



SUCCESS STORY

Friendly Competition Drives Tenant Satisfaction

Lillibridge Healthcare Services leveraged KingsleySurveys to implement a comprehensive survey program that increased tenant response rates, overall satisfaction, and staff engagement.

OVERVIEW

For more than 38 years, Lillibridge has developed trusting relationships and partnerships with healthcare providers to create exceptional places of care. With approximately 14,000 physician tenants and averaging 27 million patient visits each year, Lillibridge set out to identify a framework and an approach to gauge tenant satisfaction. Based on its reputation as the real estate industry's leader of providing research and performance benchmarking solutions, Lillibridge reached out to Grace Hill to implement KingsleySurveys.

CHALLENGE

Lillibridge identified a need to measure tenant satisfaction and understand how its performance data compared to peer benchmarks in overall management, engineering, leasing satisfaction, and renewal intention. The goal is to maintain or exceed the top quartile for overall tenant satisfaction.

COMPANY PROFILE



Lillibridge Healthcare Services

Location: Chicago, IL

Employees: 250

Portfolios: 18 million SF of
medical offices across 32 states

Year Founded: 2010

SOLUTION

Lillibridge leveraged KingsleySurveys to implement a comprehensive program to understand its tenants' needs, share response details with General Managers, and communicate building-specific action plans to its tenants. This holistic program helped them understand overall satisfaction levels and determine where to make improvements. Managers share tenant comments with their teams, and when specific employees are mentioned, they are recognized for going the extra mile to create exceptional care and support for tenants. Lillibridge management established the "Kingsley Cup," a traveling award given to the team with the highest overall satisfaction score, which has become a source of pride and employee engagement within the organization. Properties that exceed the annual Kingsley Index display banners in lobbies, thanking tenants for helping them achieve the Kingsley Excellence Award for satisfaction.

- As a numbers-driven and competitive organization, KingsleySurveys gives Lillibridge the tools it needs to measure tenant satisfaction.
- Lillibridge uses KingsleySurveys reports to understand their performance among all KPIs and other areas highly correlated to overall tenant satisfaction.
- Individual portfolios increased survey response rates by creatively engaging tenants and communicating the positive changes that occurred due to their feedback from the annual survey.

RESULTS

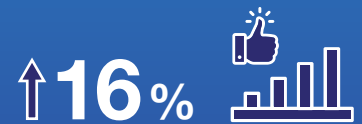
Tenant response rate increased



Kingsley streamlined survey questions, reducing completion time.



Overall satisfaction increased



Tenant overall satisfaction increased to 70th percentile



It's a phenomenal tool to get a good sense of what your tenants are happy with and what can be improved. It's been incredibly helpful to our tenants and teams.



Amanda Schroeder

Director of Client Engagement & Business Operations

Learn how **KingsleySurveys** can improve your performance!