



KingsleySurveys

Comprehensive Survey Tools and Trusted Industry Benchmarks.

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, KingsleySurveys has provided comprehensive survey tools and actionable insights for the multifamily 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 Industry Benchmarks and Awards

The trusted industry standard for measuring resident and employee satisfaction

Compare your results to the Kingsley Index and earn recognition for outstanding performance - helping you stand out from the competition.



Stand Out in Your Market

- Customize your Kingsley Index for strategic benchmarks of similar communities.
- Compare yourself to accurate benchmarks by property type, asset class, and geography.
- 5 out of 6 of the nation's largest property management companies use KingsleySurveys!

With over 5 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.

Kingsley Excellence Award

Promote your achievements and attract new residents

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.



**Top-Performing
Across Main Client Tiers**



**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 portfolio performance!