capture data on resident and employee perceptions.

For over 35 years, Grace Hill has provided comprehensive survey tools and actionable insights for the multifamily property management industry.

Our survey solutions and robust reporting engine help you to:

- Effectively conduct resident and employee assessments.
- Translate the results into actionable insights.
- Compare your data to our Kingsley Index™ industry benchmarks.
- See how your communities stack up against the competition.



Survey programs that meet your business needs.



Resident Surveys

Gain objective insights into the resident experience.



Employee Surveys

Increase employee engagement and retention.



Trusted Benchmarks & Awards

The industry standard for measuring resident and employee satisfaction.

KingsleySurveys streamlines your assessment process and compares your results to the Kingsley Index, the real estate industry's most comprehensive performance benchmarking database. Plus, you can earn a Kingsley Excellence Award when your overall resident satisfaction outperforms the index — helping you stand out from the competition and attract new residents.



Stand Out in Your Market

- Gain a realistic and actionable assessment of property performance.
- Customize your Kingsley Index for strategic benchmarks of similar communities.
- Compare yourself to accurate benchmarks by property type, asset class, and geography.

The most comprehensive performance benchmarking database in real estate.

With over 7 million residents and prospects surveyed annually, the Kingsley Index is a trusted industry standard used to level-set, compare, and track property performance against some of the top multifamily companies in the industry. In fact, 5 out of 6 of the nation's largest property management companies use KingsleySurveys!





Kingsley Excellence Award

Promote your achievements and stand out from the competition.

Each year, we recognize individual communities that outperform the Kingsley Index benchmark for overall resident satisfaction. Kingsley Excellence Award winners consistently go above and beyond to ensure their residents are satisfied with their experience at the property, and this award helps showcase that achievement.



Elite 5 Winners

Top-Performing Across
Main Client Tiers



Top 100 Properties

Highest Resident Overall
Satisfaction Scores



“KingsleySurveys gives us valuable information on the resident experience and allows us to see ourselves from their perspective. We can quickly address concerns, know of early renewal decisions, and gain a general understanding of how satisfied our residents are with management. This insight adds extreme value to our operations and sets us apart from our competitors.”

Alissa Panichella, Director of Marketing and Residential Services, Walnut Capital Management

Find out how KingsleySurveys can help you improve overall property performance!